SSD ONLINE

Removing SSD Online Coordinator Access

For educators and school administrators requesting removal of SSD Online access for a coordinator who has left the building.

> **Key takeaway: There** is no self-service option in SSD Online for removing another coordinator's access. Schools must contact SSD directly to request this update.

Who Can Request This

This request must come from someone with authority to confirm the change on behalf of the school. It cannot be submitted by the departing coordinator or by a colleague without one of these roles:

- Principal
- Vice Principal
- The school's current Primary SSD Coordinator on file

What You'll Need to Provide

Have the following ready before you contact SSD:

- Your school's 6-digit school code (also called the AI code)
- The full name of the coordinator whose access needs to be removed
- Your name and role (Principal, Vice Principal, or Primary SSD Coordinator)

How to Submit the Request

Contact SSD directly using one of the methods below. SSD will validate your role before processing the removal.

Phone: *[PLACEHOLDER – confirm Contract -specific SSD line or general SSD phone number 866-630-9305*
Email: *[PLACEHOLDER – state specific email or general SSD support email]*
Hours: *[PLACEHOLDER – confirm support hours]*

Good to Know

- If the departing coordinator still has active access and can log in, they can remove their own access without contacting SSD — via My College Board Professional Account > My Tools and Services > Manage Access (edit) > select the organization to remove.
- SSD will confirm there is no conflicting Primary Coordinator on file before processing the removal.
- This process is separate from adding a new coordinator. If your school also needs to designate a new SSD Coordinator, a separate SSD Coordinator webform is required.

Questions about this process? Contact your SSD representative.