

IELTS™

IELTS Results Service Score Delivery Guide



Verification, E-Delivery, and E-Delivery with API Integration



This guide will walk you through the **improved IELTS Results Service** (ielts.org/resultsservice) to help you understand what options are available for IELTS score delivery, provide instructions on how to use our complimentary services to process results, and also share information about how to verify IELTS Test Report Forms for authenticity.

The IELTS Results Service includes 2 different services – **VERIFICATION** and **E-DELIVERY**, to help you process IELTS results submitted to your institution. To access these services, organizations must be registered to accept IELTS.

SCORE DELIVERY OVERVIEW

SCORE DELIVERY OVERVIEW

IELTS results are available 13 days after the test for paper-delivered tests, and 5 to 7 days for computer-delivered tests. Test takers receive one personal copy of their paper Test Report Form, which they are advised to keep. IELTS test centers are responsible for sending IELTS scores on behalf of the test taker directly to the Recognizing Organization, and they are not permitted to give results over the phone, by fax, or email. We do **not recommend** you accept copies of Test Report Forms directly from applicants, agents, etc. However, if you do accept copies, we strongly suggest you verify all Test Report Forms using the Verification service.

Recognizing Organizations have the option of receiving printed hard copy Test Report Forms by postal mail (default), using the E-Delivery service to bulk download results (separate registration required), or using E-Delivery with API integration with your CRM (separate registration required).

SCORE DELIVERY OVERVIEW

IELTS does not use institution codes and some institutions have multiple schools/programs/departments in our database, so it is very important that you provide your applicants with detailed information about your preferred method of IELTS score delivery.

- If your institution receives printed hard copy Test Report Forms, please provide your applicants with the name and address where the results should be mailed.
- If your institution is registered to use the E-Delivery Service (or API), please provide your applicants with the exact details for your IELTS Results Service account name and postal address, to ensure results are transmitted to your school/program/department.

SCORE DELIVERY OVERVIEW

TEST TAKERS have 2 options when requesting their IELTS results:

1. They can select the institution(s) where they want their scores to be sent using a drop-down of Recognizing Organizations **when they register to take the test**. If they do not see the institution listed in the drop-down menu, they can manually type the information on their registration form.
2. **They can wait until after their results have been released** and contact the test center where they took the test to request their scores to be sent to the institution(s) of their choice. They will need to provide the test center with the name, department (if applicable) and address of the institution(s).



BEST PRACTICES SCORE DELIVERY

Since IELTS does not use institution codes, we highly recommend including detailed instructions about your preferred method of IELTS score delivery for your applicants on your institution's website. Below we have included some sample website copy for both paper and electronic score delivery that you can use on your website.

Sample Website Copy for IELTS Score Delivery Preferences

Paper Delivery	E-Delivery
<p>Applicants must contact the IELTS test center where you took the test to request your official Test Report Form (printed hard copy) be mailed to the address below. We do not accept unofficial copies of IELTS Test Report Forms from students. An institution code is NOT required.</p> <p>Please send scores to: <Institution Name> <School/Program/Department> <Street Address> <City, State, Zip> <Country></p>	<p>Applicants must contact the IELTS test center where you took the test to request your official test results be sent to the address below. We do not accept unofficial copies of IELTS Test Report Forms from students. An institution code is NOT required.</p> <p><Institution Name> is registered to receive IELTS scores using the IELTS Results Service E-Delivery, so please send scores to: <E-Delivery account name> <Street Address> <City, State, Zip> <Country></p>



IELTS RESULTS SERVICE – VERIFICATION

ielts.org/usa

PAPER SCORE DELIVERY

Institutions that choose to continue receiving printed hard copies of IELTS Test Report Forms can register for **IELTS Results Service Verification** (ielts.org/resultsservice) to check the authenticity of printed hard copies. The Verification Service gives institutions the ability to individually search Test Report Form numbers and verify the information against the printed hard copy you receive. An institution is able to look up any valid Test Report Form number regardless of whether the IELTS test center has sent an official copy to your institution.

Why should my institution use Verification?

The Verification Service will help you ensure unofficial copies of IELTS Test Report Forms you receive from test takers are genuine. You can compare results from copies of submitted Test Report Forms with information from the Verification website to check that scores you receive match the information in our records. It is strongly recommended that all institutions accepting scanned or photocopied Test Report Forms from test takers use the Verification Service.

USING VERIFICATION

If you register for **Verification only (not with E-Delivery)**, we recommend you set your **‘Start Page’** to **‘Verification’**, which will make the **‘Verify a Test Report Form’** screen the first thing you see upon login. To do this, click the **‘SETTINGS’** tab on the menu, make your selection, and select **‘UPDATE’**.

