College Board – IDOC
Frequently Asked Questions

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IDOC Frequently Asked Questions

Q: What is the College Board and why am I sending financial information to them? I would rather send this information directly to my school.

A: The College Board is a not-for-profit membership association whose mission is to connect students to college success and opportunity. IDOC is one of the many programs sponsored by the College Board. The college(s) or scholarship program(s) to which you are applying have contracted with the College Board to collect and process your financial information. Sending this information to the College Board as requested will help your colleges process your financial aid application more quickly and efficiently. Sending your information directly to your school may delay your application process.

Q: Why must I submit my tax forms to IDOC when I requested that my tax data be electronically transferred when I completed my FAFSA?

A: The financial aid process at the college(s) to which you are applying is a two part process. One part is the federal process, which includes the FAFSA and federal verification. The other part is the institutional process, which includes the CSS/Financial Aid PROFILE or an institutional form and institutional validation. The electronic transfer of limited tax data fulfills part of the federal verification process. Your tax forms include the additional information required for schools to validate your institutional financial aid application.

Q: How will you keep my information confidential?

A: The confidentiality of your information is very important to the College Board and to the colleges and programs participating in this service. To ensure the highest level of data integrity, privacy, and security, the College Board has implemented systems that include multiple firewalls with unique security zones, data encryption, intrusion detection systems, data and system backups, and data integrity checks. Your information will be stored in a secure environment, and will be communicated only to the financial aid office(s) at IDOC-participating college(s) and program(s) to which you are applying. The paper copies of your documents will be destroyed after the conclusion of the processing year.

The lock icon at the bottom of the page means this website is using an encryption technology known as Secure Sockets Layer, or SSL. The URL of websites using SSL will begin with "https:" instead of "http:" indicating the secure connection. SSL software authenticates that the College Board is the owner of this site. Double click on the lock to obtain more information.

Q: How do I ensure prompt processing of my information?

A: 1. Print your Cover Sheet on one side of a single sheet of paper. We cannot process your packet without a Cover Sheet or if you send in a two page Cover Sheet.

2. Complete and mail the IDOC Cover Sheet with **one** legible copy of each of the required documents. On the Cover Sheet provide the Social Security Number (SSN) for each parent submitting documents, and for the student's spouse, if applicable. Be sure the student's SSN is correct and complete in the first section of the Cover Sheet. **Sign all appropriate tax documents.**

3. Copy each document page on a separate 8.5" X 11" sheet of white (not lined) paper (full sized - no reduction or enlargement). Copy both sides of each tax form and be sure that the copy is legible and complete. Copies must be 1-sided. **Do not copy more than one W-2 form on a single sheet of paper.**

4. Do not staple or paper clip documents together. Do not send post-it notes.

5. Mail all requested documents with the Cover Sheet to the College Board at the address on the Cover Sheet in an envelope that is large enough to hold all of your documents without folding them. Do not send the requested information to the College Board in multiple mailings. Do not send duplicate packets. **Do not send duplicate documents.** Only information from the noncustodial

parent, if requested, may be submitted separately with a separate Cover Sheet.

6. Remember, material received without a Cover Sheet will not be processed.

Q: How do I get my IDOC Cover Sheet?

A: Go to the IDOC Sign-In Page. Enter two of the following: your IDOC ID, your SSN, or your Date of Birth; then click the "Sign-In" button. On the next page click on "IDOC Cover Sheet." Your IDOC Cover Sheet must be legible and printed as a one-side of one page document.

Q: My IDOC Cover Sheet isn't printing as a one-page document. What can I do?

A: We suggest that you adjust the print margins on your computer.

If you are using Internet Explorer (IE), the recommended browser for viewing IDOC online, you can adjust your margins by clicking on File > Page Setup in the top left corner of your screen (IE's toolbar). In the bottom right corner of the Page Setup box, change all margins to .25. This will affect everything you view and print via IE.

