



**TRUSTED
COACHES®**

Trusted Coaches 2.0
Step by Step Instructions

Updated March 2021

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Introduction

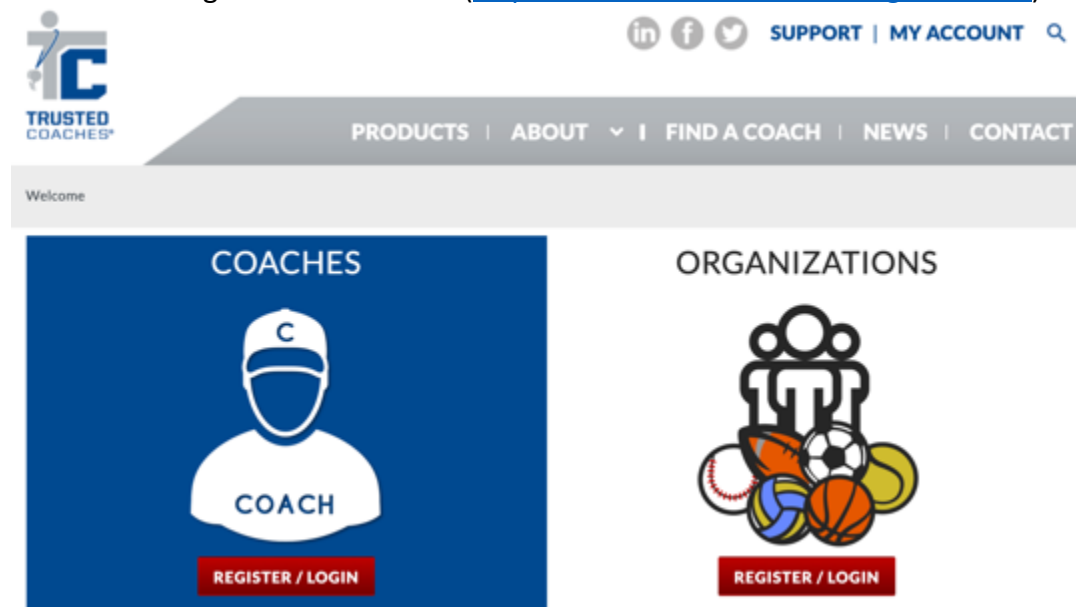
Trusted Coaches 2.0 is the first significant update to the Trusted Coaches Platform since its launch in 2014. The update offers multiple new features intended to provide the following:

- Increased Administrative Control for Organizations
- Smart Certification to Avoid Duplicate Training and Costs
- Tiered Background Checks
- Enhanced User Experience

This document provides step by step instructions to do everything you'll need to have trusted coaches in your organization or to become a trusted coach. If you ever have any questions do not hesitate to reach out to us at info@trustedcoaches.org or through our website at <https://www.trustedcoaches.org/>.

Welcome

From the [welcome page](#) you can create a personal account if you do not have one already and / or create an organization account. (<https://www.trustedcoaches.org/welcome>)



Log In or Register

When you select the coach option you can either log in or create your new account.

TRUSTED COACHES 2.0

PRODUCTS | ABOUT | FIND A COACH | NEWS | CONTACT

Welcome

TRUSTED COACHES

Welcome to Trusted Coaches

COACH

Login

Username

Password

Login

☐ Remember me [Forgot Password?](#)

OR

[Don't have an account? Register](#)

Enter Your Information

To create an account you will add your personal information, create a password and agree to Trusted Coaches' policies and procedures.

TRUSTED COACHES 2.0

PRODUCTS | ABOUT | FIND A COACH | NEWS | CONTACT

Welcome

TRUSTED COACHES

Welcome to Trusted Coaches

COACH

Already have an account?
Login to your Trusted Coaches Account

Login

1 Personal Information 2 Account Password 3 Review

First Name Last Name

Trusted Coach

Email Address Phone

info@trustedcoaches.org (612) 715-2528

Address


1011 Osborne Road NE

City State Zip Code

Spring Lake Park Minnesota 55432

Next


TRUSTED COACHES 2.0 STEP BY STEP GUIDE




[in](#) [f](#) [t](#) [SUPPORT](#) | [MY ACCOUNT](#) [Q](#)

PRODUCTS | ABOUT [v](#) | FIND A COACH | NEWS | CONTACT

Welcome



Welcome to Trusted Coaches



COACH

Already have an account?
Login to your Trusted Coaches Account

[Login](#)

☒ Personal Information

☒ Account Password

☐ Review

Account Password

• Password


[iD](#)

• Confirm Password

[iD](#)


Back

Next




[PRODUCTS](#) | [ABOUT](#) [v](#) | [FIND A COACH](#) | [NEWS](#) | [CONTACT](#)

Welcome



Welcome to Trusted Coaches



COACH

Already have an account?
Login to your Trusted Coaches Account

[Login](#)

☒ Personal Information

☒ Account Password

☒ Review

First Name

Last Name

Trusted

Coach

Email Address

Phone

info@trustedcoaches.org

(612) 715-2528

Address

1011 Osborne Road NE

City

State

Zip Code

Spring Lake Park

MN

55432

☐ I understand and acknowledge Trusted Coaches Background Check Policies and Procedures

