Administering the Candidate Results Service
Instructions for Cambridge Associates

This service gives your candidates access to their results directly via a secure website.   You can control which of your candidates have access to the site and what they can view through the 'Candidate Results Website' page on CIE Direct.

Accessing the service

To access the service sign into CIE Direct in the usual way.   Once you are in CIE Direct, click on the 'Candidate Results Website' link in the 'Administer Exams' section.   If you cannot see this link then please email Customer Services at info@cie.org.uk for help.

From the 'Candidate Results Website' page you will be able to tell whether any of your candidates already have access to the Candidate Results Service. The first time you view this page it will confirm that 'No Candidates' are set up.

Giving candidates access

To set candidates up click on the 'Edit Status' link and select from the following options:

- No candidates

- All candidates

- Selected candidates

Tick the box to show that you will deal with any queries from candidates. We do not communicate directly with candidates about the Candidate Results Service or their results.

When you have ticked this box enter the name and contact details of the person who will manage any candidate queries. Please supply a name and either a telephone number or email address. These details will be printed on the instructions given to candidates. Once your contact details have been entered select confirm.

At this point your settings are saved and passwords for each of your candidates are generated. They are stored in a PDF document that you can access through the main page. If you have lots of candidates it may take a little longer for the PDF file to generate, to read

PDF documents you need Adobe Reader software. If you do not, download it for free from www.adobe.com.

The PDF document contains a single page for each candidate. This page tells each candidate:
- the date and time results are released
- how to access the Candidate Results Service
- who to contact if they have any issues.

The results release date given on document for candidates is for Cambridge International AS and A Level, Cambridge O Level and Cambridge IGCSE. The results for other qualifications, including Cambridge Pre-U are released on a different date. Please make sure your candidates know when their results will be released.

Print off the PDF and then give the appropriate page to each candidate or extract the zip file, which will give you the option of emailing each candidate with the single PDF detailing their unique username and password.

If you have generated usernames and passwords for all candidates and you want to add or amend new candidates select the 'Edit status' tab and reselect your required option.

If you have generated usernames and passwords for selected candidates you can amend your selection by selecting 'View candidate'. You can select or deselect the required candidate(s).