

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 paper results are available 13 days after the test.
- 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.



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](https://ielts.org/for-organisations/registration-form)

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

Important points to note

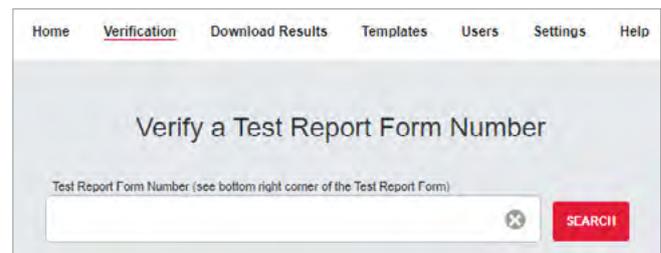
1. If your institution is registered to use our electronic delivery service, you must provide the following details to ensure results are transmitted to your institution/programme/department:
 - exact name (department if necessary)
 - exact postal address.
2. We encourage institutions to list English 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:



The screenshot shows the 'Verify a Test Report Form Number' page. At the top, there is a navigation menu with links for Home, Verification (underlined), Download Results, Templates, Users, Settings, and Help. The main heading is 'Verify a Test Report Form Number'. Below this, there is a text input field with the placeholder text 'Test Report Form Number (see bottom right corner of the Test Report Form)'. To the right of the input field is a red 'SEARCH' button.

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



The screenshot shows an error message on a dark background. The heading is 'Error message'. The text reads: 'If you receive the error message below when trying to verify results, please scan the QR code to contact IELTS to investigate:'. To the right of the text is a QR code. Below the text and QR code is a search input field with the placeholder text 'Test Report Form Number (see bottom right corner of the Test Report Form)'. The input field contains the text '17GB00595ZOLJY03G'. Below the input field is a red error message box that says: 'No match found. Please check the result you are verifying is less than three years old and try again, paying particular attention to the digits and letters (e.g. zeros and ones). If there is still no match, then please [contact us](#).'

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:

The screenshot displays the IELTS Results Service interface. At the top, the IELTS logo is on the left, and a user greeting 'Welcome, [redacted]' with a 'LOGOUT' link is on the right. A navigation menu includes 'Home', 'Verification' (highlighted), 'Download Results', 'Templates', 'Users', 'Settings', and 'Help'. The main heading is 'Verify a Test Report Form Number'. Below this is a search input field with a 'SEARCH' button. The search results are displayed in a card format, showing personal details (TRF Number, Date of Birth, Gender, Email, Candidate ID Document Number) and a photo. The 'Test Results' section shows the following scores:

Module	Overall
IELTS Online Academic	7.0
Candidate Number	7.5 Listening, 8.0 Reading
Centre Number	6.5 Writing, 6.0 Speaking
Test Date	

At the bottom, there is a 'TRF Logs' table with columns for Activity, Date, and User.

Activity	Date	User
Last manual TRF search		
Last result update	4 Aug 2024, 05:00	
First manual TRF search		



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:

T	U	V	W	X	Y	Z	AA	AB	AC	AD
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:

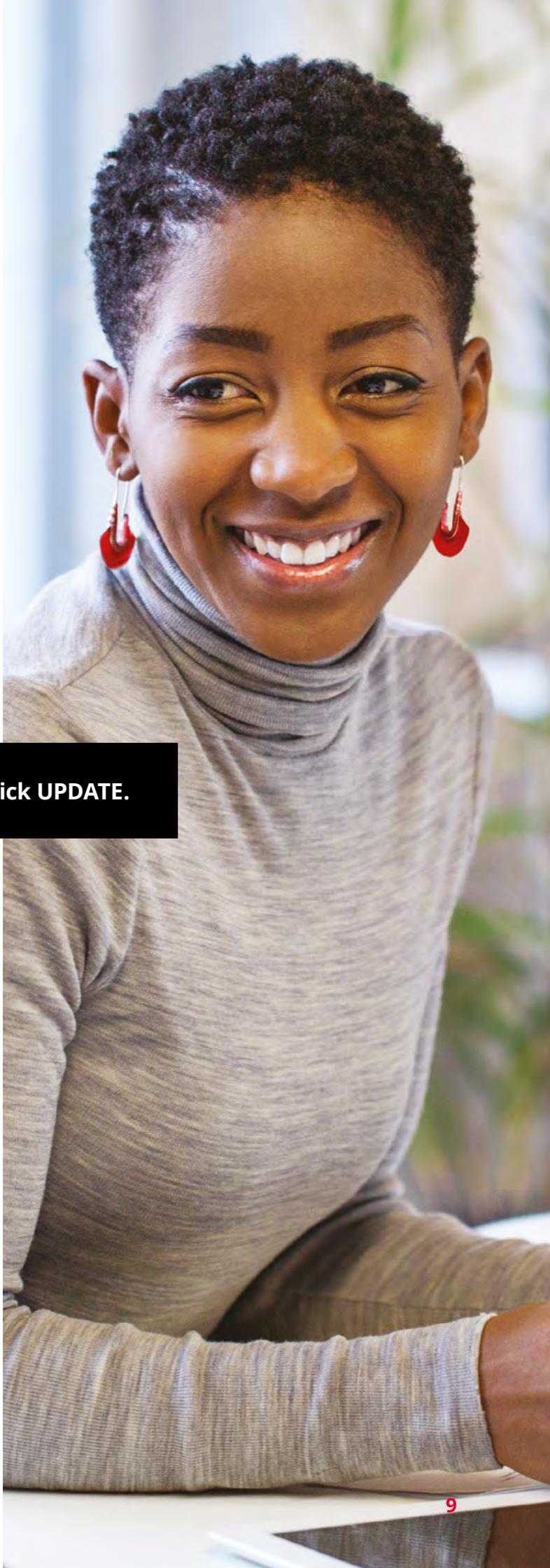
1. Log in at **results-service.IELTS.org** using the email address you provided on your application form and the password you set when you registered.
2. Click on **Settings** located at the top menu.

