

# 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** - The ECAG User Manual contains all the information you need to know about the NCAA's basketball certification process. While the manual may be intimidating due to its size, it is easy to find what you are looking for if you follow these instructions:

1. Use the interactive Table of Contents to jump to the subject/page you are looking for; or
2. Hit the CTRL key and the letter "F" on your keyboard and enter a key word(s) and then ENTER to find the subject/page you are looking for more information on a specific topic.

### **MOST COMMON SUBJECTS:**

- **USAB Gold License Requirement** – page 27
- **Obtain a USA Basketball GOLD License** - Page 30 if you are a 1<sup>st</sup> time applicant or Page 34 if you have applied with USAB in the past
- **Athlete Registration** – page 38 (1<sup>st</sup> time registrations) or page 45 (previously registered)
- **Adult Registration** - page 49 (1<sup>st</sup> time registrations) or page 53 (previously registered)
- **Bench Creation** - page 59
- **Roster Creation** – page 66
- **Event/League Application** - page 78
- **Post Event Review Form** – page 139

## USAB Gold License Questions

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- USAB Website: <https://www.usab.com/youth/development/coach/process-for-becoming-a-licensed-coach.aspx>
- USAB Phone Number: 1-844-562-6201, option 1
- USAB Email: Contact USA Basketball 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, but **DO NOT CREATE A 2<sup>ND</sup> USER ACCOUNT!**

### BBCS Accounts are Required for...

ALL event/league operators;  
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 registered in the BBCS, DID receive the confirmation email, clicked the link in the email to activate your account, but are getting an error message... return to the login screen and attempt to log in anyway. You may be receiving the error because you clicked the link in the email more than once and the account was validated the first time, but you didn't realize it. This error usually appears because the account has already been validated; so when you click the link in the email again, the link is no longer activated.

### Doesn't Like my Password.

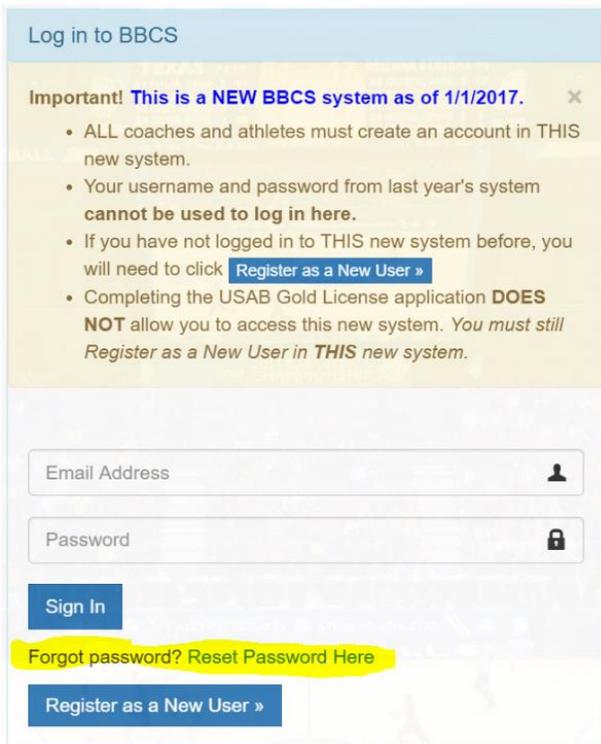
Passwords must contain 8 characters, upper and lower case, and a symbol (!@#\$). Passwords cannot contain a word found in the dictionary. For example, the word "blue" is not allowed but you can do a variation on the word and it would be accepted: blu, blu3, b!ue, or another variation.

### Not Authorized - Access is Denied.

If you are seeing an "Access Denied" or "you are not authorized to access the requested resource" message, it is probably because your previous BBCS 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 and blocks re-entry. Close your web browser completely or refresh your web page and attempt to log in again. Once your previous session has been removed from your computer/device memory, you should be able to log in and finish what you were attempting to do.



