Athlete Registration

This step-by-step guide includes instructions on how to register a prospective student-athlete (PSA) and manage invitations to a team's bench in the Basketball Certification System (BBCS) in order to participate in any NCAA-certified nonscholastic event (event). Once registered, the PSA will need either accept or reject invitations from coaches to be placed on teams in the BBCS.

Included in this document:
- First Time Registration – Athlete
  - PSA's Required Educational Course to Participate Instructions
  - PSA’s School Information Instructions
- RENEW Registration – Athlete
- Edit PSA Profile
- PSA Address Documentation Requirements
- Responding to Bench Invitations – Athlete
- Editing Your BBCS Account Information
- Forgot Your BBCS Username and/or Password
  - Forgot Eligibility Center Password
  - Forgot Eligibility Center Username
  - Login Trouble for BBCS?
- BBCS Time Out Warning
- Justification Alerts – Proof of Residency
- ECAG Decision Not Yet Posted – PSA Might Be Able to Play
First Time Registration - Athlete

If the PSA is under the age of 18, the registration of the PSA in the BBCS should be completed by the PSA's parent or guardian.

1. Navigate to the BBCS website ([https://BBCS.ncaa.org](https://BBCS.ncaa.org)).

2. Click **Create an Eligibility Center Account**.

3. Enter and Confirm your email address and click **Send Email**.
4. Open your email and find the email titled NCAA Eligibility Center Verification Code.

![Email Image]

Thank you for requesting an NCAA Eligibility Center account. To continue, enter the following verification code on the Account Settings page:

If you left the Account Settings page, click here to enter your verification code.

This verification code expires in seven days. To get a new verification code, request a new account at eligibilitycenter.org.

Thank you,
NCAA Eligibility Center

Please do not reply to this message. For more information, view our student-athlete FAQs or call 877/262-1492.

**WARNING:** The BCS will only allow an email address to be utilized on one account. If the email address entered is already used in the BCS or Eligibility Center, the email you receive will not contain a verification code but instead will advise you the email address you entered has already been used. If the parent wants to use his/her email address for access to the PSA account, but the parent is also a coach, the parent CANNOT use the same email address on the PSA’s profile. Additionally, a different email address will need to be used for each sibling account.

5. Enter the verification code on the Account Settings screen (there is a link in the email to Account Settings if you navigated away from this screen).

![Account Settings Image]


7. Enter and Re-type a password.

8. Complete the fields in each section, Basic Information, Contact, and Schools.

9. Save when complete.
10. DON’T FORGET THE BBCS! Return to the BBCS by clicking the BBCS button. If you have left this screen you can navigate to https://bbcs.ncaa.org and click Login (on the left under Athlete/Parents) or use the link in the reminder email.

11. Click the red Edit button next to the Address.

12. Select the appropriate **I Live** and **Lived at address since** options and click **Save**.
13. Athlete should add ALL addresses of residence for the current year that the PSA may use to participate with a team. The PSA’s eligibility to participate is dependent on the address type and address location(s) entered when creating the profile. Click **Add new address** to add any additional addresses.

P.O. Boxes can only be entered for PSAs in very remote areas where street addresses are not available.
14. Review the address list one last time for accuracy. Once the profile is Submitted, edits CANNOT be made without contacting the Enforcement Certification and Approvals Group (ECAG) to make the changes (844/562-6201 option 2; or use the Email Contact Form).

15. Verify the Phone Number and select the appropriate corresponding Number type for the PSA.

16. Enter the PSA's parent/guardian name and phone number. Note, you must first indicate whether the number provided is in the US (Domestic) or a non-US; this will determine the format required in the phone number field.

17. Enter the email address for the parent/guardian. This email address will NOT receive emails directly from the BBCS and CAN be used as the account email on a different BBCS account. This email will be used for the EC's future educational initiative to ensure the PSA is aware of all pertinent information that may impact their eligibility.

18. Review and acknowledge the attestations listed. Confirm understanding of each attestation by selecting the check box next to each statement.

19. Once all boxes are checked, the final statement regarding the Terms of Use and Privacy Policy will appear. Select that check box and the blue Preview and Submit button will appear.

