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# BigFuture<sup>®</sup> School Frequently Asked Questions

The BigFuture<sup>®</sup> School mobile app is available for free to students 13 and over and located in the United States. When you take the PSAT/NMSQT<sup>®</sup>, or other in-school College Board assessments, you'll have the option to share your mobile number to access BigFuture School. To learn more, visit <https://satsuite.collegeboard.org/bigfuture-school-mobile-app>.

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## Having Trouble Logging In?

### Is the BigFuture School mobile app available to me?

- Did you take the digital PSAT/NMSQT in October 2023 or SAT SD / PSAT 10 in March/April 2024?
  - ◆ If no, BigFuture School mobile app is not available to you at this time.
- If yes, did you provide a mobile number as part of testing to receive your scores directly to your phone in the mobile app?
  - ◆ If no, BigFuture School mobile app is not available to you at this time.
- If yes, see FAQs below to assist with accessing.

If you believe you should have access but are unable to get into the app, **please call 866-609-1369 or email Customer Support at [bigfuture@collegeboard.org](mailto:bigfuture@collegeboard.org). You can also complete this [form](#) online.**

### I didn't provide my mobile number when I completed exam setup, but I want to now.

#### My friend got a text/downloaded this app. I want to get it, too.

Currently, the only way to get access to BigFuture School is to provide a mobile number when you take the digital PSAT/NMSQT in October 2023 or SAT School Day / PSAT 10 in March/April 2024 and provide a mobile number as part of testing to receive your scores directly to your phone in the mobile app.

If you didn't provide your mobile number during the exam, you can always access your score and score information through a personal College Board account or contact your school counselor to get access to your PDF score report. You may have the opportunity to sign up if you take another in-school exam in the future.

### I got a text message telling me to download the BigFuture School app. Is it legit?

You should confirm the message you received from 26936 corresponds to one of the following messages:

- College Board: Your scores from today's test will be available in a few weeks on the BigFuture School app. Download it here. Text STOP to opt out or HELP for help.
- College Board: Your test scores will be posted starting tomorrow. View them in the app. Text STOP to opt out or HELP for help.
- College Board: Your test scores are ready! Review them and see career insights, college planning info, and more. Text STOP to opt out or HELP for help.
- College Board: Reminder - Your scores are available! Get the app for scores + more. Text STOP to opt out or HELP for help.

### I can't log in to the app.

- If you took the digital PSAT/NMSQT in October 2023 or SAT School Day / PSAT 10 in March/April 2024 and provided a mobile number as part of testing to receive your scores directly to your phone in the mobile app, you should have received a text message within 2 business days of submitting your test.
- If you provided a mobile number but did not receive a text message:
  - ◆ Download the BigFuture School mobile app from the Apple App Store or the Google Play Store
  - ◆ Enter your mobile number to begin authentication
  - ◆ Follow the instructions in the app to authenticate access

- Your personal online College Board account and your account for this app are separate. Please use the mobile number you provided when you took the digital PSAT/NMSQT, SAT School Day, or PSAT 10 to log in to the app. If you did not provide a mobile number during one of the listed assessments, the app is not available to you at this time.

### **I can't authenticate.**

- If you've downloaded the app to the mobile device you provided the number for when you took the digital PSAT/NMSQT in October 2023 or SAT School Day / PSAT 10 in March/April 2024, and you have access to that device:
  - ◆ Enter that mobile number where prompted in the app
  - ◆ Click **receive code via SMS**
  - ◆ Enter the 6-digit authentication code on this screen
- If you do not have access to the mobile device you provided the number for when you took the PSAT/NMSQT, SAT School Day, or PSAT 10, and you provided a recovery email:
  - ◆ Select **I can't receive SMS, use my recovery email** on the sign-in screen
  - ◆ Enter that email address where prompted in the app
  - ◆ Click **receive code via email**.
  - ◆ Check for the recovery email, which will come from [notifications@pivot-prod.collegeboard.org](mailto:notifications@pivot-prod.collegeboard.org).
  - ◆ Enter the 6-digit authentication code from the recovery email where prompted
- If you do not have access to the mobile device you provided the number for when you took the PSAT/NMSQT, SAT School Day, or PSAT 10 and you did not provide a recovery email, we'll be unable to authenticate you securely to enter the mobile app. You can always access your score and score information through a personal College Board account or contact your school counselor to get access to your PDF score report.

### **I can't authenticate because the keyboard stays in the way.**

We are currently working to resolve this issue. Please check the app again later to see if the issue has been resolved.