## Password Reset



Log in to BBCS

**Important! This is a NEW BBCS system as of 1/1/2017.**

- ALL coaches and athletes must create an account in THIS new system.
- Your username and password from last year's system **cannot be used to log in here.**
- If you have not logged in to THIS new system before, you will need to click [Register as a New User »](#)
- Completing the USAB Gold License application **DOES NOT** allow you to access this new system. *You must still Register as a New User in THIS new system.*

Email Address

Password

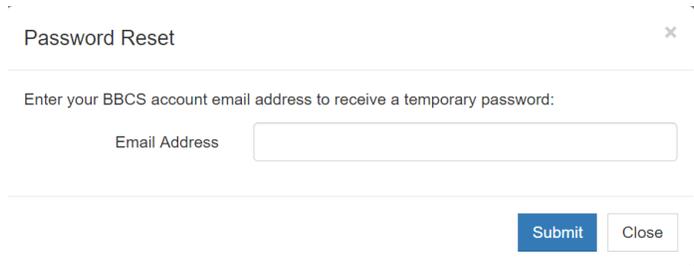
[Sign In](#)

**Forgot password? Reset Password Here**

[Register as a New User »](#)

ECAG does not have access to your password. You will have to use the password reset tool available on the login screen of the BBCS.

1. Go to <https://web3.ncaa.org/bbcs/login>
2. Click the “Reset Password Here” link at the bottom of the page.
3. Enter your email address.
4. Hit submit.
5. You will then receive an email with a hyperlink to reset your password.



Password Reset

Enter your BBCS account email address to receive a temporary password:

Email Address

[Submit](#) [Close](#)

[NOTE: AOL, iCloud, MSN, Verizon and Earthlink users are having significant difficulty receiving emails generated by the BBCS. If you do not get an email to reset your password, you may need to use a different email address to be successful.]

## Unique Email Requirement

The BBCS requires a unique email address for each account. Each person who registers in the BBCS will need their own unique email address. This was done to make it difficult for coaches who attempt to control their athlete's recruitment. Coaches have been known to enter their own email address for all of their force college coaches to communicate through them rather than contact the athlete's family directly. If you only have one email address; it may be necessary to create a free email address (Gmail, Yahoo, etc.) for use on the 2<sup>nd</sup> account and have all messages to that account 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...

Information about who needs a USAB Gold License in order to participate in an NCAA Certified Event is outlined beginning on Page 27 of ECAG Manual.

## Website is NOT Working Correctly.

If you are having trouble clicking buttons in the BBCS or if there are areas of the site that are not working for you, you may need to TRY A DIFFERENT BROWSER/DEVICE. The BBCS works best when being accessed by a desktop or laptop. The BBCS should be responsive to allow you 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. 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.

## Adult User – Operators and Coaches

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

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. 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:

"Before you can complete any of the BBCS requirements as a coach or event/league operator, you must first obtain a USA Basketball GOLD License AND be validated by the ECAG staff as eligible to participate in NCAA-certified events (this process takes 24 to 48 business hours). Be sure to indicate that you will participate in NCAA-certified activities on your USAB application.

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 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. Once your name is reported, your BBCS account should validate automatically as long as there are no discrepancies between what you entered on your USA Basketball profile and what you entered in the BBCS. If there are discrepancies (nicknames, wrong DOB, etc.) there will be a delay in validating your account.

**BEEN LONGER THAN 48 HOURS?** - If it has been longer than 48 business hours, please reach out to USA Basketball at 844-562-6201, option 1 to find out why your information has not been reported to the NCAA yet.

### 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 misspelling the athlete's name when conducting your search. Make sure that you are spelling the name correctly or complete your search with only part of the athlete's name.
5. 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.

The screenshot shows a search interface titled "Add Coaches and Athletes". At the top right is a "Close Search" button. A blue banner contains the text: "Note: Searches are filtered by your home state. To view different locations, select a state from the drop-down field provided." Below this is a "Filter Results:" section with several input fields: "First Name", "Last Name", "Position" (with a dropdown arrow), "USA" (with a dropdown arrow), "Indiana" (with a dropdown arrow and a yellow box around it), and "Rt" (with a dropdown arrow). A blue "Search" button is located to the right of these fields. A yellow arrow points from the note to the "Indiana" dropdown.

