# 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.

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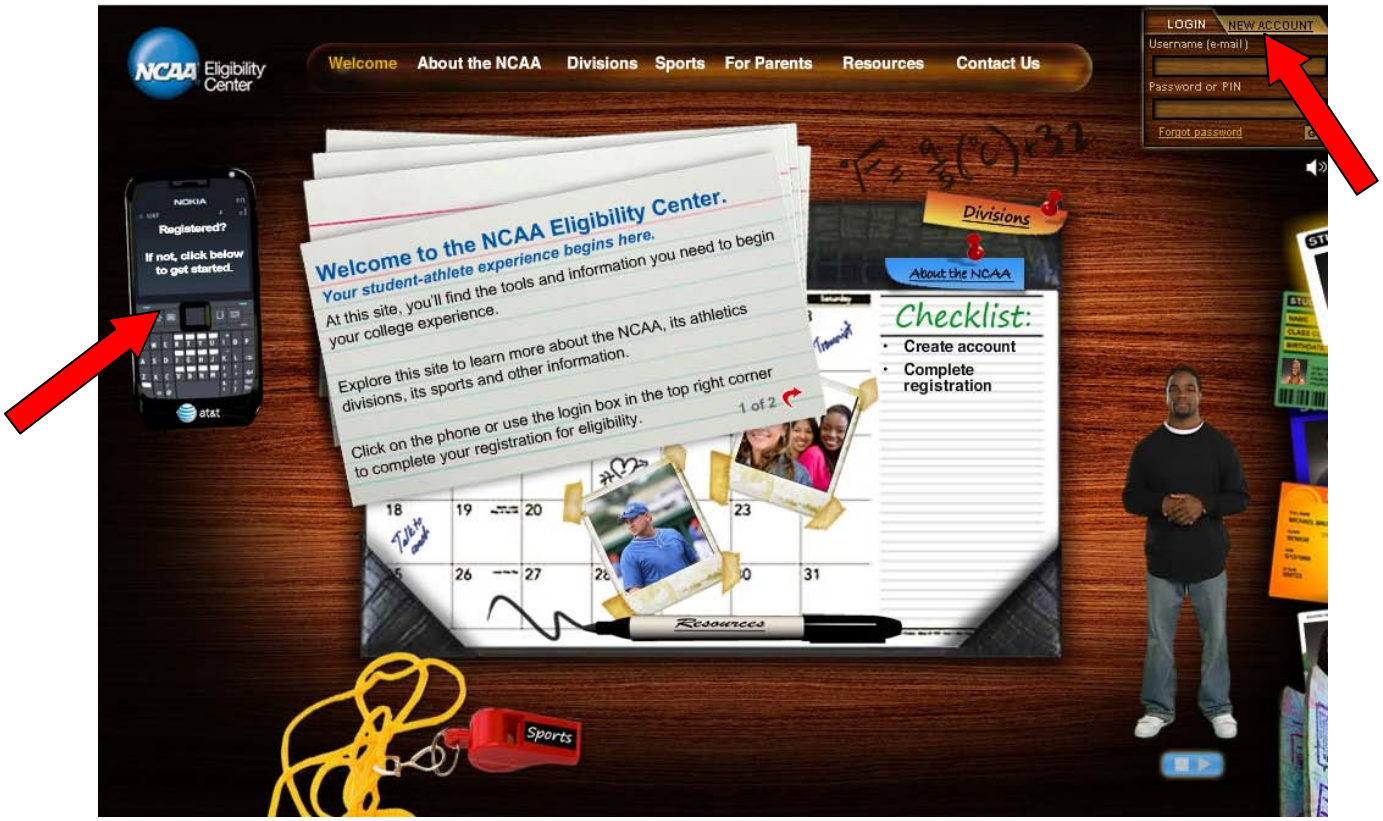


## NCAA Eligibility Center Home Page:

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.

