

# Frequently Asked Questions

Most of the time, your questions are already answered in the manual through included certification requirements, info you need to know, step-by-step guides (with pictures), and frequently asked questions. ECAG is also updating the manual regularly to address new issues and questions as they arise.

## ECAG User Manual

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**WHERE TO FIND** - [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)

**HOW TO USE** - You can use the interactive Table of Contents to jump to the page you are looking for OR you can hit the CTRL key and the letter “F” on your keyboard and enter a key word(s) to find what you are looking for

**Athlete Registration** – page 38 (1<sup>st</sup> time registrations) or page 44 (previously registered)

**Adult Registration** - page 48 (1<sup>st</sup> time registrations) or page 52 (previously registered)

**Bench Creation** - page 58

**Roster Creation** – page 65

**Event/League Application** - page 77

**Post Event Review Form** – page 146

## USAB Gold License Questions

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USAB Website: [www.usab.com/NCAALicense](http://www.usab.com/NCAALicense)

USAB Phone Number: 1-719-590-4800

USAB Email: [Contact USA Basketball](mailto:ContactUSA@usab.com)

Online Contact Tool [https://community.usab.com/contact\\_us](https://community.usab.com/contact_us)

Forgot Password <https://community.usab.com/users/password/new>

## BBCS Frequently Asked Questions

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### All Users

#### Account is Locked.

Your password locks after three failed attempts of entering the wrong password. You will have to wait 30 minutes before you can try to log in again. OR you can use the password reset button and follow the steps to create a new password to login. **DO NOT CREATE A 2<sup>ND</sup> USER ACCOUNT!**

#### BBCS Accounts are Required for...

ALL event/league operators;

Anyone involved in the operation of management of an NCAA event (This includes all gym supervisors, site directors, coordinators/organizers, instructors, etc.);

ALL coaches participating in an NCAA event;

All athletes participating in an NCAA event;

## Can't Log In - Username Error.

Make sure you are using your EMAIL ADDRESS as the username.

## Can't Confirm Account.

1. If you are not getting the confirmation email at all, you may need ECAG assistance.
2. If you got the email and have clicked the link, but are getting an error message, return to the login screen and attempt to log in anyway. Sometimes you have clicked the link more than once and the account was validated the first time and you just didn't realize it. There error usually appears because the account has already been validated and the link in the email is no longer activated.

## Doesn't Like my Password.

Passwords must contain 8 characters, upper and lower case, and a symbol (!@#\$). Passwords cannot contain a word found in the dictionary. For example, the word "blue" is not allowed but you can do a variation on the word and it would be accepted: blu, blu3, b!ue, or another variation.

## Not Authorized - Access is Denied.

If you are seeing an "Access Denied message, it is probably because your previous session has timed out and you attempted to log back in without refreshing your browser. When you do this, the memory in your web browser remembers that you have an inactive session open. Once you close the web browser completely and attempt again, you should be able to log in and finish what you were doing.



## Password Reset

A screenshot of the BBCCS login page. At the top, it says "Log in to BBCCS". Below that is a yellow warning box with the text: "Important! This is a NEW BBCCS system as of 1/1/2017." followed by a list of instructions. Below the warning box are two input fields: "Email Address" and "Password". There is a "Sign In" button below the password field. At the bottom of the login area, there is a link that says "Forgot password? Reset Password Here" which is highlighted in yellow, and a "Register as a New User" button.

ECAG does not have access to your password. You will have to use the password reset tool. Click the link at the bottom of the page (highlighted in the image to the left) and then enter your email address and hit submit.

A screenshot of a "Password Reset" form. The form has a title "Password Reset" and a close button (X). Below the title, it says "Enter your BBCCS account email address to receive a temporary password:". There is an input field labeled "Email Address". At the bottom right of the form, there are two buttons: "Submit" and "Close".

You will then receive an email with a hyperlink to reset your password.

[NOTE: AOL users are having significant difficulty receiving emails from the BBCCS. You may need to use a different email address to be successful.]

## Single Email Requirement

The BBCS requires a unique email address for each account. This was done to make it difficult for coaches who attempt to control their athlete's recruitment by entering all their athletes on their coach account, resulting in inaccurate contact information for the athletes. ECAG will give some thought to ways to adjust in the future for parents of multiple children, but right now you would have to have a 2nd email for a 2nd child. If you do not have a 2<sup>nd</sup> email address, you may need to create a free email address (Gmail, Yahoo, etc.) and have it forwarded to your real email account.

## Username Error - Can't Log In.

Make sure you are using your EMAIL ADDRESS as the username.