20. Click the Preview and Submit button and a pop-up window will appear with a summary of the information entered.
21. Review the information in the Registration Preview.

22. If there are problems with the registration or required fields were not completed, an error message will appear in red at the top of the Registration Preview page and fields with issues will identified. You will need to select the Change Information button to go back and correct the identified errors.

**IMPORTANT:** You CANNOT edit once you click the "Finalize Submission" button.

### General Information

<table>
<thead>
<tr>
<th>I am a:</th>
<th>Athlete</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td>Test</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>01/01/2000</td>
</tr>
<tr>
<td>Middle Name:</td>
<td>Male</td>
</tr>
<tr>
<td>Last Name:</td>
<td>Athlete</td>
</tr>
</tbody>
</table>

### Addresses

<table>
<thead>
<tr>
<th>Street Address</th>
<th>City</th>
<th>State/Province</th>
<th>Zip Code</th>
<th>Country</th>
<th>Type</th>
<th>Lived Since</th>
</tr>
</thead>
<tbody>
<tr>
<td>1802 Alonzo Watford Sr. Drive</td>
<td>Indianapolis</td>
<td>Indiana</td>
<td>46206</td>
<td>USA</td>
<td>At my parent(s)</td>
<td>07/03/2005</td>
</tr>
<tr>
<td>700 West Washington Street</td>
<td>Indianapolis</td>
<td>Indiana</td>
<td>46204</td>
<td>USA</td>
<td>At a boarding school</td>
<td>08/20/2017</td>
</tr>
</tbody>
</table>

### Contact Information

<table>
<thead>
<tr>
<th>Email:</th>
<th><a href="mailto:test_athlete@ncaa.org">test_athlete@ncaa.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Password:</td>
<td>*********</td>
</tr>
<tr>
<td>Phone Region:</td>
<td>US</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>(317) 917-6233</td>
</tr>
<tr>
<td>Confirm Email:</td>
<td><a href="mailto:test_athlete@ncaa.org">test_athlete@ncaa.org</a></td>
</tr>
<tr>
<td>Confirm Password:</td>
<td>*********</td>
</tr>
<tr>
<td>Phone Type:</td>
<td>MOBILE</td>
</tr>
</tbody>
</table>

### Eligibility Center Information

<table>
<thead>
<tr>
<th>NCAA ID:</th>
<th>555500055</th>
</tr>
</thead>
<tbody>
<tr>
<td>EC Email:</td>
<td><a href="mailto:test_athlete@ncaa.org">test_athlete@ncaa.org</a></td>
</tr>
<tr>
<td>EC Password:</td>
<td>*********</td>
</tr>
</tbody>
</table>

### Parent/Guardian Information

<table>
<thead>
<tr>
<th>First Name:</th>
<th>Mom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:mom_test_athlete@ncaa.org">mom_test_athlete@ncaa.org</a></td>
</tr>
<tr>
<td>Phone Region:</td>
<td>US</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>&quot;Missing&quot;</td>
</tr>
<tr>
<td>Middle Name:</td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td>Athlete</td>
</tr>
<tr>
<td>Phone Type:</td>
<td>HOME</td>
</tr>
</tbody>
</table>

**WARNING:** Problems Saving User Account Due to Email. You may find that you are restricted from entering your active e-mail address on your account if you have multiple user accounts and it has already been used elsewhere. If this occurs, contact ECAG so that old account(s) can be made inactive and your current account can be updated.
23. If there are zero problems with the registration, the Finalize Submission button will appear.

