



## HIGH SCHOOL PORTAL QUICK START GUIDE

### Who Are Your School and District'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 and district 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.

#### High School Primary and Secondary Contacts

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](http://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.) To learn how to update your school's primary or secondary contacts, review the [High School Contacts Change Form](#).

#### District Primary and Secondary Contacts

Depending on how your district is set up, primary and secondary contacts can [manage your core-course list](#), respond to open tasks and update your district's contacts.

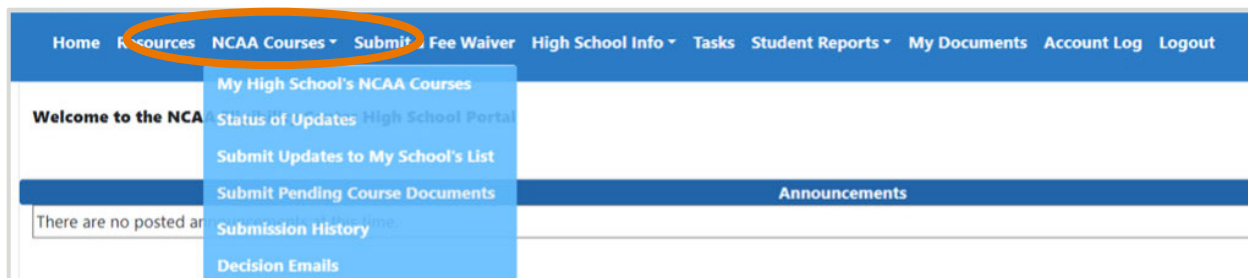
To find your district's primary and secondary contacts or set up an Eligibility Center account, contact customer service at 877-622-2321, Monday-Friday, 8:30 a.m. to 5 p.m. Eastern time. To learn how to update your district's primary or secondary contacts, review the [District Contacts Change Form](#).

High School Portal

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<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">Home</div> <ul style="list-style-type: none"> <li>» See important news/announcements.</li> <li>» Subscribe to the Eligibility Center <a href="#">High School Newsletter</a>.</li> </ul>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">Submit a Fee Waiver</div> <ul style="list-style-type: none"> <li>» Search for, review and approve fee waiver requests.</li> </ul>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">Student Reports</div> <ul style="list-style-type: none"> <li>» View all registered college-bound student-athletes who have indicated attendance at your school.</li> </ul>
<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">Resources</div> <p>Access educational materials for high school counselors, administrators and your students.</p> <ul style="list-style-type: none"> <li>» New website resources.</li> <li>» Important rule updates.</li> </ul>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">High School Info</div> <ul style="list-style-type: none"> <li>» Update contact information.</li> <li>» Change password.</li> <li>» View/update PIN.</li> <li>» View grading scales.</li> <li>» View account and program review emails.</li> <li>» Formally affiliate with or dissociate from a team.</li> <li>» View team submission status.</li> <li>» Update team information.</li> </ul>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">My Documents</div> <ul style="list-style-type: none"> <li>» View documentation submitted in response to a task. <b>Note:</b> Uploaded transcripts are not visible on this tab.</li> <li>» View core-course documentation submitted for review.</li> </ul>
<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">NCAA Courses</div> <ul style="list-style-type: none"> <li>» View your school or program's information and account status.</li> <li>» Find your school's NCAA core-courses.</li> <li>» Submit updates to your NCAA core-course list for review.</li> <li>» Upload course documents for review.</li> <li>» View core-course submission history and decision emails.</li> </ul>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">Tasks</div> <ul style="list-style-type: none"> <li>» Complete outstanding tasks assigned to your school or district account.</li> <li>» View completed tasks. <b>Note:</b> Documentation submitted in response to a task can be found in the My Documents tab.</li> </ul>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; font-weight: bold;">Account Log</div> <ul style="list-style-type: none"> <li>» Review a time-stamped summary of your responses to tasks, core-course submissions, transcript uploads and more.</li> </ul>

## NCAA COURSES



The core-course requirement for initial eligibility is in place to ensure students are taking high school courses that prepare them for the academic expectations of college. Listed below is what information can be found and actions can be taken on each NCAA Courses tab.

- » **My High School's NCAA Courses:** On this tab, you can:
  - View your school's account status, summary, grading scale and core-course information.

High School Summary	
NCAA High School Code	
CEEB Code	
High School Name	UNIVERSAL SCHOOL
Address	1802 ALONZO WATFORD SR. DRIVE INDIANAPOLIS IN - 46202
Primary Contact Name	NCAA ELIGIBILITY CENTER
Primary Contact Phone	
Primary Contact Fax	
Primary Contact Email	ecupdate@ncaa.org
Secondary Contact Name	NCAA ELIGIBILITY CENTER
Secondary Contact Phone	
Secondary Contact Fax	
Secondary Contact Email	ec-clientrelations@ncaa.org
School Website	<a href="http://www.eligibilitycenter.org">http://www.eligibilitycenter.org</a>
Link to Online Course Catalog/Program of Studies	
Last Update of List of NCAA Courses	
Other Teams Formally Affiliated	

- Find your school's list of NCAA-approved core courses, courses on hold (those that cannot be used in student certifications because additional information is required), archived titles and courses designated as "not approved" (with reason codes).
- » **Status of Updates:** On this tab, you can:
  - Check the status of your core-course submissions over the last 60 days.  
*Note:* Submissions will be marked as "complete" or "incomplete." For courses that have been reviewed, click the My High School's NCAA Courses tab to find decisions.
- » **Submit Updates to My School's List:** On this tab, you can:
  - Add new course offerings.
  - Archive courses no longer taught. (These can still be used in student certifications.)
  - Change the names of course title(s) (if necessary).
  - Add science lab to existing titles.