## USAB Gold License is Required for...

ALL event/league operators;

Anyone involved in the operation of management of an NCAA event (This includes all gym supervisors, site directors, coordinators/organizers, instructors, etc.);

ALL coaches participating in an NCAA event;

## Website is NOT Working Correctly.

If you are having problems getting pages to display correctly, can't push buttons, etc., you probably need to TRY A DIFFERENT BROWSER/DEVICE.

The BBCS works best in the most up-to-date versions of Google Chrome or Microsoft Edge (previously called Internet Explorer). Some parts of the BBCS will not working properly in older versions of these browsers or in Firefox and Safari. Safari is very problematic and Apple users will most likely need to download the Chrome App.

The BBCS should be responsive to allow users to access it from a smart phone or tablet, but if you have problems on one of those devices, please attempt what you are doing on an actual computer. For example: The Athlete's Ed Course Acknowledgement Checkbox does not always work on a phone.

## Adult User – Operators and Coaches

### Can't Do Anything in the BBCS.

If an Adult User logs in to the BBCS, but their USAB license number has not yet been validated by the NCAA, the following message will appear:



Often, an Adult User will see this message because they have not waited the required amount of time to allow ECAG to validate the BBCS account. As it indicates in the message that displays in the BBCS (pictured above) it will take ECAG a minimum of 24-48 business hours to activate your account AFTER USAB has reported your approval to the NCAA – not to you. When you get your approval email from USAB it tells you that your name will be reported to the NCAA the morning of the next business day (sometimes longer) and then after the NCAA receives that information, it will take 24-48 business hours for your BBCS account to be made active. If you are approved on or just before a weekend, this may mean that the process will take several days.

## Can't Find Athlete.

The only reason an athlete would not appear in a coach/operator search would be:

1. The athlete has not created their BBCS user account. Until they have done so, you will not find them when you search to add them to a bench/participant list.
2. The athlete has not confirmed their BBCS user account via the hyperlink in the auto-generated email. Until they have done so, you will not find them when you search to add them to a bench/participant list.
3. The athlete has registered and has confirmed their account, but HAS NOT completed the required educational course and/or their School Information tab. Until they have done so, you will not find them when you search to add them to a bench/participant list.
4. You are not selecting the correct county/state/province when doing your search. The search will default to the state of the team's address or event's address. If the athlete is not from that state and the person doing the search fails to select the correct county/state/province when doing your search, the athlete will not appear.

Add Coaches and Athletes Close Search

Note: Searches are filtered by your home state. To view different locations, select a state from the drop-down field provided.

Filter Results:

First Name Last Name Position USA Indiana Rt Search

5. The athlete does not have an address entered in the BBCS that is compliant with the ECAG residency requirements to be added to the team bench. Because it appears to be a violation for the athlete to compete with the team, the BBCS will not allow the athlete to be added to the team bench.

## Can't Find Coach.

You may be in a position where you must wait patiently for the process to complete the cycle. The only reason they would not be searchable would be:

1. Coach either has not created or has not confirmed their BBCS user account. Until they have done so, you will not find them when you search to add them for a roster.
2. Coach does not have a USAB Gold License. USAB applicants should allow 3 weeks for processing.
3. Coach's USAB license number has not yet been validated by the NCAA. This could be because the NCAA has not been given enough time to do so OR could be that the coach entered different information on their USAB application than what they entered on their BBCS account, which will create delays.
4. You are not selecting the correct county/state/province when doing your search. The search will default to the state of the team's address or event's address. If the coach is not from that state and the person doing the search fails to select the correct county/state/province when doing the search, the coach will not appear.

Add Coaches and Athletes Close Search

Note: Searches are filtered by your home state. To view different locations, select a state from the drop-down field provided.

Filter Results:

First Name Last Name Position USA Indiana Rt Search

## Can't Login – Login Error – Adult Account



The blue box you see when you log in IS NOT an error. This message is for your information only. Until you have obtained the USAB Gold license **AND** it has been verified by the NCAA, you will not be able to do anything in the BBCS.

Often, an Adult User will see this message because they have not waited the required amount of time to allow ECAG to validate the BBCS account. As it indicates in the message that displays in the BBCS (pictured above) it will take ECAG a minimum of 24-48 business hours to activate your account **AFTER** USAB has reported your approval to the NCAA – not to you. When you get your approval email from USAB it tells you that your name will be reported to the NCAA the morning of the next business day (sometimes longer) and then after the NCAA receives that information, it will take 24-48 business hours for your BBCS account to be made active. If you are approved on or just before a weekend, this may mean that the process will take several days.

