

Frequently Asked Questions for the NCAA Eligibility Center Website



Introduction Page:

1. College-bound student-athletes planning to enroll and/or receive a certification for **fall 2010 or later** will be directed to the *new* website at www.eligibilitycenter.org.
2. High school administrators will find their information by clicking the "High School Administrators Enter Here" link, which will navigate them to the High School Portal.

Special Note:

College-bound student-athletes who have **already registered** on the old website with the NCAA Eligibility Center and need to make any updates or changes, will need to have their information transferred to the new website. Once a college-bound student-athlete transfers to the new website, he or she will then need to log into the new website from that point forward. Instructions for the transfer process can be found on the "Resources" page of the student website and the High School Portal.

Frequently Asked Questions for the NCAA Eligibility Center Website



NCAA Eligibility Center Home Page:

1. College-bound student-athletes who have not already created an account with the NCAA Eligibility Center will need to create an account. There are two ways to do this:
 - a. Click on the phone device; or
 - b. Click on "New Account" link in the upper right corner.
2. The user will be e-mailed a link to create an account.

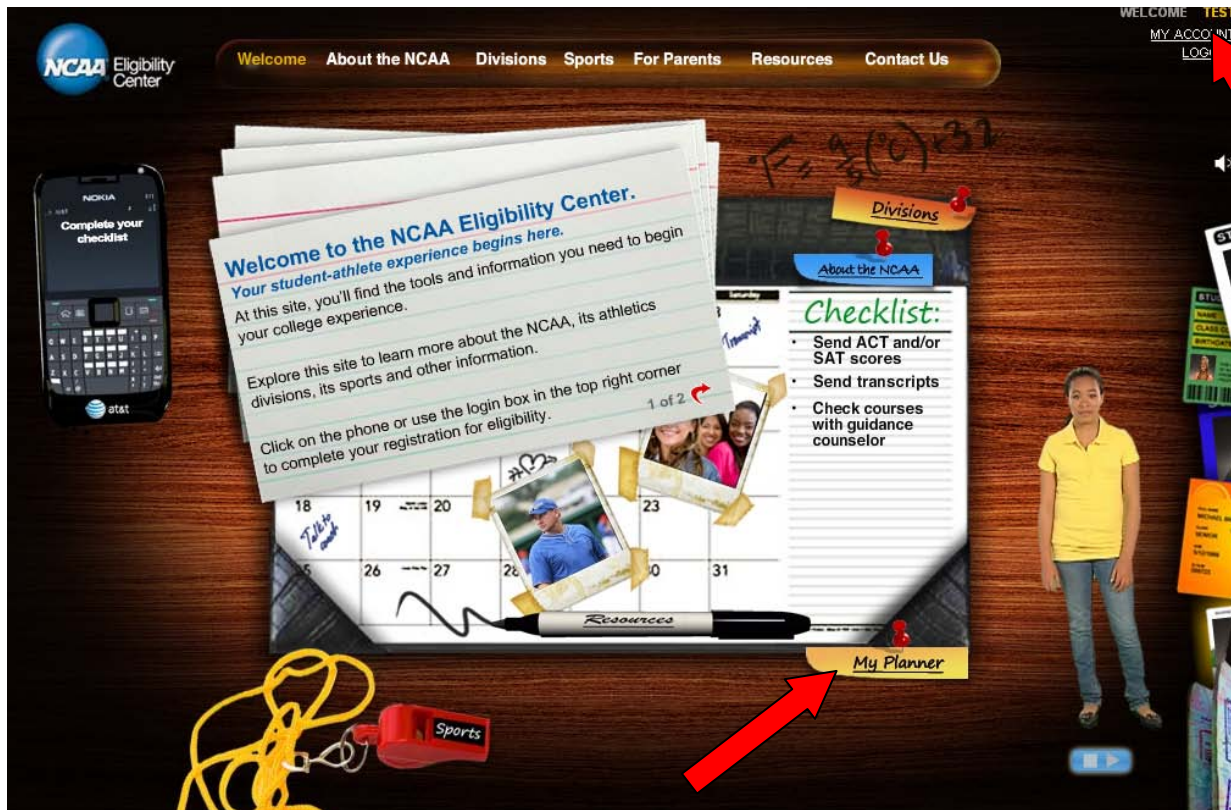
If the e-mail address the user provides already exists with the NCAA Eligibility Center, he or she will receive a failure message. This might mean he or she already registered with the NCAA Eligibility Center through the old website. If he or she did:

- a. Direct the user to log onto the website using his/her e-mail address and four-digit PIN; and
 - b. The next page will give instructions to start the transfer process.
3. After the user creates an account, he or she will be pulled right into the new registration process.

If a user has not registered previously with the NCAA Eligibility Center but receives a failure message, please have him or her call the NCAA Eligibility Center to resolve the issue.

A user new to registering can save and exit at any time, but will not be registered until all sections are completed.

Frequently Asked Questions for the NCAA Eligibility Center Website

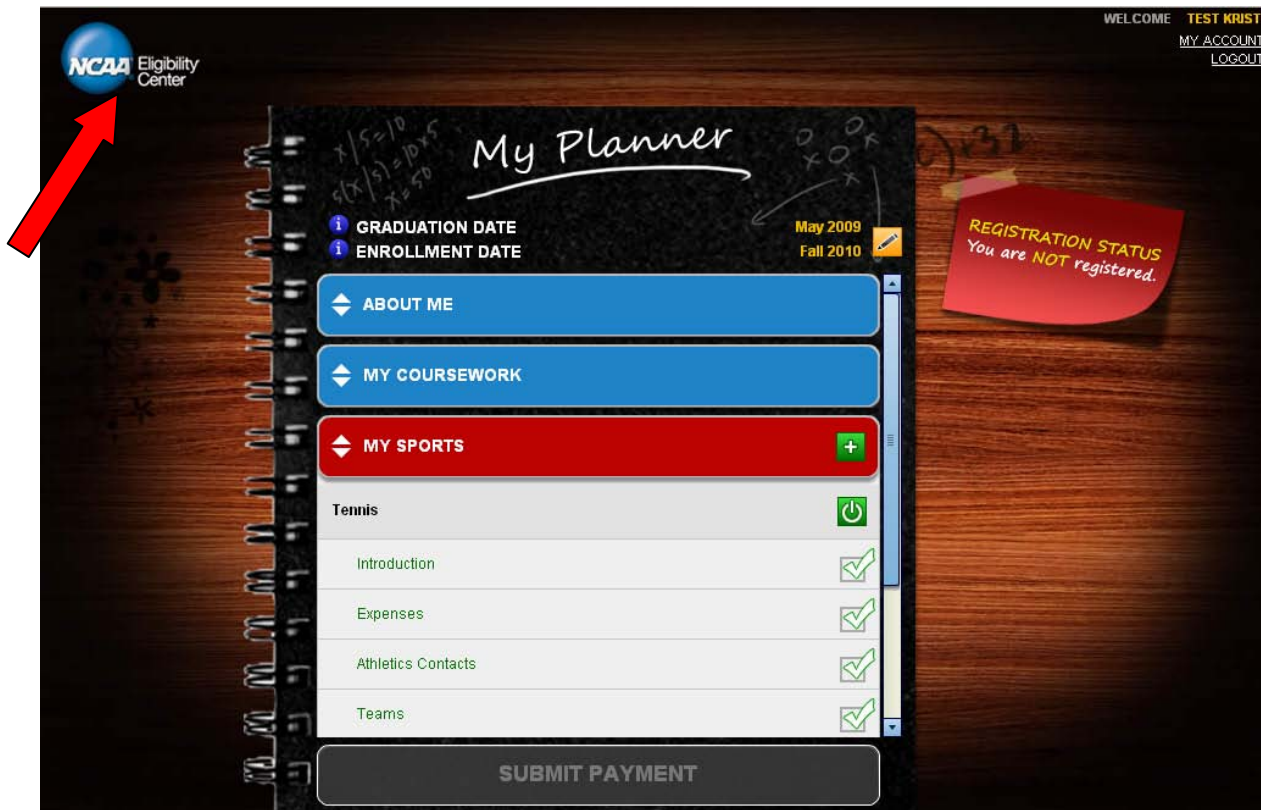


NCAA Eligibility Center Home Page (Logged in User):

