



HIGH SCHOOL CONTACTS CHANGE FORM

Who Are Your School's Primary and Secondary Contacts?

One of the main tools you will use to help your student-athletes is the Eligibility Center's [High School Portal](#). Each school with an NCAA Eligibility Center account has one primary and one secondary contact. These contacts should have access to curriculum and student records and the bandwidth to have ongoing engagement with the Eligibility Center.

On the portal, your school's primary and secondary contacts can [manage your core-course list](#), [upload official transcripts](#) and [proof of graduation](#), [submit fee waivers](#), respond to open tasks, view student reports and update your school's contacts.

To find your school's primary and secondary contacts, visit on.ncaa.com/CCL and search for your school by high school code/CEEB, state, city or school name. (Names of the primary and secondary contacts are listed in the High School Summary section.)

- » If your school has never set up an Eligibility Center account, contact customer service at 877-622-2321, Monday-Friday, 8:30 a.m. to 5 p.m. Eastern time.

How to Update Your School's Information

- » If you're a primary or secondary contact, know your school's Eligibility Center account password and wish to update your school's information (primary or secondary contact, PIN or password), log in to the [High School Portal](#) and click the High School Info tab. Then select the Update Contact Info, View/Update PIN or Change Password tab.
- » If you're a primary or secondary contact and forgot your school's Eligibility Center account password, follow the forgot password instructions.
- » If you're a new contact and need access to your school's Eligibility Center account, but the current primary and secondary contacts are no longer at your school, complete the form below and submit it to ec-processing@ncaa.org.
 - A contact update may only be requested for a school by an authorized school official who is a current employee within the school.
 - The high school administrator submitting the form will be designated as the primary contact and the principal will be designated as the secondary contact. This can be changed by the school upon login to the High School Portal.
 - If contacts cannot be validated on the school's website, no contact update will occur.

Please allow 2-3 business days for your school contact information to update. When your information is updated, you will receive email confirmation. At that time, you may follow the forgot password link on the [High School Portal](#). Once your password is updated, you may log in to the High School Portal and update your school's information. (*See instructions above for updating your high school information.*) For a step-by-step guide to these processes, [click here](#).

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High School Contact Information

High School Name: _____

High School Code: ____ _

City: _____ State: _____ Zip: _____

High School Administrator Submitting Form (Primary Contact)

Name: _____ Title: _____

Email: _____ Phone: _____

Principal Information (Secondary Contact)

Name: _____

Email: _____ Phone: _____

Signature: _____ Date: _____

Note: This form must be signed by your school's principal. The high school administrator submitting the form will be designated as the primary contact and the principal will be designated as the secondary contact. This can be changed by your school upon login to the [High School Portal](#). Submit your completed form to ec-processing@ncaa.org.

