

Requests/Self-Reports Online


Frequently Asked Questions


1. How do I complete Step 4 (Signatures) when I do not need an e-signature from my conference?
 - If your conference does not require a conference e-signature, select the appropriate Institutional Authority Inside of Athletics Department. Click Save and Continue. Complete the self-reporting process in Step 5.

Select Required Signatories

***STOP! IF USING E-SIGN OPTION:**
The signatory email address (in the NCAA Directory) **MUST** match the email address in NCAA. The signatory **MUST** have been granted access to Requests/Self-Reports Online by the on-call Administrative tool.
If the signatories do not meet these qualifications, select **UPLOAD** (or fax, if necessary). Do N*


Institutional Authority Inside of Athletics Department

Signatory 


Signature Method 


Institutional Authority Outside of Athletics Department (optional for Secondary cases)

Signatory

Signature Method 

Conference (if applicable)

Signatory 

Signature Method 

Back

Save

Save and Continue

Generate PDF

2. How do I complete Step 4 (Signatures) when I need my conference to e-sign the self-report?
 - If your conference requires conference e-signature, select an Institutional Authority Inside of Athletics Department and a Conference authority from the drop-down lists. Click Save and Continue. Complete the self-reporting process in Step 5.
 - On your Home Screen you will see that the report is awaiting your signature. **DO NOT** complete the e-sign. The institutional e-sign will remain pending as long as the individual from the institution selected to e-sign does not complete it. The institutional e-sign is completed after the report creation & submission, not during. The self-report will then be forwarded to the selected conference individual to complete e-sign. After the conference approves the e-sign, the institution would then approve their e-sign.

3. What do I do if I accidentally submit and e-sign a self-report without my conference's e-signature, or with inaccurate information?
 - If the report has already been assigned to an NCAA staff member, contact the assigned staff member directly. If the report has not been assigned, contact a member of the Secondary Level III staff.
4. What do I do if my conference rejects an e-signature?
 - If a conference rejects the e-sign and the institution has not e-signed yet, the report can be un-submitted by the institution.
 - If a conference rejects the e-sign and the institution has e-signed before the conference, the report is no longer pending e-signatures and the report is no longer editable by the institution. In this scenario, the institution would need to contact the NCAA staff member assigned to the report to have the report moved from a "rejected" to an "un-submitted" status. If the report has not been assigned, the institution would need to contact a member of the Level III Secondary staff. (Please note: Communication between the institution and conference outside RSRO will be necessary to determine why the conference rejected the e-sign.)
5. How do I make sure the conference is included on e-mails related to the self-report?
 - For the conference to receive e-mails related to the self-report, the institution must list a conference representative as a primary, secondary, or additional contact.

Contacts

Select Contacts for this Case

Primary Contact ⓘ

Secondary Contact ⓘ

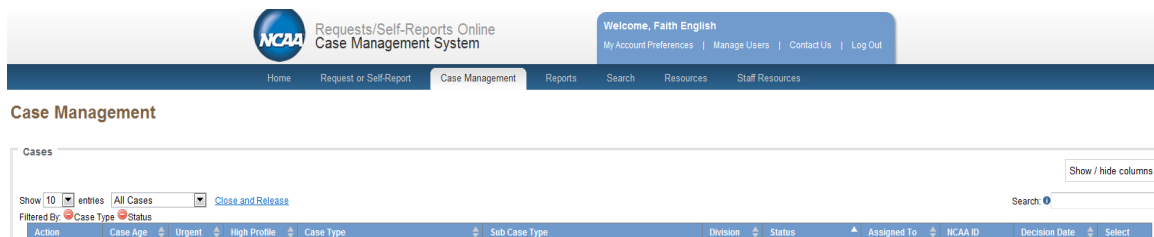
Additional Case Contacts

Additional contacts with a valid email address from the conference or Member institution will receive selected e-mails related to the case.

Email Delivery	First Name	Last Name	Title	E-mail Address
<div>Add</div>				

6. Can a conference submit a self-report for an institution?
 - Yes. However, the conference will have to select an Institutional Individual from Inside Athletics to e-sign on Step 4 of the self-report.