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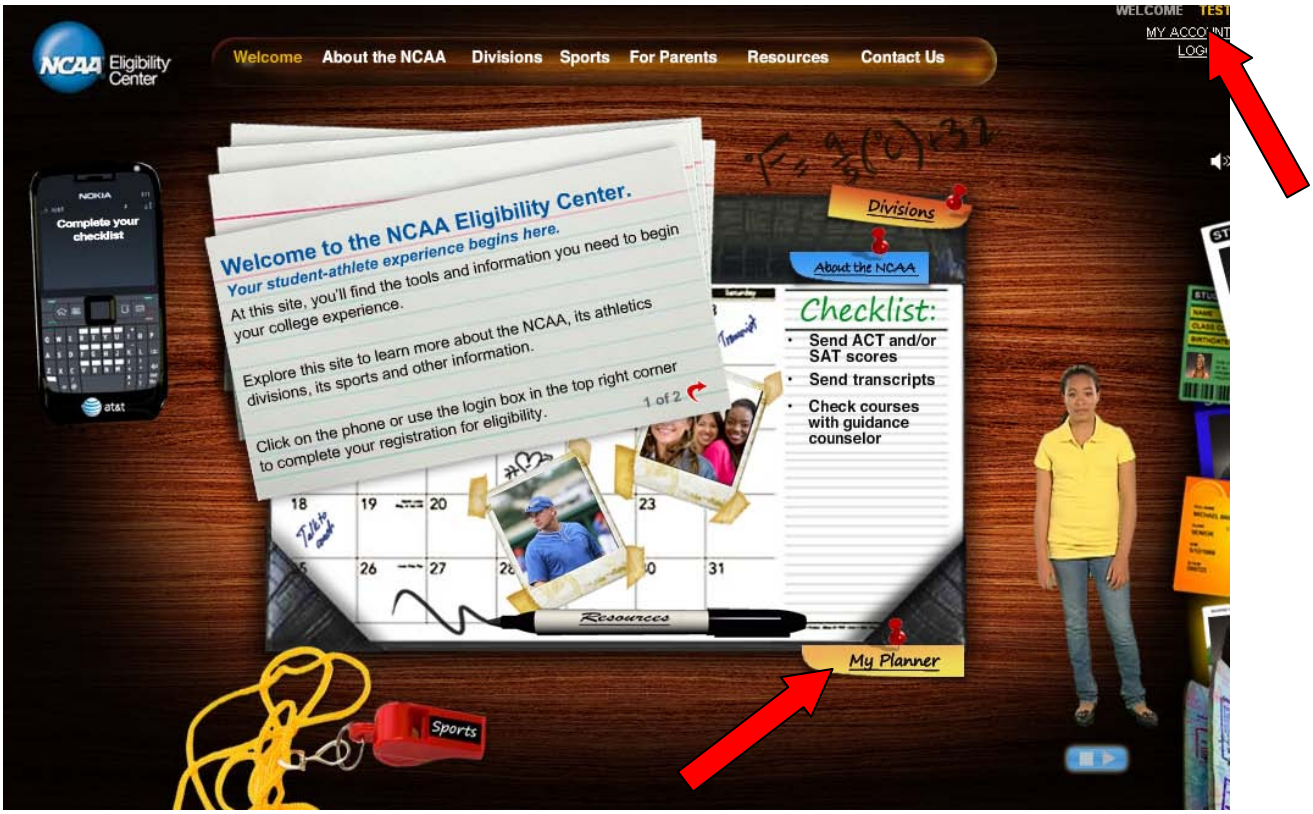


## NCAA Eligibility Center Home Page (Logged in User):

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.