The screenshot shows the IELTS website's settings page. At the top is the IELTS logo. Below it is a navigation bar with tabs: HOME, E-DELIVERY, VERIFICATION, TEMPLATES, SETTINGS (which is underlined), and HELP. The main content area is divided into two columns: Notification Preferences and Application Preferences. In the Notification Preferences column, there is a heading 'Receive emails when new results are available.' followed by a 'Notifications' section with two radio buttons: 'Off' (selected) and 'On'. Below that is a 'Frequency' section with three radio buttons: 'Immediate', 'Daily' (selected), and 'Weekly'. At the bottom of this column is an 'Email Address' label and a text input field labeled 'Notification email address'. In the Application Preferences column, there is a 'Start Page' section with two radio buttons: 'Home' (selected) and 'Verification' (highlighted with a red box). Below that is a 'Language' section with a dropdown menu currently showing 'English (UK)'. The 'Start Page' label and the 'Verification' radio button are also highlighted with red boxes.

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HOME E-DELIVERY VERIFICATION TEMPLATES SETTINGS HELP

Notification Preferences

Receive emails when new results are available.

Notifications ☒ Off ☐ On

Frequency ☐ Immediate ☒ Daily ☐ Weekly

Email Address

Application Preferences


Start Page ☒ Home ☐ Verification

Language

USING VERIFICATION

When you receive a copy of a printed hard copy Test Report Form, or if a test taker provides you with their Test Report Form number, you can search for their results in this section by entering the Test Report Form number (text string up to 20 characters that includes digits and letters) found on the bottom right side of the printed results.

The screen to the right is what you will see when you find a match to the Test Report Form number you entered.

			
TRF Number	17GB000595ZOLJS03G		
Date of Birth	May 2, 1982		
Gender	F		
Email			
Test Results			
Module	General Training		
Candidate Number	000595		
Center	GBS03		
Test Date	Jul 8, 2017		
	8.0 Overall		
	8.5 Listening	8.0 Reading	
	7.5 Writing	7.5 Speaking	

USING VERIFICATION

If you receive an error message (like the one below) when trying to verify results, please email stakeholder@ieltsusa.org or contact your **regional IELTS USA representative** (<https://bit.ly/2ul1IVP>) to investigate. You will be asked to provide a copy of the Test Report Form before we can open an investigation.

Verify a Test Report Form Number

Test Report Form Number (see bottom right corner of the Test Report Form)

17GB000595ZOLJY03G

X

SEARCH

No match found.
Please try again, paying particular attention to the digits and letters (e.g. zeros and ones).
If there is still no match, and the result is less than two years old, then please contact us via the HELP page.



IELTS RESULTS SERVICE – E-DELIVERY

ielts.org/usa

ELECTRONIC SCORE DELIVERY

When a Recognizing Organization registers to use **IELTS Results Service E-Delivery** (ielts.org/resultsservice), this **opts you out of receiving printed hard copy Test Report Forms**. Instead, you will have the ability to securely access and download scores from the IELTS Results Service website as described in this guide. IELTS USA will work collaboratively with your school/program/department to determine an IELTS E-Delivery account name. Your applicants will need to provide this E-Delivery account name and address to their test centers when requesting their scores for your institution. See the **‘BEST PRACTICES FOR SCORE DELIVERY’** section in this guide for sample copy that can be placed on your website to inform your applicants of your IELTS score delivery preferences.

Why should my institution use E-Delivery?

- Ability to set notifications to receive an email when new scores are submitted to your institution.
- Ability to create a customizable file template.
- Ability to download test taker data, such as mailing address, email address, and telephone number.
- Ability to receive scores sooner since you will no longer need to wait for the printed hard copy to arrive by postal mail.

USING E-DELIVERY

When you register to receive IELTS results by E-Delivery, you must assign someone to act as the primary Administrator. This person is then able to add a secondary Administrator and additional users. It is important to contact IELTS USA at stakeholder@ieltsusa.org when your primary Administrator changes.

SET UP USERS

1. Click '**CREATE**'.
2. Add First Name, Last Name, and Email Address.
3. If you want to delete a user, click on their name and then select '**DELETE**'.

SET UP USERS

Once the primary Administrator adds a new user, the user will receive an email from IELTS asking them to login and set their password.

If you want to make a user a backup Administrator, select the '**Administrator**' checkbox in the top left corner.

