AP Team Recommendations
Over the coming weeks, email will continue to be a primary way we reach out to teachers and your students. Please encourage students to:

- Check their email and ensure their correct email address is saved in their College Board account. If even one letter, number or punctuation mark is off, the e-mail won’t send correctly.
- Update their phone number and give us permission to text them in their College Board account.
- Mark collegeboard@e.collegeboard.org as part of their approved sender lists. Teachers and district leaders can also take this same action.

Please note, while this communication is important, responding to these e-mails is not required for a student to participate in the exam. However, since there will be lots of information coming out over the next few weeks, we appreciate any help making sure students have a working e-mail address in their College Board account.

Additional Tips

- Make sure students check their spam, promotional and trash folders for e-mails.
- Here is a useful link I found for Gmail users if they are not receiving our e-mails. Students might want to do similar google searches for their specific e-mail domain to make sure things are not being filtered or missed.
- If they are still having issues, they can contact our customer service team. Give students the heads up that they should be as explicit as possible with our team what they have tried, to avoid having to repeat too many steps: 888-225-5427

Steps for Changing E-mail Address (If Incorrect)
To update your personal information, including your email address:

1. Go to the College Board homepage and sign in to your account.
2. At the top, you will see a small yellow circle with a figure next to your name. Click on it.
3. Select “Account Settings”. For security, you may be asked to sign in again.
4. When you’re done updating your information, scroll down to the bottom of the page and click “Update”.