### **My brother/sister/friend uses the same mobile device number as me.**

- If you both provided a recovery email address, you will both be able to get into the app. When you enter the app, if you share a phone number with someone else, you'll be asked to provide your recovery email address.
  - ◆ Enter that email address where prompted in the app
  - ◆ Click **receive code via email**
  - ◆ Enter the 6-digit authentication code where prompted

You will need to follow this process every time you are prompted to reauthenticate in the mobile app.

- If you did not provide a recovery email, we'll be unable to authenticate you securely to enter the mobile app. You can always access your score and score information through a personal College Board account or contact your school counselor to get access to your PDF score report.

### **I got a new mobile number.**

### **I entered the wrong mobile number.**

At this time, you cannot change the information you provided when you signed up. If you provided a recovery email when you took the PSAT/NMSQT in October 2023 or SAT School Day / PSAT 10 in March/April 2024:

- Select **I can't receive SMS**, use my recovery email on the sign-in screen
- Enter that email address where prompted in the app
- Click **receive code via email**
- Enter the 6-digit authentication code where prompted

If you did not provide a recovery email, we'll be unable to authenticate you securely to enter the mobile app. You can always access your score and score information through a personal College Board account or contact your school counselor to get access to your PDF score report.

### **The app crashed.**

- Please select **Report crash**. This will inform our technical team of the issue and help us investigate to prevent this from happening in the future.
- Delete the app and reinstall. If the problem continues, please wait 2–3 business days, and then try to reinstall and authenticate again.
- If it still doesn't work, call us at (866) 609-1369 M–F, 9 a.m.–6 p.m. ET. You can also email us at [bigfuture@collegeboard.org](mailto:bigfuture@collegeboard.org). Please include the following information in your message:
  - ◆ Name and contact information we can get back to you
  - ◆ The mobile number you entered when you took the PSAT/NMSQT, SAT School Day, or PSAT 10
  - ◆ Device and operating system (including version)
  - ◆ Screenshot of the issue or error message

## In-App Messages and Notifications

### Why don't I have any messages about college and career planning from BigFuture?

At this time, only students in the classes of 2025, 2026, and 2027 are receiving messages in the mobile app. We anticipate expanding the audiences available for messages very soon.

For students in these classes, messages are sent daily based on existing schedules. If you don't have any messages, we recommend you check the app later to see what has been sent since your last visit. If you haven't received any messages within the first week, please reach out to us at (866) 609-1369 M–F, 9 a.m.–6 p.m. ET.

### I don't have any messages from colleges. Does that mean schools aren't interested in me?

You won't get messages from colleges until your score is released. Some colleges and scholarships may reach out later in the school year too, so keep checking back. To receive messages, you should check if you're opted in to Connections:

- Go to app settings by clicking the person icon in the top right of the screen.
- Click on **Messages**
- If you can't turn on in-app messages, your school, district, or state has elected not to participate in Connections. You'll get a message explaining this. Please speak to your school counselor if you have questions.
- If not greyed out but turned off, you're not opted in, but you can change the setting.

### I'm opted in to Connections, but I haven't received any messages from colleges or scholarship programs.

Colleges and scholarships are continuously added to the program and update their profiles and communications plans. You should continue to check the app for new messages. You can also receive push notifications when you receive college messages. Go to app settings and click on **Notifications** to turn on notifications.

### How do I know if I have a new message from colleges or scholarship programs?

You can receive push notifications when you receive college messages. Go to app settings and click on **Notifications** to turn on notifications.

### I'm getting messages about programs I'm not interested in.

At this time, we're unable to update the information you provided when you took the PSAT/NMSQT, SAT School Day, or PSAT 10. Students will be able to customize and personalize their experience in the BigFuture School mobile app in the coming months.

As you receive messages from schools that are a fit for your interests, be sure to bookmark and save those in the app to reference later. You can also request more information from the school directly by clicking the button in their profile.

### How often should I check the app?

You can check the app as often as you like; BigFuture will send regular informational messages on the college and career planning process.

If you're opted in to Connections, colleges and scholarships may send you regular messages. If you enable notifications during app setup, you'll be notified when your scores are available and for a regular digest of messages. If you do not enable notifications during app setup, you can set them up later by going to app settings and clicking on **Notifications**.

## Score Information

### My score isn't in the app. Why not?

Only your scores from the digital PSAT/NMSQT, SAT School Day, or PSAT 10 that you took during school are available in the BigFuture School mobile app. Any other paper in-school assessments or weekend assessments are available, as always, in your College Board account.