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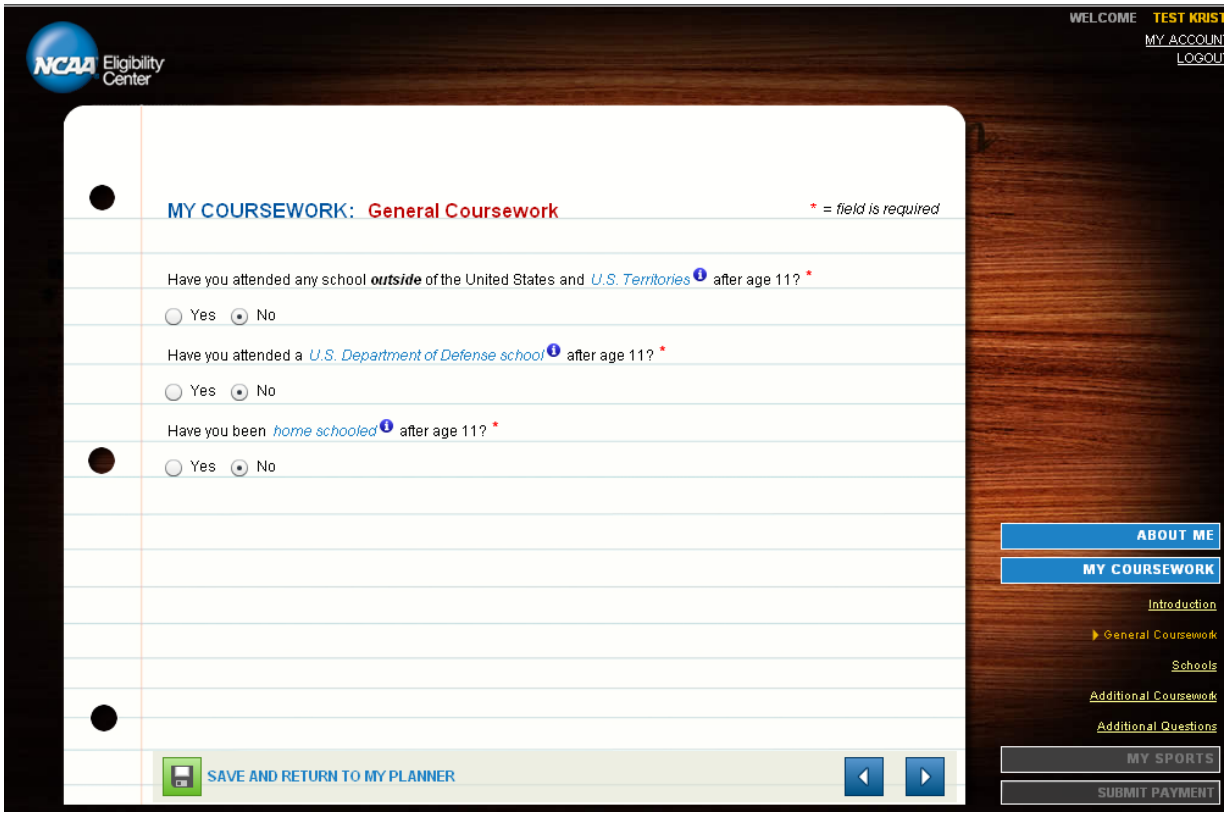
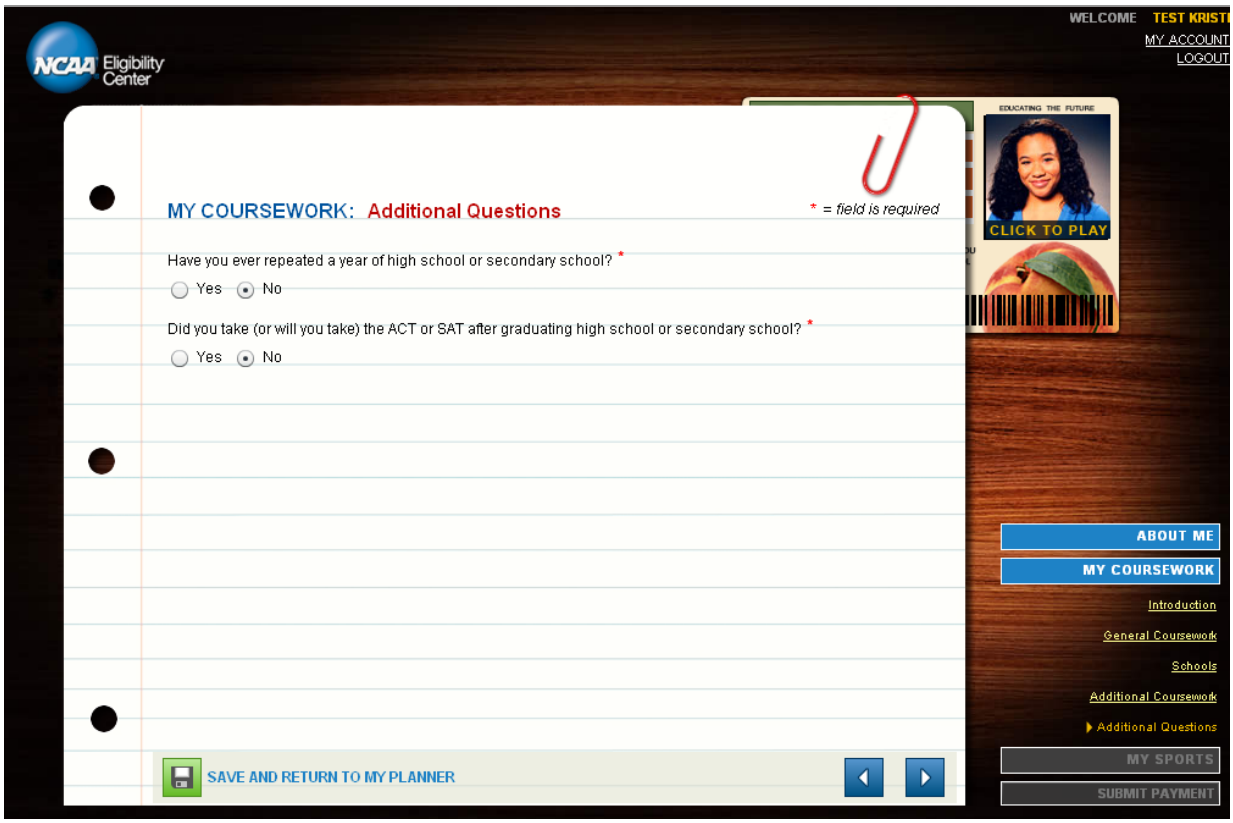