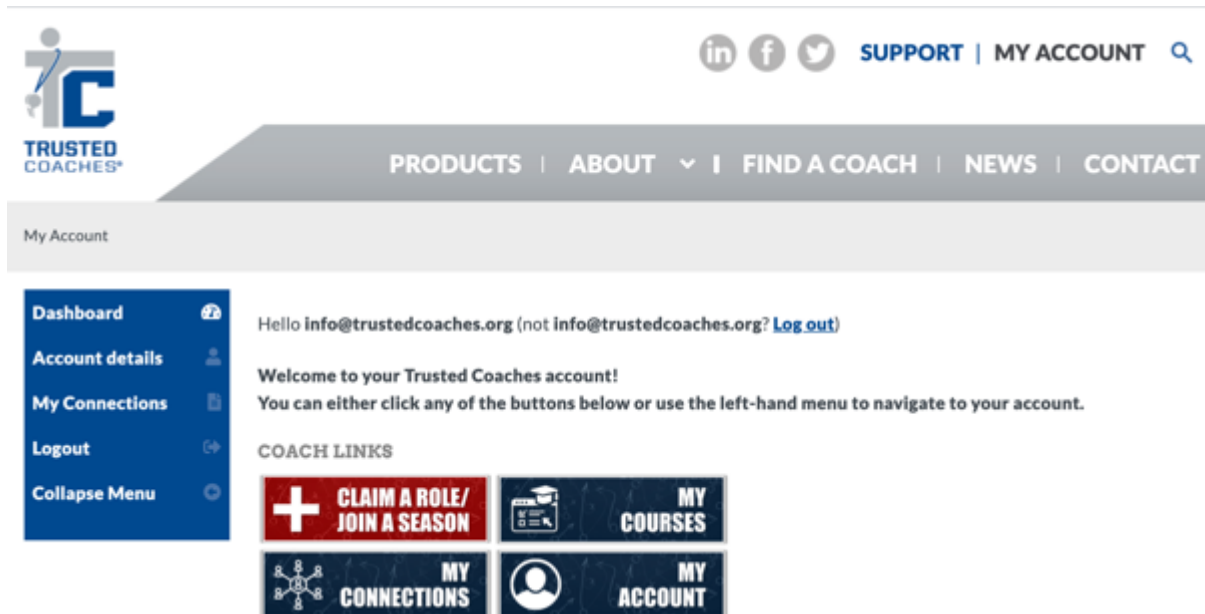
Register

Back

Next

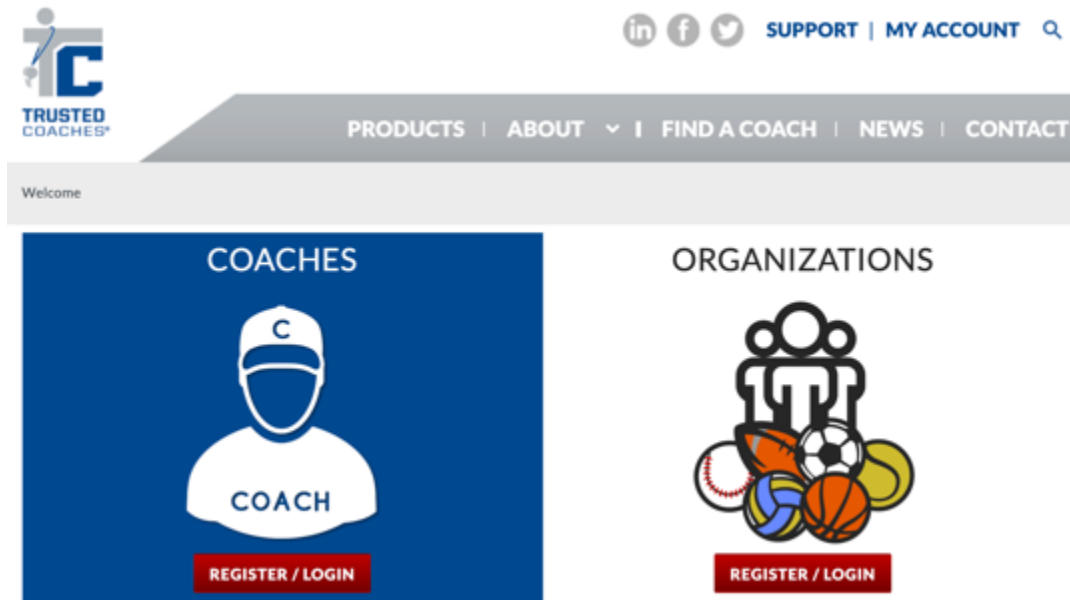
Your Dashboard

Once you have completed creating your account you will be taken to your personal dashboard.