*Note:* These actions will generate a core-course submission for Eligibility Center staff to review.

- » **Submit Pending Course Documents:** On this tab, you can:
  - Upload core-course documents for review for titles listed in the Additional Information Required category of your core-course list.
  - Submit core-course documents for review if you believe one of the following “not approved” reason codes were misapplied: RC5, RC11, RC12 or RC17.
- » **Submission History (NEW!):** On this tab, you can:
  - Review the core-course submission history for titles submitted for review.
  - Submission history includes the title submitted, category, review date, decision, decision rationale and whether documents were provided for review.

- > Documentation submitted for review can be found in the My Documents tab.

*Note:* This is your core-course submission history, not your high school’s list of NCAA-approved courses. Please view your high school’s list of NCAA core courses for the official course status.

- » **Decision Emails (NEW!):** On this tab, you can:
  - View core-course decision emails sent to your account’s primary and secondary contacts.
  - > Some core-course decision emails serve as notifications for processed core-course submissions, while others include detailed, course-specific information and decision rationale. Use the search bar to locate a specific decision email for a course.

*Note:* Visibility of core-course submission history and decision emails may be limited based on inclusion of an NCAA district account.

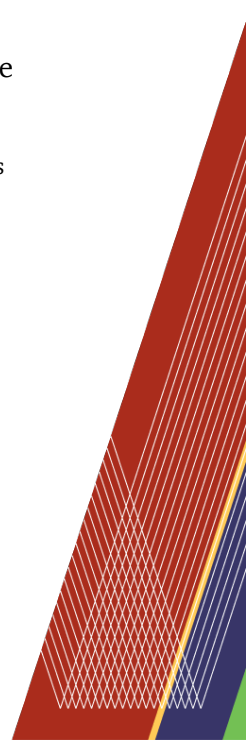
### **Important Core-Course Information**

Core-course titles submitted via the Submit Updates to My High School’s List and Submit Pending Course Documents are reviewed to determine if the submission meets all NCAA core-course legislation ([NCAA Bylaw 14.3.1.3](#)). Approved core courses meet criteria for review (noted in specific discipline) for both:

- » Course contents.
- » Rigor of performance tasks/assessments.

View the [Managing Your Core-Course List tutorial](#) or navigate to the Managing Your Course List section on the Resources page for additional information.

*Note:* The [High School Review Committee Policies and Procedures](#) is a publicly available resource that outlines the criteria used for review of core courses.



## SUBMIT A FEE WAIVER

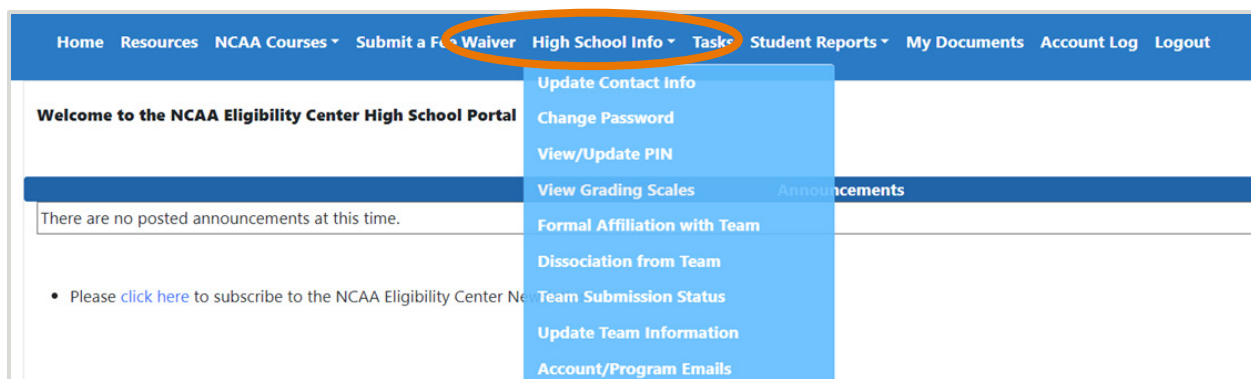


Students who register with the Eligibility Center and are unable to pay the registration fee due to financial considerations may be eligible receive a fee waiver. More information regarding fee waiver criteria can be found at [on.ncaa.com/FeeWaiver](https://on.ncaa.com/FeeWaiver).