## Helping my Athletes get Registered.

An instructions flyer is posted on [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification) to assist athletes and their parents in getting registered. [Athlete Registration Flyer](#)

## Adult User – Operators Only

### Basic Info

1. Obtain a USAB Gold License #. Both your educational courses and your background check are done as part of the USAB Gold License application.
2. Create a BBCS user account - page 48 (1<sup>st</sup> time registrations) or page 52 (previously registered) of the ECAG user Manual.

**All of the participants in your event will need to do so as well. For Individual Events – you would search and add those participants to your event. For Team Events – The coach will need to create a roster specific to your event and add his kids profiles to that team.**

3. Complete the process for submitting an Application via the BBCS - page 77 of the ECAG user Manual. ECAG User Manual available on [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)

## Adult User – Coach Only

### Basic Info

1. Obtain a USAB Gold License #. Both your educational courses and your background check are done as part of the USAB Gold License application.
2. Create a BBCS user account - page 48 (1<sup>st</sup> time registrations) or page 52 (previously registered) of the ECAG user Manual

**All of your kids and assistant coaches will need BBCS account as well.**

3. Create your bench of athletes and coaches - page 58 of the ECAG user Manual
4. And then create a roster for each event you will attend with the athletes and coaches from your bench – page 65 of the ECAG user Manual

ECAG User Manual available on [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)

**EXTRA** – An instructions flyer is posted on [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification) that can be given to your athletes' parents to assist them in getting registered. [Athlete Registration Flyer](#)

### Can't Add Athlete.

If you are seeing a warning icon instead of the "Add to Bench" button, the athlete(s) has registered and confirmed registration, but they have not completed all the steps necessary to be added to your bench. If you hover over the icon, you will see what it is they need to do.

	First Name	Last Name
	John	Adams
	Skylar	Adams
	Pilar	Adcox
Athlete must complete their Educational Requirements and/or School profile.		Aiken

### Can't Add Myself to my Bench.

You do not need to add yourself to your own bench. You cannot search and find yourself. It is assumed that you will be on your own bench and rosters.

### Coach's View of Invitations and Teams

If you have accepted an invitation from a coach to be on his/her bench, you will see that information in the COACHES section on the My Invitations tab under the My Accepted Invitations section at the bottom of the page.

By accepting an invitation you acknowledge that you wish to be added to that coach's bench. Therefore you are eligible to be included on any rosters for events that are submitted by that coach.

My Pending Invitations

Coach's Name	Coach's Email	Accept	Reject

My Accepted Invitations

Coach's Name	Coach's Email	Date Accepted
		04/07/2017

### Deleting Athletes

If you have not placed the athlete on a roster, you will see a DELETE button next to their name on your bench. You can click that Delete button to remove them from your bench. However, once on a roster, they cannot be removed and no Delete button will appear.

My Bench - Athletes Close Bench - Athletes

Filter Bench:

Name	Invitation Status	Position	Address	City	State	Zipcode	
	Accepted	SG		Portland	Oregon	97211	
	Accepted	PF		Portland	Oregon	97229	
	Accepted	PG		West	Oregon	97000	

If the event has not yet occurred, you could open the roster, deselect the athlete (make the button next to their name blue instead of green on the roster pop-up screen) and the Delete button will re-appear on the bench.

NOTE: Once you have played in an event, you will not be able to delete athletes from your rosters and therefore, cannot be deleted off your bench.

No.	Name	Role	Hometown	
		Coach	Buda, Texas	<input checked="" type="checkbox"/> Add to Roster
3		PF	Austin, Texas	<input checked="" type="checkbox"/> Add to Roster
2		SF	Austin, Texas	<input checked="" type="checkbox"/> Add to Roster
11		PG	Austin, Texas	<input checked="" type="checkbox"/> Add to Roster
25		SG	Austin, Texas	<input checked="" type="checkbox"/> Add to Roster
24		PG	Austin, Texas	<input checked="" type="checkbox"/> Add to Roster
15		SG	Georgetown, Texas	<input type="checkbox"/> Add to Roster

### Athlete on Multiple Team Benches/Rosters

An athlete is not limited to the number of benches that he/she can appear on. If the athlete has already appeared on a roster in an event that has already occurred, the athlete’s name cannot be removed from that coach’s bench. IF the athlete chooses to change teams, the new coach would just need to send the athlete an invite. Once the athlete accepts that invitation, he/she will appear on the 2nd coach’s bench as well and can be added to additional rosters with that team. An athlete can be on as many benches as desired. The coaches’ will have visibility to see that he/she is on multiple rosters, however, to make sure that he/she does not play in more than 3 games a day or 5 games in any 2 days.