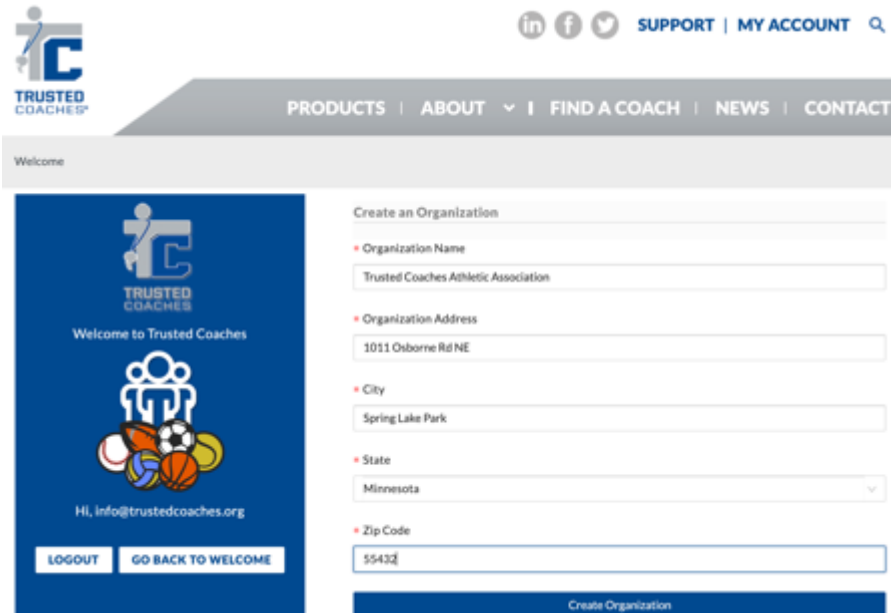


Creating Your Organization

From the [welcome page](https://www.trustedcoaches.org/welcome) you will selection the option to create an organization account. (<https://www.trustedcoaches.org/welcome>)



Fill in your organization's information and create the organization account.



The screenshot shows the 'Create an Organization' form on the Trusted Coaches 2.0 website. The form is titled 'Create an Organization' and includes the following fields:

- Organization Name:** Trusted Coaches Athletic Association
- Organization Address:** 1011 Osborne Rd NE
- City:** Spring Lake Park
- State:** Minnesota (selected from a dropdown menu)
- Zip Code:** 55432

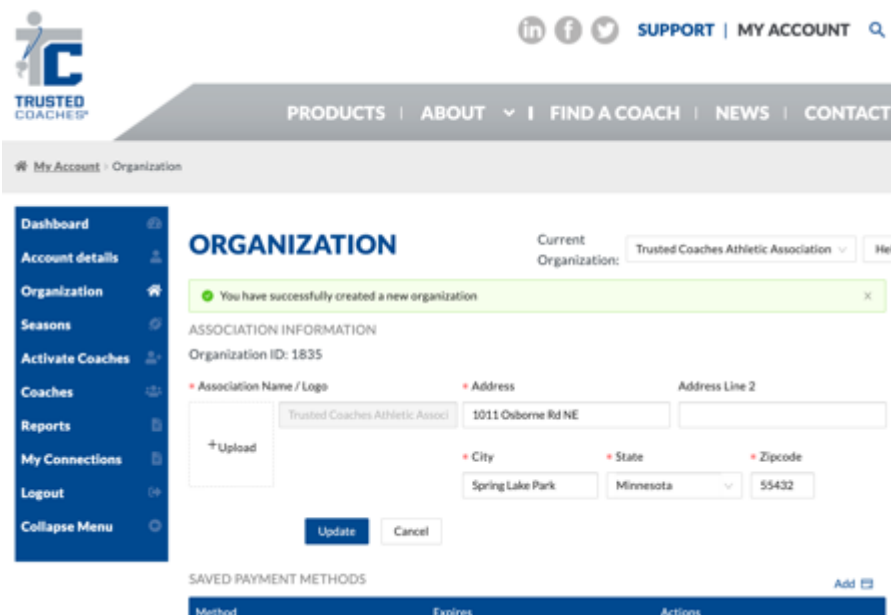
At the bottom of the form is a blue button labeled 'Create Organization'. To the left of the form is a sidebar with the Trusted Coaches logo, a welcome message, and links for 'LOGOUT' and 'GO BACK TO WELCOME'.

Editing and Updating Information

Once your organization is created you will see that your dashboard is now a bit different. You will be able to update your organization's information as needed.

This includes:

- Your Logo
- Your Address
- Your Payment Information
- Administrators
- Sub Associations



The screenshot shows the 'Organization' dashboard on the Trusted Coaches 2.0 website. The dashboard includes a sidebar with navigation links: Dashboard, Account details, Organization, Seasons, Activate Coaches, Coaches, Reports, My Connections, Logout, and Collapse Menu. The main content area is titled 'ORGANIZATION' and displays the following information:

- Current Organization:** Trusted Coaches Athletic Association (selected from a dropdown menu)
- Organization ID:** 1835
- Association Name / Logo:** Trusted Coaches Athletic Associ (with an upload button)
- Address:** 1011 Osborne Rd NE
- City:** Spring Lake Park
- State:** Minnesota (selected from a dropdown menu)
- Zipcode:** 55432

At the bottom of the dashboard is a section for 'SAVED PAYMENT METHODS' with a table that has columns for Method, Expires, and Actions. The table is currently empty.



- Dashboard
- Account details
- Organization
- Seasons
- Activate Coaches
- Coaches
- Reports
- My Connections
- Logout
- Collapse Menu

ORGANIZATION

Current Organization: Trusted Coaches Athletic Association [Help](#)

You have successfully created a new organization

ASSOCIATION INFORMATION

Organization ID: 1835

[Edit](#)

Association Name / Logo



Trusted Coaches Athletic Association

Address

1011 Osborne Rd NE

Address Line 2

null

City

Spring Lake Park

State

MN

Zipcode

55432

SAVED PAYMENT METHODS

[Add](#)

Method	Expires	Actions
You currently do not have any saved payment methods.		

