

**NCAA Compliance Forms
Student-Athlete Frequently Asked Questions:**

Email Access:

Question No. 1: I can't login to my account to access and complete the NCAA compliance forms with the password they sent me through my email.

Answer: Please click on the "Forgot Password" link and enter in your full email address from the initial email from Forms@ncaa.org. The system will send you another email from Forms@ncaa.org with the new password. This password will expire in 45 days.

Question No. 2: The system keeps saying my password is incorrect. I try to reset the password and it says my email doesn't exist.

Answer: You must enter in your full email address for the system to recognize the email. (jdoe@xyz.edu)

Forms:

Question No. 1: My name is coming up as Last Name First Name (XYZ ABC) on the compliance form section and it should be First Name Last Name (ABC XYZ). Please advise.

Answer: The database lists your name Last Name First Name by default.

Question No. 2: My name is misspelled. Please advise.

Answer: Please send the incorrect spelling, the correct spelling, your institution and your sport to ncaatechnology@ncaa.org.

Question No. 3: I'm under the age of 18. I turn 18 in September. How do I obtain a hard copy of the form for my parents to sign?

Answer: A hard copy of the form can be printed from the NCAA.org website. Under the Membership area of the homepage at www.ncaa.org, click on the Division you are attending. In the Compliance section of the page, click Compliance Forms, identify the specific form they need to sign, click the form and select Print.

Parents will also be emailed forms requiring their signature if you are under the age of 18.

Question No. 4: I incorrectly answered Yes to a question and the system will not allow me to change the answer.

Answer: The system will not allow you to change an answer – the only way to change an answer is if you have already submitted the forms and the compliance office unlocks the forms to allow you to sign back in and update the answer.

Question No. 5: I have submitted my compliance forms; however, I need to change an answer to one of my questions. I need permission to change my answer.

Answer: You must contact your athletics department compliance office and request they unlock your account.

Question No. 6: What if I accidentally checked that I had a question, but I did not have a question.

Answer: Once a box is checked that you have a question you will not be able to uncheck the box. The institution will be notified that you have a question, and they will contact you. If you do not have a question, you may proactively contact your athletics department compliance office and let them know you do not have a question.

Question No. 7: Why can't I proceed from section 2, FERPA/HIPAA Consent on the Student-Athlete Statement?

Answer: To move forward from the FERPA/HIPAA Consent section of the Student-Athlete Statement, an answer must be provided for all consent questions. Please review all items carefully prior to answering, then select a yes or no option for each consent statement.

Question No. 8: I answered all questions on the Student-Athlete Statement. Why is my submission reflecting an alert?

Answer: When the completed form reflects red, it indicates that additional follow up may need to occur by your institution's compliance officer. You can review your responses submitted from the PDF report and if you have any questions, you may proactively contact your athletics department compliance office.