Q: How do I learn what documents I need to send to the College Board?

A: Go to the IDOC Sign In Page. Enter two of the following: your IDOC ID, your SSN, or your Date of Birth; then click the "Sign-In" button. On the next page click on "IDOC Requirements." Keep your IDOC Requirements for your records. Do not return them to the College Board.

Q: Where should I send my IDOC information?

A: Send your information to:

College Board IDOC
PO Box 4017
Mt. Vernon, IL 62864

Do not send your packet to another College Board address. It will delay the processing of your information.

Q: How can I expedite mailing my information to the College Board?

A: You may send your information via priority mail through the U.S. Postal Service. Our Mt. Vernon, IL processing center is usually a two day service from most areas in the continental United States.

From outside the U.S., send your information via air mail.

The College Board's processing center is a secure facility and cannot accept envelopes via FedEx, UPS, courier, etc.

Q: How do I verify that the College Board has received my IDOC packet and has forwarded it to my college or program that requested it?

A: Go to the IDOC Sign In Page. Enter two of the following: your IDOC ID, your SSN, or your Date of Birth; then click the "Sign-In" button. On the next page click on "Check Status." The IDOC Status page will display the date we notified you of your IDOC requirements, the date we received your IDOC materials, and the date we sent your IDOC information to your college(s) or program(s). The notification and receipt dates are reported to your college(s)/program(s).

Q: If I applied to two (or more) colleges or programs that are IDOC participants, do I send two copies of my forms? If I send only one copy of my forms will the College Board make my information available to both colleges or programs?

A: Send only one copy of your forms. All of your college(s) and program(s) will have access to the information in your packet that they have requested.

Q: The deadline listed in the IDOC Requirements is different than the deadline on my college's website. Which one is correct?

A: The deadline listed in your IDOC Requirements is the earliest due date provided to the College Board from among the colleges and programs to which you have applied. Individual colleges may publicize a different date. That date is the correct date for that college. You should submit your documents by the earliest date to ensure that you meet all of your colleges' and programs' deadlines.

Additionally, the deadline listed in your IDOC Requirements is for your IDOC information only. Colleges and programs may have different dates for other requirements such as PROFILE, FAFSA, etc.

Q: We cannot meet the deadline for filing our information with IDOC. What do we do?

A: Return the documents requested to the College Board as soon as possible. Contact the college(s) and program(s) that requested the information and explain your circumstances.

Q: What are the consequences of returning the information required by my college or program after the deadline indicated in my IDOC Requirements?

A: You must contact your college's financial aid office to determine the consequences of returning documents after the listed deadline. The deadline in your IDOC Requirements is the earliest deadline provided to the College Board from among the colleges and programs to which you have applied. Some of your college(s) or program(s) may have a different deadline.

Q: Is the deadline given in my IDOC Requirements the date that my information must be postmarked or the date that you must receive our documents?

A: The College Board must **receive** your IDOC documents no later than the deadline listed in your IDOC Requirements. Return your information to the address on the IDOC Cover Sheet: College Board IDOC, P.O. Box 4017, Mt. Vernon, IL 62864

Q: How long does it take to process my information once the College Board receives it?

A: It takes approximately five business days to process the information once the College Board receives it.

Q: If you receive my packet on the deadline date and it takes five days for this information to be sent to my college(s), won't it be late?

A: The College Board notes the receipt date of your packet as the day we receive it from the U.S. Postal Service. Your colleges and programs are notified of this date and use it to determine if your information has been received on-time. They have taken processing time in consideration when setting their deadline dates.

Send in your packet as early as possible to ensure that your packet is received on-time. If you have any questions or concerns about meeting your IDOC deadline date, please contact your colleges' or programs' financial offices directly.

Q: I completed my IDOC packet a while ago but have not received a financial aid award from my college. I thought the turnaround was 5 business days. When will I receive my financial aid award?

