

User Account Contact Information Must Be Kept Current

When necessary, ECAG will make contact with those involved in the certification and approvals process via the information provided on his/her online user account in either the Basketball Certification Online System (BBCS) or Scouting Service System (SSS). Therefore, it is imperative that the contact information is accurate.

It is the user's responsibility to make sure that his/her contact information is accurate and up-to-date. If an e-mail is sent and is returned as undeliverable regardless of the reason, ECAG staff will not send the request by other means (fax, FedEx, regular post, etc.). You should also make sure that ECAG staff emails and general emails (ECAG@ncaa.org, process-BBCert@ncaa.org, and scoutserv@ncaa.org) are added as safe users in any filters being used on your email client.

Decisions will not be affected if the NCAA utilized the information in the user account to make contact with the user and since the information was inaccurate, the user did not receive the request. If the e-mail is not delivered for any reason (identified as spam, flagged as junk e-mail, no longer the user's address, mailbox is full, etc.) but the NCAA staff has a delivery receipt that the e-mail was successfully sent, the operator will be expected to respond by the appropriate deadlines.

It is the user's responsibility to make sure their contact information is accurate and up-to-date and to make sure that the NCAA staff and the scoutserv@ncaa.org is added as safe users in any filters being used.

A coach or operator's failure to respond to a request for additional information when an e-mail is successfully sent will result in a denial.

Multiple User Accounts

It is not necessary to have multiple user accounts. Once you have created a user account in either the Basketball Certification System (BBCS) or the Scouting Service System (SSS), you can utilize that same account each year to register multiple teams, file multiple event/league applications and scouting service applications. You can update the contact information on your account at any time. Please **DO NOT** create a new account if your address, phone number or e-mail changes.

Problems Saving User Account Changes

You may find that you are restricted from entering your active e-mail address on your account if you have multiple user accounts and it has already been used elsewhere. If this occurs, Contact Enforcement Certification and Approvals Group so that old accounts can be made inactive and your current account can be updated.

[Related Legislation](#)

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