Purpose

The purpose of this aid is to guide college-bound student-athletes on how to use multifactor authentication to log in to their NCAA Eligibility Center account and how to obtain a code to log in via email.

MFA Code for Authentication

1. From the eligibilitycenter.org, click login and enter your username.
2. Click the “Next” button.
3. Enter your NCAA Eligibility Center password and click the “Sign in” button.

Note: You must log in using the exact email address used to create your NCAA Eligibility Center account. If you are unsure of the email used, please call Customer Service at 877-262-1492, Monday-Friday, 9 a.m. to 5 p.m. Eastern Standard time.
4. A message containing an authentication code will be sent to the email address associated with your NCAA Eligibility Center account.

   ![Email Example]

5. Enter the authentication code received by email.

   **Note:** If you are accessing your account via a private device, you may click “Trust this device for 7 days.” This feature makes MFA completion unnecessary for seven days. If you are on a shared computer, you should not click the box.

6. Click the “Submit” button.

   ![MFA Screen]

7. You will now have access to your NCAA Eligibility Center account.

   ![Access Screen]

If you have technical issues related to the multifactor authentication, please contact webhelpdesk@ncaa.org.