CAMBRIDGE

Preparation Centre Results Online FAQs

If you can't find the answer to your question, please contact your centre.

If you….	Then
See the message "Incorrect Login Details" when trying to set your password for Preparation Centres Results Online account	This is because the Username (your email address) has been registered previously with **Cambridge English Online.** If you have access to the above site with the same Username, you need to set the same password for **Preparation Centres Results Online.**
Have forgotten your password	Go to the login page. Click on **Forgotten Your Password**. You will be asked to input the email address you have registered on the system. Click **Submit**. The system will send you an email with instructions on how to create a new password.
Cannot log into the website	Tips for logging into the site: • Login details will be emailed to the contact person that your centre holds for the preparation centre. • The passwords are case sensitive and any additional spaces at the end of either the email address or the password will cause the login to reject. • There may be a technical or set up issue with the computer which prevents access to the site. Try accessing from an alternative computer or checking your security settings.
Cannot see your candidates' results	Possible causes include: • The results are not yet available. Check with your centre. • The website does not include results for Skills for Life or Teaching Knowledge Tests. Contact your centre to get the results for these exams.

Where your world grows

Cannot find an individual candidate's result	• Check that you have input the four-digit candidate number in both the **From** and **To** fields in **Candidate no**. in the **Report criteria** section. • You can enter a full name or part of a name in the Candidate **First name** or **Last name** fields in the **Report criteria** section.
Can see your result but cannot view the graphical profile	• Check you have the latest version of Adobe Acrobat Reader installed on your computer. You can download this for free from http://get.adobe.com/uk/reader/.
Cannot generate more than 300 PDFs at a time	The maximum number of PDFs that can be generated at a time is 300 and an error will appear if you attempt to generate more than 300. You can print off multiple batches of PDFs but they must be of a quantity of less than 300 each.

Where your world grows

CAMBRIDGE

If your candidate….	Then
Cannot find or remember the website address	Remind the candidate of the address: **https://candidates.cambridgeenglish.org**
Does not know how to register	Take the candidate through the 'How to Register' procedure. This is best done while viewing the Registration page at https://candidates.cambridgeenglish.org/Members/Register.aspx
Has forgotten their password	• Tell the candidate they can get a reminder by going to the forgotten password page of the website, entering their ID number, and clicking Submit. A reminder will be sent to them. • If a candidate has registered with an email address which is either incorrect or which has lapsed, they will not receive the password reminder and will mistakenly believe that password reminders are not being sent.
Has lost the letter with their ID and Secret Number	• If your centre has sent you this information, you can forward it again to the candidate. Please be careful to verify the identity of the candidate. • If you do not have the candidate's ID and Secret Number, please contact your centre.
Cannot log into the website	The following are the most likely causes: • The candidate has not registered for RESULTS ONLINE. • If the candidate has problems understanding what to do, help the candidate to complete the registration form. The registration form can be found at: https://candidates.cambridgeenglish.org/Members/Register.aspx • The candidate has entered the wrong access details more than 3 times in a row. The account will be locked for the next 30 minutes, after which the candidate will be able to enter with the correct access details. • There may be a technical or set up issue with the computer which prevents access to the site. The candidate should try accessing it from an alternative computer. If you are unable to resolve the problem, contact your centre.

Where your world grows

Cannot see their result	The candidate has accessed their result before it is available. The candidate should visit the site after the results release date (shown on the home page).
Can see their result but cannot view their graphical profile	Check they have the latest version of Adobe Acrobat Reader installed on their computer. They can download this for free from http://get.adobe.com/uk/reader/.
Is not happy with their result	Contact your centre for advice on procedures.

Where your world grows