- Reports
- My Connections
- Logout
- Collapse Menu



Trusted Coaches Athletic Association

1011 Osborne Rd NE

null

City

Spring Lake Park

State

MN

Zipcode

55432

SAVED PAYMENT METHODS

[Add](#)

Method	Expires	Actions
<p>You currently do not have any saved payment methods. You are not required to save a Credit Card for payment. All organizations will receive monthly invoices by default.</p>		

ASSOCIATION ADMINISTRATORS

[Add](#)

Status	Name	Email	Actions
Accepted	Trusted Coach	info@trustedcoaches.org	Remove

[1](#)
5 / page

SUB ASSOCIATIONS

[Add](#)

Name	Coaches	Seasons	Actions
------	---------	---------	---------

TRUSTED COACHES 2.0 STEP BY STEP GUIDE

My Connections

Logout

Collapse Menu

City

State

Zipcode

Spring Lake Park

MN

55432

SAVED PAYMENT METHODS

Add

Method

Expires

Actions

Add New Association Administrators

EXISTING TRUSTED COACHES USER(S)

Create New User

Search Coaches

Name	Email	Actions
Matt Feyen	mfeyen@trustedcoaches.org	Select User

1 / 5 / page

My Connections

Logout

Collapse Menu

City

State

Zipcode

Spring Lake Park

MN

55432

SAVED PAYMENT METHODS

Add

Method

Expires

Actions

Add New Association Administrators

EXISTING TRUSTED COACHES USER(S)

Create New User

Search Coaches

Name	Email	Actions
Matt Feyen	mfeyen@trustedcoaches.org	Selected

1 / 5 / page

SELECTED USERS

MATT FEYEN

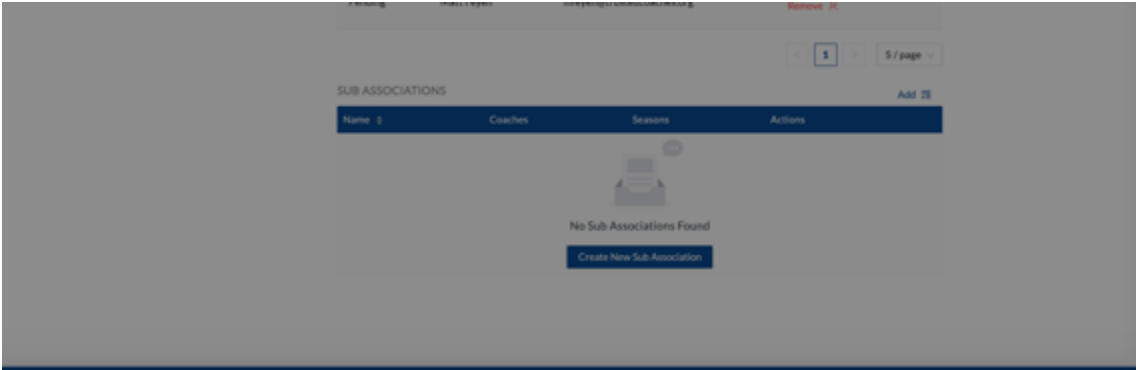
Remove

Help

Cancel

Add New Association Administrators

TRUSTED COACHES 2.0 STEP BY STEP GUIDE

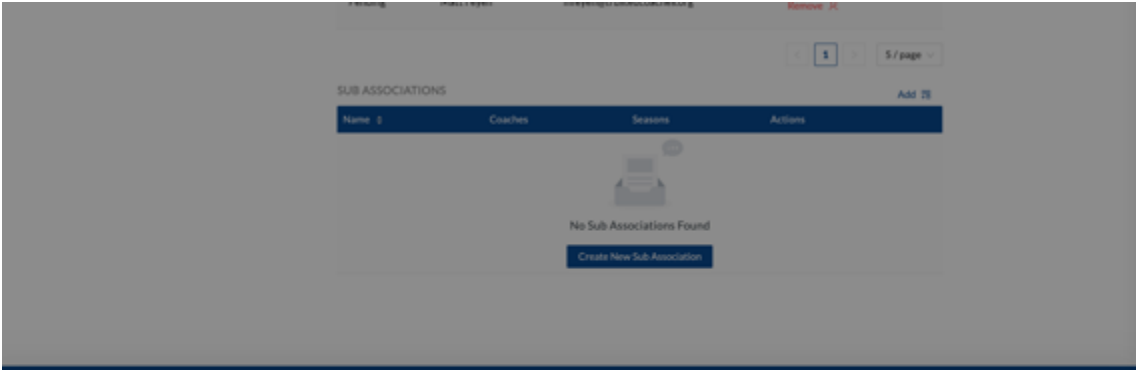


Add New Sub Association

Association Name Address Address Line 2

City State Zipcode

Help Cancel Add New Sub Association



Add New Sub Association

Association Name Address Address Line 2

Trusted Coaches Baseball 1011 Osborne Rd NE

City State Zipcode

Spring Lake Park Minnesota 55432







Help Cancel Add New Sub Association

Sub Associations

Using sub –associations is optional and allows for administrators to view all organizations under their purview individually. This example: Trusted Coaches Athletic Association has the following sports; baseball, football, basketball, hockey, wrestling, pickle ball, etc.