After a user is logged into his or her account (notice the name in the upper right-hand corner), the "My Planner" link is available at the bottom of the desk calendar. The user will click on this link to return to "My Planner" and either pick up where he or she left off or view his or her registration status.

The "Checklist" and phone device also instruct regarding what to do next. If the user is not finished with registration, the instructions will tell him or her to complete it.

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My Planner Page:

This is a user's new status page. For now, it contains only progress towards getting registered. It does not reflect transcript data, test scores, eligibility status, etc. at this time. "My Planner" shows which sections are **complete** for registration (**blue**) and which ones are **incomplete** for registration (**red**).

A user can expand/collapse sections as needed and link directly to the page where he or she left off.

From the "My Planner" page, a user can click on the NCAA Eligibility Center logo (located in the upper left-hand corner) to go to the home page for access to more resources and information.

Frequently Asked Questions for the NCAA Eligibility Center Website

The screenshot shows the NCAA Eligibility Center website interface. At the top left is the NCAA Eligibility Center logo. At the top right, there are links for 'WELCOME', 'TEST KRIST', 'MY ACCOUNT', and 'LOGOUT'. The main content area is titled 'MY COURSEWORK: General Coursework' with a red asterisk indicating required fields. Below the title are three questions with radio button options for 'Yes' and 'No':

- Have you attended any school **outside** of the United States and [U.S. Territories](#) after age 11? *
- Have you attended a [U.S. Department of Defense school](#) after age 11? *
- Have you been [home schooled](#) after age 11? *

At the bottom of the form is a 'SAVE AND RETURN TO MY PLANNER' button with a floppy disk icon, and navigation arrows. On the right side, there is a sidebar with a blue 'ABOUT ME' button, a blue 'MY COURSEWORK' button, and a list of links: 'Introduction', 'General Coursework', 'Schools', 'Additional Coursework', and 'Additional Questions'. At the bottom of the sidebar are buttons for 'MY SPORTS' and 'SUBMIT PAYMENT'.

My Coursework – General Coursework:

This page determines which kind of education history form the user will need to complete. Each form has different fields to complete based on how the user answers these questions.

1. If the user has ever attended school outside the United States or U.S. Territories after the age of 11, he or she will need to complete the larger, international education form.
2. There are specific questions for the U.S. Department of Defense (DOD) and home schooled college-bound student-athletes too.

Frequently Asked Questions for the NCAA Eligibility Center Website

MY COURSEWORK: Additional Questions * = field is required

Have you ever repeated a year of high school or secondary school? *

☐ Yes ☒ No

Did you take (or will you take) the ACT or SAT after graduating high school or secondary school? *

☐ Yes ☒ No

SAVE AND RETURN TO MY PLANNER

WELCOME TEST KRIST
[MY ACCOUNT](#)
[LOGOUT](#)

CLICK TO PLAY

ABOUT ME
MY COURSEWORK
[Introduction](#)
[General Coursework](#)
[Schools](#)
[Additional Coursework](#)
[Additional Questions](#)

MY SPORTS
SUBMIT PAYMENT

My Coursework – Additional Questions:

If the college-bound student-athlete indicates he or she has already graduated, he or she will get an extra question about any post-graduation SAT and/or ACT occurrences.

Frequently Asked Questions for the NCAA Eligibility Center Website

NCAA Eligibility Center

WELCOME TEST KRIST
MY ACCOUNT
LOGOUT

Tennis: Expenses * = field is required

Have you ever competed in a Tennis event where any part of your expenses was paid for by someone other than your family, your team or the [sponsor](#) of the event?