**IMPORTANT: You CANNOT edit once you click the "Finalize Submission" button.**

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am: Athlete</td>
</tr>
<tr>
<td>First Name: Test</td>
</tr>
<tr>
<td>Date of Birth: 01/01/2000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address: 1802 Alonzo Watford Sr. Drive</td>
</tr>
<tr>
<td>City: Indianapolis</td>
</tr>
<tr>
<td>State/Province: Indiana</td>
</tr>
<tr>
<td>Zip Code: 46206</td>
</tr>
<tr>
<td>Country: USA</td>
</tr>
<tr>
<td>Type: With my parent(s)</td>
</tr>
<tr>
<td>Lived Since: 07/03/2008</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address: 700 West Washington Street</td>
</tr>
<tr>
<td>City: Indianapolis</td>
</tr>
<tr>
<td>State/Province: Indiana</td>
</tr>
<tr>
<td>Zip Code: 46204</td>
</tr>
<tr>
<td>Country: USA</td>
</tr>
<tr>
<td>Type: At a boarding school</td>
</tr>
<tr>
<td>Lived Since: 09/20/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:test_athlete@ncaa.org">test_athlete@ncaa.org</a></td>
</tr>
<tr>
<td>Password: *********</td>
</tr>
<tr>
<td>Phone Region: US</td>
</tr>
<tr>
<td>Phone Number: (317) 917-6233</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility Center Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCAA ID: 5555555555</td>
</tr>
<tr>
<td>EC Email: <a href="mailto:test_athlete@ncaa.org">test_athlete@ncaa.org</a></td>
</tr>
<tr>
<td>EC Password: *********</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Parent/Guardian Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name: Mom</td>
</tr>
<tr>
<td>Email: <a href="mailto:mom_test_athlete@ncaa.org">mom_test_athlete@ncaa.org</a></td>
</tr>
<tr>
<td>Phone Region: US</td>
</tr>
<tr>
<td>Phone Number: (317) 917-6222</td>
</tr>
</tbody>
</table>

24. Take one last look to make sure that the information on the account is accurate because once the Finalize Submission button is selected, you will not be able to make any corrections without calling the NCAA for assistance.

25. Once submitted, the BBCS will return to the Basic Information tab.

26. UPLOAD DOCUMENTATION. Certain address types require documentation of proof and must be submitted when the PSA registers for their account; this allows for collection of current academic year documentation, etc. SEE: PSA Address Documentation Requirements. The Athlete Address Requirements and Documentation of Proof Flow Chart posted in the Basketball Certification Resources section of www.ncaa.org/basketballcertification will identify the types of documentation expected. Coaches may also have to submit a justification when the PSA is added to the coach's bench of participants. SEE: Justification Alerts.
# PSA's Required Educational Course to Participate Instructions

1. Go to the **My Course Information** section.

   ![My Course Information Table]

   - **Course #**
   - **Description (Click Link to View)**
   - **Completion Date**

<table>
<thead>
<tr>
<th>Number</th>
<th>Description (Link)</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2019-20 ELIGIBILITY: Athlete &quot;Do you want to play college basketball?&quot; Video</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>2</td>
<td>2019-20 Guide for College-Bound Student-Athletes</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>3</td>
<td>2019-20 ELIGIBILITY: Initial-Eligibility Brochure</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>4</td>
<td>2019-20 ELIGIBILITY: Division I Academic Requirements Guide</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>5</td>
<td>2019-20 ELIGIBILITY: Division II Academic Requirements Guide</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>6</td>
<td>2019-20 ELIGIBILITY: Test Scores Information</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>7</td>
<td>2019-20 SPORTS SCIENCE: Concussion Fact Sheet for Student-Athletes</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>8</td>
<td>2019-20 SPORTS SCIENCE: Online Mental Health Module for Student-Athletes</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>9</td>
<td>2019-20 SPORTS SCIENCE: NCAA Drug Policies Brochure</td>
<td>01/13/2020</td>
</tr>
<tr>
<td>10</td>
<td>2019-20 SPORTS WAGERING: Remedies</td>
<td>01/13/2020</td>
</tr>
</tbody>
</table>

2. Review the educational materials provided for the current year in the **My Course Information** section.
   
   a. Click the hyperlink that appears there for ALL education provided. Each course hyperlink will route to an external page including a video, brochure, etc. of information the PSA needs to know.
   
   b. Review the information provided.