- PSAT/NMSQT scores were released in November 2023.
- PSAT 10 and SAT School Day student scores will be available:
  - ◆ April 4 for tests taken March 4–15
  - ◆ April 18 for tests taken March 18–29
  - ◆ May 2 for tests taken April 1–12
  - ◆ May 16 for tests taken April 15–26

### Where's my score?

Only your scores from the digital PSAT/NMSQT, SAT School Day, or PSAT 10 that you took during school are available in the BigFuture School mobile app. Any other paper in-school assessments or weekend assessments are available, as always, in your College Board account.

- PSAT/NMSQT scores were released in November 2023.
- PSAT 10 and SAT School Day student scores will be available:
  - ◆ April 4 for tests taken March 4–15
  - ◆ April 18 for tests taken March 18–29
  - ◆ May 2 for tests taken April 1–12
  - ◆ May 16 for tests taken April 15–26

### I'm in the app, but it is saying another name / the score doesn't match what is on my PDF or in my personal College Board account.

Try signing out and back into the app.

- To sign out, go to app settings by clicking the person icon in the top right of the screen.
- Click on **Sign Out**.
- Close and reopen the app, reopen the app, and follow the prompts to sign back in. If you share your mobile device with a family member or friend, you'll be asked to provide your recovery email address to sign in.

If the problem persists, please reach out to us at (866) 609-1369 M–F, 9 a.m.–6 p.m. ET.

### I'm in the app, but it says my scores are still being processed.

Your score will be updated automatically in the app when it becomes available. Check back later. If you have questions about your score, contact your school counselor.

**I only see the score for the PSAT/NMSQT I took in October 2023 or SAT School Day or PSAT 10 I took in March/April 2024. Where are all my other scores?**

Only your scores from the digital PSAT/NMSQT, SAT School Day, or PSAT 10 that you took during school are available in the BigFuture School mobile app. Any other paper in-school assessments or weekend assessments are available, as always, in your College Board account.



## Connections

### How can I receive Connections messages?

To start receiving Connections, toggle the In-App Messages to on (blue).

- At this time, email and print mail are not available, but if you're interested in receiving mail or email when it becomes available, please toggle those tabs to on (blue).

You'll be prompted to read the Application Rules and Privacy Statement and select **Yes**.

### I want to opt out of receiving messages from colleges in the app/Connections.

Go to the app settings by clicking the person icon in the top right of the screen. On the settings page, you can change your communications preferences for in-app messages and email and print communications.

### Can I opt back in after I opt out?

Yes. If your school and district allow you can turn Connections on and off as you like. You will not receive messages while you're opted out.

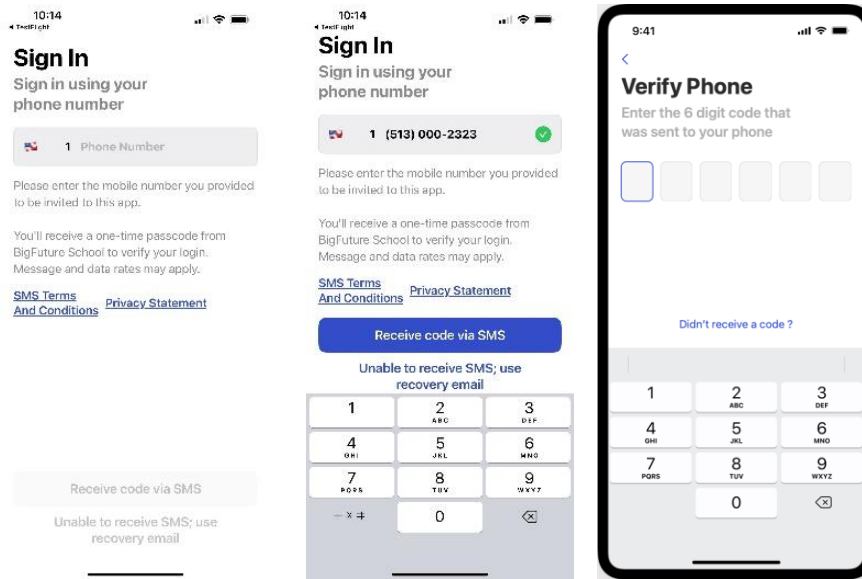
- You may miss direct mail sent to your home if you're opted out when that mailing is sent.
- You will not receive messages but they will restart if you opt back in. Messages you have already received will remain in your feed.
- Each time you opt in to Connections, you will be presented with the Connections description and must confirm you want to participate.

### I can't turn on Connections messages.

Messages from nonprofit colleges, scholarship programs, and education organizations are disabled because your school, district, or state has elected not to participate in Connections. You'll get a message explaining this. Please speak to your school counselor if you have questions.

