



Ohio North Background Screening FAQs

What is Player's Health Background Screening by JDP?

Player's Health is the leading provider of participant safety solutions for coaches, parents, athletes and youth sports associations. They work towards creating the safest environment possible for youth athletes. Player's Health has partnered with JDP to provide best in class background screening, and ensure all adults interacting with youth athletes are playing by the rules. While JDP is fully integrated with the Player's Health platform, they remain as an independently operated company to ensure data privacy and security.

How does Background Screening by JDP differ from other screenings?

Background Screening by JDP is industry leading because of the quality of service provided and the depth of the background check. Unlike most other screens, JDP will do an in-depth identity verification, search over 800 million records from the national multi-jurisdictional databases, and sex offender registry, and then go to the local state and county searches. This is a key component missing from most other screening providers, as many localities do not consistently report up to the national database providers. JDP will then always do a thorough quality control review on the report before sending results back to the customer.

How do I start the background screening process?

Demosphere Users: After completing the coach/volunteer registration in Demosphere, you will receive an email instructing you to log in and start your background screening and participant safety compliance through Player's Health. All aspects can be completed through this singular process.

Sports Connect Users:

If you completed background screening or participant safety compliance last season: You will receive an email invitation from PHProtect Support (phprotect@playershealth.com) to log in and complete all aspects of the safety program through this singular process.

If you are a new coach, volunteer, or administrator: You will access the background screening and participant safety compliance through the Ohio North Screening page [HERE](#). Upon providing your name, league/club name, and your email address on the landing page, you will be sent an email invitation from Player's Health to complete all aspects of the safety program through this singular process.

In order to complete your background screening, you will need to submit your personal information, including your social security number.

How much does the background screening cost?

The cost is \$20 per background screening, which will be payable online 1) by the adult requesting and completing the application, or 2) a code from your club/league.

What happens once I've submitted my background screening?

Once you have submitted your background screening, Player's Health sends this information to JDP. JDP begins the background screening report by validating your personal data through a social security address trace. If they are unable to do so from the information you submitted, a member of the Player's Health team will reach out to you directly.

After your personal data is validated, JDP will search two national criminal databases and national sex offender registries. JDP will then also perform a county level criminal record check in the county or counties associated with your address history found on the social security address trace.

In order to ensure the accuracy of the report, the JDP team reviews all information before sending the results of the report to the Player's Health platform.

Once the report is delivered to the Player's Health platform, Ohio North will make the final determination of your eligibility to participate.

How long does it take JDP to complete the background screening?

The background screening process is typically completed within five (5) business days from the date of submission. Be aware that the turnaround time can vary for a variety of reasons including applicant needs to verify their personal data with the Player's Health and JDP teams; or courthouses are experiencing delays either due to heavy volume or other circumstances.

If your screening is delayed, please check your inbox for emails from Player's Health, as they may have reached out to you to verify your personal data.

Please Note: Providing inaccurate personal data during registration may delay the background screening process.

What if I don't want to provide my personally identifiable information (PII)?

The background screening application requires the submission of full legal name, address, date of birth and social security number. All of the required fields are marked with an asterisk. We are unable to complete the background screening if any of the required information is not provided.

Player's Health and JDP have policies and processes in place designed to protect our customers' and users' best interests. Access to data is only given to those with a true need for such access. Both organizations are PCI-compliant, and do not share any personal information with third parties.

Will a credit check be run as a part of the background screening process?

No, a credit check will not be run with any background screen ever.

If it's been longer than five (5) business days, and I haven't received an email or confirmation that my background screening has been completed - what do I do?

After five (5) business days, please contact Player's Health directly at support@playershealth.com for a status update. Depending on the status, they may be able to expedite the process with JDP to complete and deliver the report.

Who do I reach out to if I have questions about the results of my completed background screening?

For questions, please contact the JDP Support at (855) 940-3232. You may also submit an inquiry via email to: clientservices@jdp.com

Can I get a copy of my report?

Yes, you can receive a copy of your report, either by clicking the box at the end of your background screening registration or emailing clientservices@jdp.com if you have already submitted your registration.

What is the process for international screens?

For international questions regarding background screening, please contact Player's Health directly at support@playershealth.com

I've completed my background screening and training; how do I ensure I'm cleared to participate?

You will not be able to be rostered or carded to a team until you have passed your background screening and completed the required participant safety compliance. Please contact your league/club directly.