## Roster Help.

Roster Issues - page 77 of the ECAG User Manual

### Why am I Marked Not Available on my Bench?

Because you were automatically added to your own bench and you did NOT send an invitation to yourself, the “Initiation Status” next to your name will be marked “Not Available.” This has no bearing on whether you can coach or not, but is just an indication that there is not an invitation status to report.

My Bench - Coaches							Close Bench - Coaches
Name	Invitation Status	Address	City	State	Zipcode		
★ Mcneily, Ryan	Not Available	test	test	Indiana	46075		

## Athletes

### Athlete Registration Basics

An instructions flyer is posted on [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification) to assist athletes and their parents in getting registered. [Athlete Registration Flyer](#)

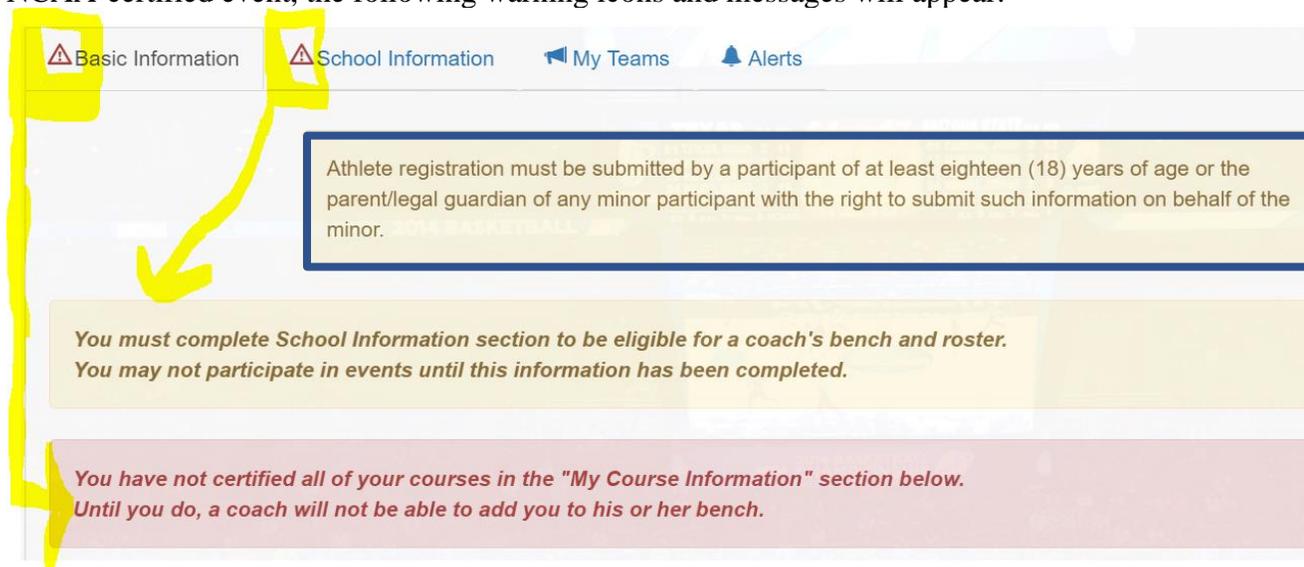
### Login Error – Athlete Account

The yellow box you see when you log in IS NOT an error. This message is for your information only and it **WILL NEVER DISAPPEAR**. This box is a reminder that whenever information is entered on an athlete's account, it needs to be done by the parent/guardian of the athlete and not by the minor associated with the account.



### My Coach Cannot Find Me

If an Athlete User logs in to the BCS, but they have not completed all the required steps to be participate in an NCAA-certified event, the following warning icons and messages will appear:



Until the athlete has completed the required educational course AND entered the required information on the School Information tab, the athlete cannot be searched and found by coaches/event operators for participation.

Once the athlete has completed the required educational course AND entered the required information on the School Information tab, the warning icon (triangle with exclamation point) and the corresponding message will disappear from the athlete's profile.

NOTE: The message about information needing to be submitted by a parent or guardian **WILL NEVER DISAPPEAR**. This message is a reminder that whenever information is entered on an athlete's account, it needs to be done by the parent/guardian of the athlete and not by the minor associated with the account.

