IELTS Results Service

Setup guide

IELTS

Getting started

Welcome to the IELTS Results Service

This guide will provide you with all the information you need to get your account set up.

Results delivery

- IELTS on computer results are available 1–5 days after the test.
- IELTS Online results are available within 6–8 days of the test date.
- Test centres are not permitted to give results over the phone or by email.

Test takers – your applicants – have two options when requesting their IELTS test results:

1. Select the institutions where they would like their scores to be sent during the registration process.
2. Wait until after their results have been released and then contact the test centre where they took the test to request the scores be sent to the institution(s) of their choice. They will need to provide the name, department (if applicable) and address of the institution(s).

Institutions have three ways of receiving results:

1. By electronic delivery.
2. By postal mail/courier from the test centre.
3. Directly from the test taker.

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Electronic delivery of test results

Receiving test taker scores by electronic delivery

If your institution would like to eliminate the need for paper score reports and receive electronic test results, please update your details at:

IELTS.org/for-organisations/registration-form

By doing this, you automatically opt out of receiving paper Test Report Forms.

Important points to note

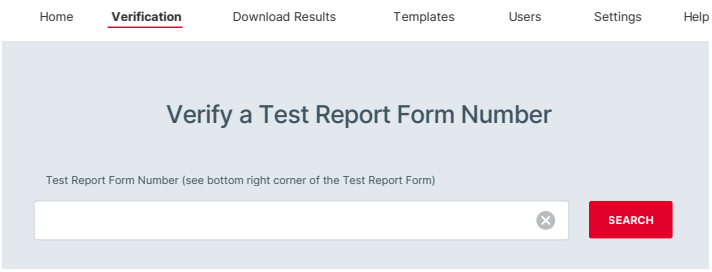
1. If your institution is registered to use our electronic delivery service, you must provide the following details to ensure results are transmitted to your institution/programme/department:
   - exact name (department if necessary)
   - exact postal address.
2. We encourage institutions to list English language proficiency tests and admission requirements separately under the heading 'English Language Proficiency Requirements' or 'Admission Requirements for English Proficiency'.
3. To assist test takers and test centres in transmitting IELTS results to your institution, we recommend you use the sample website copy on page 4, providing detailed instructions regarding your preferred method of score delivery.

Paper and scanned test results delivery and verification

If your institution chooses to continue receiving paper or scanned Test Report Forms, **it is essential that you verify these scores using the IELTS Results Service** to protect the integrity of your admissions process.

The verification process is the same as in the former Results Verification Service, as follows:

If you receive a paper or scanned Test Report Form, or if an applicant provides you with their Test Report Form Number, you can search for their results in this section:

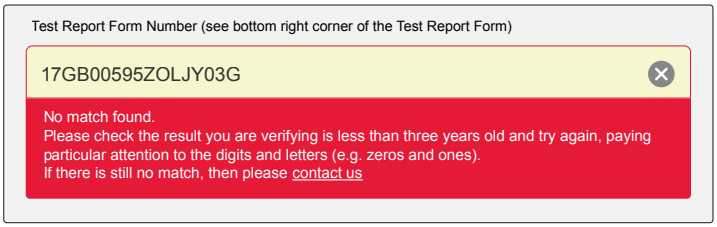


This applies equally for results of IELTS Online tests, or for results of an IELTS One Skill Retake.

Error message

If you receive the error message below when trying to verify results, please scan the QR code to contact IELTS to investigate:

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



Sample text used by institutions on their websites

You can use the text below on accepting IELTS results as a guide to include on your own institution's website.

We require all applicants who do not have relevant qualifications in English to demonstrate their English language proficiency as part of our admissions process.

Prospective students can demonstrate proficiency using the IELTS Academic test.

We require an overall band score of **{insert score}** or higher.

We only accept IELTS results delivered through the test centre to our IELTS Results Service account.

No hard copy or emailed Test Report Forms are accepted.

