College Board's Institutional Documentation Service-IDOC

What is IDOC?

The College Board's Institutional Documentation Service (IDOC) collects documents from financial aid applicants on behalf of participating financial aid offices. Once the College Board receives your information, electronic files containing your documents are transmitted securely to the college/university financial aid offices. It can take up to 3 days for a financial aid office to receive your documentation, so plan accordingly. For families who apply for financial aid at several institutions that use IDOC, one submission of the family's financial supporting documents to IDOC serves to eliminate the family's need to send this information to each individual school.

To understand any aspect of the IDOC submission process, including how to navigate the IDOC website, please access the Frequently Asked Questions web link at the TOP of the student's IDOC portal page – https://idoc.collegeboard.org/idoc/ This is accessible after signing in to the IDOC website.

When can I use IDOC?

IDOC notification does not begin until the first week of February. Once you file your College Board PROFILE Form, https://student.collegeboard.org/css-financial-aid-profile you will receive information on when and how to use the IDOC system. If the student's school has told him/her that the student will receive an IDOC notification and the student has not yet received one as of the second week of February, it may be that the student's college has not yet provided the College Board with the information. The student will be notified when his/her college instructs the College Board to do so. The timing of when a student submitted a CSS PROFILE application can delay the IDOC notification.

How will I receive notice regarding which documents I will be required to submit to IDOC?

Application requirements may vary for financial aid applicants, depending on several factors. Therefore, a unique listing of all possible submission requirements for each student applicant is outlined in the IDOC portal after the student logs in. The student can also visit the Office of Financial Aid's website http://www.muhlenberg.edu/main/aboutus/finaid/applyingForAid/application.html for more details on application requirements.

How do I actually submit documents to IDOC?

The student may use ONE of two options:
  Online – Upload all required documents through the IDOC web portal.
  By Mail – Print out an IDOC cover sheet from the IDOC portal and mail all documents as instructed.

How do I ensure prompt processing of my information?

- The student should print his/her IDOC Cover Sheet on one side of a single sheet of paper. The College Board cannot process the student's packet without a cover sheet or if the student sends in a two-page cover sheet.
- The student should complete and mail the IDOC Cover Sheet with one legible copy of each of the required documents. On the cover sheet, the student should provide the Social Security Number for each parent submitting documents, and for the student's spouse, if applicable. The student should make sure his/her Social Security Number is correct and complete in the first section of the cover sheet. All appropriate tax documents must be signed.
- The student should copy each document page on a separate 8.5" X 11" sheet of white (not lined) paper (full sized - no reduction or enlargement). Both sides of each tax form should be copied and the copy should be

legible and complete. Copies must be one-sided. More than one W-2 form should not be copied on a single sheet of paper.

- The student should not staple or paper clip documents together and should not send post-it notes.
- The student should mail all requested documents with the IDOC Cover Sheet to the College Board at the address on the cover sheet in an envelope that is large enough to hold all of the documents without folding them. The student should try not sending the requested information to the College Board in multiple mailings and should not send duplicate packets/documents. Only information from the noncustodial parent, if requested, may be submitted separately with a separate cover sheet.

Material received without an IDOC Cover Sheet will not be processed.

What is my IDOC ID?

Each year the College Board generates a unique six-digit ID number for each IDOC student. This identifier acts as a control number for the student's IDOC documents. The student can also use it to log into the IDOC website. This ID number was sent to the student when he/she was notified to complete an IDOC packet and is available on the student's IDOC Cover Sheet and IDOC Requirements. This number is secure and only available to the student and his/her school(s) that participates in the IDOC program.

What if I lost my IDOC ID? How do I find out what it is?

The student's IDOC ID is located on his/her IDOC Cover Sheet and IDOC Requirements. If the student does not have either document, they should go to the IDOC Sign-In Page and enter his/her Social Security Number and Date of Birth, and then click the "Sign-In" button. On the next page, the student should click on "IDOC Cover Sheet" or "IDOC Requirements." If assistance is still needed, the student should contact the College Board by calling 305-829-9793 or e-mailing help@cssPROFILE.org.

How do I receive my IDOC Cover Sheet?

The student should go to the IDOC Sign-In Page and enter two of the following: Student's IDOC ID, Social Security Number, or Date of Birth; then click the "Sign-In" button. On the next page, the student should click on "IDOC Cover Sheet." The student's IDOC Cover Sheet must be legible and printed on one side of one page.

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

We recommend sending your documents electronically. Upload electronic versions.

The student may send his/her information via priority mail through the U.S. Postal Service. College Board's processing center is usually a two-day service from most areas in the continental United States. From outside the U.S., information may be sent via air mail. The College Board's processing center is a secure facility and cannot accept envelopes or packages via FedEx, UPS, courier, etc.

The deadline listed in the IDOC Requirements is different than the deadline on the Muhlenberg College website. Which one is correct?

The deadline listed in the student's IDOC Requirements is the earliest due date provided to the College Board from among the colleges and programs to which he/she has applied. Individual colleges may publicize a different date. That date is the correct date for that college. The student should submit his/her documents by the earliest date to ensure that all of the college(s)/program(s) deadlines are met. Additionally, the deadline listed in the IDOC Requirements is for the student's IDOC information only. Colleges and programs may have different dates for other requirements such as PROFILE, FAFSA, etc.

Once my IDOC information has been submitted, how do I confirm all the documents have been processed and Muhlenberg College has received this information?

To ensure that IDOC received your information, go to https://idoc.collegeboard.com and click on the "IDOC" button. After signing in, click on "Check Status." The IDOC Status page will display the date College Board received your packet and the date they sent your information to Muhlenberg College. It can take 3-5 business days for IDOC to forward your information to Muhlenberg College. To make sure we have received it, log into your Muhlenberg College Financial Aid Online account, click on the documents tab.

Can I use my brother's IDOC information as my IDOC information if we both attend Muhlenberg College?

No. You must each provide information separately.

Where can I go for additional information about IDOC?

Additional information related to IDOC questions can be found on the IDOC website https://idoc.collegeboard.org/idoc/

Who can I contact with additional IDOC questions or concerns?

Please contact the College Board directly with questions about IDOC at 1-305-829-9793.