



Score Report Website User Guide

APRIL 2024

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Introduction

Test takers receive their PTE scores through a secure online portal, called myPTE, which they use to view and to assign their scores to institutions. To ensure we maximize the security of PTE scores, the Score Report Website (SRW) allows institutions to verify scores securely.

You should not accept paper or PDF copies of the score report.

The score report website address is <https://srw.pteademic.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

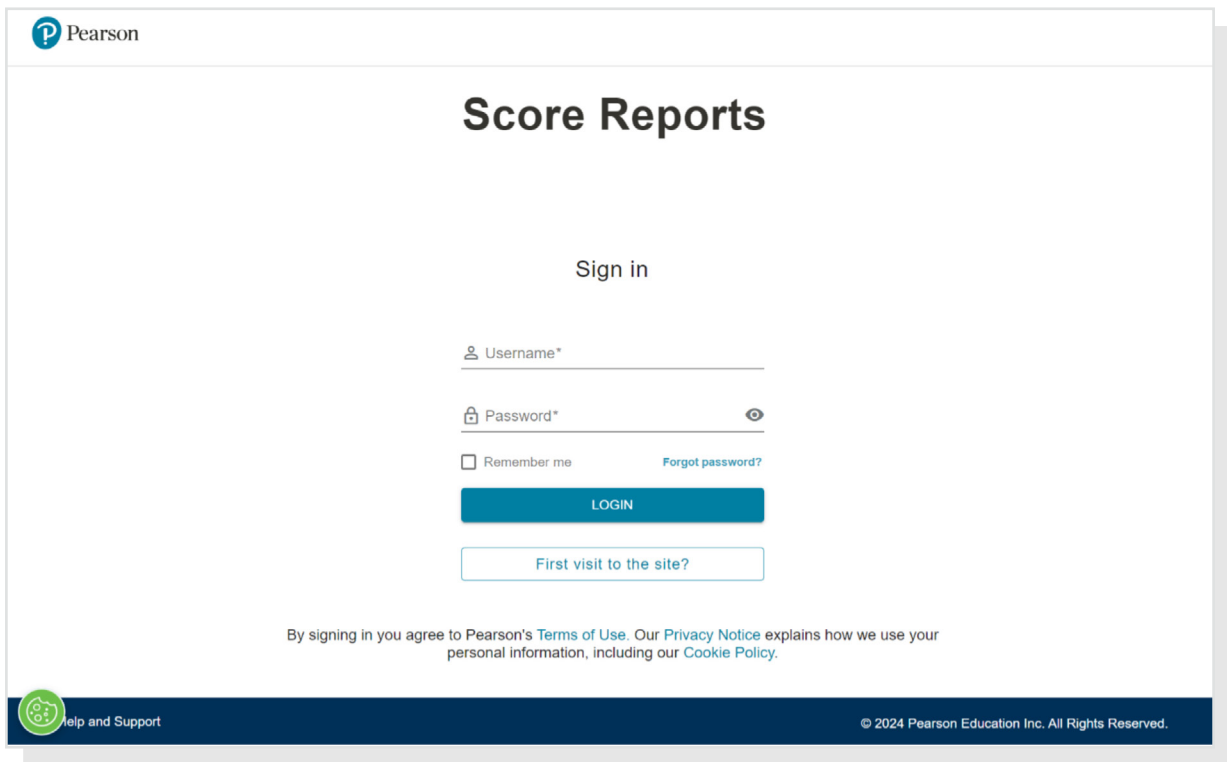
- Hardware: Modern processor 1.33 GHz or faster 32-bit (x86), Headphone or speakers, built-in or external; Microphone, built-in or external
- Memory: 1024 MB RAM or higher
- Monitor Resolution: 1024 x 768 or higher
- Plug-ins: Adobe® Reader 2015, Internet Connection: DSL, Cable/Broadband, T1, or other 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.pteademic.com>