SUB ASSOCIATIONS

[Add](#) 

Name 	Coaches	Seasons	Actions
Trusted Coaches Baseball	0	0	Switch To 
Trusted Coaches Football	0	0	Switch To 
Trusted Coaches Basketball	0	0	Switch To 
Trusted Coaches Hockey	0	0	Switch To 
Trusted Coaches Wrestling	0	0	Switch To 







< **1** 2 > 5 / page 

Sub Sub Associations

In this example we have added the baseball team levels as sub associations of Trusted Coaches Baseball. As with the creation of any sub association this is completely optional and can be managed by the organization administrators as they wish.

SUB ASSOCIATIONS

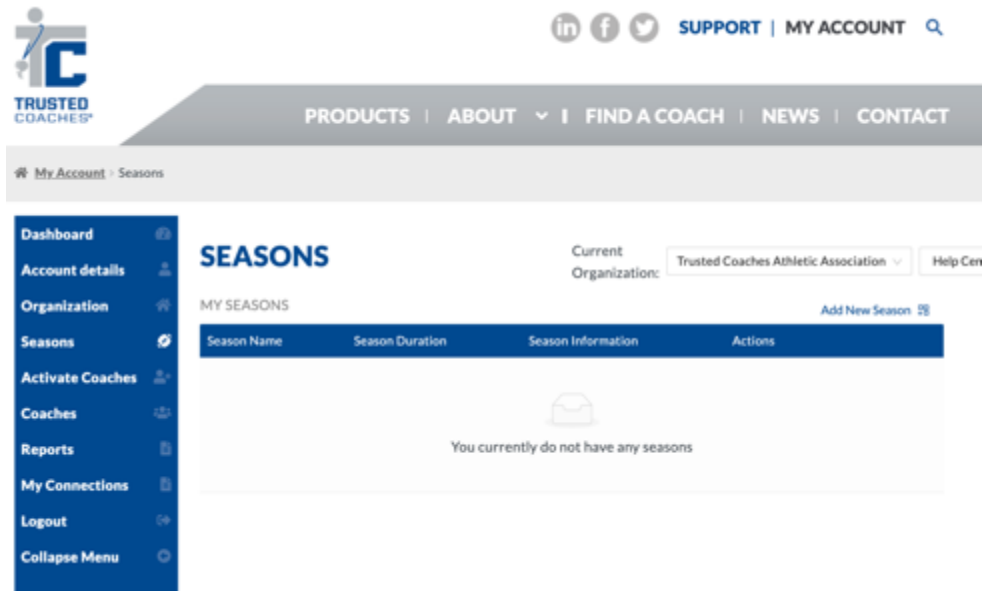
[Add](#) 

Name 	Coaches	Seasons	Actions
Trusted Coaches 12U Baseball	0	0	Switch To 
Trusted Coaches 13U Baseball	0	0	Switch To 
Trusted Coaches 14U Baseball	0	0	Switch To 
Trusted Coaches 15U Baseball	0	0	Switch To 
Trusted Coaches 9U Baseball	0	0	Switch To 

< **1** > 5 / page 

Seasons

Once your organization has been created along with any sub associations you choose to add, you need to create the season for your coaches to be assigned to.



General Information

Your season needs to have an assigned name, start date, end date and access key that you create. The access key will be used for coaches to gain access to the training you assign them.

User Roles

User roles allow you to set up your training requirements by roles such as; head coach, assistant coach, team manager, communications manager, etc. This allows you to assign different courses by role and the frequency at which those courses need to be completed.


Summer 2021 | 03/01/2021 - 08/31/2021

<p>• Title ⓘ</p> <input type="text" value="Head Coach"/>	<p>• Max Per Role ⓘ</p> <input type="text" value="1"/>	<p>TC Card - \$5.00 fee/card each ⓘ</p> <input type="checkbox"/>	<p>Remove Role ⓘ</p>
<p>• Course ⓘ</p> <input type="text" value="\$5.00 First-Aid Training"/>	<p>• Smart Certification ⓘ</p> <input type="text" value="Enable this course for any coach that has not completed in 1 year"/> ⓘ		
<p>• Course ⓘ</p> <input type="text" value="\$5.00 Concussion Education"/>	<p>• Smart Certification ⓘ</p> <input type="text" value="Enable this course for any coach that has not completed in 1 year"/> ⓘ		
<p>• Course ⓘ</p> <input type="text" value="\$5.00 Child Safety Training"/>	<p>• Smart Certification ⓘ</p> <input type="text" value="Enable this course for any coach that has not completed in 1 year"/> ⓘ		
<p>• Background Check ⓘ</p> <input type="text" value="\$15.00 National Criminal Background Check - Essential"/>	<p>• Smart Certification ⓘ</p> <input type="text" value="Enable this course for any coach that has not completed in 2 years"/> ⓘ		

[Help](#)

My Seasons

From your dashboard the Seasons view will allow you to see all the seasons created within your organization, along with some basic information. From this view you can edit the season and / or activate coaches for the season.