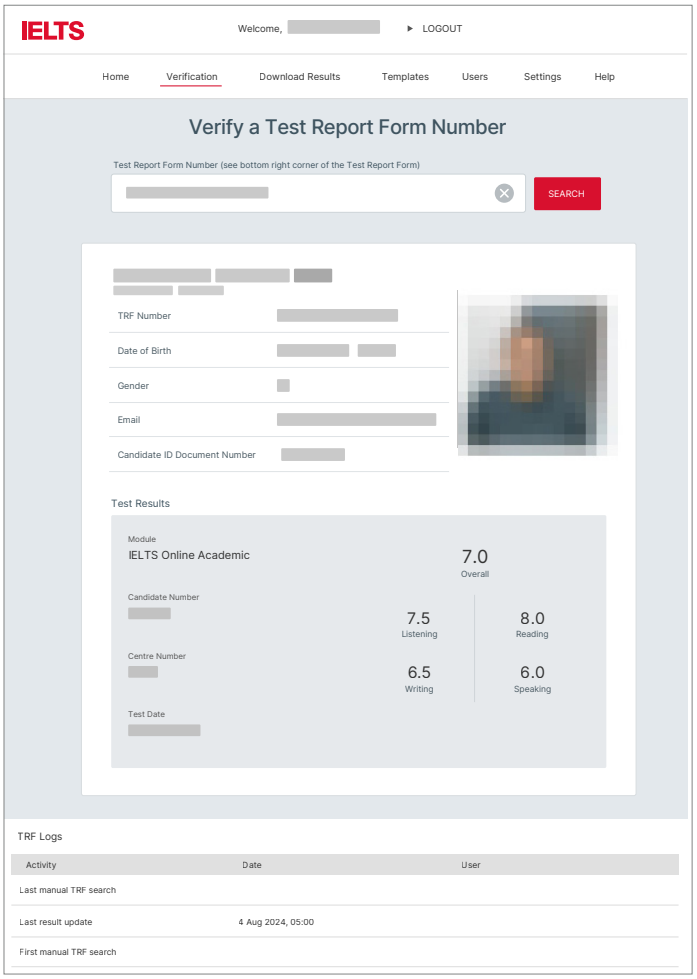
All IELTS test centres worldwide can share your results with us electronically. You must provide the following information to ensure your results are delivered correctly:

{insert details, e.g. account name/number}

An institution code for IELTS is NOT required.

IELTS Online scores

If your institution has not informed us otherwise, you may receive IELTS Online results from applicants around the world. These will appear in the same way as in-centre IELTS results, and will be denoted as follows in the IELTS Results Service:



Scores

IELTS One Skill Retake

If you wish to see the original overall IELTS test score of the applicant from their original test sitting, you will need to add the 'One Skill Retake – Test Data' template field to the CSV template you are using to download the results. The results will appear as follows:

Module	listeningScore	readingScore	writingScore	speakingScore	overallBandScore	originalListeningScore	originalReadingScore	originalWritingScore	originalSpeakingScore	originalOverallScore
IELTS Academic One Skill Retake: Writing	7.5	7.5	6.5	7	7	7.5	7.5	6	7	7

If your institution has selected to receive IELTS One Skill Retake test results and the test taker shares one with you, you will receive the One Skill Retake result as a new result in the same way as other IELTS test results.

Setting your test result preferences

Set your Administrator

- When you register to receive electronic IELTS results you must assign someone to act as the **Primary Administrator** of your institution's account.
- This person is then able to add a Secondary Administrator and additional Users. It is important to contact **IELTS** when you have a change of Administrator.

Settings

Each User can set their own preferences, such as email notifications and language options.

To find the settings menu:

1. Log in at results-service.IELTS.org using the email address you provided on your application form and the password you set when you registered.
2. Click on Settings located at the top menu.

Notification preferences

You can set notifications **On** or **Off**.

If you turn your notifications On, you will need to determine how **frequently** you wish to receive them:

- **Immediate**: You will receive an email notification every time a new result is delivered to your account. If you typically receive many IELTS scores, please note that you will receive an email for each individual applicant, resulting in numerous emails being sent to your inbox.
- **Daily**: You will receive one email notification a day, if you have new results to download. Email notifications will be sent at the same time of day, according to the time specified in settings.
- **Weekly**: You will receive an email notification once a week only if you have new results to download. Email notifications will be sent at the same time of day, according to the time specified in settings.

