NCP Help Desk

Select a Help Topic: Select a section

Before You Begin

Many colleges use the Noncustodial PROFILE Application in conjunction with the CSS/Financial Aid PROFILE Application to help them determine eligibility for institutionally funded need-based aid. These colleges believe strongly that it is the responsibility of both biological/adoptive parents to pay for the student's college expenses, regardless of where the student lives. (Other colleges that require information from the noncustodial parent may require different application forms.)

The Noncustodial PROFILE Application is designed to support consistent collection of information from the noncustodial parent. The parent completes a single application and the College Board distributes the information to each college that requires it. There is a standard fee of $25 for this service payable by credit or debit card. Fee waivers are awarded automatically to parents with very low income and few assets.

The noncustodial parent's information is kept secure, and is shared only with the colleges authorized by the student to receive it. Neither the student nor the custodial parent has access to the noncustodial parent's information unless the noncustodial parent chooses to share his or her password. (For more information on security, choose "Security" from the Help Topics above.)

If you live in one of the following countries, do not complete this application. Please have your son or daughter contact the colleges and universities he or she is applying to that require the Noncustodial PROFILE for guidance on how to complete this requirement: Iran, North Korea, and Sudan.

The Noncustodial PROFILE Process - Step-By-Step

1. **Download the Instructions and Pre-Application Worksheet** from the Home Page. Most applicants find that completing the Pre-Application Worksheet speeds up the online process considerably.

2. **Sign in** to the NCP Application using your son's or daughter's CSS ID and the initial password that he or she received in his or her online acknowledgment and email, or you received in the notification email.

3. **Create a new password** as part of the initial sign in process. By changing the password, you can ensure that your information will remain secure.

4. **Complete the Noncustodial PROFILE Application** using your completed Pre-Application Worksheet and the navigation and completion tips below. Help for specific questions can be found by clicking each question's Help button, by using the Search Help feature, and by reviewing information in the Help Desk.

5. **Review your completed application** by clicking on "Print/Review Application." Once you have submitted your application, you cannot change any of the data you have provided.

6. **Submit your completed application**. The submit process will prompt you to complete any required fields that you have left blank and will note any possible discrepancies in the information you provided.

7. **Complete the payment process**. A valid credit or debit card is required. We accept Visa, MasterCard, American Express, and Discover. When you click submit at the end of this process, you are submitting your payment **and application** information for processing.

8. **Print or save your Noncustodial PROFILE Acknowledgment** for your records.

Navigating the Application

- At the top of each application screen you will see the letters A through J. Clicking on a letter links you directly to that section of the application. Hovering over the letter will tell you the name of the section.

- You can save the information you provide as you complete the application; you do not need to complete the entire application at one time. Your information is saved each time you click "Save," "Save & Continue," or click on another section. If you want to log out of your application in the middle of a section and return to your application later, click "Save & Exit" to leave.

- At any time, you can print or download a copy of the information that you have entered by clicking "Review Full Application" at the top or bottom of any application screen.

- Do not use your browser's "Back" and "Forward" buttons to move through your application. Only use the buttons within the application such as "Previous" and "Save & Continue" because the application's buttons will save your information as you move through the application, but your browser's buttons will not.

- Once you have completed work on your application, especially if you are completing the application on a public computer, be sure to click "Sign Out" instead of just closing your browser.

Completing the Application

- Do not enter a comma (,) or cents in a dollar field. Round to the nearest dollar.

- In non-dollar fields (e.g. telephone number), do not enter hyphens, parentheses, or spaces.

- If a financial question **(income, assets, or expenses),** does not apply, **enter a zero (0). Do not leave it blank** unless specifically instructed otherwise. **Non-financial questions** (e.g. a year, a name) should be left blank if they do not apply.

- Keep your child's CSS ID and your current password available to return to your application.

- Your application will be considered on time if you **submit** your Noncustodial PROFILE by midnight **Eastern Time** of your son's or daughter's earliest priority filing date.

Gather the Information below before Filling Out the Application

- 2015 federal income tax return

- W-2 forms and other records of money earned in 2015 and 2016

- Records of untaxed income and benefits for 2015 and 2016

- Current bank statements

- Current mortgage information

- Records of savings, stocks, bonds, trusts, and other investments

If a tax return was not filed: Even if you, and your spouse if married, did not file an income tax return for 2015, it will be necessary to know your earnings for the year. Also, records documenting the income reported on the Noncustodial PROFILE will very likely be needed by your child's colleges and programs.

International Applicants

If your country's tax year follows the calendar year (January 1 - December 31), follow the instructions as given throughout the application. If your country's tax year does not follow the calendar year, determine the appropriate base tax year by identifying the last tax year that ended or will end before April 1, 2016. This will be the tax year that you will use for all questions on the application that reference "2015." You'll then use the subsequent two years for questions about 2016 and 2017.

You must complete the application in U.S. dollars and text questions must be answered in English using standard American keyboard. Umlauts, tildes, or similar characters not found on a standard American keyboard characters: letters (A-Z), numbers (0-9) and punctuation (.,:;-`?!$@%#=) may cause processing problems.

If You Have Additional Questions

- Click on "Help Desk" at the top of most pages for further information. There you will find:
  - Frequently Asked Questions (FAQs)

- Instructions

- Tips for Self-Employed Parents and Tips for Estimating

- Blank 2015 U.S. IRS tax forms and instructions

- Password Information

- Security Information

• Click on "Contact Us" at the top of most pages to contact customer service via telephone or email.