

## **Instructions for students to expedite AP Services account and name discrepancies.**

Students must contact AP Services for Students immediately for name (first name, last name) and Date of Birth (DOB) changes in My AP and CB account settings. Prior to contacting AP, please have documents ready that will be needed to process name updates.

**AP will prioritize name change requests through April 4 so please contact before this date.**

For quickest turnaround (1-3 business days), students may call or use the chat feature. The agent will provide directions for sending required documents.

- Phone: +1-212-632-1780
- Chat: Go to <https://apstudents.collegeboard.org/> and look for the blue "Live Chat" button; If the button says no agent is available, then wait until AP business hours resume or submit a web inquiry.

Web inquiry form (3-5 business days).

- Complete the form: [cb.org/apstudentcontact](https://cb.org/apstudentcontact)
  - **Topic:** select "Registration"
  - **More information about your inquiry:** select "Account Profile Update"
- Within a few minutes, student will receive an automated reply from the AP Program with a case number – REPLY DIRECTLY TO THIS EMAIL WITH ATTACHED PROOF OF ID DOCUMENTS. This will link the documents to the case record to expedite processing.

**MUST HAVE THESE DOCUMENTS PRIOR TO CONTACTING AP: Two (2) documents are required but only 1 must be a photo. Must provide clear photo of the document.**

- The following is a list of acceptable photo identification documents (required: 1 or 2 from this category):
  - Driver's License
  - Student/Travel Visa
  - Military ID (front and back)
  - Government or State Issued ID (e.g., National ID)
  - Official Passport
  - Student ID Card (must show current school year)
- The following is a list of acceptable non-photo identification documents ( 1 required from this category only if student is submitting 1 document from the photo id category above)
  - Birth Certificate
  - Social Security card (or equivalent if outside U.S.)
  - Certificate of Citizenship
  - Marriage License
  - Adoption Documents
  - Court documents showing legal name change (no other ID's are required)
  - Handwritten documents must contain a visible seal and signature