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**.

The screenshot shows a web application interface with a navigation bar at the top containing links for Home, Verification, Download Results, Templates, Users, Settings (underlined), and Help. The main content area is titled 'Modify your settings' and is divided into two columns: 'Notification Preferences' and 'Application Preferences'. Under 'Notification Preferences', there are three toggle switches: 'Receive email notifications when new results are shared with my organisation' (Off), 'Receive email notifications when results shared with my organisation are updated' (Off), and 'Receive email notifications if manually verified results are updated' (Off). Below these is a section for 'Email notification frequency' with radio buttons for 'Immediate', 'Daily', and 'Weekly'. At the bottom of this column is a text input field labeled 'Send Notifications to' with a placeholder 'Email Address'. The 'Application Preferences' column has a 'Start Page' section with radio buttons for 'Home' and 'Verification' (selected). Below that is a 'Language' section with a dropdown menu currently set to 'English (UK)'. A red 'UPDATE' button is located at the bottom center of the settings panel.

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.

Create Download Template ✕

Default Template

Template Name *

Default Format **▼

Date Format **▼

Selected Template Fields

Other Template Fields (click on the items below to add to the list)

Candidate Id Candidate Number First Name Family Name

Date Of Birth Gender Telephone Postal Address

Address Line 1 Address Line 2 Address Line 3

Address Line 4 Town Postcode Country

Country Code Region Candidate Email Listening Score

Reading Score Writing Score Speaking Score

Overall Band Score Module Test Date Centre Number

TRF Number Photo Download Date CEFR Level

UKVI URN One Skill Retake - Test Data

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.

The screenshot shows the IELTS user interface. At the top, there is a navigation menu with 'Home', 'Verification', 'Download Results', 'Templates', 'Users', 'Settings', and 'Help'. Below the menu, the page title is 'Results shared with my organisation'. There are two summary cards: '36 New Result(s)' and '109 Updated Result(s)', each with 'View' and 'Download' buttons. A search bar is present with a 'Click here' button. Below this is a 'Download History' section with a table of downloads.

Results	Download date	User	Download Type
549	29 Apr 2024, 19:30	[User Name]	New
710	4 Jan 2024, 18:32	[User Name]	New
1888	12 Dec 2023, 16:32	[User Name]	New
42	12 Jun 2023, 23:01	[User Name]	New
31	10 Apr 2023, 22:15	[User Name]	Updated



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.

Results	Download date	User	Download Type
25	7 Aug 2024, 10:20	[User Name]	Search
1	5 Aug 2024, 12:15	[User Name]	New
1	5 Aug 2024, 10:58	[User Name]	Search
1	5 Aug 2024, 10:54	[User Name]	Search
7	10 Jul 2024, 15:21	[User Name]	Search
1	10 Jul 2024, 15:14	[User Name]	New
1	10 Jul 2024, 15:09	[User Name]	New
3	27 Jun 2024, 10:18	[User Name]	Search
1	13 May 2024, 12:56	[User Name]	Search
1	13 May 2024, 12:54	[User Name]	Search

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 paper results are released 13 days after the test date and IELTS on computer 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:



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 mmdyyy
Module	Module	Academic or General Training (written out)
Family Name	FamilyName	Text string of up to 50 characters

Data formats continued

Template field:	Column heading:	Data format:
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 mmdyyy
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

Template field:	Column heading:	Data format:
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

British Council

1 Redman Place
Stratford
London, E20 1JQ
United Kingdom
Tel: +44 161 957 7755
[ielts.organisations@
britishcouncil.org](mailto:ielts.organisations@britishcouncil.org)

IDP: IELTS Australia

IDP: IDP Education Limited
Melbourne Quarter (Tower 2)
Level 10, 697 Collins St
Docklands, Victoria 3008
Australia
Tel: +61 3 9612 4400
ielts@idp.com

**Cambridge University
Press & Assessment**

Shaftesbury Road
Cambridge, CB2 8EA
United Kingdom
[cambridgeenglish.org/
helpdesk](http://cambridgeenglish.org/helpdesk)

IELTS USA

570 Broad Street
Suite 1003
Newark, NJ 07102
USA
Tel: +1 862 243 9500
ielts@ieltsusa.org

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