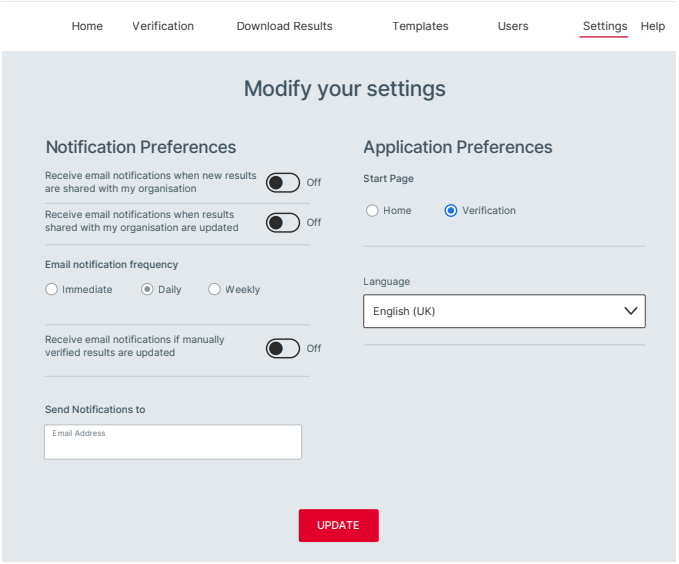
Email address

Enter the email address to which you want to receive the email notifications.

Language

You can select American or British spellings using the **English** option.

Once you have set your preferences, click **UPDATE**.



Users

This is where you will add Users that you want to have the ability to download results submitted to your institution.

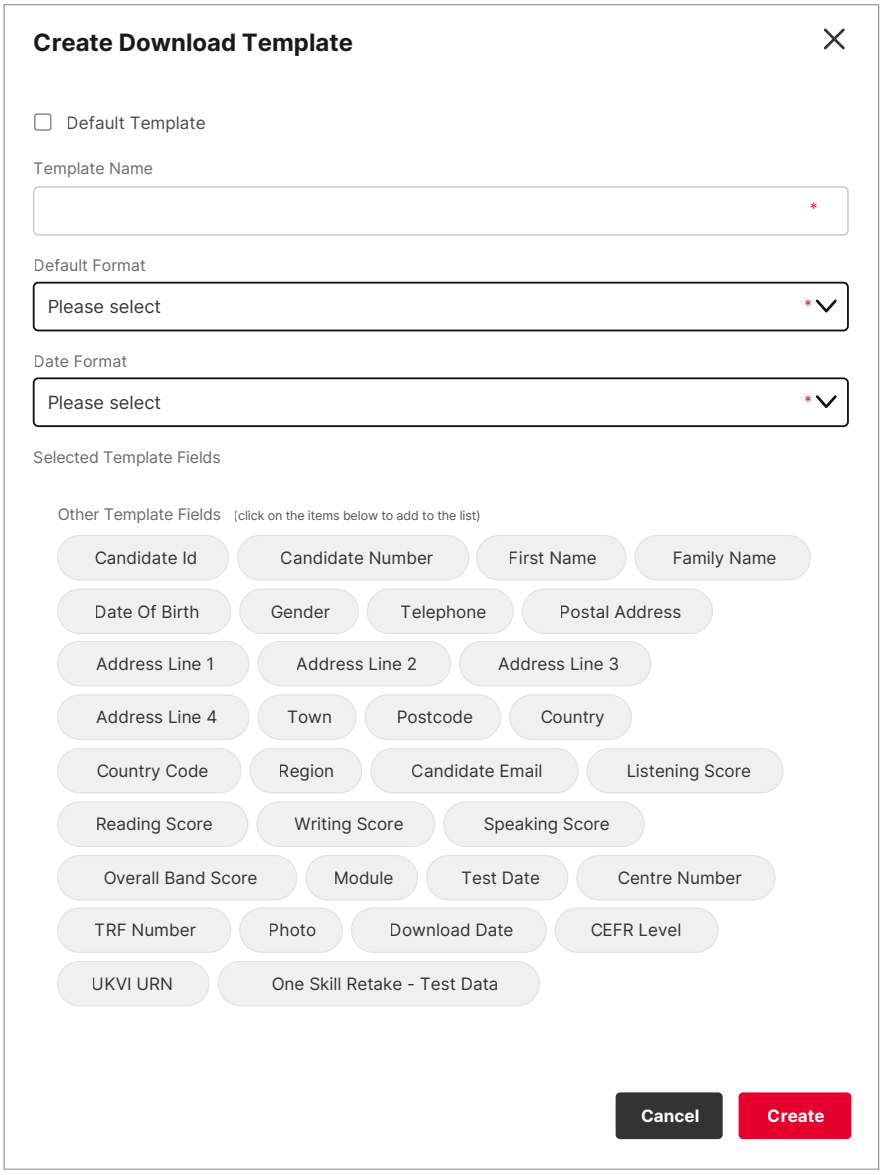
1. Click **CREATE**. Then input First Name, Last Name, and Email Address.
2. If you want to delete a User, click on their name, and then click **DELETE**.