3. Return to the BBCS profile page and check the box next to **I certify that I have taken this course**.

4. The page will refresh, and a record will reflect the course name and date the PSA reported completing the course.

**Completion of the educational course(s) is required before an adult user (coach/event operator) can add the PSA to a team bench, roster or Participant List.**

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**The Educational Courses requirement has been completed!**

**Be sure to complete school information.**

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Athlete Registration page 9
**PSA's School Information Instructions**

1. Navigate to the School Information tab.

2. Complete the school information fields. Completion of the School Information tab is required before an adult user (coach/event operator) can add the PSA to a team bench, roster or Participant List. The coach information asked for under the "My School Team" section should be the SCHOOL coach's information and NOT the travel/non-scholastic coach information. The travel/non-scholastic coach's information will be added to the PSA's information when the PSA is added to a bench/roster.

3. Click the Save button.

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**Required School Information has been completed!**

*Be sure to lookout for alerts from coaches requesting permission to add the PSA to his/her team bench.*
RENEW Registration - Athlete

If the PSA is under the age of 18, the registration of the PSA in the BBCS should be completed by the PSA's parent or guardian.

1. Navigate to the BBCS website (https://BBCS.ncaa.org) and click Login.

2. Enter the email address and password used with the athlete's Eligibility Center account and click Sign In.

3. When you log in for the first time during a calendar year, you will see the General Information has been auto populated from the athlete's Eligibility Center account. If any of this information is incorrect or needs changed, log in to the Eligibility Center (https://eligibilitycenter.org/) to make any changes.
4. The address(es) previously entered will be auto populated. If the address(es) continues to be an address of residence for the PSA in the current year, check the box in the **Verified Address** column.

<table>
<thead>
<tr>
<th>Verified Address</th>
<th>Street Address</th>
<th>City</th>
<th>State/Province</th>
<th>Zip Code</th>
<th>Country</th>
<th>I Live</th>
<th>Lived at address since</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Edit</td>
<td>1802 Alonzo Watford Sr. Drive</td>
<td>Indianapolis</td>
<td>Indiana</td>
<td>46206</td>
<td>USA</td>
<td>With my parent(s)</td>
<td>05/14/2008</td>
</tr>
<tr>
<td>☑ Edit</td>
<td>700 W Washington Street</td>
<td>Indianapolis</td>
<td>Indiana</td>
<td>46206</td>
<td>USA</td>
<td>At a boarding school</td>
<td>03/01/2015</td>
</tr>
</tbody>
</table>

5. For any address that auto populated that does not apply for the current year, edit/delete to reflect ALL addresses of residence for the current year that the PSA may use to participate with a team. The PSA’s eligibility to participate is dependent on the address type and address location(s) entered when creating the profile.

EDIT - If you need to make changes, select the blue Edit button next to the inaccurate address and change the text or choose a different address type. Adding a new address will not remove previous addresses; so, do not enter an address that you already see in the list.

DELETE - Make sure that the PSA currently lives at ALL the addresses entered. **DO NOT enter the PSA's entire address history.** If any of the addresses are from a previous year and no longer apply, select the red Delete button on the right to remove the address from the list.

6. If there are new addresses that exist for the PSA, select the **Add New Address** button and enter the new address.

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P.O. Boxes can only be entered for PSAs in very remote areas where street addresses are not available.
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7. For each address entered, make sure that you have selected the address type closest to your current circumstances. **The "other" option should be avoided for most PSAs.**

- With my parent(s) = lives with a parent.
- At a boarding school = lives on campus of the school he/she attends.
- With a host family = lives with nonparent family, friend, foster family, foreign exchange program host family, etc. Will require a transcript showing the PSA attends school where he/she lives.
- With a legal guardian = lives with a **COURT-APPOINTED** legal guardian. Power of Attorney or notarized statement by the parent allowing another individual to care for the PSA is not enough.
• Other = RARE CIRCUMSTANCES ONLY. Try to pick one of the other options. If none of them come close to the PSA’s circumstance, then choose this option.

Be aware that documentation/proof that the address meets the NCAA requirements will be required for certain address types when you log back in to complete the PSA’s profile. Documentation must be uploaded that validates the address is compliant with NCAA requirements to utilize that address to participate with a team. SEE: PSA Address Documentation Requirements. The Athlete Address Requirements and Documentation of Proof Flow Chart posted in the Basketball Certification Resources section of www.ncaa.org/basketballcertification will identify the types of documentation expected. Coaches may also have to submit a justification when the PSA is added to the coach’s bench of participants. SEE: Justification Alerts.