6. Based on the address they submitted when they created their profile, the athlete does not meet the ECAG residency requirements to be added to your team. 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. The BBCS will only show you athletes who are compliant with the residency requirements.

## 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 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 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. Coach does not have a USAB Gold License. USAB applicants should allow 3 weeks for processing.
4. 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.
5. You are misspelling the coach's name when conducting your search. Make sure that you are spelling the name correctly or complete your search with only part of the coach's name.
6. 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 Rr Search

## Can't Add Athlete – No Add Button.

If you are seeing a warning icon next to the athlete's name instead of an add button, then that athlete has NOT completed all of the steps to activate their profile. They may have failed to acknowledge all of the educational resources available or their school information may have been left incomplete.

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

If you hover over the icon, a message will appear that indicate what it is that they need to do. You may need to reach out to the athlete in person and tell them to log back into their account and make sure they have done everything the account requires. There should be warning icons and messages to assist them. If they need additional assistance, the athlete's parent can contact us and we can help them to get their account activated so you can add them to your bench.

Once the athlete has fully activated their profile, the add button will appear and you can proceed in inviting them to your bench.

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



My Bench My Rosters My Invitations

Before you can complete any of the BBCS requirements as a coach or event/league operator, you must first obtain a USA Basketball GOLD License AND be validated by the ECAG staff as eligible to participate in NCAA-certified events (this process takes 24 to 48 business hours). Be sure to indicate that you will participate in NCAA-certified activities on your USAB application.

**CAUTION !** Failure to identify yourself as a participant in NCAA-certified activities on your USAB application will prevent you from accessing the required coach/operator sections in the BBCS resulting in your inability to operate an NCAA-certified event/league or coach in an NCAA-certified event.

For updates or questions, call 317-917-6322 or email ECAG@ncaa.org

1. Make sure you are using your **EMAIL ADDRESS** as the username.
2. 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 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. Once your name is reported, your BBCS account should validate automatically as long as there are no discrepancies between what you entered on your USA Basketball profile and what you entered in the BBCS. If there are discrepancies (nicknames, wrong DOB, etc.) there will be a delay in validating your account.

## Helping my Athletes get Registered.

There is an [Athlete Registration Basic Information](#) sheet posted as a quick guide on the Basketball Certification web site ([www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)) that coaches/operators can provide to athletes/parents to help them through the process of getting registered.

## Adult User – Operators Only

### Basic Info

[General Information for Operators](#) is posted as a quick guide on the Basketball Certification web site ([www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)) to jump start the process and point you to important pages in the ECAG User Manual.

## Adult User – Coach Only

### Basic Info

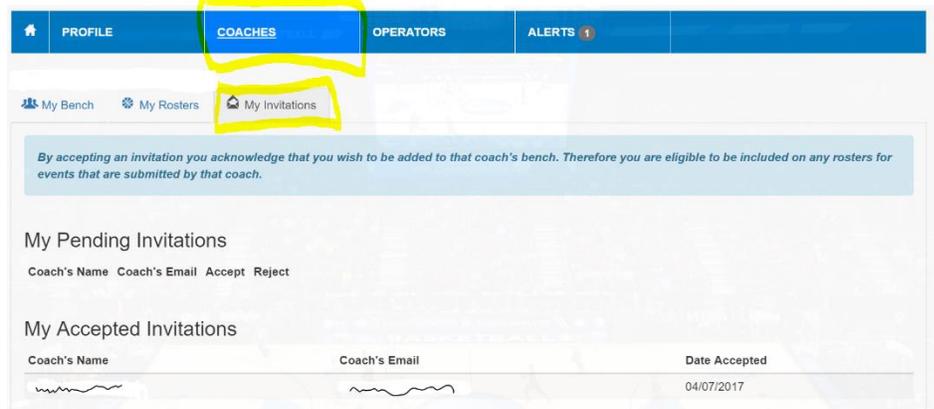
[General Information for Coaches](#) is posted as a quick guide on the Basketball Certification web site ([www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)) to jump start the process and point you to important pages in the ECAG User Manual.