A: Your college or program will communicate directly with you about your financial aid award. IDOC information is only one component of many evaluated by your financial aid office when determining your award. Please consult the material that your financial aid office has available (information directly mailed to you, your college's or program's website, etc.) to help determine when your award eligibility will be determined. Please contact your college or program if you have additional questions.

Q: My son isn't going to file a tax form so he's supposed to submit a Non-tax Filer's Statement in his IDOC packet. He's at school so he can't sign it. Should I sign it for him?

A: No. Please return the Student Non-tax Filer's Statement unsigned. You cannot sign the form on your son's behalf. The school will contact you or your son, if necessary, to get the document signed. Please do not delay the return of your IDOC packet by waiting for the document to be signed.

Q: One of my daughter's IDOC requirements is a signed Verification Worksheet. She's at school so she can't sign it. Should I sign it for her?

A: No. Please return the Verification Worksheet unsigned. You cannot sign the form on your daughter's behalf. The school will contact you or your daughter, if necessary, to get the document signed. Please do not delay the return of your IDOC packet by waiting for the document to be signed.

Q: Can we send a partial mailing of the required IDOC materials now and return the rest of the information at a later date?

A: No. It's important that you return the requested information to IDOC as a complete package and not in separate mailings. Only information from the noncustodial parent, if requested, may be submitted separately with a duplicate IDOC Cover Sheet.

Q: What happens to the paper copies of my tax information once the College Board has completed processing?

A: After the end of the processing year, the College Board destroys all of the paper copies sent to IDOC.

Q: If you are sending my tax information to one college, why don't you send my tax information to the other colleges that I listed to receive my PROFILE information?

A: Not all colleges participate in IDOC. The College Board sends IDOC documents only to colleges and programs that use the IDOC Service. Follow directions from your other college(s) or program(s) about where and when to submit your tax forms.

Q: My brother will be attending the same college where I am currently enrolled. Why did I receive an IDOC notification and he did not?

A: Colleges select students to participate in IDOC based on year in school and other variables. Therefore, it is possible that your college selected you and not your sibling to participate in IDOC.

Q: My college told me that I would receive information on IDOC from the College Board, but I have not received anything. When I go to IDOC Online to check my status it says that I was not notified by the College Board to use IDOC. Am I supposed to send IDOC materials to someone?

A: No. IDOC notification does not begin until the first week of February. If your school has told you that you will receive an IDOC notification and you have not yet received one as of the second week of February, it may be that your college has not yet provided the College Board with your information. You will be notified when your college instructs the College Board to do so. If you are required to submit a 2012-13 CSS/Financial Aid PROFILE Application and you have not, please do so as soon as possible. Not submitting your PROFILE Application can delay your IDOC notification. Contact your college if you have questions about when you need to send your tax forms to the College Board.

Q: Can I use last year's IDOC Cover Sheet to send my 2012-13 IDOC information?

A: No. You must use the current 2012-13 Cover Sheet.

Q: Can I use my sister's IDOC Cover Sheet to send my IDOC information if we attend the same college?

A: No. The Cover Sheet is only valid for the student whose SSN, name, and IDOC ID appear on the Cover Sheet.

Q: The IDOC Cover Sheet lists the 1040EZ as a two page document but the second page is a worksheet that I didn't fill out. Do I need to send in the second page of the 1040EZ?

A: Yes, please return both pages of the 1040EZ with your IDOC material even if you have not entered any information on the worksheet.

Q: I am a noncustodial parent and am sending in IDOC information for my child. What will happen to my tax information if there is anything wrong with the packet? I don't want the information returned to my child's custodial parent.

A: We do not return information we are unable to process, but we will contact you if we are unable to process your information and you will be required to send in a new complete packet. Therefore, to ensure that your child's financial aid award is not delayed, it is **very important** that you include a legible one side of one-page Cover Sheet with your documents and the envelope in which you send your IDOC materials to the College has a clear and correct return address so that we can process your materials and so that we can easily contact you if we are unable to process your information.

