

Contact Information in the BBCS

When an issue may arise, ECAG will make contact with an operator or coach via the information provided on the [Basketball Certification Online System](#) (BBCS) user account. In that regard, it is imperative that the user keep the contact information on their BBCS user account 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.).

Beginning summer 2009, ECAG will discontinue all paper mailing. Due to this change, it is imperative that you keep your BBCS user account up to date with accurate contact information.

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.

It is not necessary to have multiple user accounts. Once you have created a BBCS account, you can utilize that account information each year to register multiple teams or you can file multiple applications and use one account for both team and operator information. 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.**

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 ECAG has a delivery receipt that the e-mail was successfully sent, operator's will be expected to find the information posted in the BBCS and respond by the appropriate deadlines. Similarly, coaches will be expected to share the communication amongst the other members of the coaching staff and submit a response by the appropriate deadline.

It is the user's responsibility to make sure their contact information is accurate and up-to-date in the BBCS and to make sure that ECAG 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.

Operators:

For applications and review forms, requests for additional information will be sent via e-mail and will be posted in the BBCS. For team issues, requests for additional information will be sent via e-mail to all coaches associated with the team.

Operators who have an application or review form in a "submitted" state should access that hyperlink regularly and look at the very bottom of the application for "comments" from ECAG. If a request for additional information has been sent, it will also be posted in this section of the BBCS and operators will be expected to respond by the appropriate deadlines.

All approval/denial letters will cease to be sent in a hard copy format, but will be done via e-mail or through the notes section of the Basketball Certification System (BBCS). Event/League operator's will be able to print the letter from the online system if desired. The operator will be alerted that a decision letter has been posted online via an e-mail sent to the e-mail address on the operator's BBCS user account.

All approval and denial letters will be posted in the BBCS and an e-mail will be sent to inform the operator that a decision has been rendered. Use the following links for instructions on how to access these letters:

- [Check Status of An Application](#)
- [Check Status of a Review Form](#)

Coaches:

If the NCAA is unable to contact the operator or coach via the e-mail address on the BBCS account, or the e-mail not received for whatever reason, it will then be that individual's responsibility to read the request in the BBCS and respond within the required deadlines.

Correspondence between ECAG and any of the participating coaches will also be done via e-mail or through the notes section of the BBCS.