My CLEP Professional Portal FAQs (frequently asked questions)

Below is a list of common questions and answers related to the My CLEP® Professional Portal.

My CLEP Professional Portal Overview

Q: What's the My CLEP Professional Portal?
A: The My CLEP Professional Portal is a new CLEP web application for education professionals who want to purchase CLEP vouchers and cover CLEP exam costs for students. The bulk purchase order form on the CLEP Resource Center will be retired. Moving forward, all CLEP customers must order through My CLEP.

Q: Who can use the My CLEP Professional Portal?
A: The My CLEP Professional Portal is meant only for education professionals who have been given access to purchase, manage, and distribute CLEP vouchers. The CLEP Program also recommends that organizations ordering vouchers should limit access to the new portal to one primary contact (known as the CLEP coordinator), an alternate contact, and a billing contact.

Q: What will happen to the CLEP Resource Center?
A: The CLEP Resource Center will continue to be active and have all the same information it does today except for the bulk purchase order form. Instead, users must order vouchers through the My CLEP Professional Portal.

Q: What will happen to vouchers I've already ordered for the 2023-24 academic year?
A: Vouchers ordered through the CLEP Resource Center for the current academic year will still work when a student enters the code during CLEP registration if the code hasn't already been applied.

Accessing My CLEP Professional Portal

Q: How do I get access to the My CLEP Professional Portal?
A: Users who need to access the My CLEP Professional Portal will need a College Board professional account and a My CLEP access code issued by the CLEP Program.

Q: What's an access code?
A: Access codes verify that professionals using the My CLEP application have appropriate access to the site. At the start of each academic year, the CLEP team will email access codes to the high school principal, CLEP coordinator, or other organization point of contact so that they can start using the My CLEP site.

Q: How do I get an access code?
A: The CLEP Program emails access codes to your school principal, coordinator, or other CLEP contact we have on file if your institution has previously ordered voucher codes. Check with people in these roles at your institution to find out if your school has a CLEP access code. If your school is completely new to CLEP, request an access code by logging into My CLEP and clicking on the **Don't have an access code** button and submitting the online form.

Q: What if I don't receive an access code?
A: If your school or organization has ordered CLEP vouchers in the past two years, an access code will be emailed to the school principal or organization's primary CLEP contact we have on file. Please check with your school's principal or your organization's primary CLEP contact about your organization's My CLEP access code. If you're the new primary CLEP contact for your school or organization or if your organization is new to CLEP, log in to the My CLEP Professional Portal to complete an access code request form, and CLEP will contact you with more information.

Ordering Vouchers on My CLEP Professional Portal

Q: How do I order vouchers in the My CLEP Professional Portal?
A: Before you can place a voucher order, you'll need to complete these three steps:

1. Get Access.
   To get access to the My CLEP Professional Portal, you'll need a College Board professional account and a CLEP access code.

   Your College Board professional account is different from the account you use for the CLEP Resource Center, e-Learning, or Unify Platform. To log in to your College Board account, go to the My CLEP login page. Click on **Professional**. If you don't have a College Board account, create one here.

Once logged in, you'll be asked for your organization's access code, which verifies that you have appropriate access to the site. If you're the primary CLEP contact for your organization, you should have received an email from CLEP with your access code. If you didn't receive it, check with your principal or prior CLEP coordinator, or complete an access code request form.

2. Set Up Your Organization's CLEP Profile.
   If it's your first time using the My CLEP Professional Portal, you'll be directed to the Access Code page when you first log in. From this page, you can choose to enter an access code or request one if you don't have a code.

   When you click on **Enter access code**, you'll be taken to the Get access to My CLEP page. Once there, you'll need to enter your organization's zip code, organization name, and CLEP access code. After you add these, you'll be taken back to My CLEP to accept Terms and Conditions. Then you'll be asked to set up your organization's profile, which you'll need to order vouchers and access the full site.

   We'll need to know who your organization's CLEP coordinator is. The CLEP coordinator is the person responsible for ordering and managing vouchers. We also ask for information for your principal or for an alternate coordinator and a billing contact. After your organization profile is saved, you'll be taken to the My CLEP dashboard to start ordering vouchers.

3. Order Your CLEP Vouchers.
   Click **Start an Order** from the Summary tab. You'll land on a page that confirms which school or organization you're ordering for and the current CLEP exam fee.