Create User

☒ Administrator

First Name

*

Last Name

*

Email

*

CANCEL

CREATE

CREATE AN E-DELIVERY TEMPLATE

You have the option of customizing **download templates** with the exact fields you would like to include in your download file. Step-by-step instructions for creating a custom E-Delivery template, as well as a screenshot are listed below. If any of the formats you have selected in the template do not appear in the download file as selected, please contact stakeholder@ieltsusa.org.

1. Select the '**TEMPLATES**' tab on the menu and click '**CREATE**'. You can select the '**Default Template**' check box if you want to create your own default template that will be used each time you download results.
2. Give your template a name.
3. Choose the default format: **CSV, XML, JSON**.
4. Select your default date format.
5. Choose the fields you would like to include in your download by clicking on each one according to the order in which you want them to appear in your file. You can change the order of the fields by using the up and down arrows.

CREATE AN E-DELIVERY TEMPLATE

Notes about the various template options are listed below:

- **Postal Address** is a compilation of the address 1, 2, 3, 4 fields. Only choose the individual fields or postal address, but **NOT both**.
- **DO NOT** choose **Candidate ID** as this information is no longer available.
- **Photo** appears in the file as encrypted data.
- The **Country Code** will be provided as an IELTS-specific code (up to 3-digits).
- Include **Region**, which may be the State/Province or Country.
- **Candidate Number** is **NOT** a unique number for the test taker. It is a number assigned to the test taker by the test center for a particular test session. Therefore, if the test taker takes another test, they would be assigned another Candidate Number for that test.
- **Module** will indicate Academic or General Training. You should make sure the test taker has submitted the appropriate test. If you are an educational institution, you most likely will require the Academic test. Visit ielts.org/testformat to learn the differences between these two tests.

CREATE AN E-DELIVERY TEMPLATE

Create E-Delivery Template

☐ Default Template

Template Name

*

Default Format

Please select

*

Date Format

Please select

*

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

CANCEL

CREATE

Create E-Delivery Template

☒ Default Template

Template Name

My template

*

Default Format

CSV

*

Date Format

mm/dd/yyyy

*

Selected Template Fields

<input checked="" type="checkbox"/> First Name	^	v
<input checked="" type="checkbox"/> Family Name	^	v
<input checked="" type="checkbox"/> Date Of Birth	^	v
<input checked="" type="checkbox"/> Gender	^	v
<input checked="" type="checkbox"/> Telephone	^	v
<input checked="" type="checkbox"/> Candidate Email	^	v
<input checked="" type="checkbox"/> Postal Address	^	v
<input checked="" type="checkbox"/> Town	^	v
<input checked="" type="checkbox"/> Country	^	v
<input checked="" type="checkbox"/> Listening Score	^	v
<input checked="" type="checkbox"/> Reading Score	^	v
<input checked="" type="checkbox"/> Writing Score	^	v
<input checked="" type="checkbox"/> Speaking Score	^	v
<input checked="" type="checkbox"/> Overall Band Score	^	v
<input checked="" type="checkbox"/> Test Date	^	v
<input checked="" type="checkbox"/> Module	^	v
<input checked="" type="checkbox"/> TRF Number	^	v

SET UP NOTIFICATIONS

Each user can set their own email notifications and language options.

1. Click on '**SETTINGS**' located on the menu.
2. Notifications can be set to '**Off**' or '**On**' and you will only receive an email notification when new scores are submitted to your institution. **We recommend all institutions use notifications.** If you turn your notifications '**On**', you will need to determine how frequently you wish to receive them:
 - '**Immediate**': Email notifications will be sent every time a new result is delivered to your account. If you typically receive a large number of IELTS scores, please note that you will receive an email for each individual applicant, resulting in numerous emails sent to your inbox.
 - '**Daily**': Email notifications will be sent everyday if you have new results to download. Email notifications will be sent at the same time of day that you set this notification.
 - '**Weekly**': Email notifications will be sent once a week if you have new results to download. Email notifications will be sent at the same time of day that you set this notification.
3. '**Email Address**': Enter an email address where you want to receive your email notification. This does not have to be the same login email address.
4. '**Start Page**': The '**Home**' option will provide a list of new and old downloads as the first screen you see when you login.
5. '**Language**': You can select American spellings with the '**English (US)**' option.
6. Once you set your preferences, click '**UPDATE**'.

SET UP NOTIFICATIONS

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HOME E-DELIVERY VERIFICATION TEMPLATES USERS SETTINGS HELP

Notification Preferences

Receive emails when new results are available.