## My Coursework – General Coursework:

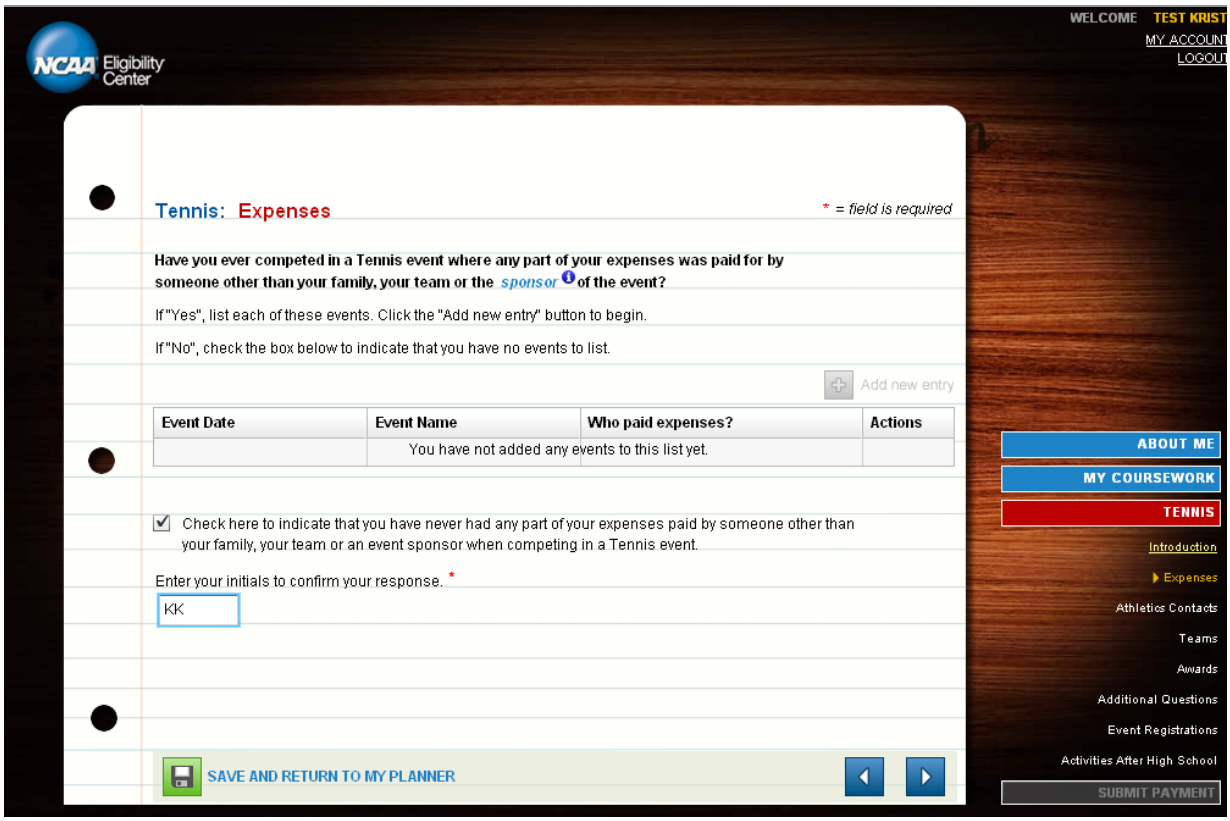
This page determines which kind of education history form the user will need to complete. Each form has different fields to complete based on how the user answers these questions.

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.




## My Coursework – Additional Questions:

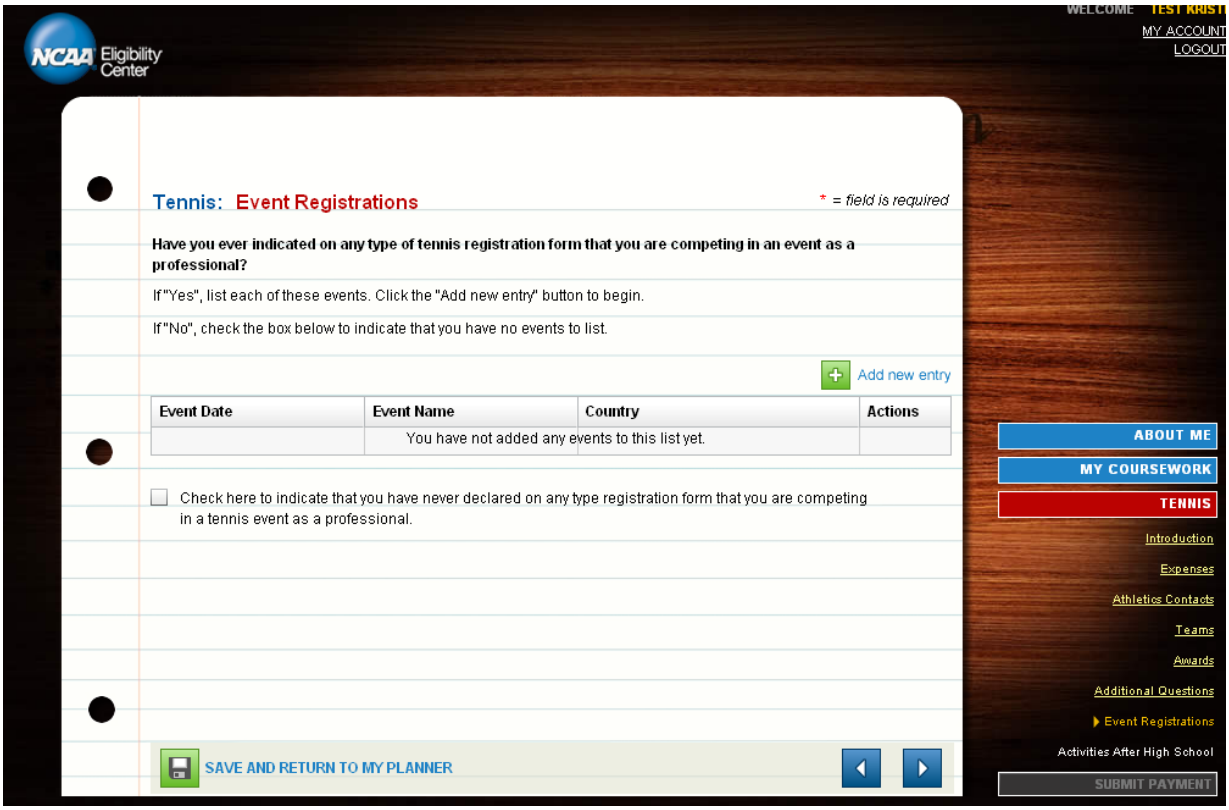
If the college-bound student-athlete indicates he or she has already graduated, he or she will get an extra question about any post-graduation SAT and/or ACT occurrences.