If "Yes", list each of these events. Click the "Add new entry" button to begin.

If "No", check the box below to indicate that you have no events to list.

+ Add new entry

Event Date	Event Name	Who paid expenses?	Actions
You have not added any events to this list yet.			

☒ Check here to indicate that you have never had any part of your expenses paid by someone other than your family, your team or an event sponsor when competing in a Tennis event.

Enter your initials to confirm your response. *

KK

SAVE AND RETURN TO MY PLANNER

ABOUT ME
MY COURSEWORK
TENNIS
Introduction
Expenses
Athletics Contacts
Teams
Awards
Additional Questions
Event Registrations
Activities After High School
SUBMIT PAYMENT

Sports Participation Pages:

The sports participation pages are designed to have the college-bound student-athlete to either start creating a list of events or to confirm that he or she has nothing to disclose. Once a college-bound student-athlete checks the box indicating he or she does not have any entries to list, a field will appear that asks him or her to initial it before moving to the next page.

1. If the user is logged into the same session, the checkbox and initials will remain. If the user exits and logs back in to his or her account at another time and revisits this page, he or she will need to re-initial to confirm that his or her response is still accurate.
2. Any lists the user creates will always be saved and he or she will be able to add more information if necessary.

Frequently Asked Questions for the NCAA Eligibility Center Website

NCAA Eligibility Center WELCOME TEST KRIST MY ACCOUNT LOGOUT

Tennis: Event Registrations * = field is required

Have you ever indicated on any type of tennis registration form that you are competing in an event as a professional?

If "Yes", list each of these events. Click the "Add new entry" button to begin.

If "No", check the box below to indicate that you have no events to list.

[+ Add new entry](#)

Event Date	Event Name	Country	Actions
You have not added any events to this list yet.			

☐ Check here to indicate that you have never declared on any type registration form that you are competing in a tennis event as a professional.

[SAVE AND RETURN TO MY PLANNER](#) [←](#) [→](#)

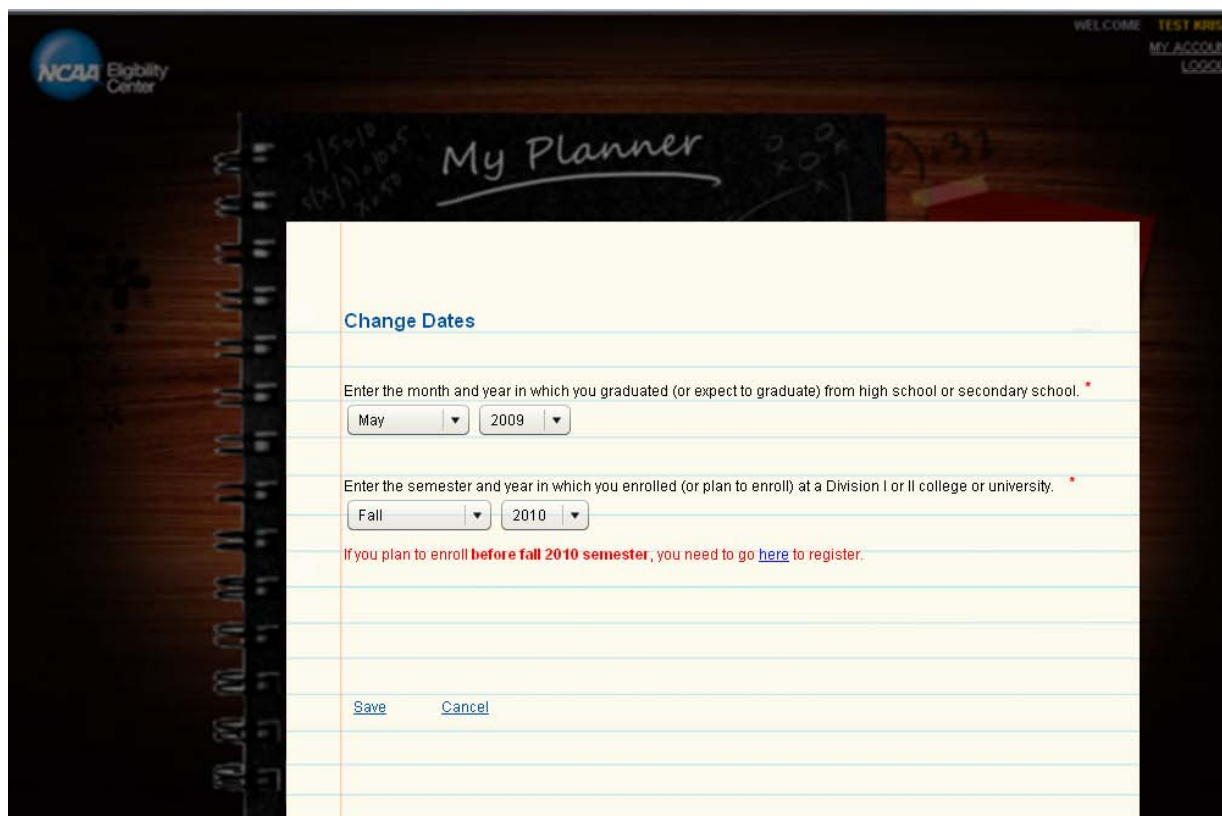
ABOUT ME
MY COURSEWORK
TENNIS
[Introduction](#)
[Expenses](#)
[Athletics Contacts](#)
[Teams](#)
[Awards](#)
[Additional Questions](#)
▶ [Event Registrations](#)
[Activities After High School](#)
[SUBMIT PAYMENT](#)