Templates

You can create a customised template with the test taker information you would like to include in your download file.

Creating your custom template:

1. Scroll down to the bottom of the **TEMPLATES** tab and click **CREATE**.
2. If you want this to be your primary template, select the Default Template check box.
3. Name your template.
4. Choose your preferred format: **CSV, XML, JSON**.
5. Select the preferred date format.
6. Choose the fields you would like to include in your download file by clicking on each one, in the order in which you want them to appear.



Templates continued

Creating a template for downloading results

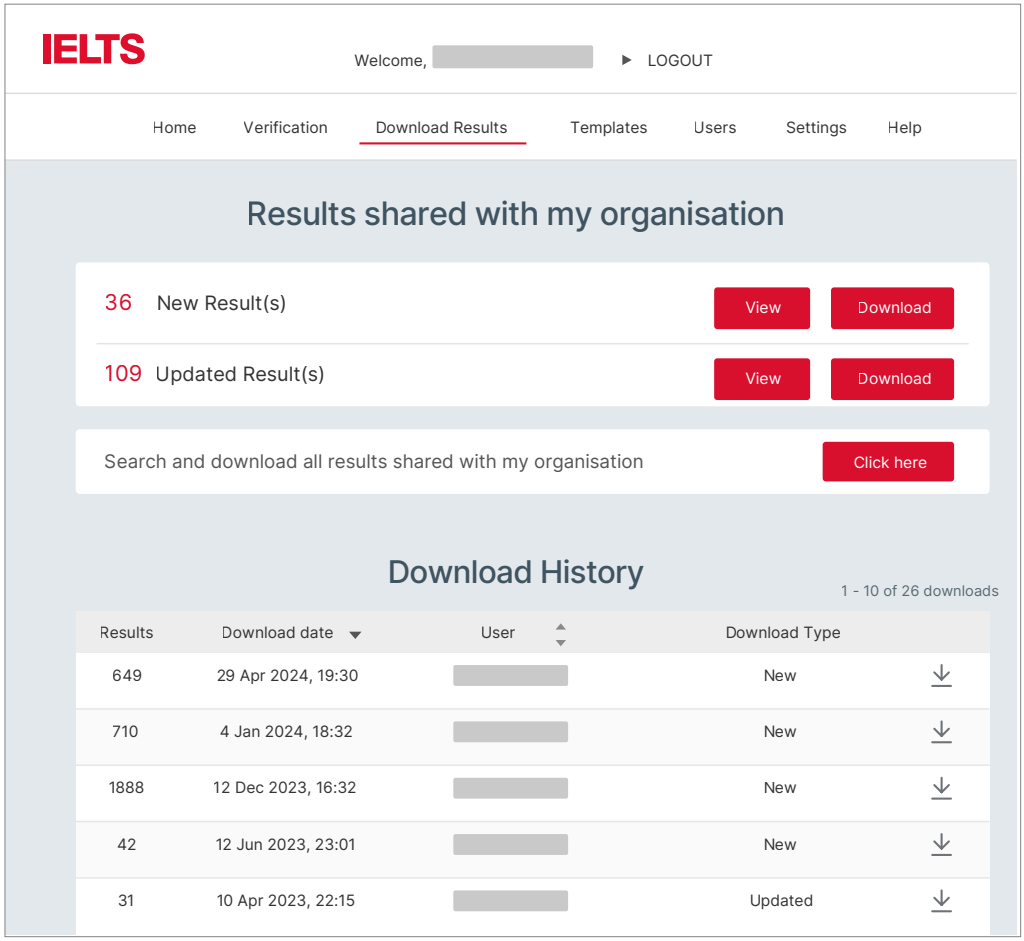
- You can change the order of the fields by using the up and down arrows.
- **DO NOT** choose Postal Address (this is a compilation of the address 1, 2, 3, and 4 fields).
- Photo will only be provided in the **XML format** as code for a jpeg file.
- The **Country Code** will be provided as an internal IELTS 3-digit numeric code.
- Include **Region**, which may be the State/Province or Country.
- **Candidate Number is NOT a unique ID number for the test taker**. It is a number assigned by the test centre to the test taker for a particular test session. Therefore, if the test taker takes another test, they would be assigned another Candidate Number for that test.
- **Module refers to the test – IELTS Academic or IELTS General Training**. You should ensure that your applicant has taken the appropriate test for your organisation. Educational institutions, for example, usually require applicants to take IELTS Academic.