If a student meets any of the fee waiver criteria and has attended a **U.S. high school**, you must confirm their fee waiver eligibility through the Eligibility Center's **High School Portal** after the student has completed their certification account registration. To learn how to submit a fee waiver, visit [on.ncaa.com/Fee\\_Waiver\\_Instructions](https://on.ncaa.com/Fee_Waiver_Instructions).

If a student meets any fee waiver criteria and has not attended a U.S. high school (e.g., **international students**, **home school students**), a task will be assigned to their Eligibility Center account with additional instructions for completing the fee waiver requirement.

## High School Info



Updating your school's information is an important part of the initial-eligibility process for your college-bound student-athletes. This not only ensures continued access to your account, but also ensures ongoing communication with the Eligibility Center. Listed below is what information can be found and actions can be taken on each High School Info tab.

- » **Update Contact Info:** On this tab, you can:
  - Update your high school's primary and secondary contact information.
    - > Contact information should be reviewed annually. Outdated contact information may result in your high school not receiving important communication from the Eligibility Center, or even temporarily losing access to your account.
- » **Change Password and View/Update PIN:** On these tabs, you can:
  - Update the password required to log in to your account.
  - Update the PIN required to contact the Eligibility Center's high school support line.

**Note:** There is only one unique password per account, so the password is shared between your primary and secondary contacts.

- » **View Grading Scales:** On this tab, you can:
  - View your high school’s grading scale and the effective date of each grading scale if there are multiple on file.
    - > Review your grading scale annually. If your grading scale needs to be updated, view the [How To Update Your High School’s Grading Scale tutorial](#).
- » **Formal Affiliation with Team and Dissociation from Team:** On these tabs, you can:
  - Notify the Eligibility Center of a formal affiliation or dissociation with an athletic team other than your high school’s athletic teams.

*Note:* Unreported and inaccurate team affiliations may be considered in a high school’s account status with the Eligibility Center.
- » **Team Submission Status and Update Team Information:** On these tabs, you can:
  - View team submission status of the last 60 days for your high school.
  - Update team information for any reported affiliated teams.
- » **Account/Program Emails (NEW!):** On this tab, you can:
  - View account and program review emails sent to your primary and secondary contacts.
    - > Decision rationale is provided in the body of each email. Use the search bar to find a specific decision email for a program.

## TASKS



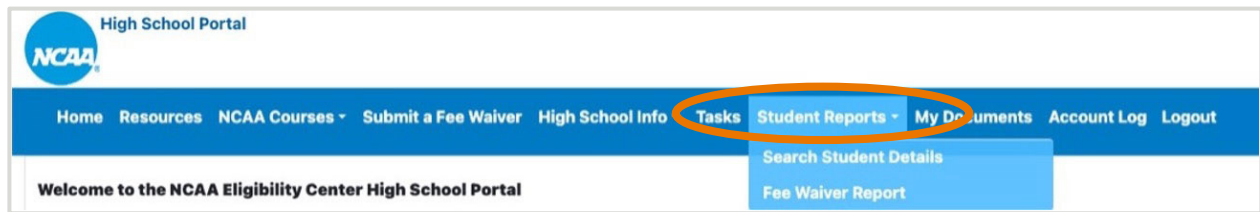
The Eligibility Center’s high school review staff routinely assigns tasks to high school and district accounts requesting additional information needed to process students’ academic certifications. View the [High School Task tutorial](#) for more information.

- » **Tasks:** On this tab, you can:
  - Review any open/completed task that has been assigned to your account.
 

*Note:* While your account’s primary and secondary contacts receive task notification emails, it’s important to review your task list often, as outstanding tasks could delay your students’ certification or prevent them from meeting initial-eligibility requirements.

Task Definition	Program Name	Task Assigned Date	Task Completed Date	School Response Date	Message	Response
Submit transcripts and proof of graduation		08/31/2023			<p>Submit official final transcripts with proof of graduation for all your students who have registered with the NCAA Eligibility Center.</p> <p>We also need you to submit six-semester transcripts for all your students who have registered with the NCAA Eligibility Center. Six-semester transcripts help us identify areas in a student's record that need to be addressed and help them choose the best NCAA core courses for their next semester.</p> <p>The easiest way to submit a transcript is by uploading it through a student's account. Uploaded transcripts are directly coded into the student's account and expedite processing. For more information on uploading transcripts, <a href="#">click here</a>.</p> <p><b>MORE INFORMATION</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Learn more about transcripts</a></li> <li>• <a href="#">Download the Guide for the High School Counselor and other resources</a></li> <li>• <a href="#">Find information for high school counselors and administrators</a></li> </ul> <p>This task will be automatically marked as complete after uploading your transcripts.</p>	

## STUDENT REPORTS



- » **Search Student Details:** On this tab, you can:
  - View all registered college-bound students-athletes who have indicated attendance at your high school or district.
  - Upload transcripts for your current and former students.
    - > To learn how to upload transcripts, review the [Transcript Upload tutorial](#).

**Note:** Uploaded transcripts are associated to students' accounts within 30 minutes.
- » **Fee Waiver Report:** On this tab, you can:
  - Review submitted fee waivers.