

# Administering the candidate results service (Cambridge Associates)

Our candidate results service gives your candidates access to their results directly through a secure website.

You control which of your candidates have access to this service and which series they can view through the 'Candidate Results website administration' page on CIE Direct.

You can begin to generate login details for the Candidate Results website at the following times:

June series – late March

November series – early October

## Accessing the 'Candidate Results website administration' page

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



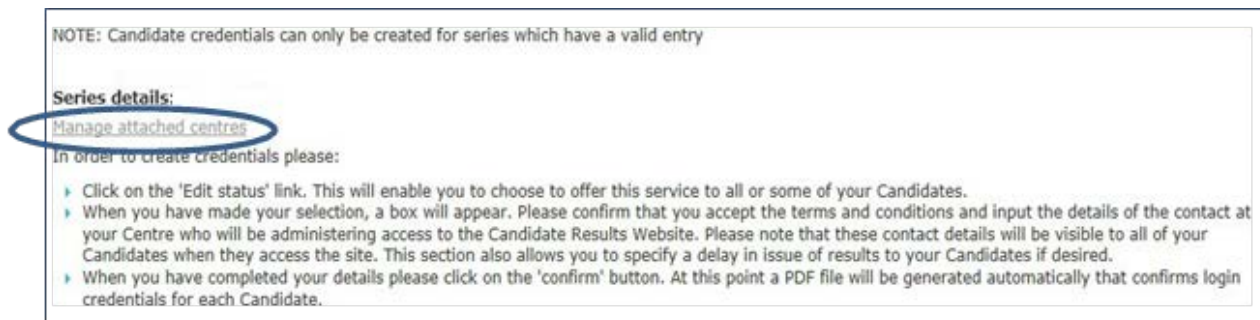
The screenshot shows the 'Administer exams' dashboard. At the top right is a 'View Dashboard >' link. The main content area has three sections: 'Download and upload files' with a link to 'File Exchange', 'View entries and results' with a link to 'View your entries and results', and 'Manage the Candidate results website' with a link to 'Candidate results website'.

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 links: Home, Bulletins, My Messages - 3, Administer Exams, Support Materials, Ask CIE. Below the navigation bar are sub-links: Dashboard, Special Consideration Online, Results, File Transfers, and Candidate Results website. The main heading is 'Candidate Results website administration'. The text below explains that CIE offers an online results website for candidates and that users must agree to administer and support their candidates' access. There 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'.

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



## 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' access 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, tick the checkboxes under 'Give access' for the selected centres. You can amend your selection at a later date.

If you amend your selection to allow a centre access to the candidate results service at a later date, you or your Associate Centre must generate the candidate credentials. If you untick the boxes 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 generated for each candidate with access to the candidate results service.

If you amend the delay at a later date, you or your Associate Centre must regenerate 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 regenerate 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 in Administering the Candidate Results Service.

## 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 Administering the Candidate Results Service. This document will tell them 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).