Sport-Specific Pages:

For some sports, there are additional questions a user will have to answer specifically related to that sport. The list currently includes:

1. Baseball;
2. Bowling;
3. Golf;
4. Hockey;
5. Soccer;
6. Tennis;
7. Track; and
8. Cross Country.

Frequently Asked Questions for the NCAA Eligibility Center Website



The screenshot shows the NCAA Eligibility Center website with a dark background featuring a chalkboard and a spiral notebook. The 'My Planner' section is highlighted. The 'Change Dates' form is displayed, asking for graduation and enrollment dates. The form includes dropdown menus for month and year, and a message about enrolling before the fall 2010 semester.

NCAA Eligibility Center

WELCOME TEST RESULTS MY ACCOUNT LOGOUT

My Planner

Change Dates

Enter the month and year in which you graduated (or expect to graduate) from high school or secondary school. *

May 2009

Enter the semester and year in which you enrolled (or plan to enroll) at a Division I or II college or university. *

Fall 2010

If you plan to enroll **before fall 2010 semester**, you need to go [here](#) to register.

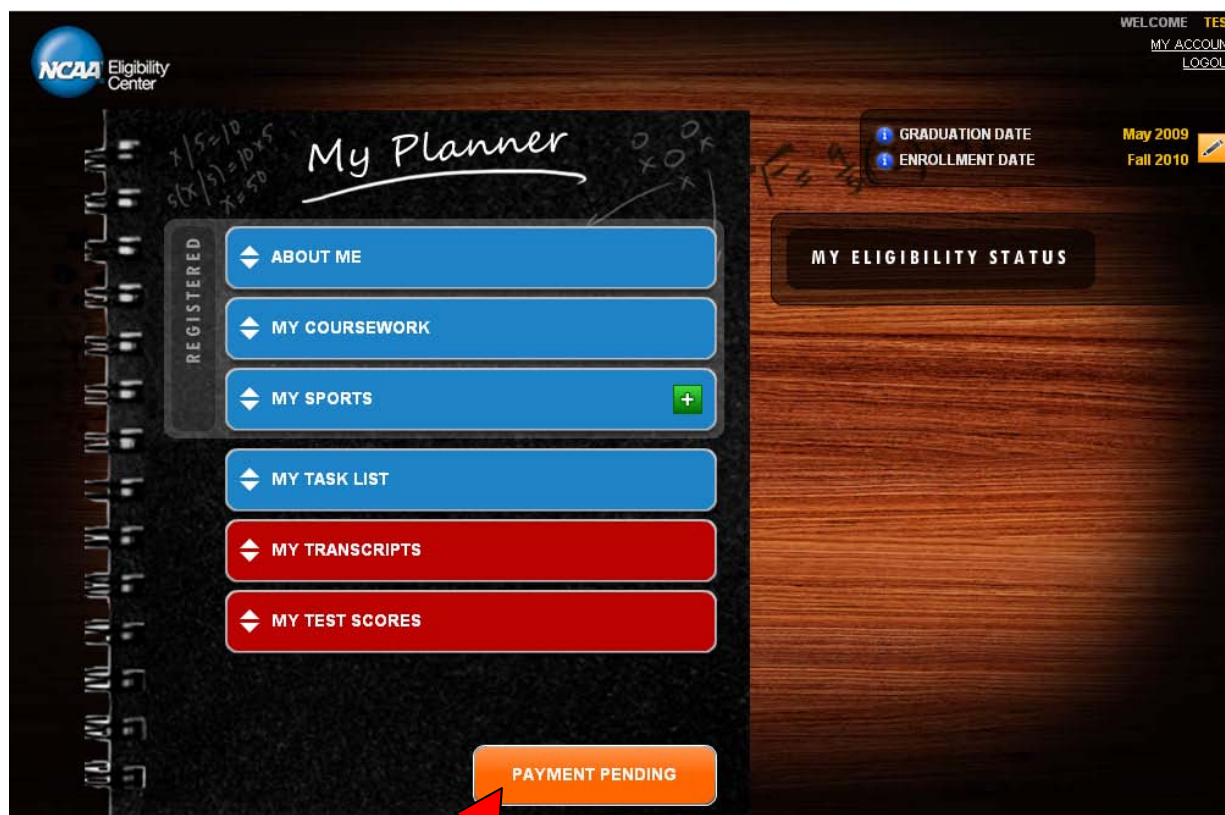
[Save](#) [Cancel](#)

Graduation and (Expected) Enrollment Dates:

A college-bound student-athlete can update his or her graduation and expected enrollment dates from the "My Planner" page. The user simply clicks on the "Edit" icon and makes the appropriate change(s).

If there is a several-month gap between the graduation and enrollment dates, the user will get additional questions about what he or she did during that time.

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Payment Pending:

If a user indicates he or she is eligible for a fee waiver, even though the user is considered registered, he or she will remain in a “payment pending” state until the fee waiver documentation is received from a high school administrator. At that time, the college-bound student-athlete's payment will be marked as complete.

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Registration Complete:

1. Once the college-bound student-athlete's payment has been accepted, he or she will receive an e-mail with payment confirmation, as well as an e-mail confirming successful registration with the college-bound student-athlete's NCAA ID; or
2. If the college-bound student-athlete has selected fee waiver, he or she will receive an e-mail regarding the fee waiver approval process and a registration confirmation e-mail with his or her NCAA ID.

Account Status Information:

After the college-bound student-athlete has completed the registration process, he or she will be able to visit the "My Planner" page to view and update account information, view test score and transcript receipts, view academic and amateurism statuses, and view any open tasks.