8. Review the address list one last time for accuracy. Once the profile is Submitted, edits CANNOT be made without contacting ECAG to make the changes (844/562-6201 option 2; or use the Email Contact Form).

<table>
<thead>
<tr>
<th>Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>1802 Alonzo Watford Sr. Drive</td>
</tr>
<tr>
<td>700 W. Washington Street</td>
</tr>
</tbody>
</table>

9. UPLOAD DOCUMENTATION. Certain address types require documentation of proof and must be resubmitted when the PSA renews their account; this allows for collection of current academic year documentation, etc. SEE: PSA Address Documentation Requirements. The Athlete Address Requirements and Documentation of Proof Flow Chart posted in the Basketball Certification Resources section of www.ncaa.org/basketballcertification will identify the types of documentation expected. Coaches may also have to submit a justification when the PSA is added to the coach’s bench of participants. SEE: Justification Alerts.

10. In the Contact Information section, the Email and NCAA ID will also auto-populate from the athlete’s Eligibility Center account. Log in to the athlete’s Eligibility Center account (https://eligibilitycenter.org/) to make any changes to the email address.

NOTE: If the parent wants to use his/her email address for access to the PSA account, but the parent is also a coach, the parent CANNOT use the same email address on the PSA’s profile. The BBCS will only allow an email address to be utilized on one account.

WARNING to AOL, MSN, Earthlink, Verizon and iCloud Users – These providers have been known to reject the emails generated by the BBCS, making it impossible for you to confirm your account without contacting ECAG for assistance. It is suggested that you utilize a different email address on your BBCS profile so that you don’t miss any notifications. If you do not have an email address from another provider, you may want to create a free account (Gmail, Yahoo, etc.) and have it forwarded to the email you check regularly.
11. Verify the phone number for the PSA is still accurate.

12. Verify the PSA’s parent/guardian name and phone number is still accurate.

13. Enter the email address for the parent/guardian. This email address will NOT receive emails directly from the BBCS and CAN be used as the account email on a different BBCS account. This email will be used for the EC’s future educational initiative to ensure the PSA is aware of all pertinent information that may impact their eligibility.

**WARNING:** Problems Saving User Account Due to Email. You may find that you are restricted from entering your active e-mail address on your account if you have multiple user accounts and it has already been used elsewhere. If this occurs, contact ECAG so that old account(s) can be made inactive and your current account can be updated.

14. Review the educational materials provided for the current year in to the My Course Information section.
   a. Click the hyperlink that appears there for ALL education provided. Each course hyperlink will route to an external page including a video, brochure, etc. of information the PSA needs to know.
   b. Review the information provided.

15. Return to the BBCS profile page and check the box next to I certify that I have taken this course.

16. The page will refresh, and a record will reflect the course name and date the PSA reported completing the course.
Completion of the educational course(s) is required before an adult user (coach/event operator) can add the PSA to a team bench, roster or Participant List.

17. Review and acknowledge the attestations listed. Confirm understanding of each attestation by selecting the check box next to each statement.

18. Once the first three boxes are checked, the final statement regarding the Terms of Use and Privacy Policy will appear. Select that check box and then select the Confirm Updates to My Profile button.

19. A message will show the account has been successfully submitted.

20. Navigate to the School Information tab.
21. This tab will appear blank when accessed each year. Complete the school information fields. Completion of the School Information tab is required before an adult user (coach/event operator) can add the PSA to a team bench, roster or Participant List. The coach information asked for under the "My School Team" section should be the SCHOOL coach's information and NOT the travel/non-scholastic coach information. The travel/non-scholastic coach's information will be added to the PSA's information when the PSA is added to a bench/roster.

22. Click the Save button.

Once the renewal steps have been completed, edits CANNOT be made without contacting ECAG (844/562-6201 option 2; or use the Email Contact Form).