## 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.

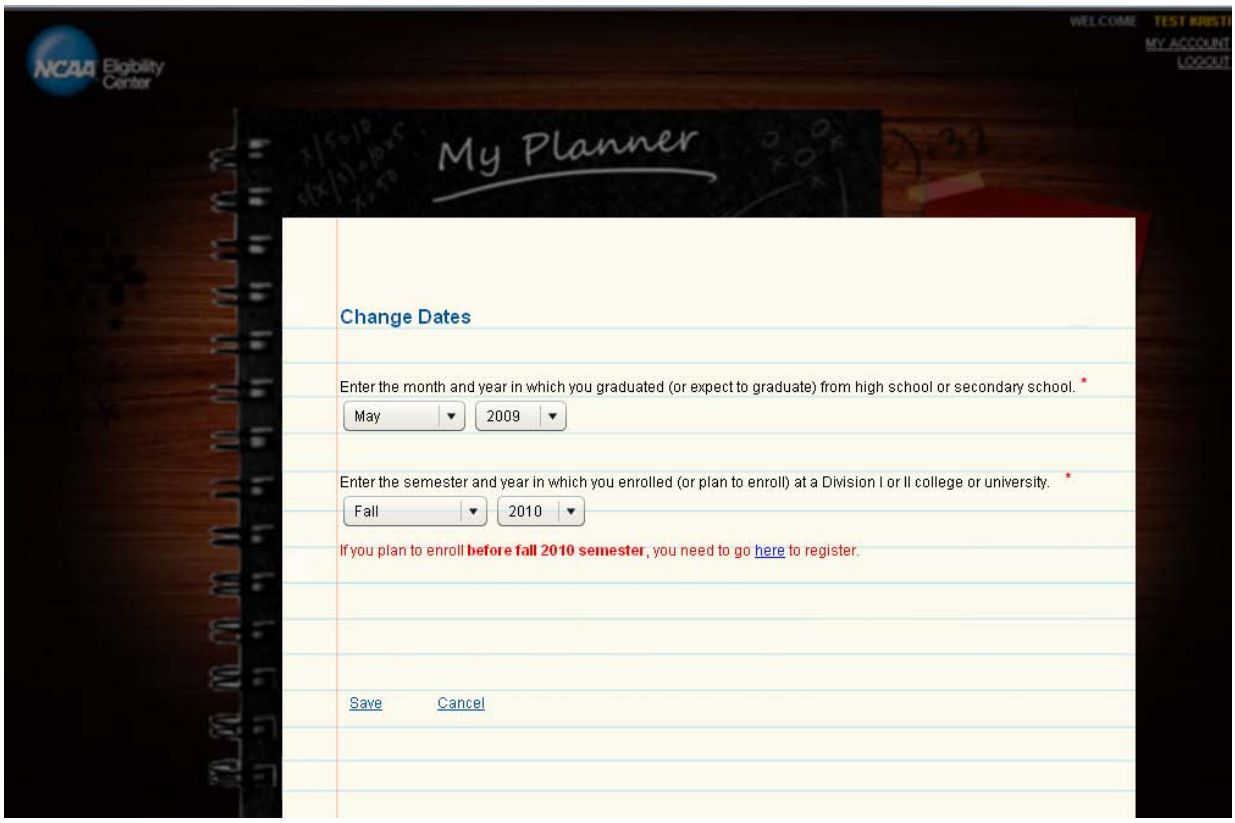
1. If the user is logged into the same session, the checkbox and initials will remain. If the user exits and logs back in to his or her account at another time and revisits this page, he or she will need to re-initial to confirm that his or her response is still accurate.
2. Any lists the user creates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