## Can't Add Myself to my Bench.

You do not 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; so, you will automatically show up and appear as "Not Available."

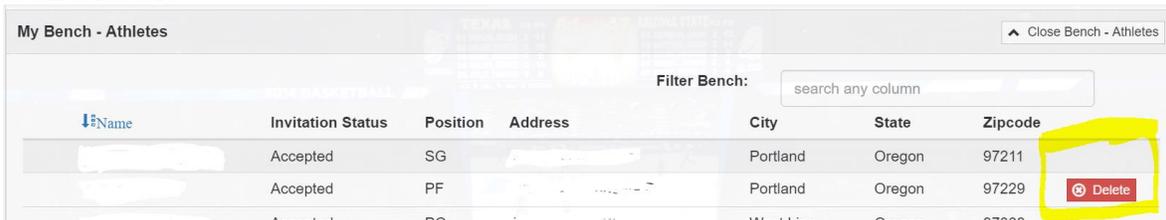
## Coach's View of Invitations and Teams

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.



## 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 that you can click to remove them from your bench. The DELETE button will disappear if the athlete has already been placed on a roster.



If you want to delete an athlete and there is not a DELETE button, you will first need to remove them from each roster where they appear. 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. This will only work, however, for events that have not yet occurred. If the athlete appeared on a roster for an event that has already concluded, you will not be able to remove them from the 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; so being on your bench will NOT prevent them from playing with other teams. 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.

Step-by-step instructions on how to create a bench can be found on Page 66 (Roster Creation) of ECAG Manual available on [www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification).

## 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		
★ Mcneely, Ryan	Not Available	test	test	Indiana	46075		

# Athletes

## Athlete Registration Basics

There is an [Athlete Registration Basic Information](#) sheet posted as a quick guide on the Basketball Certification web site ([www.ncaa.org/basketballcertification](http://www.ncaa.org/basketballcertification)) to jump start the process and point you to important pages in the ECAG User Manual.

## Login Error – Athlete Account

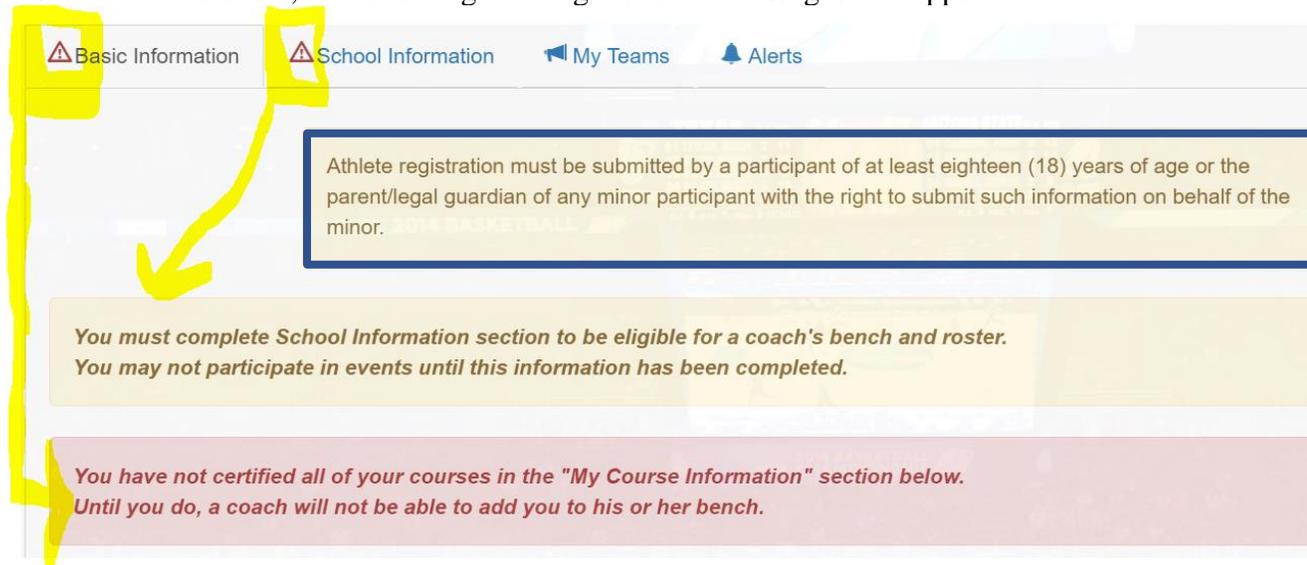
Do not be concerned by the yellow box you see when you log in to an athlete account that says:

Athlete registration must be submitted by a participant of at least eighteen (18) years of age or the parent/legal guardian of any minor participant with the right to submit such information on behalf of the minor.