Be sure to look out for alerts from coaches requesting permission to add the PSA to his/her team bench.
Edit PSA Profile

Currently, after the PSA confirms updates on the Basic Information tab or completes their School Information tab, most fields are locked down (the PSA cannot make any edits on those pages).

PSAs will have the ability to change the following fields in the athlete's Eligibility Center account (https://eligibilitycenter.org/):

- First Name
- Last Name
- Date of Birth
- Gender – *changes to gender will impact rosters to which PSA is already on.*
- Email Address – *the BBCS will only allow an email address to be utilized on one account. An error will occur at login if the email address is changed to one that is already utilized in the BBCS.*

PSAs will have the ability to change the following fields in the BBCS:

**Basic Information tab**

- Phone Number
- Phone Type

**School Information tab**

- What grade/year are you?
- Anticipated "High School" Graduation Year
- Height
- *School's Street Address – *PSA cannot edit other school address fields (e.g., City, State).*
- *School Jersey Number
- *Position

For the fields not identified above, initial registration and the annual profile renewal process are the only two times when a PSA can make changes.

If edits are required after the PSA has finalized the submission of the user profile, the PSA's parent/guardian will need to contact ECAG (844/562-6201 option 2; or use the Email Contact Form) and request those changes.

Parent/guardian will need to:

1. Identify the PSA's name and email address on the BBCS account so that ECAG can locate the profile.
2. Provide a detailed description of what needs to be changed.

WARNING: If edits are necessary for the "address type" on the PSA's profile (with parents, boarding school, host family, etc.), documentation that validates the address type will need to be submitted at the time of the request before ECAG can/will make that change.
PSA Address Documentation Requirements

The following PSA address types require documentation to be uploaded:

- At a Boarding School
- With a Legal Guardian
- With a Host Family
- Other

**Initial Registration**
During initial registration, the PSA can select one of the address types that requires documentation and will not be prompted to upload documents at that time. However, when the PSA logs back into the BBCS after registration is confirmed to complete the required ‘School Information’ and to confirm receipt of the educational resources, they will then be prompted to uploaded documentation. Documents uploaded should validate/prove that the address is compliant with NCAA requirements to allow the PSA to utilize that address for participation with a team.

**Annual Renewal of Registration**
When the PSA renews their registration and updates the address(es) provided on their profile, the PSA will be prompted to upload documentation at that time (which is different than when they originally registered). Again, documents uploaded should validate/prove that the address is compliant with NCAA requirements to allow the PSA to utilize that address for participation with a team.

**Prompt to Upload**
PSAs will be notified that they need to uploaded documentation in the Incomplete Registration box at the top of their profile. (See #3 in the pink box pictured below).

![Incomplete Registration](image)

***INCOMPLETE REGISTRATION*** You must fix the following to be completely registered. Coaches will not be able to add you to his or her bench, and you may not be able to participate in events until you resolve these issues:

1. You have not certified all of your courses in the "My Course Information" section below.
2. You must complete School Information section to be eligible for a coach’s bench and roster.
3. One or more of your addresses requires a document! Click the add document button next to the address to upload.
They will also see the red Add Documents button next to their address.

The Incomplete Registration messaging will disappear when all addresses that require document uploads have at least one uploaded file. Should the PSA delete the uploaded documents so that no document is attached, the Incomplete Registration messaging will reappear.

**Explanation of What to Upload**
The Athlete Address Requirements and Documentation of Proof Flow Chart posted in the Basketball Certification Resources section of www.ncaa.org/basketballcertification will identify the types of documentation expected.

Documentation is submitted by clicking on the blue Edit button or the red Add Documents button next to an address. This will open the address entry modal that will display a message at the bottom in a pink box whenever an address type that requires documentation is selected. Information in the pink box will explain more about what the PSA must submit. The instructions will be specific to the "address type" that was selected. Examples of each "address type" are pictured below:

**At a Boarding School**

Upload documentation that proves the address including the length of time it is applies. At a minimum, you will need to upload school transcript(s) showing a full academic year and proof of enrollment date at the school.