7. Can a conference edit or revise a self-report created by an institution in RSRO?
 - Yes. Provided the conference office is included as a required signature in Step 4.
8. How can I ensure that my conference sees my institution's self-reports?
 - The conference will be able to view member institution self-reports within Case Management Tab and using Reports Tab (Resource: [How to Create Custom RSRO Reports](#))
9. My Home and Case Management screens have too many columns, can I customize the columns?
 - Yes. There are several ways to "customize" the information included on the Home and Case Management Tabs. Beyond entering a specific case number, the institution can use the Advanced Search feature found on the Case Management Tab when the specific case number isn't known. By entering specific search criteria, such as the case type or sport, in the Advanced Search fields will narrow a search to the specified criteria. The user can also customize column headings by using the Column Visibility Tab to show or hide specific information among the available column headers. After running a search, the user can filter the results by clicking the up/down arrows next to the column heading, as well as selecting the case status from the drop-down list. (Please note: the filter will continue to run until the user removes the filters by clicking the red circle near the filter criteria.)



10. What do I do if I have questions about the online self-reporting process?
 - Communication should be sent through the Requests/Self-Reports Online System using [\[OBJ\]](#) indicate whether your report is a Secondary Violation, Student-Athlete Reinstatement, etc. If a case has been assigned to a Secondary Level III staff member, the institution should send a communication directly to staff member using the communications tab within the case.
11. When an institution self imposes a fine and/or the enforcement staff imposes a fine where do I send the money?
 - Institutions may now pay fines using a credit card within RSRO either prior to or after receiving a decision. A link is provided with Step 2 or within the decision.

When paying by check in order to ensure proper processing of fine payments, including those for self-imposed fines, they should be forwarded to the NCAA *after* a decision has been communicated to the institution. Checks should be made payable to the NCAA and mailed to P.O Box 540014, Atlanta, GA 30353-0014 to the attention NCAA Accounts Receivable. If the institution requires an invoice, it can be selected from the Decision. Once requested, it will be emailed within 5-7 business days from the accounting staff.

12. When can I expect a decision from my Secondary/Level III Self-Report?

- The timing of the enforcement staff's decision for an institution's Secondary/Level III violation report is impacted by multiple factors.
- The enforcement staff continues to be receiving membership feedback regarding RSRO, as well as addressing functionality with the correction of system bugs, providing education and assistance to users during the submission process and moving forward with the development of system enhancements. At the same time, the enforcement staff continues to process self-reports within RSRO as received by the membership. Our goal is to process cases as quickly and efficiently as possible. Our review and the time period between submission and completion are impacted by several factors beyond the use of a new online reporting system. These factors include recognition of the volume and timing of submissions by member institutions as the enforcement staff receives more than 5,000 Secondary/Level III cases annually, with a larger percentage of these self-reports received during the beginning of each academic year. In addition, reaching a decision involves a thorough assessment of the circumstances to ensure the case is appropriately identified as Secondary/Level III and might involve follow up with the institution for clarification of and/or additional information, possible review by other enforcement staff members based on the involved bylaw, sport or ongoing enforcement investigations related to possible Major/Level I or II violations, as well as consideration of the status of any related reinstatement cases. Collectively, these factors as well as others play a role in the timing of a decision.
- Regardless of the transition to RSRO, as in the past, if an institution needs additional assistance or has questions regarding a self-report, please continue to communicate with a member of the Secondary/Level III enforcement staff. These requests for assistance can be submitted through rsro@ncaa.org or by directly contacting the enforcement staff.

13. What happens if my institution does not accept a decision within the 15-day period?
- The institutions can no longer appeal the decision after the 15-day period; but, the institution can still accept the decision. If the institution takes no action within the 15 days following the staff's decision, the system will close the case and remove it from the cases listed on the institution's Home Screen.
14. How do I upload documents, add a legislative cite or interpretation, or fax a signature?
- Specific instructions on these tasks can be found by clicking on the Resources Tab and navigating to [How to Documents](#). For your immediate reference, the fax number for the NCAA Enforcement Department (secondary violations) is 317-917-6059.
15. Can I accept my e-signature while I am working on the report?
- The e-signature is completed after the submission of the report. You do not need to exit RSRO, but will need to access the report by pulling it up again from your Home page and Approve the e-sign.
16. How do I enter multiple student-athletes or entire teams within the self-report?
- In most cases, we ask that you provide the names of each involved prospective or student-athlete using their NCAA ID in the appropriate section of Step 1 of the report. If a violation involves an entire team and eligibility is not affected, you do not need to include the names of all student-athletes. Bypass the Involved Student-Athlete section and upload a roster or other document with the names of the involved student-athletes under the Case Documentation tab.
17. How do I update the personnel listing in the Signatures section?
- To add an individual to the institution's contact list, the desired signatory's e-mail address must be registered at NCAA.org, the signatory must have access to RSRO through the Single-Source Sign-On tool, and the institution's administrator must have setup the individual to appear in the signatory drop-down list. After this has been accomplished, the addition will appear in the Signatory drop down.
 - Remember: the system populates from the membership database, if you encounter problems when requesting an e-sign, please check to make sure that the membership database is updated as well.
18. Do I need both inside athletics and outside athletics signatures for secondary violation self-reports?
- No. The only required signature for self-reports is the Institutional Authority Inside Athletics. The Inside Athletics signatory is an individual who works in the institution's athletics department who has been delegated authority to submit