[in](#)
[f](#)
[t](#)
[SUPPORT](#) | [MY ACCOUNT](#)

[PRODUCTS](#) | [ABOUT](#) | [FIND A COACH](#) | [NEWS](#) | [CONTACT](#)

[My Account](#) - [Seasons](#)

[Dashboard](#)
[Account details](#)
[Organization](#)
[Seasons](#)
[Activate Coaches](#)
[Coaches](#)
[Reports](#)
[My Connections](#)
[Logout](#)
[Collapse Menu](#)

SEASONS

Current Organization: [Trusted Coaches Athletic Association](#) | [Help Center](#)

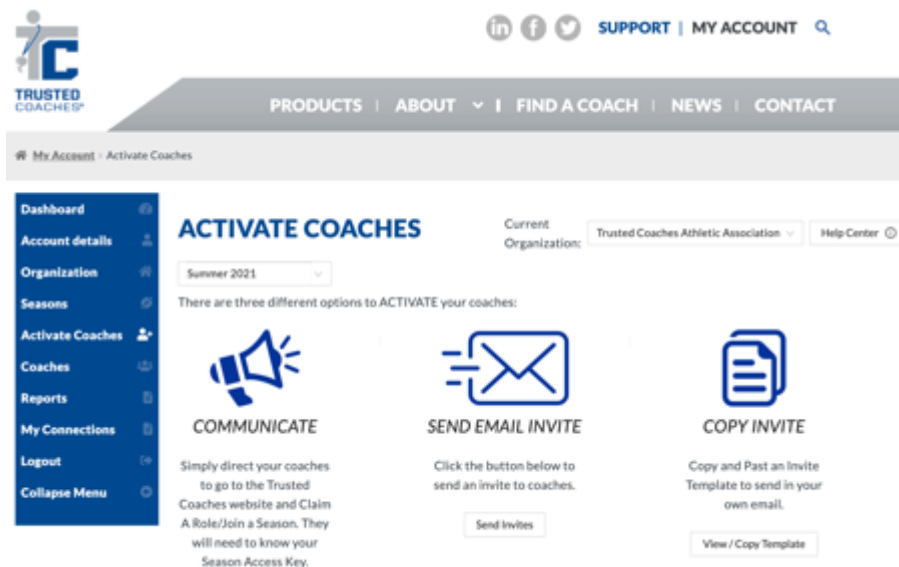
MY SEASONS [Add New Season](#)

Season Name	Season Duration	Season Information	Actions
Summer 2021	03/01/2021 08/31/2021	Roles: 2 Coach Count: 0	Edit / View Activate Coaches

1 / 5 / page

Activating Coaches

In order to activate (assign) coaches to a season you can send them an email directly from the Trusted Coaches platform or if you have an email list that you already use for the group you can copy and paste the invitation into your own email client.



The Invitation

The invitation provides your coaches all the information that they will need to claim their role and access their training for the season. Most important, it provides our contact information for support should they encounter any issues or have any questions related to completing their training.

Hello Coach,

Greetings from **Trusted Coaches Athletic Association**. We have created a new season in Trusted Coaches – **Summer 2021** – and we'd love for you join.

- Go to www.trustedcoaches.org
- Log in or Register
- Click 'Claim a Role/Join a Season' button
- Enter information below:

State: **Minnesota**

Organization: **Trusted Coaches Athletic Association**

Season Name: **Summer 2021**

Season Access Key: **TCSummer2021**

Please do not forward this message.

For technical support, please email adam@trustedcoaches.org or call 763-746-1719 (Mon-Fri – 9am-5pm)

Completing Certification

Coaches Claiming Their Role

Once their account is created, coaches start the process of claiming their role from their dashboard.

- Click on "Claim a Role / Join a Season"
- Fill in the information that was provided in the invitation you sent
- Accept their role

The dashboard shows the user's profile and navigation options. The left sidebar includes links to Dashboard, Account details, Organization, Seasons, Activate Coaches, Coaches, Reports, Courses, My Connections, Logout, and Collapse Menu. The main content area displays a welcome message and a grid of action buttons under 'ORGANIZATION LINKS' and 'COACH LINKS'. The 'CLAIM A ROLE/ JOIN A SEASON' button is highlighted in red.

TRUSTED COACHES®

in f t SUPPORT | MY ACCOUNT

PRODUCTS | ABOUT | FIND A COACH | NEWS | CONTACT

My Account

Dashboard

Account details

Organization

Seasons

Activate Coaches

Coaches

Reports

Courses

My Connections

Logout

Collapse Menu

Edit

Hello Matt Feyen (not Matt Feyen? [Log out](#))

Welcome to your Trusted Coaches account!
You can either click any of the buttons below or use the left-hand menu to navigate to your account.

ORGANIZATION LINKS

COACH LINKS

MY ORGANIZATION

MY SEASONS

CLAIM A ROLE/ JOIN A SEASON

MY COURSES

ACTIVATE COACHES

MY COACHES

MY CONNECTIONS

MY ACCOUNT

REPORTS & INVOICES

The 'Find Season Role' form is displayed, allowing the user to select their state, organization, season, and role. The 'Accept Role' button is at the bottom.

TRUSTED COACHES®

Welcome to Trusted Coaches

COACH

Hi, Matt Feyen

LOGOUT GO BACK TO WELCOME

FIND SEASON ROLE [Reset Form](#)

State

Minnesota

Organization

Trusted Coaches Athletic Association

Season

Summer 2021

Season Access Key

Role

Head Coach(1)

Accept Role

Reviewing Courses

If coaches have previously used Trusted Coaches for training they may already meet the requirements put in place for your season. This means a cost savings is recognized automatically for your organization through our “Smart Certification” settings.

