Email Access:

Question No. 1: I can't login to my account to access and complete the NCAA compliance forms with the password they sent me through my email.

Answer: Please click on the "Forgot Password" link and enter in your full email address from the initial email from Forms@ncaa.org. The system will send you another email from Forms@ncaa.org with the new password. This password will expire in 45 days.

Question No. 2: The system keeps saying my password is incorrect. I try to reset the password and it says my email doesn't exist.

Answer: You must enter in your full email address for the system to recognize the email. (jdoe@xyz.edu)

Forms:

Question No. 1: My name is coming up as Last Name First Name (XYZ ABC) on the compliance form section and it should be First Name Last Name (ABC XYZ). Please advise.

Answer: The database lists your name Last Name First Name by default.

Question No. 2: My name is misspelled. Please advise.

Answer: Please send the incorrect spelling, the correct spelling, your institution and your sport to ncatechnology@ncaa.org.

Question No. 3: I'm under the age of 18. I turn 18 in September. How do I obtain a hard copy of the form for my parents to sign?

Answer: A hard copy of the consent form can be printed from the NCAA.org website. Click on the Division you are attending, Compliance, then look for the specific form they need to sign, click on the form and select Print.

Parents will also be emailed forms requiring their signature if you are under the age of 18.

Question No. 4: I have submitted my compliance forms, however, I need to change an answer to one of my questions. I must have misinterpreted the question wrong and need permission to go back and change it.
Answer: You will need to contact your compliance office in your athletics department and request they unlock your account. Instructions are provided within the User Manual for their reference.

Question No. 5: I incorrectly answered Yes to a question and the system will not allow me to change the answer.

Answer: The system will not allow you to change an answer – the only way to change an answer is if you have already submitted the forms and the compliance office unlocks the forms to allow you to sign back in and update the answer.

Question No. 6: What if I accidentally checked that I had a question, but I did not have a question.

Answer: Once a box is checked that you have a question you will not be able to uncheck the box. The institution will be notified that you have a question and they will contact you. You can be proactive and alert the compliance office that you do not have a question and they can disregard that question mark.