



# Administering the candidate results service (Cambridge Associates)

Our candidate results service gives your candidates access to their results directly.

You control which of your candidates have access to this service, and which exam series they can view, through the 'Candidate Results website administration' page on [Cambridge International Direct](#) ('Direct').

You can create login details for the candidate results website from the following times:

- March and June exam series – late March
- November exam series – early October.



**Important:** The results displayed are for information only. Tell candidates they must **not** print screenshots of their results from the candidate results website to share with universities.

## Access the 'Candidate results website administration' page

1. Log in to [Direct](#). Go to the 'Administer Exams' dashboard and click 'Candidate Results website'. If you cannot see this link, email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org).

The screenshot shows a dashboard titled 'Administer exams' with a 'View Dashboard >' link. It contains three main sections: 'Download and upload files' with a link to 'File Exchange', 'View entries and results' with a link to 'View your entries and results', and 'Manage the Candidate results website' with a link to 'Candidate results website'.

2. Select the relevant series from the dropdown menu and click 'Go'.

The screenshot shows the 'Candidate Results website administration' page. It has a navigation bar with 'Home', 'Bulletins', 'My Messages - 3', 'Administer Exams', 'Support Materials', and 'Ask CIE'. Below the navigation bar are tabs for 'Dashboard', 'Special Consideration Online', 'Results', 'File Transfers', and 'Candidate Results website'. The main content area has the heading 'Candidate Results website administration' and a paragraph explaining the service. Below this is a form with the text 'Please select a series for which candidate login credentials are to be generated.' and a dropdown menu labeled 'Please select: Series...' with a 'Go' button. A note at the bottom states: 'NOTE: Candidate credentials can only be created for series which have a valid entry'.

3. Click 'Manage attached centres' to access the 'Subcentre Management' screen.

NOTE: Candidate credentials can only be created for series which have a valid entry

**Series details:**

[Manage attached centres](#)

In order to create credentials please:

- ▶ Click on the 'Edit status' link. This will enable you to choose to offer this service to all or some of your Candidates.
- ▶ When you have made your selection, a box will appear. Please confirm that you accept the terms and conditions and input the details of the contact at your Centre who will be administering access to the Candidate Results Website. Please note that these contact details will be visible to all of your Candidates when they access the site. This section also allows you to specify a delay in issue of results to your Candidates if desired.
- ▶ When you have completed your details please click on the 'confirm' button. At this point a PDF file will be generated automatically that confirms login credentials for each Candidate.

## Giving Associate Centres access

To allow **all** your Associate Centres to set up their candidates with access to the candidate results service, tick the 'Use defaults' checkbox under the 'Centre' column. Any changes you make to the 'Candidate Results delay', 'Give access' and 'Provide Contact details' controls will be applied to all your Associate Centres.

To allow **selected** Associate Centres to set up their candidates with access to the candidate results service, select the centres under 'Give access'. You can change your selection later.

- If you change your selection to allow a centre access to the candidate results service later, you or your Associate Centre must create the candidate credentials.
- If you untick the box so an Associate Centre can no longer access the candidate results service, their candidates will not be able to access the service.

## Issuing results

To delay the release of results to candidates at some or all of your Associate Centres, enter a time delay in the 'Candidate Results delay' text box(es). Any delay will appear on the login instructions created for each candidate who has access to the candidate results service.

If you change the time delay at a later date, you or your Associate Centre must re-create the candidate credentials to include the change in the results release time on the candidate's Confidential Examination results information.

## Contact details

We do not communicate directly with candidates about the candidate results service or their results. To make your Associate Centres the single point of contact for queries from candidates, choose 'Centre defined' from the dropdown list in the 'Provide contact details' column. The exams officer at that Associate Centre will now be the single point of contact for queries from their candidates.

If you leave this setting as 'Default', you will be the single point of contact for queries from candidates relating to results. Enter contact details in the 'Default contact details' section at the bottom of the page.

If you make amendments in the 'Provide contact details' column, you or your Associate Centre must recreate the candidate credentials to include this change in the contact details on the candidate's Confidential Examination results information.

Click 'Save'.

Guidance on generating candidate credentials can be found on our 'Administering the Candidate Results Service' factsheet, available on our website: [www.cambridgeinternational.org/results](http://www.cambridgeinternational.org/results)

## Associate Centre administration

If you have given some or all of your Associate Centres the ability to set their candidates up with access to the candidate results service, staff at these centres should refer to our 'Administering the Candidate Results Service' factsheet, available at <http://www.cambridgeinternational.org/results>. This explains how to set up their candidates with access to the candidate results service.

To access an Associate Centre's PDF files, select the Associate Centre from the drop down list and click 'change Subcentre'.

To read PDF documents you will need Adobe Reader software, which you can download for free from [www.adobe.com](http://www.adobe.com).

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