This 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 BBCS, 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:



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?

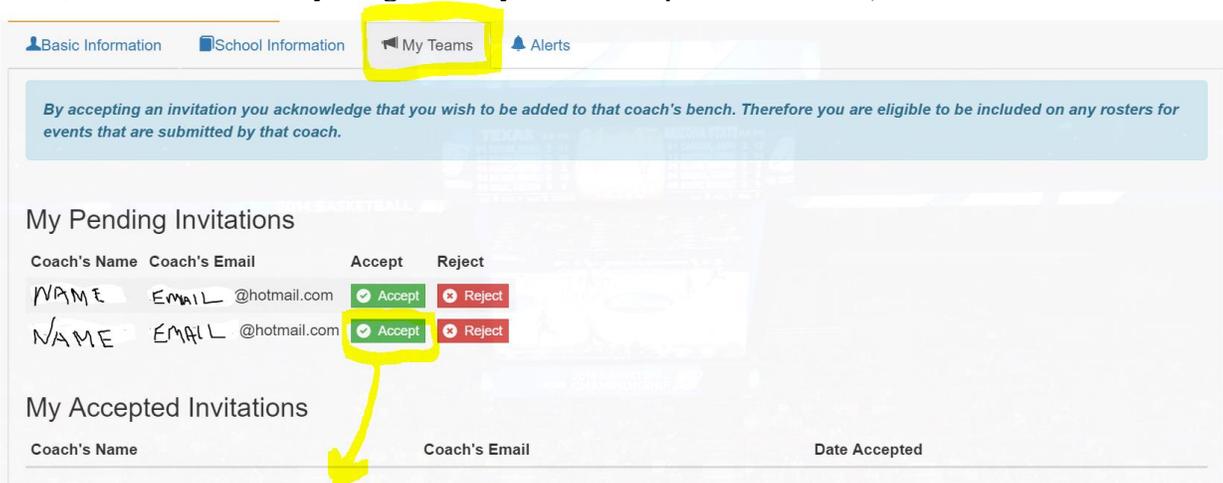
An athlete is not limited to the number of benches that he/she can appear on. So, you can accept multiple invitations from the same organization (15U team and 16U team) or from different organizations entirely. An athlete does NOT need to create multiple accounts to be on multiple benches. An athlete can be on as many benches as desired, but all invitations should be handled through one BBCS account.

There is, however, a limit to the number of games an athlete 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.

Be aware, if an athlete is completely changing teams, but has already appeared on an active roster for the 1st team, the athlete cannot be removed from that coach's bench, the new coach would just need to send the athlete an invitation; so that you can be added to the 2nd 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 the 'My Teams' tab in the BBCS interface. At the top, there are navigation tabs: 'Basic Information', 'School Information', 'My Teams' (highlighted with a yellow box), and 'Alerts'. Below the tabs is a blue banner with the text: '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.' Below the banner is the 'My Pending Invitations' section, which 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. Below the pending invitations is the 'My Accepted Invitations' section, which contains a table with columns for 'Coach's Name', 'Coach's Email', and 'Date Accepted'. A yellow arrow points from the 'Accept' button in the pending invitations table to the 'My Accepted Invitations' section.

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 in the BBCS and is only visible to you and the NCAA; so it should not prevent you from being added to a team and should not be seen by coaches, event operators or NCAA coaches. In that regard, it should not cause you any problems having the wrong county displayed. It may be that the two counties share a postal code. Unfortunately, at this time, we are unable to change the county in the BBCS, but again you should not have any problems with the incorrect county listed.