View and download results

To view new and updated results, click on **Download Results** in the top menu. It will show you any new and updated results available for download. If there are no new results, you will see a list of your downloads below.

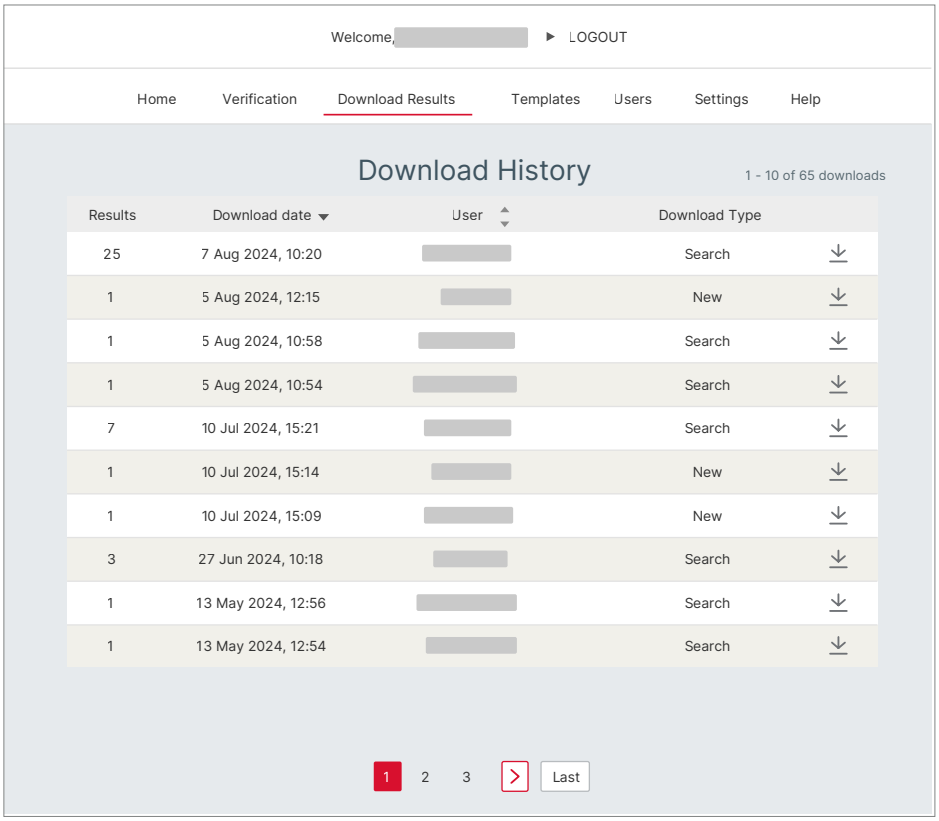
To download files:

1. Select **DOWNLOAD**.
2. Select your Template.
3. Select your Format.
4. Click **DOWNLOAD**.
5. After downloading, a record of the download will appear in your list of downloads.