**Reminder:** Anyone uploading documents in the BBCS is reminded to consider that all filings will be available to any coach whose bench invitation the athlete has accepted and any event operator in which the athlete’s team(s) will be participating. Therefore, anyone uploading documents should exercise caution and redact sensitive information such as Social Security Numbers, financial account numbers and other sensitive personal information.

**Uploading multiple documents hint:** Holding down the control key while clicking multiple files in the "Choose File" popup window will allow you to select more than 1 file to upload at once.
With a Host Family

Upload documentation that proves the address including the length of time it is applies. At a minimum, you will need to upload a copy of the athlete's Visa, I20/F1 paperwork, school transcript(s) showing a full academic year; proof of enrollment date at the school; housing information (lease, mortgage, contract, etc.); documentation of who is caring for the athlete while at this address (Power of Attorney letter); and official foreign exchange program information if available.

Reminder: Anyone uploading documents in the BBCS is reminded to consider that all filings will be available to any coach whose bench invitation the athlete has accepted and any event operator in which the athlete’s team(s) will be participating. Therefore, anyone uploading documents should exercise caution and redact sensitive information such as Social Security Numbers, financial account numbers and other sensitive personal information.

Uploading multiple documents hint: Holding down the control key while clicking multiple files in the "Choose File" popup window will allow you to select more than 1 file to upload at once.

With a Legal Guardian

Upload documentation that proves the address including the length of time that it applies. At minimum, you will need to upload court documents showing legal guardianship and the date obtained. (Note: A Power of Attorney letter is not legal guardianship.) It is suggested that you also upload a copy of school documents identifying the adult responsible for the athlete, home address and the number of years/semester the athlete has been attending school there. This may be accomplished with just a copy of the athlete's transcript.

Reminder: Anyone uploading documents in the BBCS is reminded to consider that all filings will be available to any coach whose bench invitation the athlete has accepted and any event operator in which the athlete’s team(s) will be participating. Therefore, anyone uploading documents should exercise caution and redact sensitive information such as Social Security Numbers, financial account numbers and other sensitive personal information.

Uploading multiple documents hint: Holding down the control key while clicking multiple files in the "Choose File" popup window will allow you to select more than 1 file to upload at once.
To upload documents, click the Choose File button.

Navigate to locate the document(s) to upload the needed file(s) and select Open.

A 'hint' is included in the on-screen instructions for uploading multiple documents at one time.

NOTE: There is a size limitation to the file. Documents that exceed the file limitation will result in an error:
Once the document is uploaded to the address, the button next to address changes from Add documents to View documents.

A PSA can ONLY delete documents before selecting the Confirm Updates to My Profile button on the Basic Information tab. After the profile has been confirmed documents can be viewed and additional documents can be uploaded, but the Delete button will be inactive.

WARNING – Coaches will NOT be able to add a PSA to their bench if any of the PSA's addresses require documentation and no documentation has been uploaded. Even if the address missing documentation is not being utilized for participation with the team, if just one address for a PSA requires documentation that has not been uploaded, that PSA will appear in bench search but will appear with an inactive account.
Responding to Bench Invitations - Athlete

PSAs will receive an email and an alert within the BBCS whenever a coach has invited the PSA to his/her bench in the BBCS.

Email Notification of Bench Addition - PSA

PSA

Online Notification of Bench Addition - PSA

Alerts are visible by logging in to the BBCS and navigating to the ALERTS section.

Once you have read the Alert, you can use the Clear Alert button to move the message from your primary Alert list to the Archived list.

REMINDER: A coach cannot add the PSA to his/her bench unless the PSA has confirmed their registration by clicking the link in the confirmation email, completed the School Information tab and confirmed receipt of the educational resources in the BBCS.
Accept/Reject Bench Invitation - PSA

Navigate to the My Teams tab. Invitations that need a response are in the My Pending Invitations section. Choose either Accept or Reject for each bench invitation.

Rejected.
If the Reject button is selected, a message will appear requiring confirmation of the decision to reject the invite.

This is a precaution because once the invitation has been rejected, it will no longer be accessible to the PSA. Additionally, the PSA's name with the Invitation Status of Sent will disappear from the coach's bench.

