

Contacts Change Form

WHO ARE YOUR HIGH SCHOOL'S PRIMARY AND SECONDARY CONTACTS?

One of the main tools you will use to help your student-athletes is the Eligibility Center's [High School Portal](#). Each high school with an NCAA Eligibility Center account has one primary and one secondary contact. These contacts should have access to curriculum and student records and the bandwidth to have ongoing engagement with the Eligibility Center. Depending on how your high school is set up, primary and secondary contacts can [manage your core-course list](#), [upload official transcripts](#) and [proof of graduation](#), [submit fee waivers](#), respond to open tasks, view student reports and update your high school's contacts.

To find your high school's primary and secondary contacts, visit on.ncaa.com/ccl and search for your school by high school code/CEEB, state, city or school name.

Note: Names of the primary and secondary contacts are listed in the High School Summary section.

To set up an Eligibility Center account, call the high school support line at 877-622-2321, Monday-Friday 8:30 a.m. to 5 p.m. Eastern time.

HOW TO UPDATE YOUR HIGH SCHOOL'S INFORMATION

- » If you're a primary or secondary contact, know your high school's Eligibility Center account password and wish to update your high school's information (primary or secondary contact, PIN or password), log in to the [High School Portal](#) and click the High School Info tab. Then select the Update Contact Info, View/Update PIN or Change Password tab.
- » If you're a primary or secondary contact and forgot your high school's Eligibility Center account password, follow the forgot password instructions.
- » If you're a new contact and need access to your high school's Eligibility Center account, but the current primary and secondary contacts are no longer at your high school to log in and update the contact information or follow the forgot password instructions to regain access to the account, complete the form below and submit it to ec-highschool@ncaa.org.
 - A contact update may only be requested for a high school by an authorized school official who is a current employee within the high school.
 - The high school administrator submitting the form will be designated as the primary contact and the principal will be designated as the secondary contact. This can be changed by the high school upon login to the High School Portal.
 - If contacts cannot be validated on the high school's website, no contact update will occur.

Please allow 2-3 business days for your high school contact information to update. When your information is updated, you will receive email confirmation. At that time, you may follow the forgot password link on the [High School Portal](#). Once your password is updated, you may log in to the High School Portal and update your high school's information. (See instructions above for updating your high school information.) For a step-by-step guide to these processes, [click here](#).

High School Contacts Change Form

HIGH SCHOOL INFORMATION

High School Name: _____

High School Code: _____

City: _____ State: _____ Zip: _____

PRIMARY CONTACT (HIGH SCHOOL ADMINISTRATOR SUBMITTING FORM)

Name: _____ Title: _____

Email: _____ Phone: _____

SECONDARY CONTACT

Name: _____ Title: _____

Email: _____ Phone: _____

Note: This form must be signed by your high school's principal. The high school administrator submitting the form will be designated as the primary contact. The primary and secondary contact can be changed by your high school upon login to the [High School Portal](#). Submit your completed form to ec-highschool@ncaa.org.

PRINCIPAL INFORMATION

Name: _____

Signature: _____ Date: _____