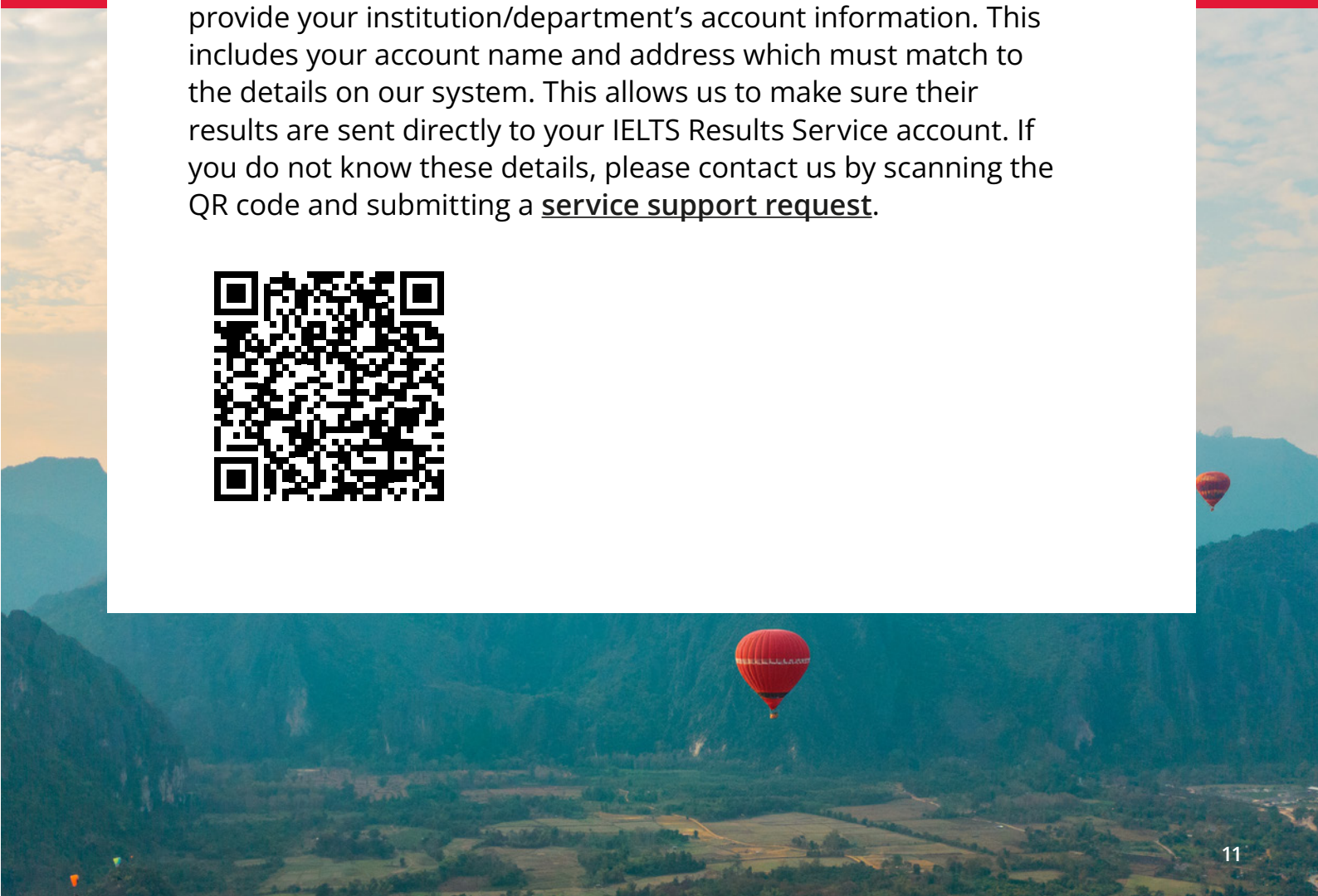
Download history

This is where you will find your results download history. From this page, you can view and re-download previous results downloads, if necessary. You can also see the User who conducted the download, the date and time, and the number of records in the download.



