

User Guide for the PTE Academic Score Reports Website



Contents

Searching for a Candidate's Score.....	4
Validating Scores.....	6
Managing User Accounts.....	8
Adding a new user.....	8
Editing a user	11
Editing and Adding Departments	13
Adding a new Department/School	13
Editing a Department/School	15
Editing and Adding Programs	17
Adding a new Program	17
Editing a Program.....	19

Introduction

Students receive their PTE Academic scores through a secure online portal, which they use to view their scores and to assign their scores to institutions. To ensure we maximize the security of PTE Academic scores, the Score Report Website (SRW) allows you to verify scores securely; you should not accept paper or PDF copies of the score report.

The score report website address is <https://srw.ptecademic.com>. The site allows you to:

- access assigned scores (or non-assigned scores using the Score Report Code)
- print reports as PDFs
- view and edit institutions and user accounts.

This user guide takes you through the different functions of the Score Report Website.

System requirements

For PC-compatible computers

Operating System: Windows 7, Windows 8, Windows 10

PC browsers: latest versions of Internet Explorer®, Firefox®, Google® Chrome

Browser versions: Chrome - v73, Safari - v12, Firefox - v64 IE - v11

For Macintosh Computers

Operating System: OS X 10.10

Mac Browser: Latest versions of Safari®, Firefox®, Chrome

For All Computers

Hardware: Modern processor 1.33 GHz or faster 32-bit (x86), Headphone or speakers, built-in or external; Microphone, built-in or external

Memory: 1024 MB RAM or higher

Monitor Resolution: 1024 x 768 or higher

Plug-ins: Adobe® Reader 2015,. Internet Connection: DSL, Cable/Broadband, T1, or other high-speed connection.

For Mobile

Browsers: latest versions of Chrome and Safari.

Searching for a Candidate's Score

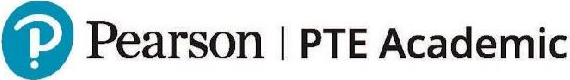
To access the SRW, please login at <https://srw.ptecademic.com>.

There are two ways to search for a test taker's score - using their Score Report Code or their Registration ID.

The Score Report Code is a 10 character code. It may contain both letters and number or just numbers and can be found at the top of the test taker's score report (if the test taker provides you with their score report). The advantage to using the test taker's Score Report Code to locate their score is that you do not have to wait for them to allocate their score to your institution. Entering the test taker's Score Report Code will take you to their score report whether it has been allocated or not.

The Registration ID is a 9 digit code (using number only) and can be found underneath the test taker's name on the test taker's score report (if the test taker provides you with their score report). To find a test taker's report using the Registration ID, the test taker has to have assigned their score to your institution.

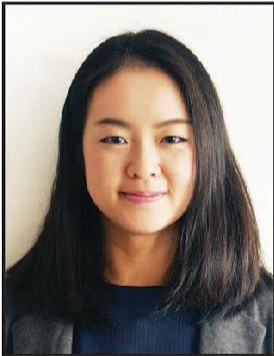
Both the Score Report Code and the Registration ID can be found on the test takers report:



Test Taker Score Report

Example Test Taker

Score Report Code:	876543A21B
Test Taker ID:	PTE987654321
Date of Birth:	12 August 1995
Country of Citizenship:	China
Country of Residence:	United Kingdom
Gender:	Female
Email Address:	ptecandidate123@ptecandidate.com
Registration ID:	987654321
Test Date:	11 February 2019
Test Center Country:	United Kingdom
Test Center ID:	00011
First-Time Test Taker:	Yes
Report Issue Date:	15 February 2019
Scores Valid Until:	11 February 2021



Test Taker, Example

876543A21B

When you login to the Score Reports Website, you will automatically be taken to the Score Report Code search screen.

The screenshot shows the top navigation bar with the Pearson logo and 'Score Reports | PTE Academic' on the left, a gear icon and 'Sign Out' on the right. Below the navigation bar is a teal header with 'Search' and 'Manage users' links. The main content area has a dark blue banner with 'Welcome Cindy' in white. Below the banner, the text reads: 'If a candidate has provided you with a Score Report Code, enter this below:'. There is a text input field labeled 'Score Report Code*'. Below the field are two buttons: a grey 'FIND CANDIDATE SCORES' button and a blue 'I DO NOT HAVE THE SCORE REPORT CODE' button. At the bottom, there is a footer with 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

To search using the Score Report Code, enter the code into the 'Score Report Code' field and click on the 'Find Candidate Scores' button. If the code is incorrect, the system will notify you that the code you have entered is not valid.

If you do not have the test taker's Score Report Code, click on the 'I do not have the Score Report Code' button at the bottom of the screen. This will take you to the Registration ID search screen.