Q: Where can I obtain a copy of the verification worksheet requested by my school?

A: Go to the IDOC Sign In Page. Choose the "Verification Worksheet" link. Click the appropriate verification worksheet based on your dependency status. The document is in PDF format. You must have Adobe Acrobat Reader to download and print the worksheets. Verification Worksheets are also available in Help.

Q: On the Non-Tax Filer's Statement, it states I should include supporting documentation for all of my income sources. What kinds of documents should I include?

A: Examples of documentation that you should submit include pay stubs; annual Social Security statements; bank statements showing interest income, other annual benefit statements such as for housing or living allowances, workers compensation, or disability; and copies of cancelled checks such as for child support.

Q: The Requirements say I need to submit documentation verifying that I received Food Stamps. What kind of documentation should I submit?

A: You should submit a letter or other documentation from the agency that issues the Food Stamps

you receive. If your college has given you guidance, please follow their direction. Clearly label the document "Food Stamp Verification" and put your SSN in the top right corner of the document.

Q: The Requirements say I need to submit documentation verifying that I received Food Stamps, but I haven't received them since last year. Do I need to send you documentation?

A: If you or your parents received Supplemental Nutrition Assistance Program (SNAP) benefits (Food Stamps) in 2010 or 2011, you must submit documentation verifying the receipt.

Q: The Requirements say I need to submit documentation verifying that I received Food Stamps, but I didn't receive any. I did get free lunch at school. Do I need to send you documentation?

A: No, you only need to submit documentation if you or your parents received Supplemental Nutrition Assistance Program (SNAP) benefits (Food Stamps) in 2010 or 2011. You do not need to verify other government assistance such as free or reduced lunch or TANF.

Q: I am receiving emails reminding me to return my IDOC packet but I will not be sending in any information. Can you stop sending me these reminders?

A: Yes, there is a link at the bottom of the emails that will register your request to opt out of receiving further email reminders. You may also send a request to **help@cssprofile.org**.

Q: What is my IDOC ID?

A: Each year the College Board generates a unique six-digit ID number for each IDOC student. This identifier acts as a control number for your IDOC documents. You can also use it to log into the IDOC website. This ID number was sent to you when you were notified to complete an IDOC packet and is available on your IDOC Cover Sheet and IDOC Requirements. This number is secure and only available to you and your school(s) that participate in the IDOC program.

Q: I lost my IDOC ID. How do I find out what it is?

A: Your IDOC ID is located on your IDOC Cover Sheet and IDOC Requirements. If you do not have either document, go to the IDOC Sign-In Page. Enter your SSN and your Date of Birth, and then click the "Sign-In" button. On the next page click on "IDOC Cover Sheet" or "IDOC Requirements." If you still need assistance, contact the College Board by calling (305) 829-9793 or emailing us at **help@cssprofile.org**.

Q: My parents and I are not U.S. citizens and will not file U.S. income tax returns. I received a letter from the College Board directing me to submit my tax documents through IDOC. Some of the requested documents aren't applicable to my situation. What should I send to the College Board?

A: You should submit whatever tax documents you and your parents are required to file in your country. If you and your parents are not filing a U.S., Canadian, or Puerto Rican income tax return, indicate that on the IDOC Cover Sheet by filling in the "Other Signed 2011 Non-U.S. Tax Return" ovals. Return the Cover Sheet and your documents to the College Board at the address on the Cover Sheet. Contact your school to determine if you need to take any further steps to complete your financial aid application.

Q: My daughter will not be attending any of the colleges listed to receive her IDOC material. We mailed our IDOC material to the College Board before she made her decision and now we want to cancel the distribution to the colleges. Can we do that?

A: Once your IDOC materials are sent to the College Board you cannot stop the automated processing. You should contact the colleges to let them know your daughter will not be attending. Once they know that she is no longer applying for financial aid at their institution, they will not access the IDOC information you provided.