NCAA Eligibility Center

My Planner

REGISTERED

- ABOUT ME
- MY COURSEWORK
- MY SPORTS
- MY TASK LIST (2 open tasks)
- MY TRANSCRIPTS
- MY TEST SCORES

MY ELIGIBILITY STATUS

Gymnastics

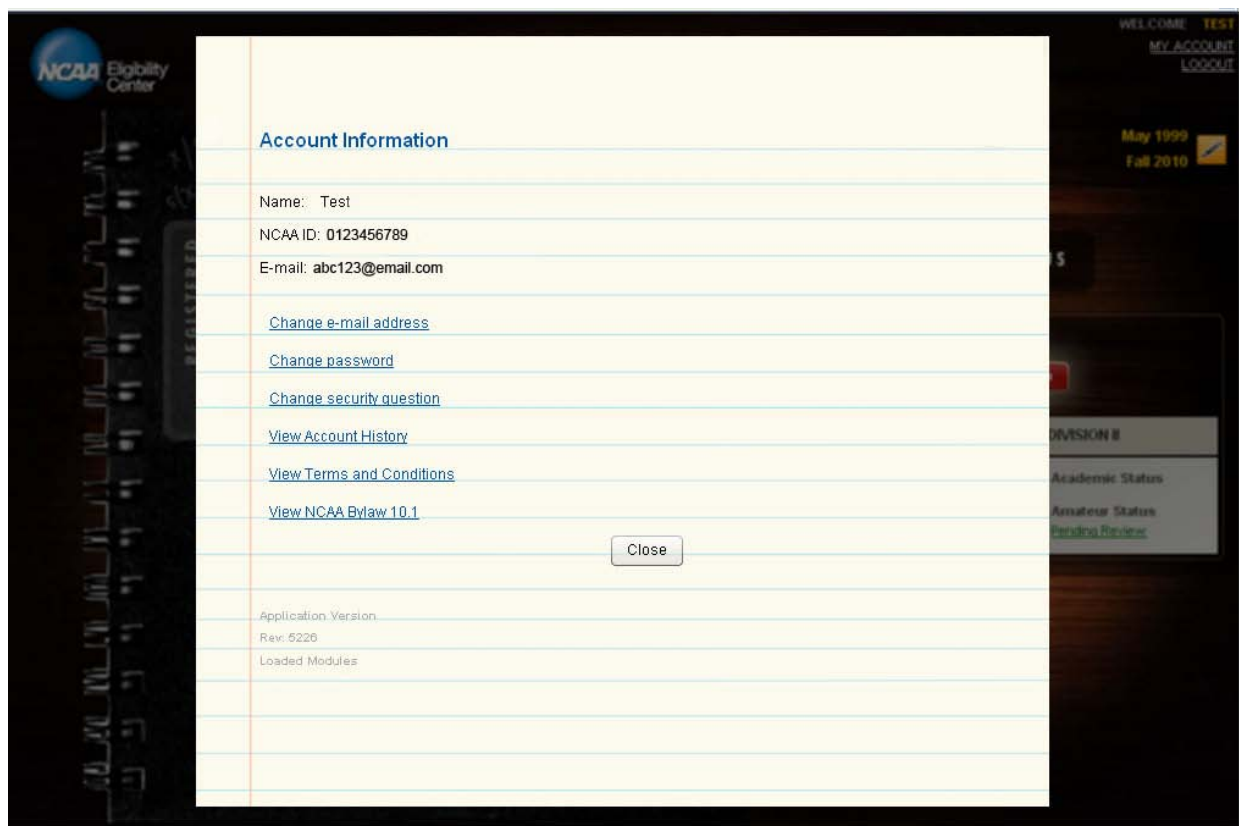
[Request Final Amateurism](#)

DIVISION I	DIVISION II
Academic Status	Academic Status
Amateur Status Pending Review	Amateur Status Pending Review

WELCOME TEST
MY ACCOUNT LOGOUT

GRADUATION DATE May 1999
ENROLLMENT DATE Fall 2010

Frequently Asked Questions for the NCAA Eligibility Center Website



My Account:

College-bound student-athletes can update their e-mail address, security question and password information by clicking the “My Account” link located at the top of the page. College-bound student-athletes must be logged into their account in order to view/update this information.

College-bound student-athletes can also view the following information on this page:

1. NCAA ID;
2. Account history;
3. Terms and conditions; and
4. NCAA Bylaw 10.1.