The screenshot shows the top navigation bar with the Pearson logo and 'Score Reports | PTE Academic' on the left, a gear icon and 'Sign Out' on the right. Below the navigation bar is a teal header with 'Search' and 'Manage users' links. The main content area has a dark blue banner with 'Welcome Cindy' in white. Below the banner, there is a link '< Back to SRC search'. The text reads: 'If a candidate has allocated their results to your institution, and provided a Registration ID, enter this below:'. There is a text input field labeled 'Registration ID*'. Below the field is a blue 'FIND CANDIDATE SCORES' button. At the bottom, there is a footer with 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

Enter the test taker's 9 digit Registration ID and click the Find Candidate Score button.

Validating Scores

When you have entered a correct Score Report Code or Registration ID, you will be taken to an onscreen score summary for that test taker.

Pearson | PTE Academic [Search](#) [Manage users](#) [Admins](#) [Sign Out](#)

PTE Academic | Score Reports

Score Report Code: 876543A21B

Scores Overview

Example Test Taker
Test Taker ID: 987654321
Reg ID: 987654321

Overall Score
61

Listening: 55 Reading: 62 Speaking: 65 Writing: 63

Test Centre Country: UK Test Date: 01/03/2019
Test Centre ID: 28309283092 Valid Until: 01/03/2021
Test Centre: Holborn

Skills Breakdown

61 Overall

Skill	Score
Listening	55
Reading	62
Speaking	65
Writing	63
Enabling Skills	
Grammar	70
Oral Fluency	67
Pronunciation	45
Spelling	70
Vocabulary	59
Written Discourse	63

Candidate Information

Date of Birth: 12 Aug 1995
Country of Citizenship: China
Country of Residence: United Kingdom
Gender: Female
Email: ptecandidate123@ptecandidate.com
First-Time Test Taker: Yes

[VIEW AS PDF](#)

Voice Verification

0:00 / 0:26

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Onscreen, you will be able to see the test taker's overall score and the score achieved for each of the communication skills. You will also see a photograph of the test taker (taken on the test day) and other details of the test.

Further down the screen, you will see a further breakdown of the communication skills scores. You will also see other information relating to the test taker, including their date of birth, their country of citizenship and whether or not they are a first time test taker.

At the bottom of the screen, you will see an audio player. This will allow you to listen to the

test taker's audio introduction. Clicking the play button will play the audio file directly from the audio player onscreen. Should you wish to download the audio file, please click on the three dots to the right of the audio player and select 'Download'. Please note that the audio introduction is not a mandatory part of the test and therefore the test taker may have chosen not to record one. In this instance, the voice verification section will be empty.

Should you wish to retain a copy of this onscreen report, you can download a PDF by clicking the View PDF button at the bottom of the screen. This will generate an institution view of the report, which will contain your institution details in the top right-hand corner, to authenticate the PDF. You can then save or print this PDF as required.

Pearson | PTE Academic | Test Taker Score Report

Score Report Code: 876543A21B

Example Test Taker

Test Taker ID: PTE987654321

Reg ID: 987654321

Overall Score

61

Example Test Taker 876543A21B

Communicative Skills

55

Listening

62

Reading

65

Speaking

63

Writing

Skills breakdown

61 Overall

Listening	55	<div style="background-color: #004a7c; height: 20px; width: 80%;"></div>
Reading	62	<div style="background-color: #c4c400; height: 20px; width: 90%;"></div>
Speaking	65	<div style="background-color: #555; height: 20px; width: 95%;"></div>
Writing	63	<div style="background-color: #9c27b0; height: 20px; width: 90%;"></div>

Enabling Skills

Grammar	70	<div style="background-color: #009682; height: 20px; width: 100%;"></div>
Oral Fluency	67	<div style="background-color: #009682; height: 20px; width: 95%;"></div>
Pronunciation	45	<div style="background-color: #009682; height: 20px; width: 50%;"></div>
Spelling	70	<div style="background-color: #009682; height: 20px; width: 100%;"></div>
Vocabulary	59	<div style="background-color: #009682; height: 20px; width: 85%;"></div>
Written Discourse	63	<div style="background-color: #009682; height: 20px; width: 90%;"></div>