Helpful tips

- To view new IELTS results sent to your account, you need to log in to the system regularly.
- Test takers may request to send their results to your institution anytime within the 2-year validity period.
- IELTS on computer, and IELTS on computer (Writing on Paper) results are released within 1–5 days. IELTS Online results are available within 6–8 days of the test date.
- All results can take an additional 24–48 hours after the release for the data to be displayed on the IELTS Results Service.
- Test takers must request their results be sent to your institution directly through the test centre where they took the test. If a test taker's results are not displayed in your results file, please confirm that the test taker listed your organisation on their IELTS application or made a request through the test centre.
- When test takers arrange to share their results, either via their test centre or during the IELTS booking process, they must provide your institution/department's account information. This includes your account name and address which must match to the details on our system. This allows us to make sure their results are sent directly to your IELTS Results Service account. If you do not know these details, please contact us by scanning the QR code and submitting a **service support request**.



Data formats within template fields

The new service provides data in CSV, XML, and JSON file formats. Unlike the previous electronic download service, results provided by the IELTS Results Service include designated headers for each column of data.

A key has been provided below with details regarding the template fields, the corresponding column heading located in the download, and the format and character length of each field:

Template field	Column heading	Data format
Centre Number	CentreNumber	Up to 5 characters (digits and letters)
Candidate Number	CandidateNumber	Up to 6 characters (digits only)
Candidate ID	CandidateId	Not available. Will return blank
Test Date	TestDate	Default date format is yyyy/mm/dd but you can create new download templates using any of the following formats: dd/mm/yyyy mm/dd/yyyy yyyy/mm/dd yyyy-mm-dd mm/dd/yy mmddyyyy
Module	Module	Academic or General Training (written out)
Family Name	FamilyName	Text string of up to 50 characters
First Name	FirstName	Text string of up to 50 characters
Date of Birth	DateOfBirth	Default date format is yyyy/mm/dd but you can create new download templates using any of the following formats: dd/mm/yyyy mm/dd/yyyy yyyy/mm/dd yyyy-mm-dd mm/dd/yy mmddyyyy
Gender	Gender	U, M, F
Listening Score	ListeningScore	Decimal with up to 1 decimal point, e.g. 6 or 6.5
Reading Score	ReadingScore	Decimal with up to 1 decimal point, e.g. 6 or 6.5
Writing Score	WritingScore	Decimal with up to 1 decimal point, e.g. 6 or 6.5
Speaking Score	SpeakingScore	Decimal with up to 1 decimal point, e.g. 6 or 6.5
Overall Band Score	OverallBandScore	Decimal with up to 1 decimal point, e.g. 6 or 6.5
TRF Number	TrfNumber	Test Report Form number: text string of up to 20 characters (digits and letters)
Telephone	Telephone	Text string of up to 20 characters
Postal Address	PostalAddress	Contact address lines 1, 2, 3 and 4 (we recommend you do not add this field to your template)
Address Line 1	AddressLine1	Text string of up to 100 characters
Address Line 2	AddressLine2	Text string of up to 100 characters
Address Line 3	AddressLine3	Text string of up to 100 characters
Address Line 4	AddressLine4	Text string of up to 100 characters
Region	Region	County or State: text string of up to 100 characters
Town	Town	Town or City: text string of up to 100 characters
Postcode	Postcode	Postal or zip code: text string of up to 20 characters
Country	Country	Text string of up to 200 characters
Country Code	CountryCode	IELTS Country Code (up to 3 digits): these codes are IELTS specific, but can be mapped to ICAO codes (a list can be provided)
Candidate Email	CandidateEmail	Text string of up to 60 characters
Photo	Photo_data	Column generated when 'photo' is selected

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