secondary violation self-reports on behalf of the institution (e.g., athletics director, associate athletics director, senior woman administrator, or compliance administrator).

19. I have a Reinstatement and a Secondary/Level III self-report, what do I do?


- Reporting a Secondary/Level III Violation and a Student-Athlete Reinstatement Request in Requests/Self-Reports Online (RSRO) Requires Submission of Two "Related" Cases.
- When an institution discovers circumstances that impact a prospective or currently-enrolled student-athlete's eligibility, in most cases the institution must also report a secondary violation (or Level III violation in Division I) in conjunction with seeking reinstatement for an involved individual. Within RSRO, this requires an institution to complete and submit both a reinstatement request and a violation report.
- We encourage institutions to begin with the student-athlete reinstatement request as this may involve time-sensitive issues. Within Step Two of the Student-Athlete Reinstatement (SAR) request, an institution will be asked if they need to report an NCAA Secondary/Level III violation. In most cases, the institution should answer "Yes" and complete the reinstatement request. Answering "Yes" to this question will prompt RSRO to create the "related" Secondary/Level III violation report. After completing and submitting the SAR request, a message will appear on the institution's screen indicating the SAR request has been successfully submitted and the related Secondary/Level III violation report is available and ready for completion and submission by the institution to the NCAA enforcement staff.
- This related Secondary/Level III violation report will prepopulate with common responses from the SAR request. The institution should complete any remaining questions as soon as possible. If the institution does not SUBMIT and sign the related Secondary/Level III report, it will remain on the institution's home screen as "saved" or "awaiting signatures" and the enforcement staff will be unable to process the violation.

20. How do I relate a reinstatement request to a self-report?

- On Step 1 of the self-report, you will be asked if the institution will seek reinstatement of the involved student-athlete(s). Select Yes. If multiple SAR requests will be made, select Yes to the next question.

Involved Individuals

Does the institution need to seek reinstatement for any of the involved student-athletes? Yes ☒ No ☐

Will/did you submit multiple SAR requests related to this self-report?  Yes ☐ No ☐

- The system will automatically create a related SAR application. You will be routed to the related SAR application after the self-report is successfully submitted. Common information entered in the self-report will carry over to the related SAR application.

21. How do I relate a self-report to a reinstatement request?

- On Step 2 of the reinstatement application, you will be asked if the institution needs to report a secondary violation. Select Yes.

= Student-Athlete Information

All Requests	
Has the institution declared the student-athlete ineligible?	Yes <input type="radio"/> No <input type="radio"/>
Does the institution need to report an NCAA secondary violation (level 1)?	Yes <input type="radio"/> No <input type="radio"/>

- The system will automatically create a related self-report. You will be routed to the related self-report after the SAR submission. Common information entered in the reinstatement request will carry over to the related self-report.

22. What do I do if I have to submit multiple reinstatement requests that involve the same underlying institutional violation?

- To ensure efficient processing of the secondary violations involving multiple reinstatement requests, it is best to make only one self-report. Ideally, the self-report should be related with the last reinstatement request made through the system. Questions about this process can be directed to the Secondary Level III staff.

23. How do I remove saved cases from my homepage in RSRO?

- Click on the Request/Self-Reports Tab. On the lower portion of this page you will see Saved and Recently Submitted Applications. Institutions can use the delete link for any saved cases that are no longer necessary (e.g. duplicates).

Level III/Secondary Contacts

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