However, the coach can always invite the PSA to the bench again if needed (PSA rejected by mistake, changed their mind, etc.).
**Accepted.**
A confirmation message will appear if the Accept button is selected.

Additionally, the coach's name and email address will move from the My Pending Invitations section to the My Accepted Invitations section of page and the date of acceptance is documented.

The coach will receive an Alert that the 'PSA has either accepted or rejected the invitation. The coach WILL NOT be notified via email.

The coach can also see the status of an PSA's invitation from their bench.

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**Responding to the bench invitation has been completed!**
**Be sure to continually check for new invites.**
Editing Your BBCS Account Information
If you need to make changes to your user account due to a new address, phone number, misspelled word, etc. You must contact ECAG (844/562-6201 option 2; or use the Email Contact Form).

Forgot Your Username and/or Password

Forgot Eligibility Center Password
If you do not remember your password, there is a recovery feature on the main athlete login screen.

1. Click the Forgot Password? link on the login screen.

2. You will be redirected to a screen for you to enter your email address.

3. Enter your email address and click the Reset Password button.

4. When you have successfully clicked the Reset Password button, the screen will display a message indicating that your password has been reset and an email has been sent to you so that you
5. Log in to your email account and you should have received the instructions email that includes a NEW password for your account.

![NCAA My Apps Account](image)

nobody@ncaa.org

Your account password has been reset to: e681f1.

**Forgot Eligibility Center Username**

Your username will always be the email address that you used when creating your Eligibility Center account. IF you do not remember what email address you utilized, you will need to contact ECAG.

If you need to update your email address because you no longer have access to that account, and do not remember your password to login, you will need to contact the Eligibility Center (877/262-1492 toll free) or submit a Student Adjustment Form.

**Login Trouble?**

Contact ECAG (844/562-6201 option 2; 317/ or use the Email Contact Form for assistance.
BBCS Time Out Warning

If you have the BBCS open and have not performed any action for a period of 30 minutes, you will see the following warning:

Once the warning time has expired, you will be signed out of your account.
Justification Alerts–Proof of Residency

The BBCS flags PSAs who may be in violation of NCAA PSA address requirements when the PSA is added to a coach's bench/roster. These flags are visible to the bench coach and any event operator in whose event the team will participate. This may be because the prospect has more than one address entered on his/her profile, entered one of the address types that require documentation and manual inspection of that documentation is necessary, or the same address/phone number was entered for another individual who does not appear to be related to this prospect.

The coach is responsible for knowing the PSA’s circumstances, reviewing the documentation submitted on the PSA's profile and ensuring that the PSA meets and has documented that he/she is compliant with the NCAA PSA address requirements to participate with the team. The Athlete Address Requirements and Documentation of Proof Flow Chart posted in the Basketball Certification Resources section of www.ncaa.org/basketballcertification will identify the types of documentation expected.

If the information/documentation uploaded when the PSA registered in the BBCS is NOT enough (for example: the PSA just uploaded a selfie from their phone, or a photo of their team), then the coach should obtain documentation from the PSA’s family that validates that the prospect is compliant with the NCAA residency requirements. For this reason, the coach may ask the PSA/parents for additional documentation to prove residency; so that he/she can submit it with the justification on the team's bench.

ECAG will eventually render a justification on the team's bench, but lack of an ECAG decision does NOT prevent that PSA from participating with the team if the PSA is compliant with the residency requirements.

ECAG Decision Not Yet Posted – PSA Might Be Able to Play

CAND be put on roster. An ECAG decision is NOT required BEFORE the coach can add the PSA to a roster. Only the UPLOADING of the documentation is required. The PSA CAN be added to a roster with or without ECAG's decision.

MIGHT still be able to play. If ECAG has NOT rendered a decision, it is still possible for the PSA to participate with the team. The event operator can view the justification documents and if the operator is confident that the prospect has met the residency restrictions, the operator can permit the PSAs to participate with the team. However, if there is any question or concern, the operator SHOULD NOT allow the PSA to participate with the team in his/her event until the NCAA has rendered a decision because if a PSA participates in an event in violation of the residency restrictions, future certification of the event may be affected.