Test Centre Information

Test Date: 11 Feb 2019

Valid Until: 11 Feb 2021

Report Issue Date: 15 Feb 2019

Test Centre Country: United Kingdom

Test Centre ID: 00011

Candidate Information

Date of Birth: 12 Aug 1995

Country of Citizenship: China

Country of Residence: United Kingdom

Gender: Female

Email: ptecandidate123@ptecandidate.com

First-Time Test Taker: Yes

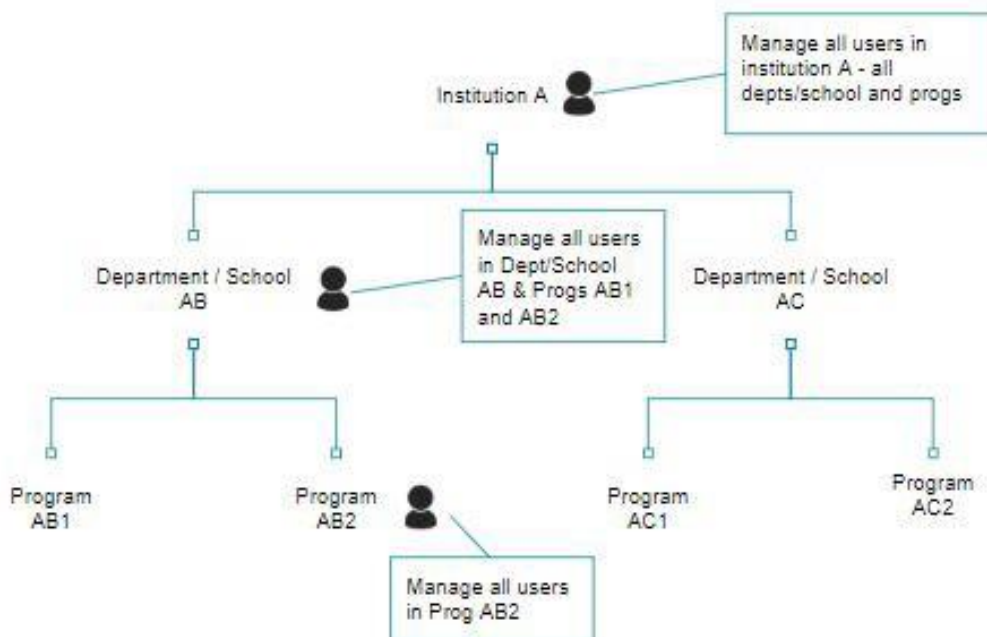
Managing User Accounts

There are two roles within the Score Reports Website: Site Administrator and Score Report User, so make sure you choose the correct role for the user you are creating. A Score Report User can only view the institution's profile and search for score reports, whereas a Site Admin also has editing rights. These rights are linked to the level that they have been assigned to.

As a Site Administrator, you have the ability to manage users for your institution. You can:

- add new site administrators and score report users
- update user information, such as names and usernames
- re-send invitation emails for users to validate their accounts

The Score Reports Website is constructed across three levels: Institution, Department/School and Program. Access permissions are linked to these levels, as per the below diagram.



If a Site Admin is added at Institution level, then they can add, view and edit users at any level, as well as add or edit departments/schools and programs. A Site Admin at Department/School level can add, view and edit any users who have been added to their department/school and to any programs within that department/school. They can also add or edit programs to that department or school. A Site Admin at Program level can only make changes to users of details that relate to the specific program they have been added to.

Adding a new user

On the home screen, click on 'Manage Users'. You will be taken to the manage users homescreen for your institution. Click on the 'View Users' icon

Pearson | Score Reports | PTE Academic Settings Sign Out

Search Manage users

Institutions

Institutions				
Name	Location	Date Created	View users	Departments
University of P...	United Kingdom	01-Mar-19		

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You will be taken to a screen showing you all users. To add a new user, click on the 'Add user' button towards the top right of the screen.

Pearson | Score Reports | PTE Academic Settings Sign Out

Search Manage users

< Back to Institutions list **ADD USER**

University of P...

Users						
First name	Last name ↑	Username	Role	Department/School	Program	Edit
Jennifer	Smith	Tester2	Score Report User	All	All	

Rows per page: 10 1 - 1 of 1 < >

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The next screen requires you to enter the information relating to the new user.

The screenshot shows a web interface for adding a user. At the top, there is a navigation bar with the Pearson logo and 'PTE Academic | Score Reports', a settings gear icon, and a 'Sign Out' link. Below this is a dark blue header with 'Search' and 'Manage users' options. The main content area has a '< Back to Users' link and an 'Add User' heading. A 'Profile' form is displayed with the instruction 'Complete all mandatory fields*'. The form contains the following fields: 'First name*', 'Last name*', 'Username*', 'Email*', 'Role*' (with a dropdown arrow), 'Departments/Schools' (with a dropdown arrow and 'Institution / All Departments' selected), and 'Programs' (with a dropdown arrow and 'All Programs' selected). A 'CREATE USER' button is located at the bottom of the form. The footer of the page contains 'Help and Support' on the left and '© 2019 Pearson Education Inc. All Rights Reserved.' on the right.

For the username, create a username that reflects your institution's username formatting conventions (if they exist). The username must not already be taken by someone else and the system will notify you if the username you are proposing is available.

Once you have completed all the details and clicked the 'Create User' button, the user will receive a validation email to the email you have included in the profile you have just created. The email will come from no-reply@mail.srw.ptecademic.com. The email contains a button for the user to click, which will take them through the account validation process and create a password. There are set password conventions for the Score Reports Website. These are:

- 8-35 letters
- Two of the following three elements - 1 uppercase letter, 1 number, 1 special character (such as !, *, &, % etc)

If your password does not meet these requirements, you will see an error message.

The link in the email will stay live for two months. After two months, you will need to resend an invitation to the user. To do this, find them on the users list and click the pencil to edit their profile. Scroll down to find the 'Resend Invitation' button at the bottom of the screen. Clicking this will send a new validation email to the user.

If the user has been created but they have not validated their account, there will be a red exclamation mark in a circle next to their name.

The screenshot shows the 'Manage users' interface. At the top, there is a navigation bar with 'Pearson | PTE Academic | Score Reports', a settings gear icon, and a 'Sign Out' button. Below this is a blue header with 'Search' and 'Manage users' tabs. The main content area has a '< Back to Institutions list' link and an 'ADD USER' button. A table titled 'Users' is displayed, with columns for 'First name', 'Last name', 'Username', 'Role', 'Department/School', 'Program', 'Last accessed', 'Edit', and 'Active'. The first row of the table shows a user named 'Jennifer' with a red exclamation mark icon next to her name, indicating an unvalidated account. Other columns for this user include 'Smith' for last name, 'jennifer.s...' for username, 'Score Report User' for role, 'All' for department/school, 'All' for program, and '---' for last accessed. The 'Active' column has a 'YES' toggle switch.

Editing a user

As a Site Admin, you can edit a user's name or username. You can also change the levels of permission they have (department or program).

To edit a user, go to the 'Manage user' tab. You will be taken to your institution homepage (or department or program, depending on your own access permissions). To edit a user, click on the 'View Users' icon.

The screenshot shows the 'Institutions' interface. At the top, there is a navigation bar with 'Pearson | Score Reports | PTE Academic', a settings gear icon, and a 'Sign Out' button. Below this is a blue header with 'Search' and 'Manage users' tabs. The main content area has an 'Institutions' title and a table. The table has columns for 'Name', 'Location', 'Date Created', 'View users', and 'Departments'. The first row of the table shows 'University of P...' for name, 'United Kingdom' for location, '01-Mar-19' for date created, a 'View users' icon (two people), and a 'Departments' icon (building). The footer contains the text 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

You will then see a list of users for your institution.

< Back to Institutions list

University of P...

ADD USER

Users						
First name	Last name ↑	Username	Role	Department/School	Program	Edit
Jennifer	Smith	Tester2	Score Report User	All	All	

Rows per page: 10 ▾ 1 - 1 of 1 < >

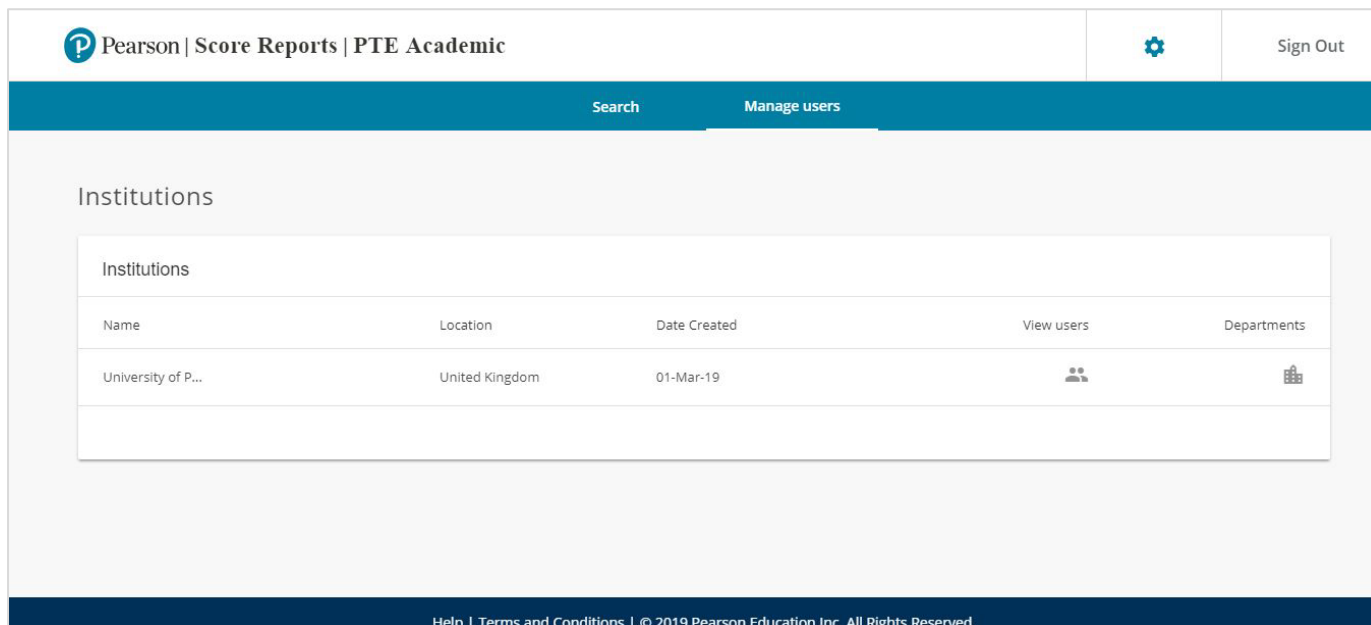
Find the user whose profile you wish to edit and click on the Edit (pencil) icon on the right hand side. This will take you to that user’s profile screen, with all the user’s details pre-populated. You can edit or update any of the details on this page.