Courses 4
Courses

My Connections 3
Completed

Logout 3
Certificates

Collapse Menu

YOUR COURSES Search [Expand All](#)

- ☐ First-Aid Training
- ☒ Concussion Training [COMPLETE](#)
- ☒ Child Safety Training [COMPLETE](#)

Completing Courses

Once coaches access the training they will see the requirements for completion which include the training module(s) and a quiz.

In order to complete a course:

- View the training module
- Complete the quiz with the required score
- Review any questions that were answered incorrectly
- Receive their completion certificate
- See completion of 100% on their dashboard

TRUSTED COACHES [in](#) [f](#) [t](#) [SUPPORT](#) | [MY ACCOUNT](#)

[PRODUCTS](#) | [ABOUT](#) | [FIND A COACH](#) | [NEWS](#) | [CONTACT](#)

[My Courses](#) > [First-Aid Training](#)

FIRST-AID TRAINING

0% COMPLETE 0/2 Steps

COURSE CONTENT

- ☐ First-Aid Training Module
- ☒ First Aid Quiz V2

[Return to My Courses](#)

FIRST-AID TRAINING MODULE

First-Aid Training - First-Aid Training Module

COMPLETE



First-Aid Training - First Aid Quiz V2

1 2 3 4 5 6 7 8 9 10 11

☐ Current ☐ Review ☐ Answered ☐ Correct ☐ Incorrect

Review question

Quiz Summary

Start each practice session with a dynamic warm-up, strengthening exercises and flexibility exercises.

☐ True

☐ False

Next

[Return to My Courses](#)

TOLL FREE: 763-746-1719 | 1011 OSBORNE ROAD, SPRING LAKE PARK, MN 55432





First Aid Quiz V2

FIRST AID QUIZ V2

First-Aid Training > First Aid Quiz V2

RESULTS

10 of 11 questions answered correctly

Your time: 00:02:41

You have reached 10 of 11 point(s), (90.91%)

[View Questions](#)

[Restart Quiz](#)

[Click Here to Continue](#)



My Courses > First-Aid Training

FIRST-AID TRAINING



You've earned a certificate!



[Download Certificate](#)

100% COMPLETE Last activity on March 3, 2021 5:32 pm

COMPLETE

COURSE CONTENT



First-Aid Training Module



First Aid Quiz V2



- Courses
- My Connections
- Logout
- Collapse Menu

4 Courses 4 Completed 4 Certificates

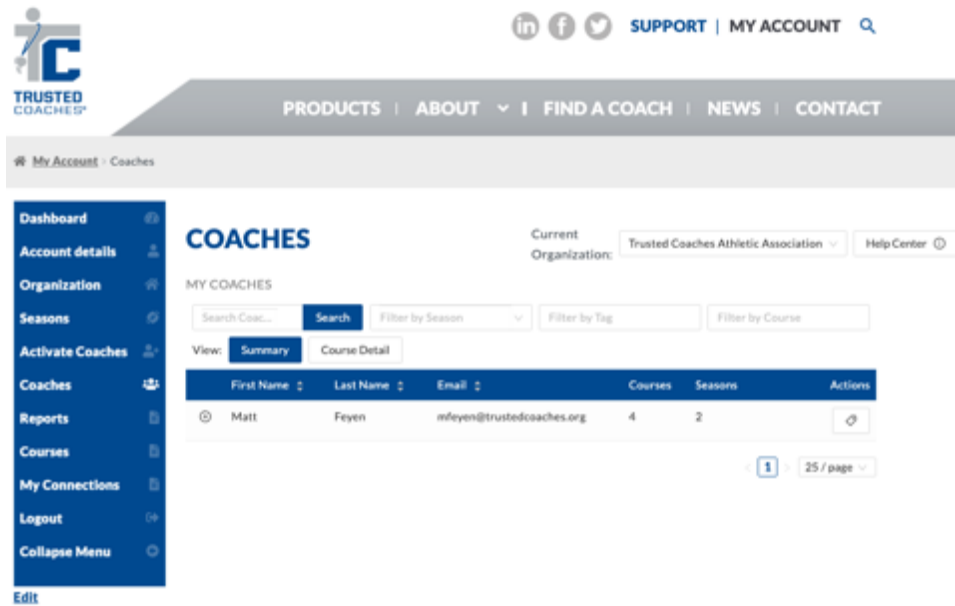
YOUR COURSES

Search [Expand All](#)

✓ <u>First-Aid Training</u>	COMPLETE
✓ <u>Concussion Training</u>	COMPLETE
✓ <u>Child Safety Training</u>	COMPLETE
✓ <u>Nationwide Criminal Background Check</u>	COMPLETE

Monitoring Progress

Administrators can review the coaches in their organization, see an overview of seasons, and run real time reporting to ensure training compliance.