The screenshot shows the Pearson Score Reports login interface. At the top left is the Pearson logo. The main heading is "Score Reports". Below this is a "Sign in" section with a "Username*" input field, a "Password*" input field with a toggle eye icon, a "Remember me" checkbox, and a "Forgot password?" link. A blue "LOGIN" button is positioned below these fields. A link for "First visit to the site?" is located below the login button. At the bottom of the sign-in section, a disclaimer states: "By signing in you agree to Pearson's [Terms of Use](#). Our [Privacy Notice](#) explains how we use your personal information, including our [Cookie Policy](#)." The footer contains a "Help and Support" link with a question mark icon on the left and the copyright notice "© 2024 Pearson Education Inc. All Rights Reserved." on the right.

There are two ways to search for a candidate's score:

1. using their Score Report Code (SRC)
2. using their Registration ID

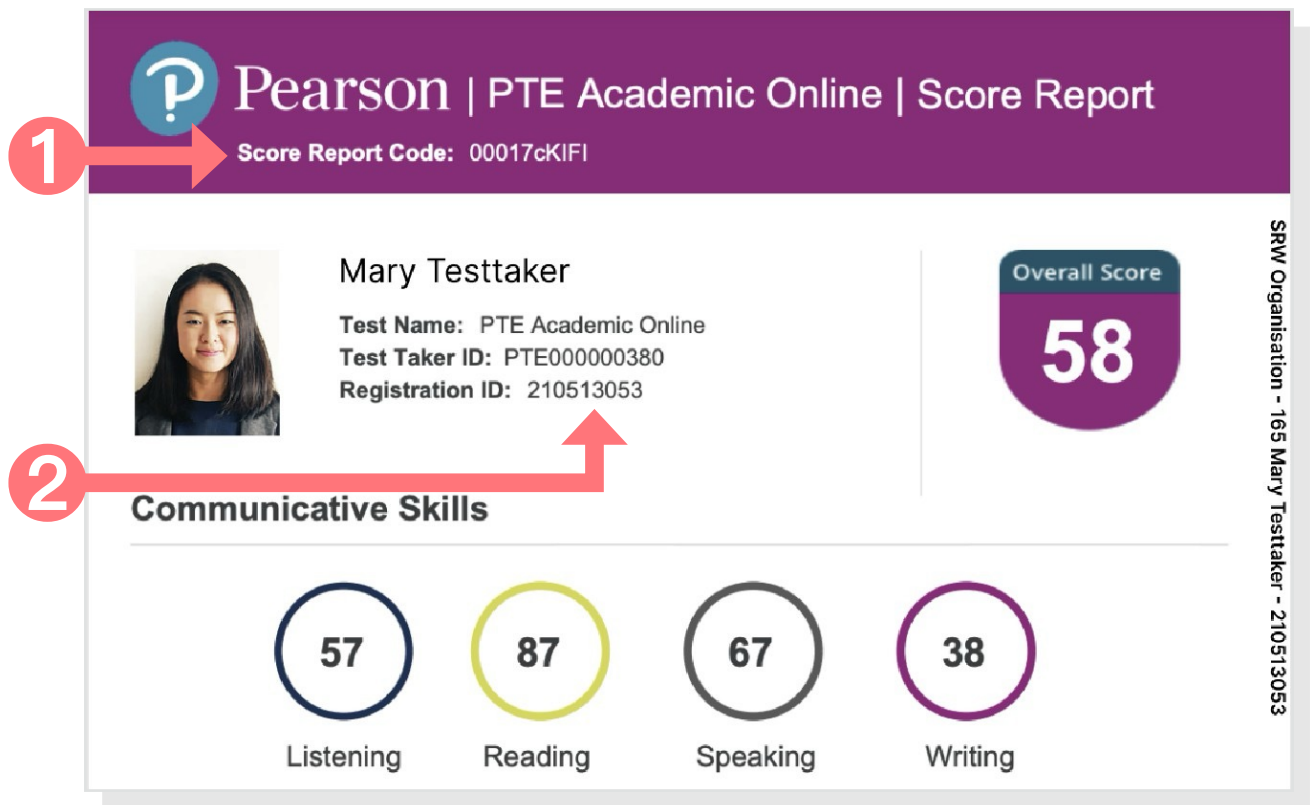
Both the Score Report Code and the Registration ID can be found on the test taker's report:



PTE Academic example score report



PTE Core example score report



The Score Report Code is a 10-character code. It may contain both letters and numbers, 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 of using the test taker's Score Report Code to locate their score is that you do not have to wait for them to share their score with your institution. Entering the test taker's Score Report Code will take you to their score report whether it has been shared or not.

The Registration ID is a 9-digit code (numbers 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 must have shared their score with your institution.

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

The screenshot shows the Pearson Score Reports website. At the top, there is a header with the Pearson logo and 'Score Reports' text on the left, and a settings gear icon and 'Sign Out' link on the right. Below the header is a navigation bar with 'Search' and 'Manage users' tabs. A large dark blue banner with the word 'Welcome' is centered. Below the banner, the main content area has a heading '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 three buttons: 'FIND CANDIDATE SCORES' (disabled), 'I DO NOT HAVE THE SCORE REPORT CODE' (active), and 'EXPORT DATA' (disabled).

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.

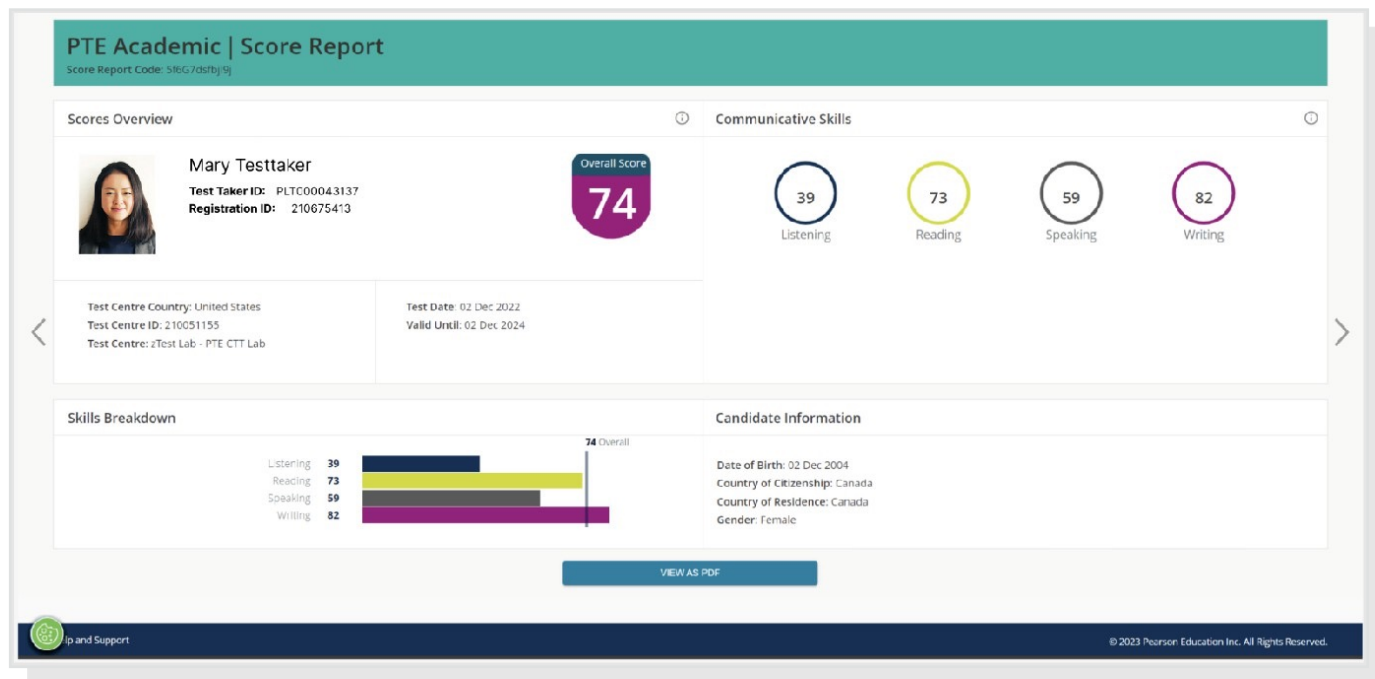
The screenshot shows the Pearson Score Reports website's Registration ID search screen. At the top, there is a header with the Pearson logo and 'Score Reports' text on the left, and a settings gear icon and 'Sign Out' link on the right. Below the header is a navigation bar with 'Search' and 'Manage users' tabs. A large dark blue banner with the word 'Welcome' is centered. Below the banner, the main content area has a heading '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 button labeled 'FIND CANDIDATE SCORES'. A link '< Back to SRC search' is visible in the top left of the main content area.

