TROUBLESHOOTING TIPS AND HELPFUL INFO FOR COLLEGE BOARD, KHAN ACADEMY

Some general College Board account notes:
- Unfortunately, in the school office, there is no way for us to see if the student has created an online account or not. The office will have to check with the student personally.
- Encourage students to set up their CB account using their school email.
- Students can go into 'settings' and change their email to personal if they want to.

If you are unsure if you have an online College Board account:
Student should click on forgot username and try both their school email and their personal email.

If you have never created an account before, you will get a message that states there is no email on file. You can then proceed to Sign Up and create a brand new account.

If there is an account on file with one of your email addresses, please follow the instructions. Do not create a second account, as this will lock things up and you won't be able to get in without calling the College Board for help.

If you have forgotten your username/password:
Student should click on forgot username/password. Sometimes it is simple and all you have to do is answer a security question, then it will let you create a new password. And sometimes there are other issues and an error message 'there is already an account on file' or 'there are 2 accounts on file' will come up, and in those cases the student will have to make a phone call to the College Board. The folks in the Counseling Office can help with this step if needed.

Tips when you are creating your College Board account:
- Be sure you spell your name correctly, use your full name and not your nickname, type in your date of birth correctly, select the correct high school name.
- If any of the items above are entered incorrectly, then the account won't properly set up and you won't be able to view your scores.
- Write down your username and password and keep it in a safe place!

College Board notes for sending scores:
- When you sign-in to your account, click on 'View Scores' of the SAT that you want to send.
- On the next screen are several tabs across the top, select 'Score Sends".
- The next screen will show the name of the college, the date sent and "fulfilled".
    - The date sent is the date the score report is sent either electronically or by paper.
    - You can't tell from this screen if the college has elected the electronic method or the paper method for receiving test scores.
    - If the date fulfilled is in the past, and the student has received an email from the college saying that they have not received test scores, it is recommended to call the admissions office of the college directly and let them know that according to CB, the scores have been sent and give them the date.

- - If there is still a problem in determining when the scores were sent, work with the student to call CB directly to discuss (1-866-756-7346).
- You can send your scores for free to up to 4 colleges anytime between the day you register and 9 days after the test date (this would be for if students register for the SAT on their own).
- For the School Day SAT, it will be free up to 9 days after the School Day SAT test date.
- If a student requests their scores to be sent to a college after this 'free' period, it costs $12 per school.
  - On the order screen, it says something about 'it takes anywhere from 1-3 weeks for the scores to get sent to the college'----that is true whether it gets sent electronically or by paper.
  - You can select expedited service, where the school will get the test score in just a few days, but it costs approx $35 per school. Discourage students from doing that!
  - Student will get a confirmation email after they place their order. It is recommended that student keep that email, as that is the only record that would show the 'order' date, which will be different from the 'sent' date, and could have an impact depending on application deadlines.

Notes about Khan Academy:
- All PCHS students already have an account with Khan Academy, so there is no need to sign up or create an account, so click on 'sign in with Gmail' and select the account you have with your school email address.
- If students by chance have a Khan account with their personal email, in order to get the linking with College Board to work, they must use the Khan account associated with their school email.
- Some students have gotten an error message where Khan Academy still thinks the student is under age 13, and you can't link College Board to Khan until this issue is fixed.
  - There is a link on the screen where the student can create a help ticket explaining that they are over 13, and usually within the day this is resolved.
- Some cases even though everything is set up ok, the linking still won't work.
  - On the Khan Academy account, go into Settings, and 'disconnect from College Board', then reconnect, and it should work fine after that.