Notifications ☐ Off ☒ On

Frequency ☐ Immediate ☐ Daily ☒ Weekly

Application Preferences

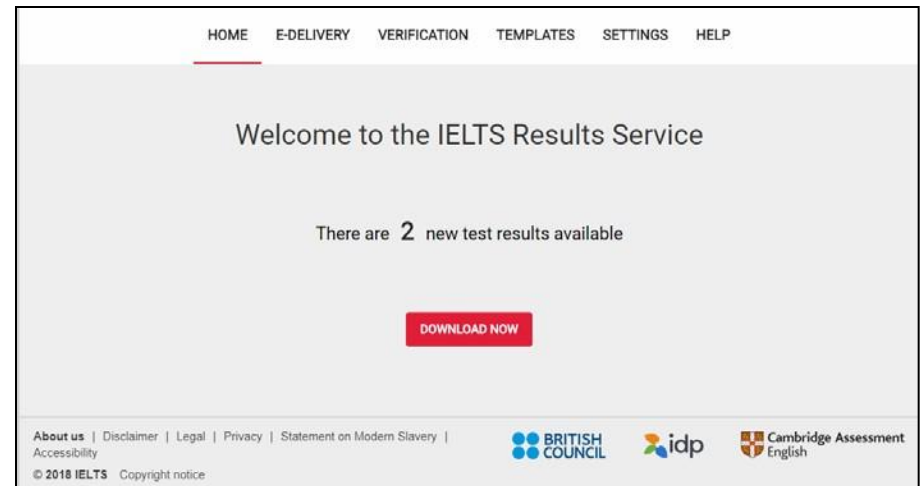
Start Page ☐ Home ☒ Verification

Language English (US) ▾

TABS ON THE MENU

‘HOME’ TAB – This is the first screen you will see if you set your **‘Start Page’** preference to **‘Home’**. This page will indicate the number of results available for download if you have new results. Otherwise, you will see a list of your last 5 downloads.

1. Select **‘DOWNLOAD NOW’**.
2. Select your Template and Format.
3. Click **‘DOWNLOAD’**.
4. The file will download to your desktop and the download record will appear above the last 5 downloads in your account.



TABS ON THE MENU



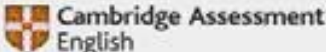
‘E-DELIVERY’ TAB – This is where you will find your file download history. From this page, you can view all of your previous downloads and re-download files if necessary. This will also show you the user who conducted the download, the date and time of the download, and the number of records in the download.

[HOME](#)
[E-DELIVERY](#)
[VERIFICATION](#)
[TEMPLATES](#)
[SETTINGS](#)
[HELP](#)

E-Delivery History

Download Date	Records	User
2/6/2018, 4:50:56 PM	10	dcameron
12/5/2017, 2:24:49 AM	13	dcameron
10/20/2017, 5:50:36 PM	6	dcameron
10/17/2017, 3:51:37 PM	11	dcameron
10/4/2017, 4:24:24 PM	233	dcameron

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Helpful Tips for E-Delivery

- To view new IELTS results sent to your E-Delivery account, you need to log into the system regularly. IELTS scores are not automatically pushed into your CRM unless you register for the API integration.
- Test takers may request to send their results to your institution anytime within their results' 2-year validity period.
- IELTS results are released 13 days after the test for paper-delivered tests, and 5 to 7 days for computer-delivered tests. It can take an additional 24 to 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 center where they took the test. In the event that a particular test taker's results are not displayed in your E-Delivery file, please confirm that the test taker listed your organization on their IELTS application or made a request through the test center.
- Test takers must provide the institution's school/program/department E-Delivery account information, which includes a specific name and address for your institution, which appears on the pull-down menu. If you do not know what your E-Delivery account name is, please email stakeholder@ieltsusa.org.



IELTS RESULTS SERVICE – E-DELIVERY WITH API INTEGRATION



ELECTRONIC SCORE DELIVERY TO YOUR CRM

The **IELTS Results Service E-Delivery** with [API Integration](#) delivers IELTS results directly to your institution's school/program/department application management or CRM. To register for the API integration, you will need to submit a separate registration by completing the [API Registration Form](#).

Why should my institution use E-Delivery with the new API integration?

- IELTS results direct to your application management or CRM.
- Easier processing of test results from multiple test takers.
- Elimination of manual entry of scores from printed hard copy Test Report Forms.
- Notification of new results submitted by applicants.

[Technical information](#) about the API integration is available. We recommend you consult your application management or CRM provider about integrating with the IELTS Results Service API.