## Screenshots

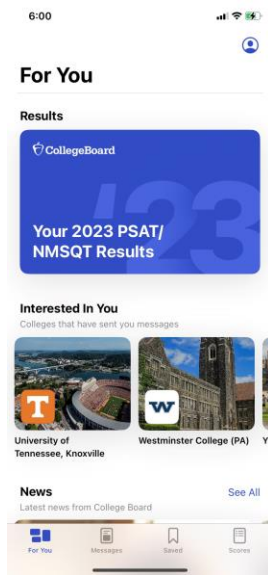
### Sign In and Authenticate



### Enable Notifications During Onboarding

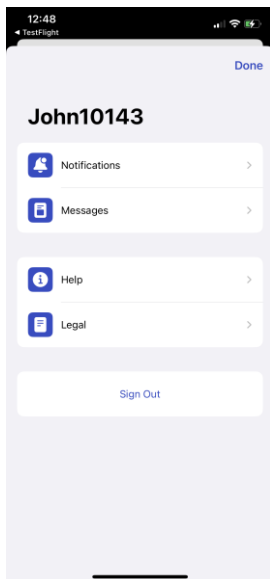


## For You Page

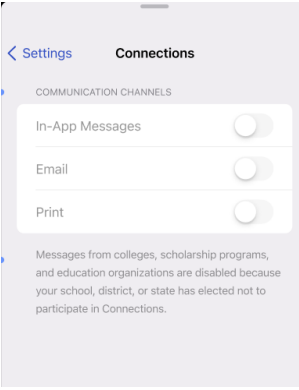
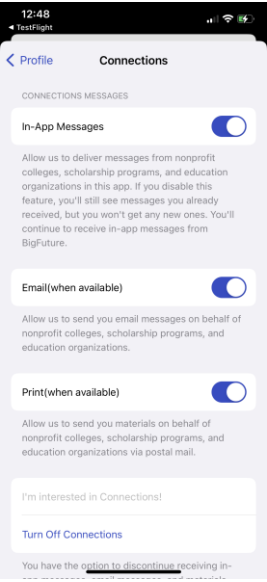


(person symbol to access app settings)

## App Settings Page



## Connections Preferences

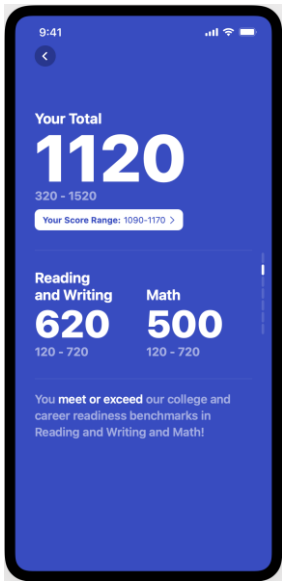
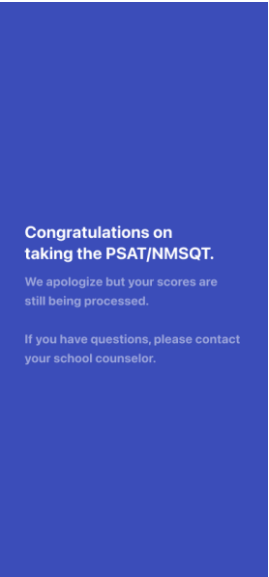


## Messages

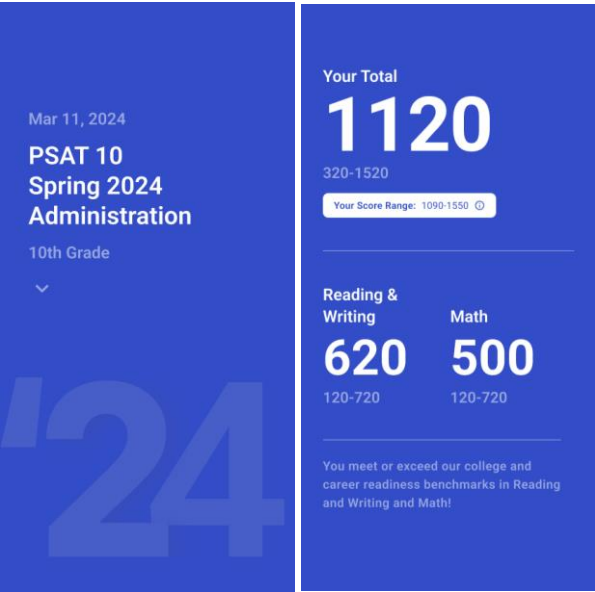


Scores

PSAT / NMSQT Fall 2023:



PSAT 10:



SAT School Day Spring 2024:

