Using multi-factor authentication (MFA) with the IELTS Results Service

To help keep your account secure, the IELTS Results Service uses multi-factor authentication (MFA). MFA adds an extra layer of security by requiring both:

- Something you know: your password
- Something you have: a secondary device with an authenticator app

Before you start

Before setting up MFA, please make sure you have:

- Your IELTS Results Service username and password
- A smartphone or secondary device
- Internet access on your secondary device
- If you do not already have an authenticator app installed, download one from the Apple App Store or Google Play Store before starting setup.

We recommend the app Auth0 Guardian.

You may also be able to use other authenticator apps if preferred.

Tip: The setup process usually takes around five minutes.

What is an authenticator app?

An authenticator app helps verify your identity when you sign in. After entering your username and password, you will either:

- Approve a sign-in request on your phone, or
- Enter a temporary security code displayed by the app

You will need access to your authenticator app each time you log in.

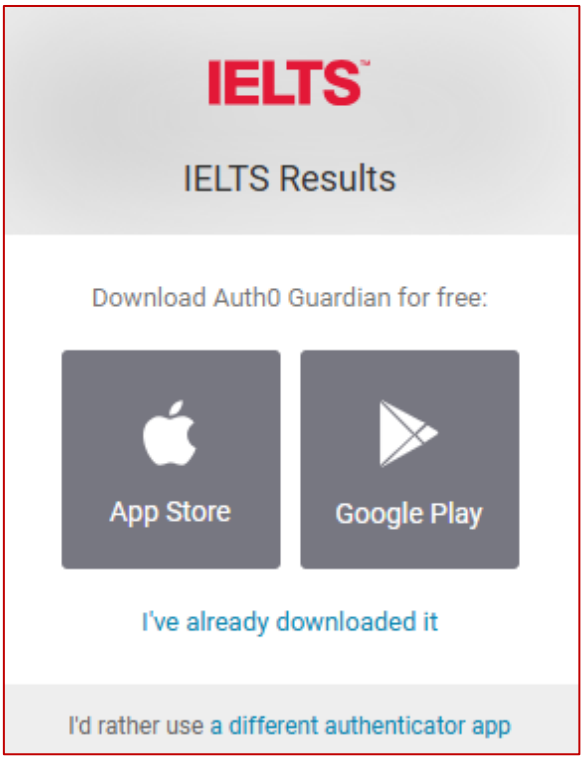
Setting up MFA for the first time

When you log in for the first time after MFA is enabled, you will be asked to set up authentication on your device.

Step 1: Sign in

Log in to the IELTS Results Service using your username and password. You will then be prompted to reset your password as part of the MFA setup.

Once you have successfully reset your password and logged in, you will be prompted to set up MFA.



Step 2: Choose your authenticator app

If you are using Auth0 Guardian, select:

I've already downloaded it.

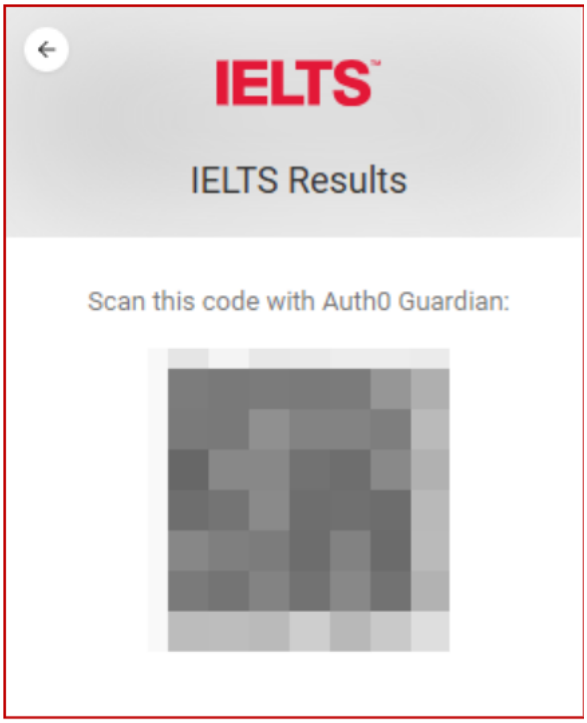
If you would prefer to use a different authenticator app, select:

I'd rather use a different authenticator app.

If you do not already have an authenticator app installed, download Auth0 Guardian from the Apple App Store or Google Play Store before starting setup.

Step 3: Scan the QR code

A QR code will appear on your screen.

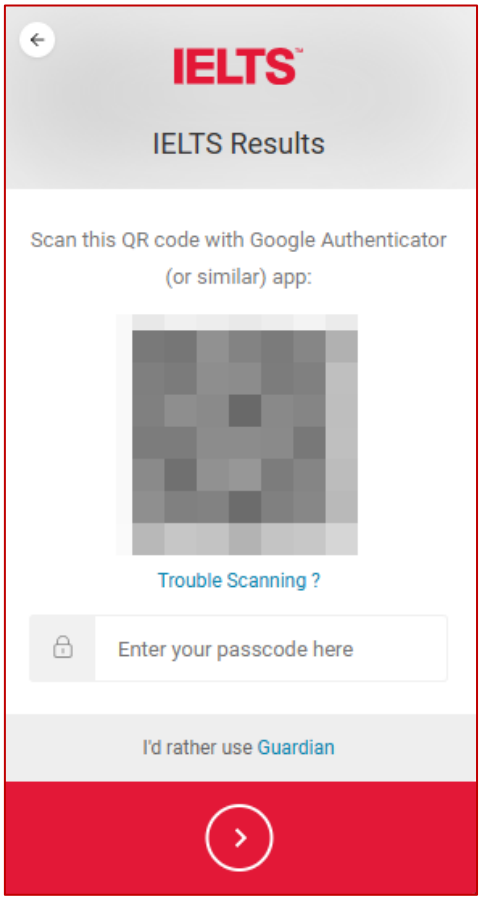


On your secondary device:

1. Open your authenticator app.
2. Select Add Account or tap the + icon.
3. Choose Scan QR Code.
4. Scan the QR code displayed on your computer screen.

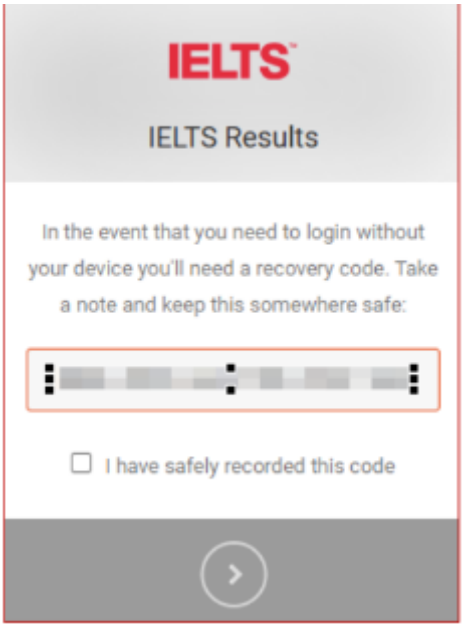
Step 4: Complete verification

If you are using an authenticator app other than Auth0 Guardian, you may be asked to enter the verification code displayed in the app.



Step 5: Save your recovery code

A recovery code will be displayed. This code is extremely important, so please save it securely.

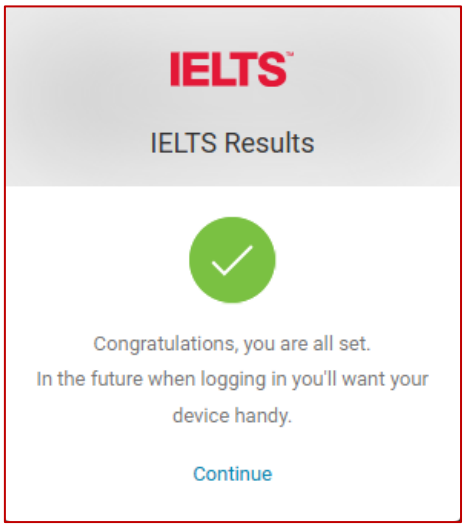


Important: If you lose access to your phone and do not have your recovery code, you will be unable to sign in until IELTS Results Service support can assist you.

Step 6: Finish setup

Click *Continue* when prompted.

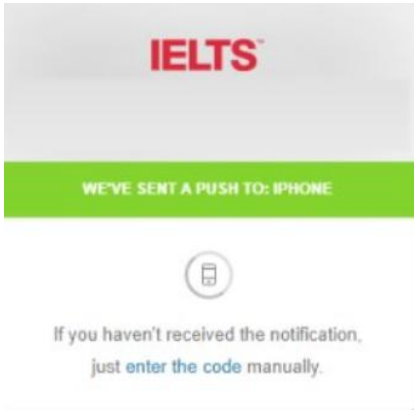
Your MFA setup is now complete.



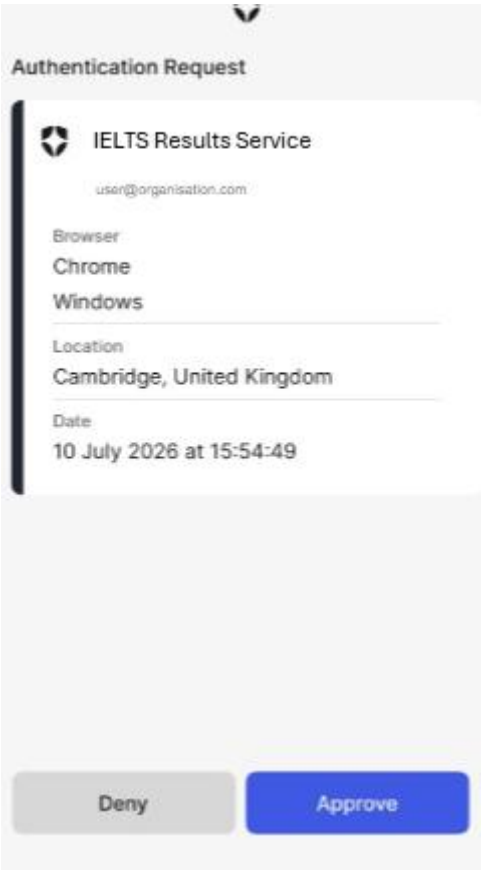
Signing in after MFA has been set up

Using Auth0 Guardian

1. Enter your username and password.



2. A sign-in request will be sent to your phone.
3. Open the notification from the Auth0 Guardian app.



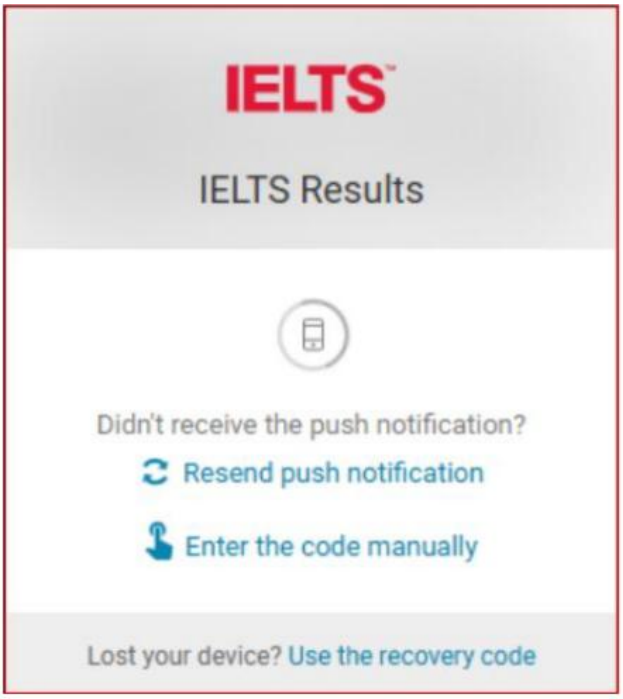
4. Tap Approve.

You will then be signed in to the IELTS Results Service.

If you don't receive a notification

If no notification appears:

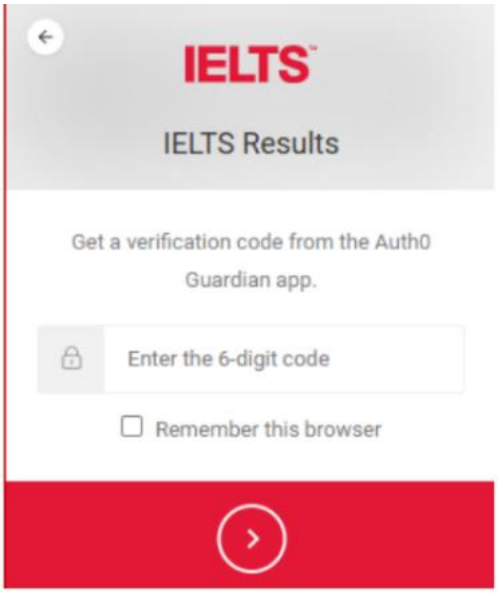
1. Open the Auth0 Guardian app manually.
2. Check that your phone or secondary device has an internet connection.
3. Select *Resend push notification* on the login screen.



If this still does not work, select:

Enter the code manually.

4. Enter the code shown in the Auth0 Guardian app.



Security codes expire regularly. If a code is rejected, wait for a new code to appear and try again.

Using another authenticator app

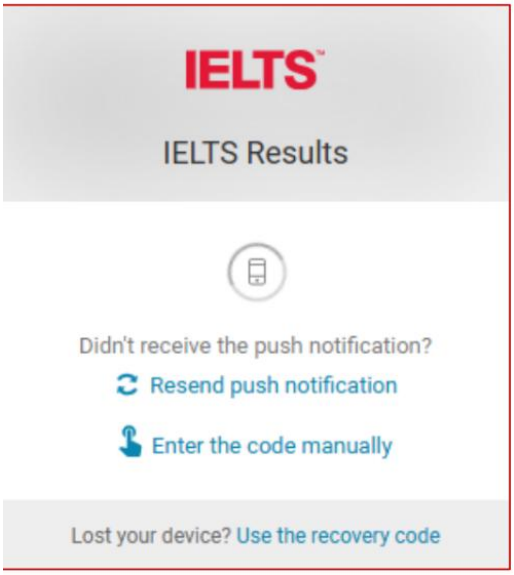
If you are using an authenticator app other than Auth0 Guardian:

1. Open your authenticator app.
2. Find the account used to access the IELTS Results Service.
3. Enter the code displayed by the app.
4. Continue with the sign-in process.

Lost access to your phone?

If you no longer have access to your phone, you can use your recovery code to sign in.

1. When prompted for MFA, select: *Use the recovery code*.



2. Enter the recovery code you saved during setup.
3. A new recovery code will be generated. Save this new code securely, as your previous recovery code will no longer work.
4. Select the arrow button to continue.

You will now be signed in to the IELTS Results Service.

Changed or replaced your phone?

If you have changed your phone and need to set up MFA on a new device, ask your organisation's administrator user to create a new account for you on the IELTS Results Service.

If your organisation's administrator user cannot help, contact the IELTS Results Service support team.

When raising a support request, include:

- Your organisation name
- Your username or email address
- A description of the issue
- Screenshots where possible

Support request form:

https://cambridgeenglish.formstack.com/forms/ielts_results_service_support_request

Frequently asked questions

Can I use a shared account?

No. Shared accounts are not supported. Each person must have their own individual account.

Do I need my phone every time I sign in?

Yes. You will need access to your authenticator app or recovery code to complete the sign-in process.

Why is the recovery code important?

Your recovery code provides a way to access your account if you lose access to your phone. Keep it stored securely and do not share it with anyone.

What should I do if MFA is not working?

If you continue to experience issues after following the guidance above, please contact the IELTS Results Service support team and provide as much information as possible about the problem, including screenshots where available.