Editing and Adding Departments

As a Site Administrator, you can add new departments/schools or edit existing ones.

Adding a new Department/School

Log into the site and click the Manage Users tab. The manage users home screen will open.

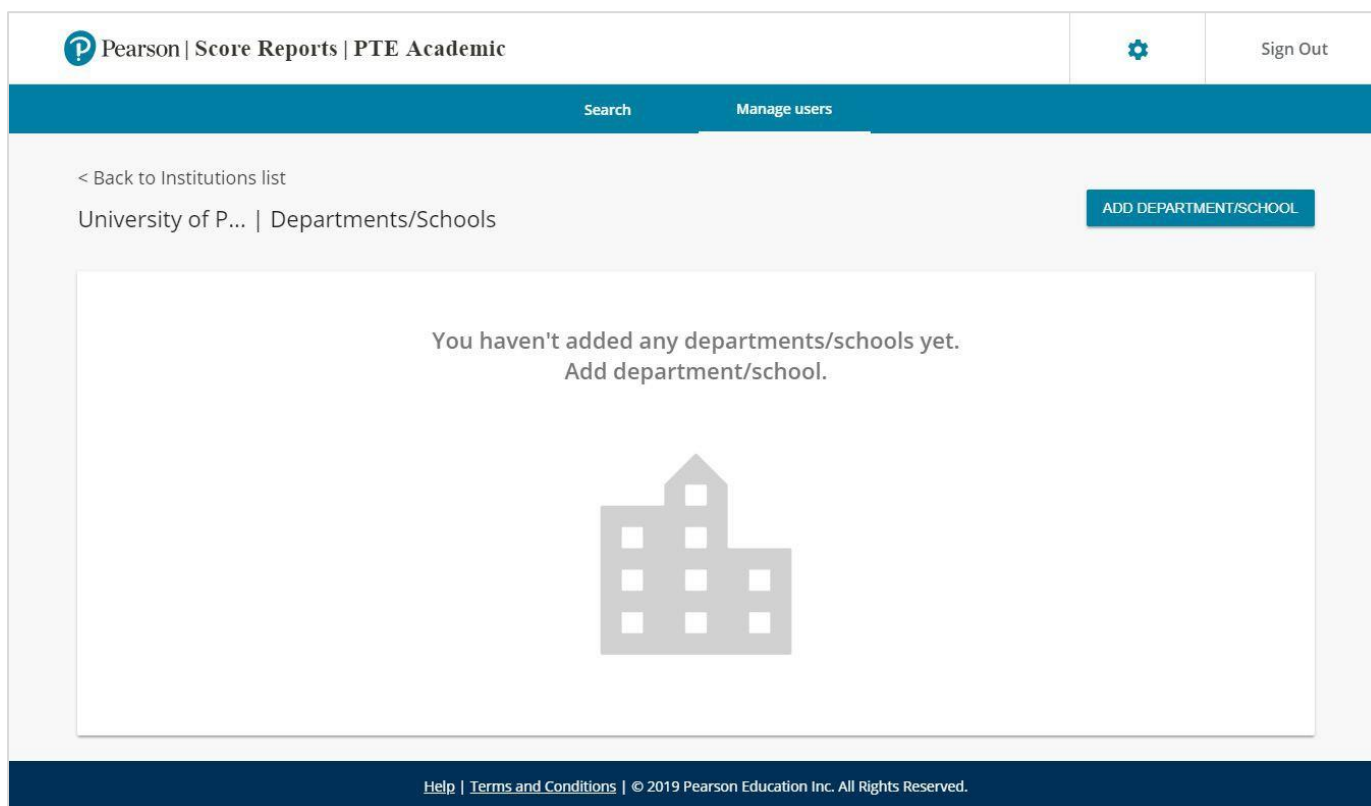


The screenshot shows the 'Manage users' interface. At the top, there is a navigation bar with 'Pearson | Score Reports | PTE Academic', a settings gear icon, and a 'Sign Out' link. Below this is a teal header with 'Search' and 'Manage users' tabs. The main content area is titled 'Institutions' and contains a table with the following data:

Institutions				
Name	Location	Date Created	View users	Departments
University of P...	United Kingdom	01-Mar-19		

At the bottom of the page, there is a footer with the text: 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

On this screen, click on the Departments icon. You will be taken to the Departments home screen.