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

Validating PTE Scores

PTE Academic

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



In the Scores Overview section, you will see the test taker's Overall Score, a photograph of the test taker (taken on the day of the test), their full name, and more details on the test (Test Center information, Test Date, Validity date).

In the Communicative Skills section, you will see the score achieved for each of the Communicative Skills: Listening, Reading, Speaking, Writing.

Further down the screen, in the Skills Breakdown section, you will see an additional breakdown of the Communicative Skills. While in the Candidate Information section, you will find additional information on the test taker, including their date of birth and their country of citizenship.

Please note that if you are viewing a PTE Academic UKVI test score, the screen will additionally display the test taker's SELT URN.

Should you wish to retain a copy of this onscreen report, you can download a PDF by clicking the View as PDF button at the bottom of the screen.

This will generate an institution view of the report. You can then save or print this PDF as required.



Pearson | PTE Academic | Score Report

Score Report Code: 5f6G7dsfbjl9j



Mary Testtaker
Test Taker ID: PLT000043137
Registration ID: 210675413

Overall Score

74

SRW Organisation - 165 Mary Testtaker - 210675413

Communicative Skills

39

Listening

73

Reading

59

Speaking

82

Writing

Skills Breakdown

74 Overall

Listening 39

Reading 73

Speaking 59

Writing 82

Candidate Information

Date of Birth: 02 Dec 2004

Gender: Female

Country of Citizenship: Canada

Country of Residence: Canada

Test Centre Information

Test Centre Country: United States

Test Centre ID: 210051155

Test Centre: zTest Lab - PTE CTT Lab

Test Date: 02 Dec 2022

Valid Until: 02 Dec 2024

Back to start

Pearson PTE | SCORE REPORT WEBSITE USER GUIDE | 9

PTE Academic Online

The process for validating a PTE Academic Online report is the same as for PTE Academic, using the Score Report Code or, if the score has been shared with your institution, the Registration ID.

The difference is in the report itself, both with the onscreen view and the PDF version. This makes it easier for institutions to recognize which test they are validating.

Entering a Score Report Code or Registration ID for a PTE Academic Online test will display the below onscreen view. This view is very similar to the view for PTE Academic, but there are a number of differences to look for:

1. **The color of the top header:** PTE Academic is green, PTE Academic Online is purple
2. **Test name:** PTE Academic Online reports display the test name in the page title and in the Scores Overview section, below the candidate's name and above the test taker ID
3. **Test center information:** PTE Academic Online reports do not display detailed test center information
4. **Further information:** the PTE Academic Online reports reference that the test was taken at home or in an office and not taken in a test center