## 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:

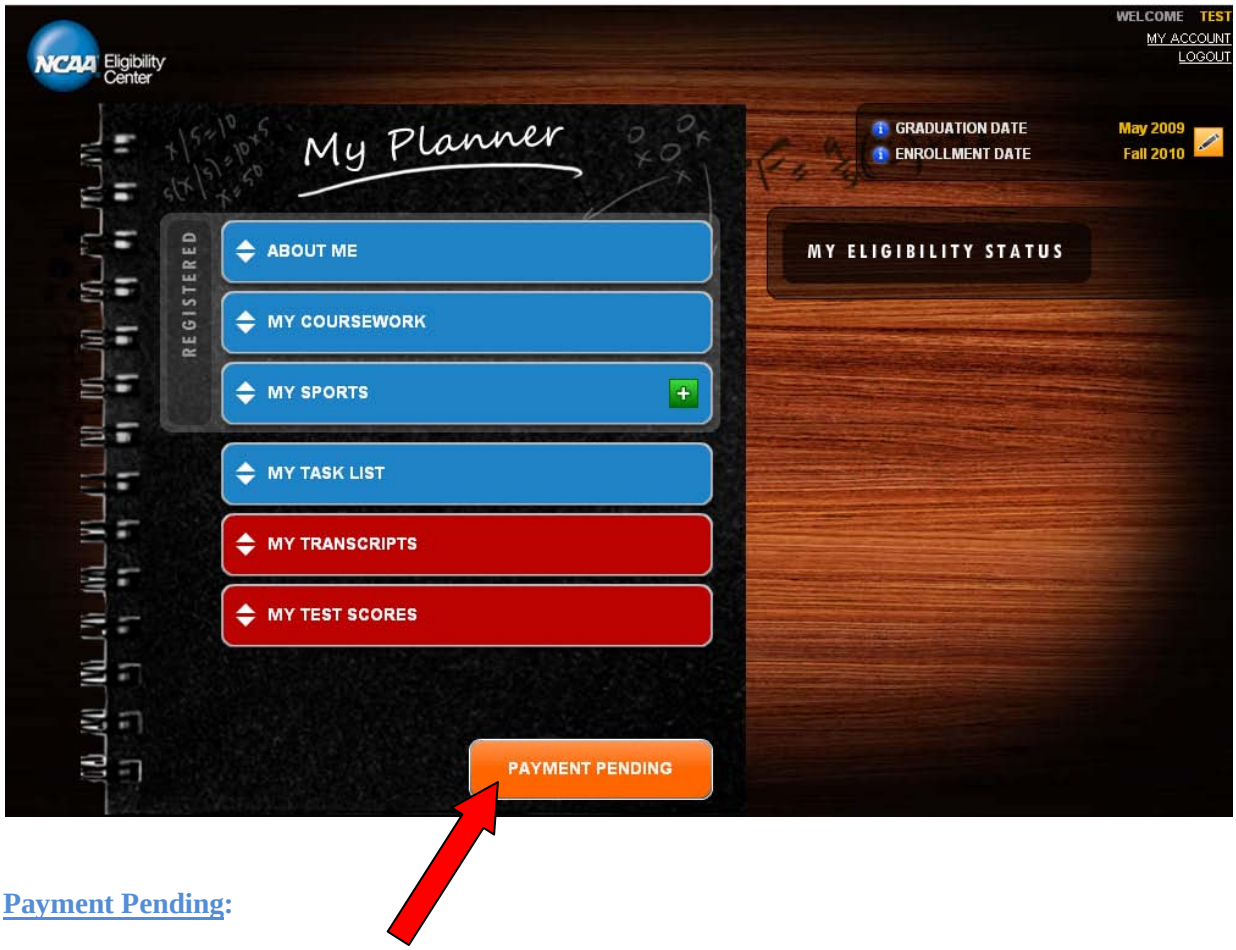
1. Baseball;
2. Bowling;
3. Golf;
4. Hockey;
5. Soccer;
6. Tennis;
7. Track; and
8. Cross Country.