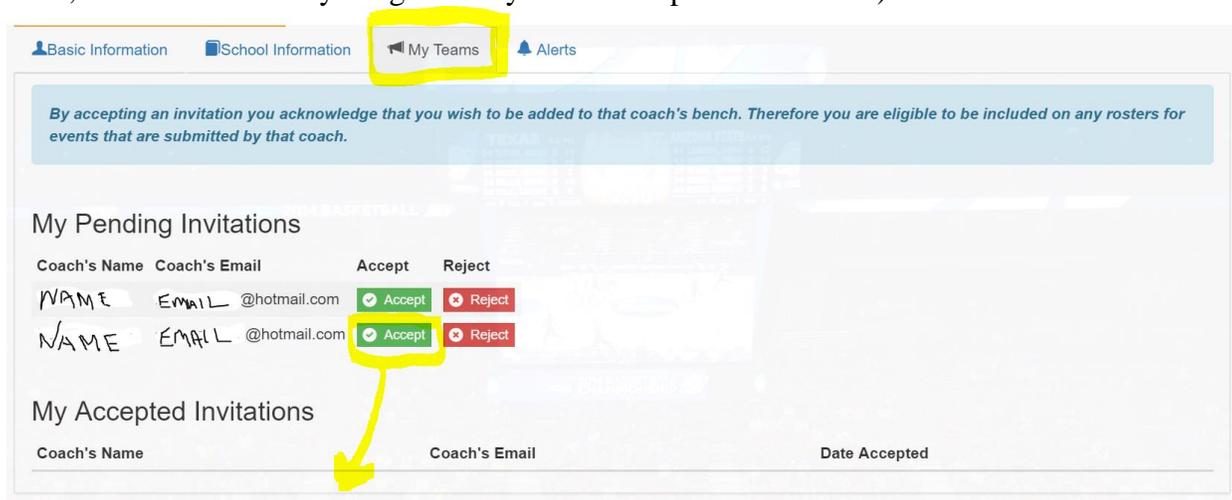
## Can I be on more than one team?

An athlete is not limited to the number of benches that he/she can appear on. So, you can accept multiple invitations from the same organization (15U team and 16U team) or from different organizations entirely. However, there is a limit to the number of games you can participate in at certified events and for this reason, coaches and operators will be alerted if you are on more than one team bench/roster to ensure compliance with the number of games requirement.

If you are changing teams, but have already appeared on an active roster for the 1<sup>st</sup> team, you cannot be removed from that coach's bench, the new coach would just need to send you an invitation; so that you can be added to the 2<sup>nd</sup> coach's bench.

## How do I Accept a Coach's Invitation?

If you have been invited to a coach's bench, you will see those invitations in your My Teams tab. Once you have accepted an invitation, the coach's information will be moved to the My Accepted Invitations section at the bottom of the page. If you reject the invitation, you will disappear from that coach's list of sent invitations. (If done in error, the coach can add you again and you can accept the next time.)



The screenshot shows a user interface with a navigation bar at the top containing 'Basic Information', 'School Information', 'My Teams' (highlighted with a yellow box), and 'Alerts'. Below the navigation bar is a blue informational banner. The main content area is divided into two sections: 'My Pending Invitations' and 'My Accepted Invitations'. The 'My Pending Invitations' section contains a table with columns for 'Coach's Name', 'Coach's Email', 'Accept', and 'Reject'. Two rows of pending invitations are shown, each with a green 'Accept' button and a red 'Reject' button. The 'Accept' button for the second row is highlighted with a yellow box, and a yellow arrow points from it to the 'My Accepted Invitations' section. The 'My Accepted Invitations' section contains a table with columns for 'Coach's Name', 'Coach's Email', and 'Date Accepted'.

If you have an active account, but no information appears on the My Teams tab under the My Pending Invitations, then you have NOT received an invitation from any coach to be placed on his/her bench. Until that happens, there is nothing else for you to do.

## Athlete's View of Invitations and Teams

If you have accepted an invitation from a coach to be on his/her bench, you will see that information on the My Teams tab under the My Accepted Invitations section at the bottom of the page.

## Wrong County Appears on my Profile

The county is being determined by the zip code you entered and is only visible to you and to NCAA staff; so, it should not cause you any problems. For some reason per the zip code and data from the US Postal Service is coming back as the county identified in the BBCS. It may be that the two counties share a postal code. The county is being generated by the system to determine whether the athlete meets the metro area exception to participate on an out-of-state team without being counted as an out-of-state athlete. Given that you are not from a city that borders two states and that coaches and event operators will not see your county, you should be fine. If you run into any issues, just let ECAG know and we can assist you at that time.