COACHES

Current Organization: Trusted Coaches Athletic Association [Help Center](#)

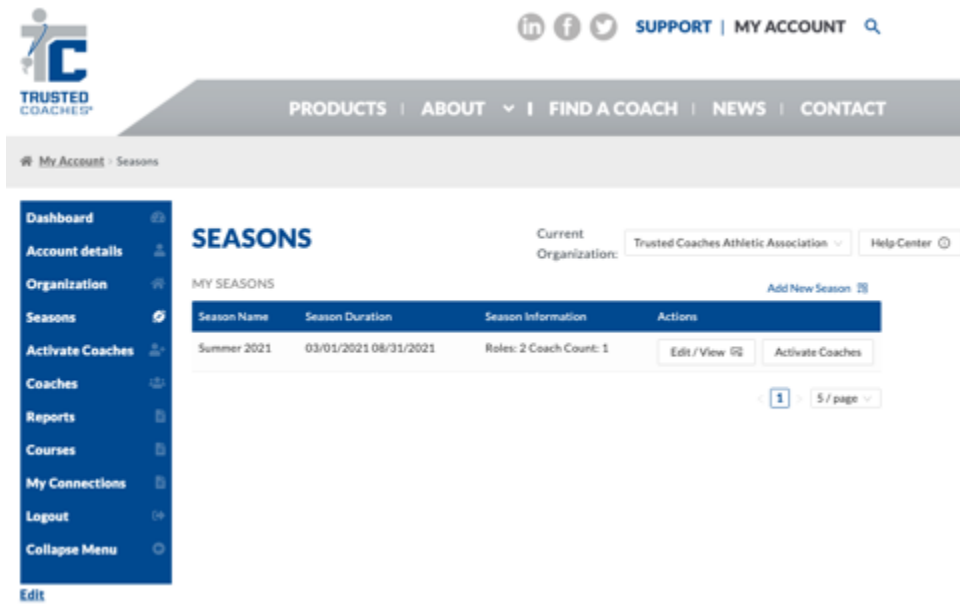
MY COACHES

Search Coach... [Search](#) [Filter by Season](#) [Filter by Tag](#) [Filter by Course](#)

View: [Summary](#) [Course Detail](#)

First Name	Last Name	Email	Courses	Seasons	Actions
Matt	Feyen	mfeeyen@trustedcoaches.org	4	2	Edit

1 / 25 / page



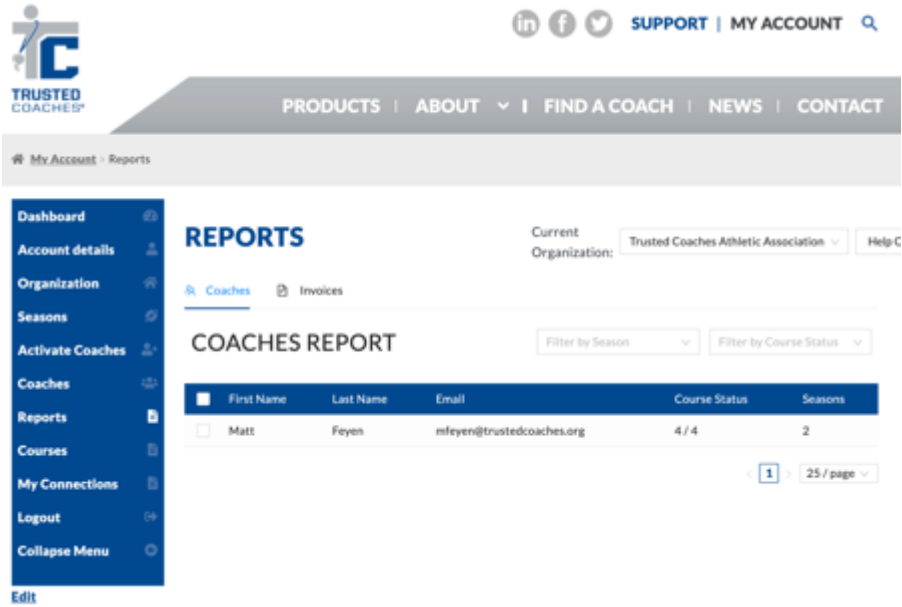
SEASONS

Current Organization: Trusted Coaches Athletic Association [Help Center](#)

MY SEASONS [Add New Season](#)

Season Name	Season Duration	Season Information	Actions
Summer 2021	03/01/2021 08/31/2021	Roles: 2 Coach Count: 1	Edit / View Activate Coaches

1 / 5 / page



The screenshot displays the Trusted Coaches 2.0 web application. At the top, there is a blue header with the text "TRUSTED COACHES 2.0 STEP BY STEP GUIDE". Below this, the application's navigation bar includes the Trusted Coaches logo, social media icons for LinkedIn, Facebook, and Twitter, and links for "SUPPORT" and "MY ACCOUNT". A secondary navigation bar contains links for "PRODUCTS", "ABOUT", "FIND A COACH", "NEWS", and "CONTACT". The main content area is titled "My Account > Reports". On the left, a sidebar menu lists various options: Dashboard, Account details, Organization, Seasons, Activate Coaches, Coaches, Reports (selected), Courses, My Connections, Logout, and Collapse Menu. The "REPORTS" section is active, showing a "Current Organization" dropdown set to "Trusted Coaches Athletic Association". Below this, there are tabs for "Coaches" and "Invoices". The "COACHES REPORT" is displayed with filters for "Filter by Season" and "Filter by Course Status". A table lists coaches with columns for First Name, Last Name, Email, Course Status, and Seasons. The table contains one entry for Matt Feyen. A pagination bar at the bottom indicates "1" of 25 pages.

REPORTS

Current Organization: Trusted Coaches Athletic Association

COACHES REPORT

	First Name	Last Name	Email	Course Status	Seasons
<input type="checkbox"/>	Matt	Feyen	mfeyen@trustedcoaches.org	4 / 4	2

1 / 25 / page

Support

If you have any questions or would like more information, visit trustedcoaches.org or email us at info@trustedcoaches.org.