To request a customized webinar about E-Delivery with API integration, contact stakeholder@ieltsusa.org. ielts.org/usa

APPENDIX
IELTS RESULTS SERVICE –
E-DELIVERY FIELD DATA

E-DELIVERY FIELD DATA

The new E-Delivery service will provide data in CSV, XML, and JSON file formats. Unlike the previous IELTS E-Download service, E-Delivery will include designated headers for each column of data provided. 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 FIELDS	COLUMN HEADING IN DOWNLOAD	FORMAT
Test Center 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	The default date format is yyyyymmdd, but you can customize download templates with the date in any of the following formats: dd/mm/yyyy mm/dd/yyyy yyyyymmdd yyyy-mm-dd mm/dd/yy mmdyyy
Module	Module	Academic or General Training (written out)
Family Name	familyName	Text string up to 50 characters
First Name	firstName	Text string up to 50 characters

E-DELIVERY FIELD DATA

TEMPLATE FIELDS	COLUMN HEADING IN DOWNLOAD	FORMAT
Date of Birth	dateOfBirth	The default date format is yyyyymmdd, but you can customize download templates with the date in any of the following formats: dd/mm/yyyy mm/dd/yyyy yyyyymmdd yyyy-mm-dd mm/dd/yy Mmddyyyy
Gender	gender	U, M, F
Listening Score	listeningScore	Digit with up to 1 decimal point (i.e., 6 or 6.5)
Reading Score	readingScore	Digit with up to 1 decimal point (i.e., 6 or 6.5)
Writing Score	writingScore	Digit with up to 1 decimal point (i.e., 6 or 6.5)
Speaking Score	speakingScore	Digit with up to 1 decimal point (i.e., 6 or 6.5)
Overall Band Score	overallBandScore	Digit with up to 1 decimal point (i.e., 6 or 6.5)
Test Report Form (TRF) Number	trfNumber	Text string up to 20 characters (digits and letters)
Telephone	Telephone	Text string up to 20 characters
Postal Address	postalAddress	Concatenates address lines 1,2,3,4 (we recommend you do NOT add this field to your templates)

E-DELIVERY FIELD DATA

TEMPLATE FIELDS	COLUMN HEADING IN DOWNLOAD	FORMAT
Address Line 1	addressLine1	Text string up to 100 characters
Address Line 2	addressLine2	Text string up to 100 characters
Address Line 3	addressLine3	Text string up to 100 characters
Address Line 4	addressLine4	Text string up to 100 characters
Region	region	County or state - Text string up to 100 characters
Town	town	Town or city – Text string up to 100 characters
Post Code	postcode	Postal or zip code – Text string up to 20 characters
Country	country	Text string up to 200 characters
Country Code	countryCode	IELTS-specific country code (up to 3 digits), which can be mapped to ICAO codes (a list can be provided)
Candidate Email	candidateEmail	Text string up to 60 characters
Photo	photo_data	One of two columns generated when 'photo' is selected; this is the code for the photo file



IELTS RESULTS SERVICE – FREQUENTLY ASKED QUESTIONS



FREQUENTLY ASKED QUESTIONS

VERIFICATION only Accounts

How can I find out who the current Administrator is for my account?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

How do we change our Administrator?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

How can we change our Verification only account to an E-Delivery account?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

Does the test taker need to ask to have their scores sent to us before we can look up the Test Report Form number?

No, you can look up any Test Report Form number whether or not the test center has sent the official Test Report Form to your institution.

Can I look up a score that is over two years old?

Yes, you can look up a score that is up to three years past the test date; however, test centers are not able to send scores that are over two years old, and IELTS does not recommend accepting scores over two years old.



FREQUENTLY ASKED QUESTIONS

E-DELIVERY Accounts

How does a test taker make a request to send us their IELTS scores?

Test takers need to contact the test center where they took the test and provide them with the name and address of your E-Delivery account.

How do we know our account name and address?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

What do we do if we don't see a score in the download file?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

How can I find out who the primary Administrator is for my account?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

How do we change our Administrator?

Contact stakeholder@ieltsusa.org or your regional IELTS USA representative (<https://bit.ly/2ul1IVP>).

Do we need to verify scores we receive in our download file?

No, scores that you receive in the download file have been authenticated and are official IELTS results sent to you directly from the test center.

How long does it take to receive scores?

IELTS results are released 13 days after the test for paper-delivered tests, and 5 to 7 days for computer-delivered tests. Some test centers process a large quantity of test taker requests each week. Therefore, they may take up to 2-weeks to process requests for results to be sent to Recognizing Organizations. Once the test center sends the scores, it typically takes between 24 to 48 hours for you to receive them in your E-Delivery account.