



AAU | NCSI Criminal Background Screening Frequently Asked Questions

General Screening Information

Q: Who is NCSI?

A: NCSI, recognized as the Gold Standard in background screening programs for youth-serving sport organizations and is the authorized provider for AAU's national screening program. With nearly two decades of leadership in youth protection, NCSI is celebrated by the National Council of Youth Sports for its pioneering efforts. NCSI is accredited by the Professional Background Screening Association.

Q: How do I complete a background screening with NCSI?

A: After purchasing your AAU membership, you will receive an email from support@ncsisafe.com with the subject line: "AAU Invitation for Background Screening." This email contains a link to the background screening application, which is valid for 14 days. Simply complete and submit the application, and NCSI will begin processing your screening.

Q: Do I need to have an active email address?

A: Yes. An active email address is required to complete your background screening. NCSI's primary form of communication with you is via email. It is VERY IMPORTANT that you provide an email address and that you check it frequently following your initial application. Please add @ncsisafe.com to your accepted email domain list to receive notifications from NCSI.

Q: What information is needed to process my background screen?

A: The background screening application requires the submission of a

- full legal name
- address
- date of birth
- social security number

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We are unable to complete the background screening if any of the required information is not provided.

Q: How do I know that my background screen has been submitted?

A: You will receive an email from support@ncsisafe.com letting you know your background screen has been submitted.

Q: Who should I contact if I have questions about my criminal background screening?

A: For any questions or concerns, please feel free to reach out to us. You can contact NCSI by email at support@ncsisafe.com or by phone at 866-996-7412. NCSI's business hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time. We typically respond within the same day or the next business day.

Q: How long does it take NCSI to complete my background screening?

A: Background checks are typically completed within 3-5 business days. However, delays can occur, so it's advisable to plan accordingly. If your screening requires an international search, please allow at least 2-3 weeks for completion.

Q: Is the information supplied to NCSI secure?

A: Yes, NCSI adheres to industry best practices for data security, including high-level encryption to protect information submitted online. Our internal security measures ensure that your personal information is only accessed by qualified personnel who are trained in handling confidential data. NCSI is PCI-compliant and does not share your personal information with third parties.

Q: Is AAU and/or NCSI completing a credit check when processing the background check information?

A: No, AAU and/or NCSI are NOT processing a credit check on anyone going through the background screening process. As a Consumer Reporting Agency (CRA), NCSI is compliant with the Fair Credit Reporting Act (FCRA), but a credit check is not being conducted.

Q: How will I know if there's a problem with my background check or if NCSI needs information from me?

A: If more information is needed to complete your background screen, then NCSI will notify you via email. These messages are dispatched from the NCSI Processing Team using our server: support@ncsisafe.com. Your NCSI screening file number will appear in the subject line of the verification email.

Q: What can I do if I think my report is incorrect?

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A: You will be provided an opportunity to alert NCSI of any questions or potential errors on your report. Email will be our primary way of communicating with you, so be sure to provide an accurate email address and check it regularly until your screen is complete. For any questions regarding inaccuracies, please reach out to compliance@ncsisafe.com.

Q: Can I register using my cell phone?

A: While it may be possible to complete your application on a cell phone, we recommend using a desktop or laptop for the best experience.

Q: Can a non-citizen of the United States without a social security number complete the background screening requirement?

A: Yes, individuals with or without a social security number can submit their background check screening using the same submission instructions. However, the processing time may be longer, and the processing fees may differ from a domestic screen due to the need to conduct an international search.

Status and Results

Q: How do I obtain a status update or copy of my background screening report?

A: To request a status update or copy of the report, you can contact NCSI's Support Team at support@ncsisafe.com or call 866-996-7412. After submitting your screening, you will receive an email with information about the NCSI Applicant Portal. Through this portal, you can check the status of your screening and live chat with the NCSI Team.

Q: Will I be notified when my background screening is complete?

A: No, NCSI will transfer the results directly to AAU so that the participation determination can be made.

Q: Why is my background screening taking longer than another registrant that submitted a background screen at the same time?

A: NCSI performs one or more county court searches and federal district court searches as part of the background screening. These involve getting information directly from the courts in question. Some courts may return information to NCSI the same day, while others can take longer. Once NCSI has information back from the courts, it is processed right away. Other delays may result when NCSI requests additional information from you.

Q: How will I be notified if NCSI needs additional information from me?

A: NCSI will send a notice to you via email with relevant instructions if we need additional information from you. It is very important that you check your email and respond promptly to this request, since your background screening will be on hold until you respond.

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Q: What information is provided to AAU from my criminal background screening?

A: AAU can be made aware of the content provided on a background screening report. Limited staff members of AAU designated by the safe sport department may have access to the screening report.

Q. What is a Clear/Green Light result?

A: A "Clear/Green Light" indicates criminal record information relating to AAU's criteria was not sourced or reportable in the process and therefore a "Clear/Green Light" report was issued to AAU.

Q.: What is a Flagged/Red Light result?

A: A "Flagged/Red Light" indicates that criminal record information relating to AAU's screening criteria was sourced in the process and therefore a "Flagged/Red Light" report was issued to AAU for review.

Q: Will I know if my background screening report is Flagged/Red Light?

A: Yes. If NCSI sources criminal history information relating to AAU's screening criteria, you will be notified and provided with information for your review. Under the Fair Credit Reporting Act, you will be provided with an opportunity to alert NCSI of any questions or potential errors in your report. Email will be our primary way of communicating with you, so be sure to provide an accurate email address and check it regularly until your screen is complete. Please be sure to respond immediately if NCSI contacts you for additional information.

Q: Can I appeal participation decisions made by AAU?

A: AAU will use the report provided by NCSI to determine an individual's eligibility for participation with AAU in accordance with AAU's established policies. Registrants have the right to appeal to the AAU's Review Panel, pursuant to the procedures outlined in the Criminal Background Screening Policy.

Q: May I receive a copy of my background screening report?

A: Yes, NCSI is happy to provide you with a copy of your background screening report and will require you to authenticate yourself before sending you a copy of your screening from their secure server: support@ncsisafe.com.