The screenshot shows the 'Departments/Schools' page for the 'University of P...'. The navigation bar is identical to the previous screen. The teal header has 'Search' and 'Manage users' tabs. The main content area has a breadcrumb trail '< Back to Institutions list' and 'University of P... | Departments/Schools'. A blue button labeled 'ADD DEPARTMENT/SCHOOL' is in the top right. The main content area contains the message: 'You haven't added any departments/schools yet. Add department/school.' Below this message is a large, light gray icon of a school building. At the bottom, the footer text is: 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

Click on the 'Add Department/School' button. This will take you through to a blank Department/School profile page.

Complete the fields for the department or school you are creating and click Save at the bottom of the screen. This will complete the department/school set up and you will be taken back to the Department/School homepage, which will now show the department or school you have just added. Please note that you will not need to enter a State/Province or a Zip/Postal Code unless you select United States or Canada as your location. Please also be aware that the code field is pre-populated and unique to the department or school.

Pearson | Score Reports | PTE Academic

Settings Sign Out

Search Manage users

< Back to Institutions list

University of P... | Departments/Schools [ADD DEPARTMENT/SCHOOL](#)

Departments/Schools						
Name	Location	Date Created	View users	Programs	Edit	
School of Langu...	United Kingdom	05-Mar-19				

Rows per page: 10 1 - 1 of 1

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Editing a Department/School

To change any of the details relating to a department or school, click on the 'Manage Users' tab. On the Manage Users home screen, click on the Departments icon. This will take you to the Department/School homepage.

Pearson | PTE Academic | Score Reports

Settings Sign Out

Search Manage users

< Back to Institutions list

Pearson Te... | Departments/Schools [ADD DEPARTMENT/SCHOOL](#)

Departments/Schools							Active
Name	Location	Date Created	View users	Programs	Edit	Active	
Admissions	GBR	18-Jul-19				<input checked="" type="checkbox"/>	

Rows per page: 10 1 - 1 of 1

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Find the department or school you want to edit. If you wish to deactivate this department/school, simply toggle the button on the right-hand side. To make other edits to the department/school, click the Edit icon on the right hand side. This will take you through to the department or school profile page.

< Back to Departments/Schools list

Edit Department/School

Profile

Complete all mandatory fields*

Department/School Name*

School of Languages

Code

BHD-SS

Status

Active

Address

Address Line 1*

80 Strand

Address Line 2

Address Line 3

Country*

United Kingdom

City*

London

State/Province

Zip/Postal Code

UPDATE DEPARTMENT/SCHOOL

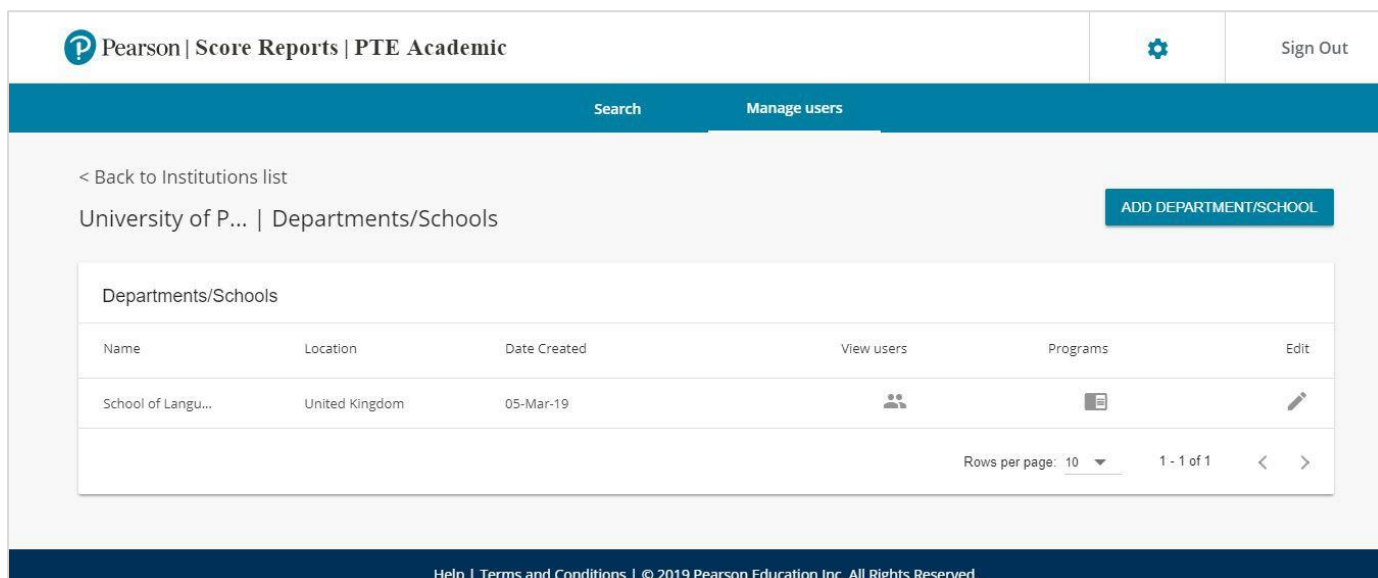
You can now make changes to any of the fields in this profile. You can also deactivate or reactivate a department/school by toggling the button on the right hand side. When you have finished, click the Update Department/School button. Your changes will be saved and you will be taken back to the Department/School homepage.