   When you continue, you'll land on the Order Details page. There we'll ask questions about the vouchers you're ordering, such as whether the vouchers will cover remote proctoring fees, when you'd like the vouchers to expire, how many vouchers you'll be ordering, and if you have a purchase order or billing reference number for this order.

   After you've replied to the questions, click **Continue** to review your order details. If everything looks correct, move on to accept the Online Terms and Conditions for Bulk Purchase. We'll ask you to accept the Online Terms and Conditions each time you place an order. If you wish to make edits to your order, go back to the previous page to make changes.

After you accept the Online Terms and Conditions for Bulk Purchase, you'll be taken to a confirmation page, and you'll receive a confirmation email with your order details.

Q: How do I know my order went through?
A: After you accept the Online Terms and Conditions for Bulk Purchase, you'll be taken to a confirmation page that will show that your order has been received. From there, go to the Order History page to view your order details. Then download your vouchers.

Q: How long does it take to get my vouchers?
A: That usually depends on how many vouchers you order, but your codes should be generated within minutes after placing your order.

Q: Where do I get my voucher codes?
A: You can download voucher codes from the My CLEP Portal. Voucher codes will no longer be emailed.
- To get your voucher codes, go to the Order History tab showing a table with your order.
- Under Order Description, you'll see a voucher status of **Fulfilled** or **Generating Vouchers**. If the status is **Fulfilled**, it means your voucher codes can be downloaded.
- Click on the arrow on the right side of the order history table to see your order summary, including Order ID, remote proctoring fees (if applicable), expiration date, quantity, and a PO number (if entered). You'll also see a **Download Vouchers** link.
- Click on this link, and a csv file will be downloaded. This file will have the voucher codes you ordered.

Q: What if I need to order vouchers for multiple schools or organizations?
A: If you're a CLEP coordinator for multiple schools or organizations, CLEP will send you access codes for each school. The new portal allows users to view voucher information for one school at a time. In the menu bar of the portal you'll see your school or organization's name. If you have access to multiple schools, click on the school name. A drop-down list of other schools you have access to will appear. You can then select from the list of schools that you want to view.

If you're a district user, you'll automatically get read-only access to schools within your district. Note that districts can only log in and order vouchers as a district. If you'd like to order vouchers for a school within your district, you can order vouchers as the district and then distribute those vouchers codes to the school that will use them.

Managing Voucher Orders on My CLEP Professional Portal

Q: Will the new portal show if my vouchers are used?
A: No. The portal won't be able to show which vouchers have been used, but we hope to add this feature in the future. You'll need to keep track of your voucher distribution.

Q: Will voucher expiration dates be changing in the new system?
A: No. All vouchers will have a default expiration date of June 30 of the current academic year. However, if users would like to select an earlier expiration date, they can do so. Voucher expiration dates can't extend past June 30 of the academic year during which they were purchased. When selecting an expiration date, make sure that students register before the selected expiration date. Once a student registers, they'll have six months or until June 30 of the current academic year to complete their exam, whichever date comes first. If students don't take their exam by June 30, their registration ticket will be automatically canceled by end of day on June 30.

Q: If I notice a mistake after I place my order, can I cancel or change it?
A: The only changes you can make to a voucher order after it's been placed is adding or updating a purchase order number. Orders can't be canceled. If any other details on the order are incorrect, we recommend not distributing the vouchers generated from the incorrect order and letting the vouchers expire. You won't be billed for any unused vouchers that were ordered. You can also place a new order with the correct information.

Q: Will scores be available in the new portal?
A: No. Schools and districts will continue to access scores through the K–12 portal.

Q: Will invoicing change with the new portal?
A: No. Schools, districts, and other organizations will continue to receive monthly invoices. Eligible schools and districts located in states with CLEP funding available (i.e., Michigan, West Virginia, and Ohio) will continue to be invoiced in January and July.

Q: If I have updates to my organization's profile, can I go back and change it?
A: Yes. CLEP coordinators can update their organization's profile at any time.

Q: Can I view voucher information for previous years in the portal?
A: In the future, the portal will have your organization's voucher order information for 5academic years. In the menu of the dashboard page, next to your school or organization's name, the current academic year will be displayed. Click on the current academic year. A dropdown list will appear. Select the academic year you'd like to view. Note that an organization profile won't be displayed for voucher orders placed in prior years.