CollegeBoard

Get Ready for 2020 AP Exams: How to Confirm Your Email with the College Board

For this year's online AP Exams, you'll need access to your email inbox or College Board account from the computer or device you'll use to take the exams. Be sure to confirm this well before the exam date. If you haven't received email updates from the College Board, take the following steps to confirm your email address on file.

Step 1: Log in to your College Board account

Go to **myap.collegeboard.org** and log in to your account with your College Board username and password.

Step 2: Confirm or change your email address

Click **your profile** at the top right corner of the page and go to **Account Settings**. Scroll down to verify your information and confirm your email address is the one you'd like your AP® Exam e-ticket sent to—you'll need your e-ticket to take your AP Exam. If it's an email address you don't regularly check or if you haven't been receiving Collee Board emails to the email address on file, scroll down and click **Update** to make it the email you'll use to access your AP Exam.

Step 3: Access your email inbox

Log in to your email account to confirm you're receiving emails from College Board. Find these emails by searching for **collegeboard@e.collegeboard.org**. If you don't find any emails from College Board, search for this address in your spam and trash folders and move any emails you find to your inbox.

Next, mark **collegeboard@e.collegeboard.org** as part of your approved sender lists and/or add this email address to your contacts in your email account to make sure you receive the emails you need.

If you're still not receiving emails, update your College Board account with a different email address that you check regularly, using the instructions in step 2.

Troubleshooting FAQs

What if I don't remember my username or password?

If you forget your username or password, do not create another account.

If you forgot your username, click **forgot username**, then submit the email address associated with your College Board account. We'll email you all usernames associated with your account and indicate which are associated with a College Board test record.

If you forgot your password, click **forgot password** and submit the username and email address associated with your account. Answer your security question. If you can't answer it, click **reset your password** on the security question page to have password reset instructions emailed to you.

What if I don't remember the email connected to my College Board account and I can't retrieve my username or password?

More troubleshooting information is available on our Account Help page. You can also reach out to your AP coordinator, who can give you the email you used to create your College Board account.

If you can't access your account this way, please call AP Services for Students at 888-225-5427 and press 1 for assistance with your College Board account (international students can call 212-632-1780). AP Services for Students support is available from 9 a.m.–6 p.m. ET. Please be aware that wait times may be longer than usual.