Editing and Adding Programs

As a Site Administrator, you can add new programs within a department or school or edit existing ones.

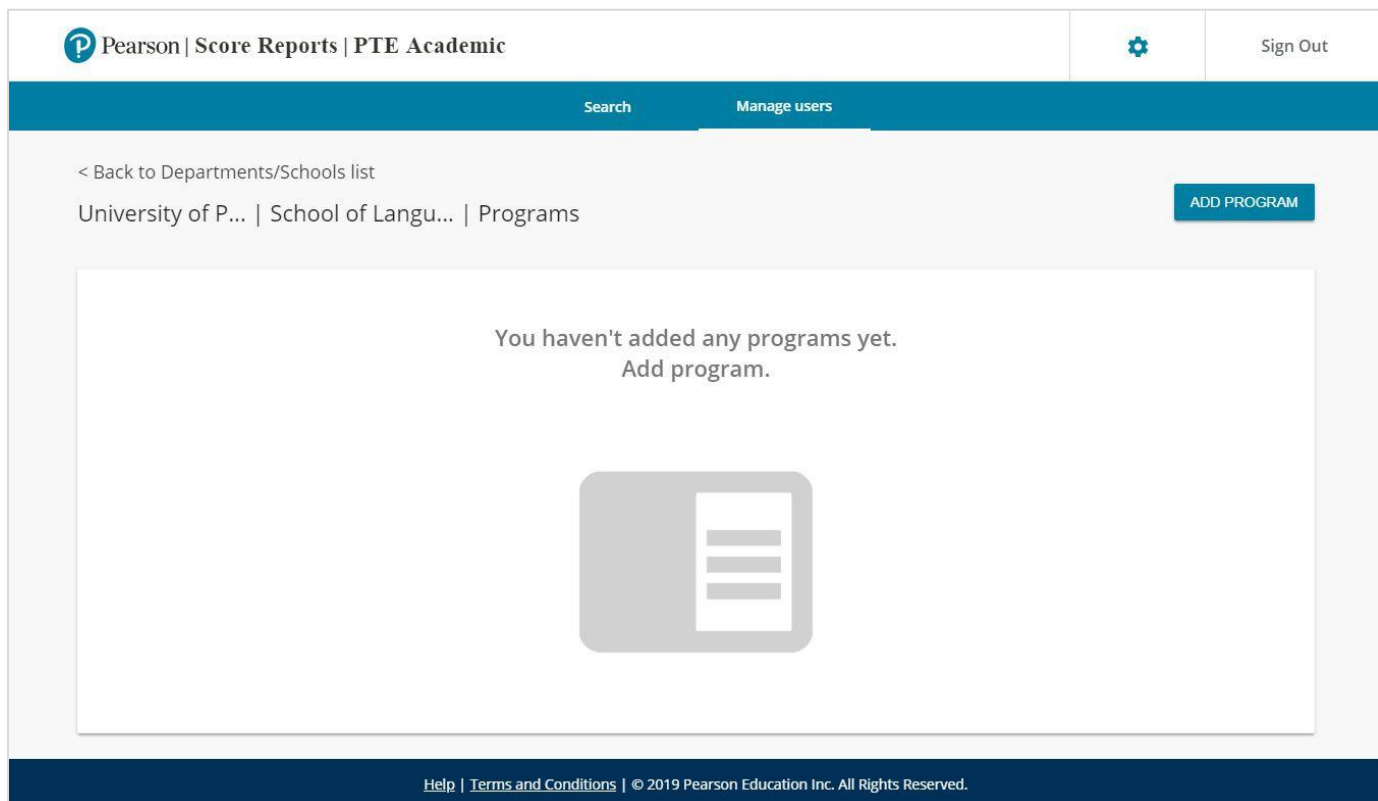
Adding a new Program

To add a program to an existing department or school, click on the Manage Users tab and then on the Departments icon. This will take you through to the Department/School homepage.



