Student Accounts with the College Board
Account Troubleshooting

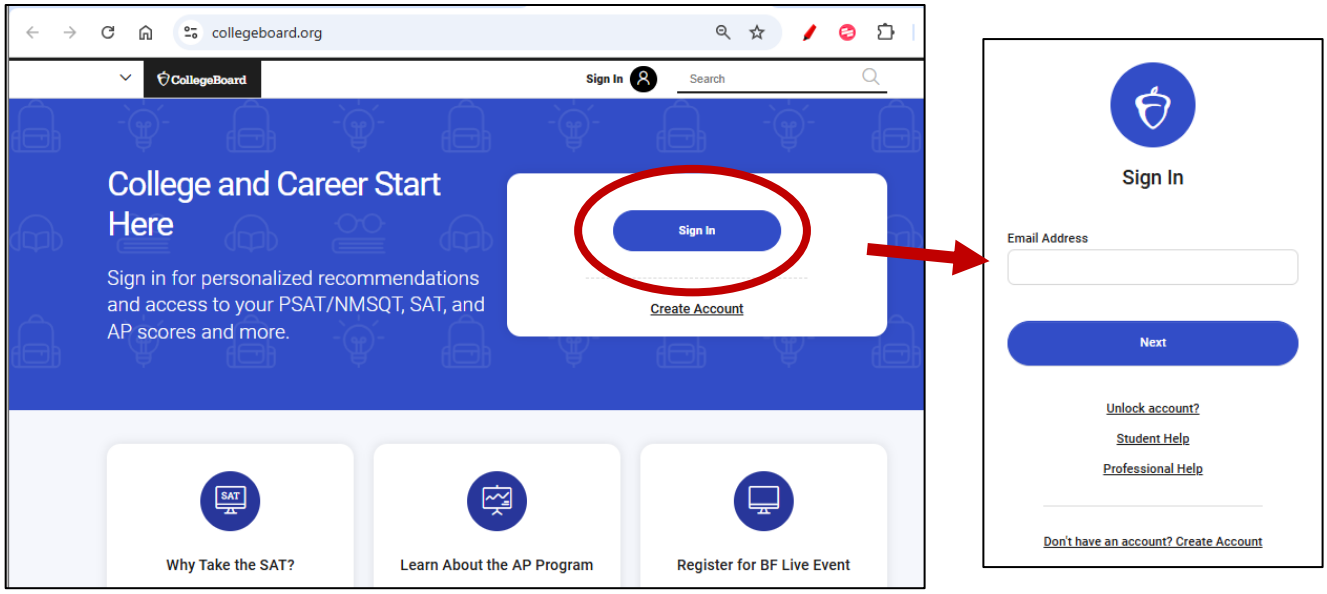
For trouble accessing your College Board account to access previous test scores, check the information below.
If your issue is something other than what's listed, use the phone numbers below for assistance directly from the College Board.

College Board Help Numbers for Students

- Customer service for **login and password** assistance: 866/315-6068
- Customer service for **account changes** (name, address, etc.): 844/849-3551
- **SAT** program customer service: 866/756-7346
- Student help line for **PSATs**: 866/433-7728

College Board – Student Account Troubleshooting

Log in at [collegeboard.org:](collegeboard.org)

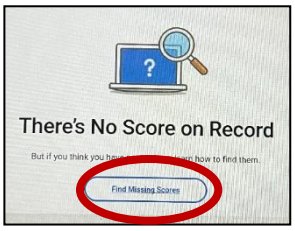


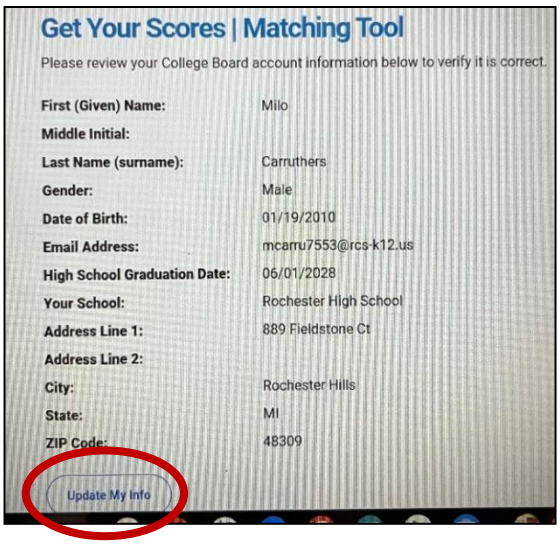
Forgot login information:

- Forgot password: Click **forgot password** to have a password reset sent to your email.
- Forgot email address or Email not found: Try other emails you may have used. If none work, click on **Create Account**.
  - Set up a new account, putting in all the personal information requested, including an email address to use with your account.
    - If after submitting your information, you get an error saying that email is already in use, then that's probably the one you used to previously create an account. Try it again and click Forgot password to have that re-set.
    - If you don't get an error and are able to create a new account, follow the next steps for "There's no score on record." This will attach your previous tests to your new account.

Previous Test Scores Not Showing Up or **Error = There's no score on record:**

1. Click **Don't see your scores** in the Additional Scores menu (or **Find Missing Scores** if that's what you're seeing.)
2. Click the **Update My Info** button and follow the instructions. Proceed to step 3.





3. Scroll down to **Test Information / Matching Tool**. Click **Get My Scores** and follow instructions.
   - Select a previous test you took and the year.
   - It may ask for a "Record Locator" number. That is a number assigned to test results for each test you've taken. If you've taken any PSAT tests while attending RCS, you can get that from either the Media Center or the Counseling Office.