## 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.




**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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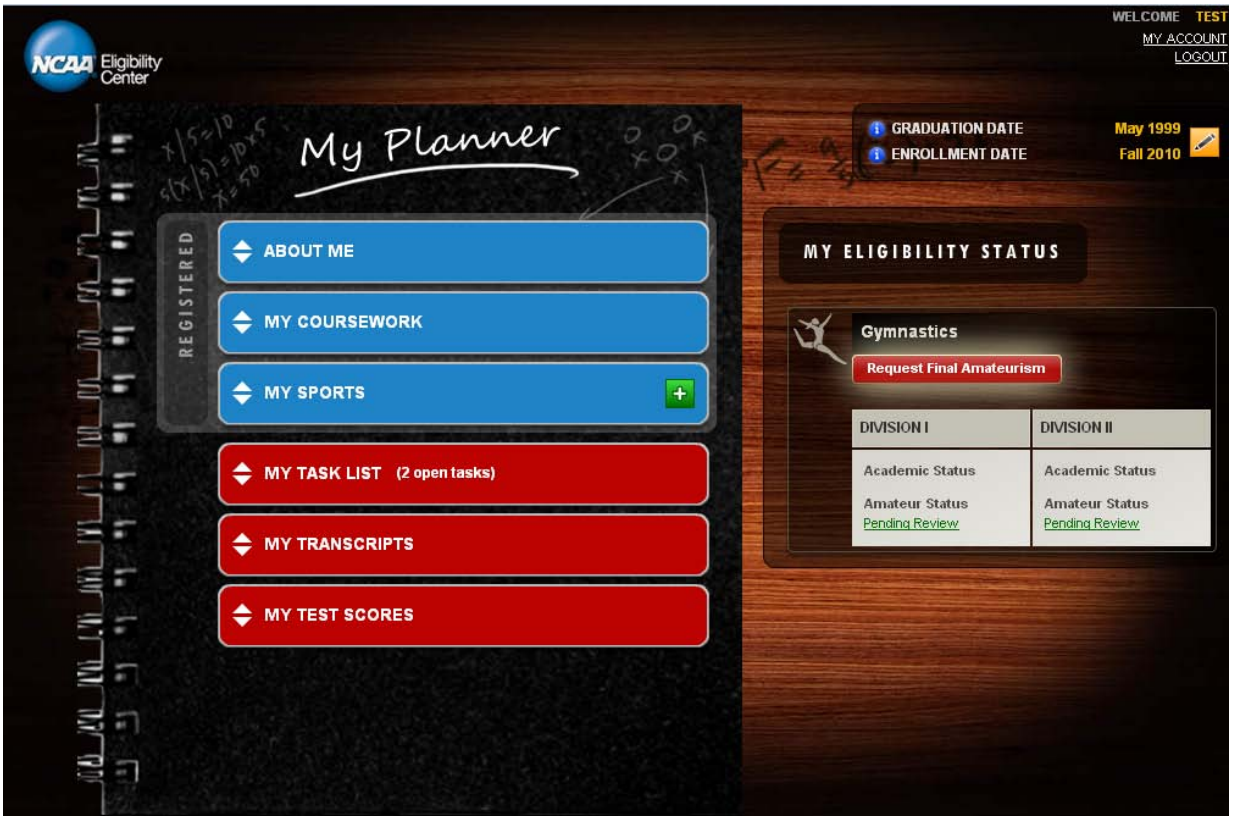
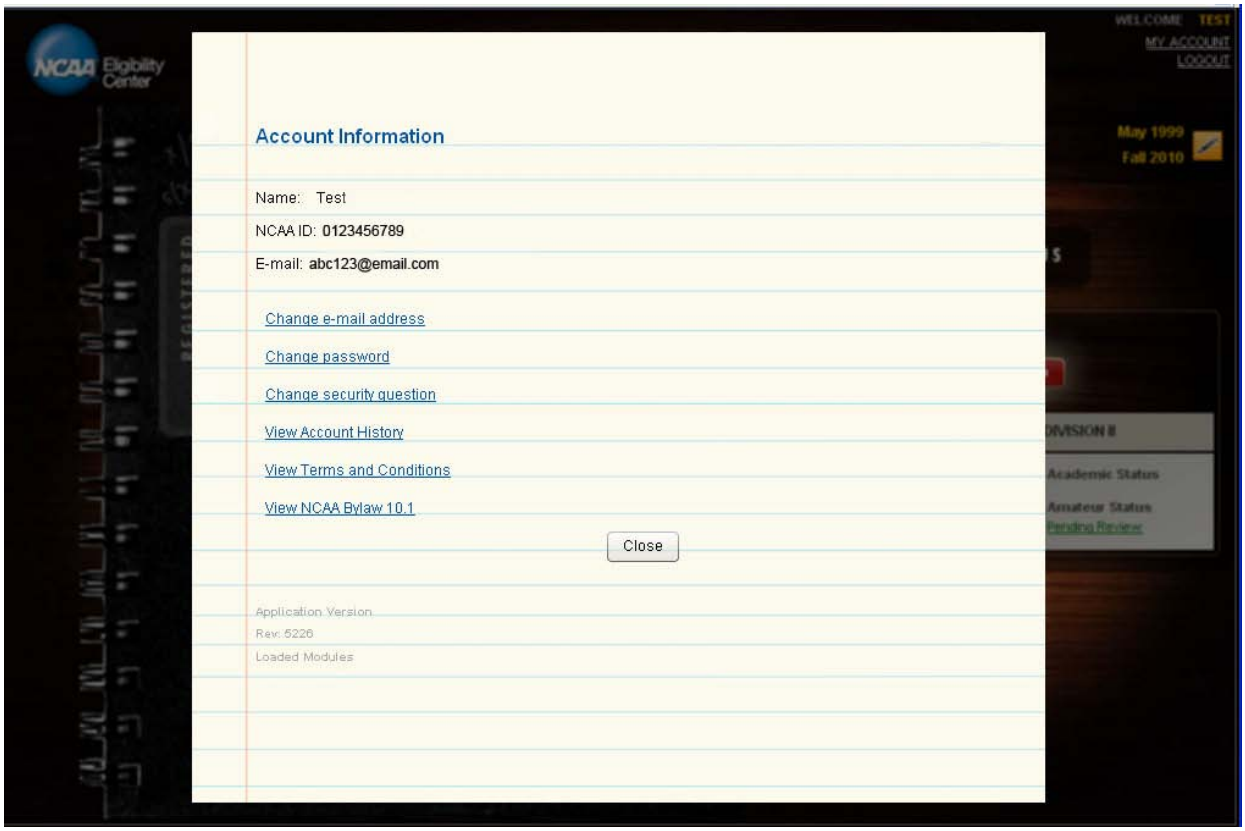
## Registration Complete:

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.






## 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.