The screenshot shows the 'Manage users' interface. At the top, there is a navigation bar with 'Pearson | Score Reports | PTE Academic', a settings gear icon, and a 'Sign Out' link. Below this is a secondary navigation bar with 'Search' and 'Manage users' tabs. The main content area has a breadcrumb trail: '< Back to Institutions list' and 'University of P... | Departments/Schools'. A blue button labeled 'ADD DEPARTMENT/SCHOOL' is in the top right. Below is a table with the following columns: Name, Location, Date Created, View users, Programs, and Edit. The table contains one row: 'School of Langu...', 'United Kingdom', '05-Mar-19', a user icon, a document icon, and an edit icon. At the bottom right of the table, it says 'Rows per page: 10' and '1 - 1 of 1' with navigation arrows. A footer at the bottom contains the text: 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

Find the department you want to add a program to and click the Programs icon. You will then be taken to the Programs homepage for that department or school.



The screenshot shows the 'Programs' page for a department. At the top, there is a navigation bar with 'Pearson | Score Reports | PTE Academic', a settings gear icon, and a 'Sign Out' link. Below this is a secondary navigation bar with 'Search' and 'Manage users' tabs. The main content area has a breadcrumb trail: '< Back to Departments/Schools list' and 'University of P... | School of Langu... | Programs'. A blue button labeled 'ADD PROGRAM' is in the top right. The main content area contains the text: 'You haven't added any programs yet. Add program.' Below this text is a large grey icon representing a document with a list. A footer at the bottom contains the text: 'Help | Terms and Conditions | © 2019 Pearson Education Inc. All Rights Reserved.'

To add a new program, click on the Add Program button. This will take you to a program profile for you to complete. The address will be pre-filled using the department/school address, but this can be overwritten if the address for the program is different.

Pearson | Score Reports | PTE Academic

Search Manage users

< Back to Programs list

Add Program

Profile

Complete all mandatory fields*

Program name*

Code
BHD-5S-F8

Level of study*

Status
Active

Address

Address Line 1*
80 Strand

Address Line 2

Country*
United Kingdom

City*
London

State/Province

Zip/Postal Code

SAVE

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There is a field for you to select the level of study from a dropdown list. The options for this field are:

- Certificate
- Associated Degree
- Diploma
- Doctoral/PhD
- Not Applicable
- Non-Award
- Postgraduate/Graduate
- Undergraduate

Pearson | Score Reports | PTE Academic

Search Manage users

< Back to Programs list

Add Program

Profile

Complete all mandatory fields*

Diploma
Doctoral/PhD
Not Applicable
Non-Award
Post Graduate/Graduate
Undergraduate

Status
Active

When you have completed all the fields, click the Save button at the bottom of the screen. You will be taken back to the Program home screen and you will now see the program you have created.

Pearson | Score Reports | PTE Academic

Search Manage users

< Back to Departments/Schools list

University of P... | School of Langu... | Programs

ADD PROGRAM

Name	Location	Date Created	View users	Edit
English	United Kingdom	05-Mar-19		

Rows per page: 10 1 - 1 of 1

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Editing a Program

To change any of the details relating to a program, click on the 'Manage Users' tab. On the Manage Users home screen, click on the Departments icon. This will take you to the Department/School homepage. Find the department or school the program is in and click on the Programs icon. You will be taken to the Programs home screen.

Pearson | Score Reports | PTE Academic Settings Sign Out

Search Manage users

< Back to Departments/Schools list

University of P... | School of Langu... | Programs ADD PROGRAM

Programs				
Name	Location	Date Created	View users	Edit
English	United Kingdom	05-Mar-19		

Rows per page: 10 1 - 1 of 1 < >

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Find the program you want to edit and click the Edit icon on the right hand side. This will take you to program profile page.

Pearson | Score Reports | PTE Academic Settings Sign Out

Search Manage users

< Back to Programs list

Edit Program

Profile

Complete all mandatory fields*

Program name*
English

Code
BHD-5S-F8

Level of study*
Certificate

Status
Active

Address

Address Line 1*
80 Strand

Address Line 2

Country*
United Kingdom

City*
London

State/Province

Zip/Postal Code

UPDATE PROGRAM

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You can now make changes to any of the fields in this profile. When you have finished, click the Update Program button. Your changes will be saved and you will be taken back to the Program homepage.