The screenshot shows the PTE Academic Online Score Report interface. The top header is purple, labeled 'PTE Academic Online | Score Report' with a red circle '1' and a downward arrow. The 'Scores Overview' section on the left includes a candidate photo, name 'Mary Testtaker', and test details. A red circle '2' with a leftward arrow points to the 'Test Name: PTE Academic Online' field. The 'Overall Score' is 58. The 'Communicative Skills' section on the right shows scores for Listening (57), Reading (87), Speaking (67), and Writing (38). The 'Further Information' section below it states 'This PTE Academic test was taken at home or in an office rather than a test center.', highlighted with a red circle '4' and a leftward arrow. The 'Skills Breakdown' section at the bottom left shows a bar chart for the four skills. The 'Candidate Information' section at the bottom right lists personal details. A 'VIEW AS PDF' button is at the bottom center.

Communicative Skills	Score
Listening	57
Reading	87
Speaking	67
Writing	38

Skills Breakdown	Score
Listening	57
Reading	87
Speaking	67
Writing	38

All other parts of the onscreen score validation process are the same for both PTE Academic and PTE Academic Online.

If you use the View as PDF function, to view or store a PDF copy of the test taker's report, you will see the same differences highlighted below.

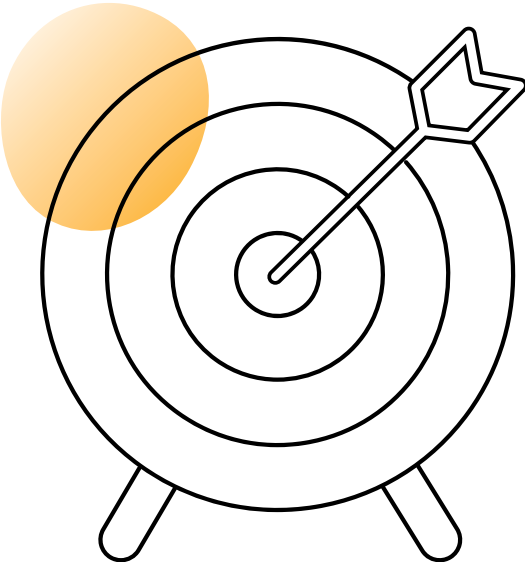
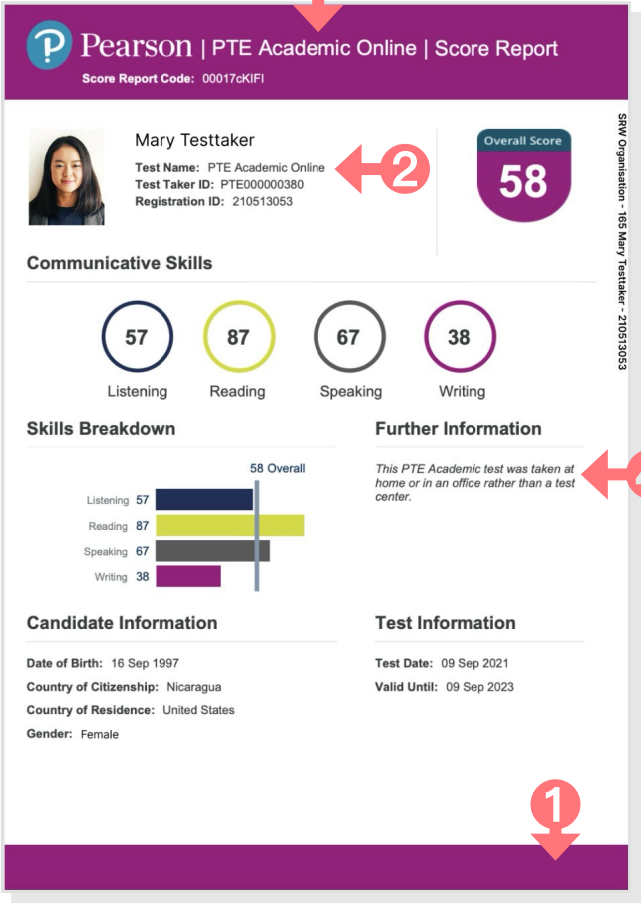
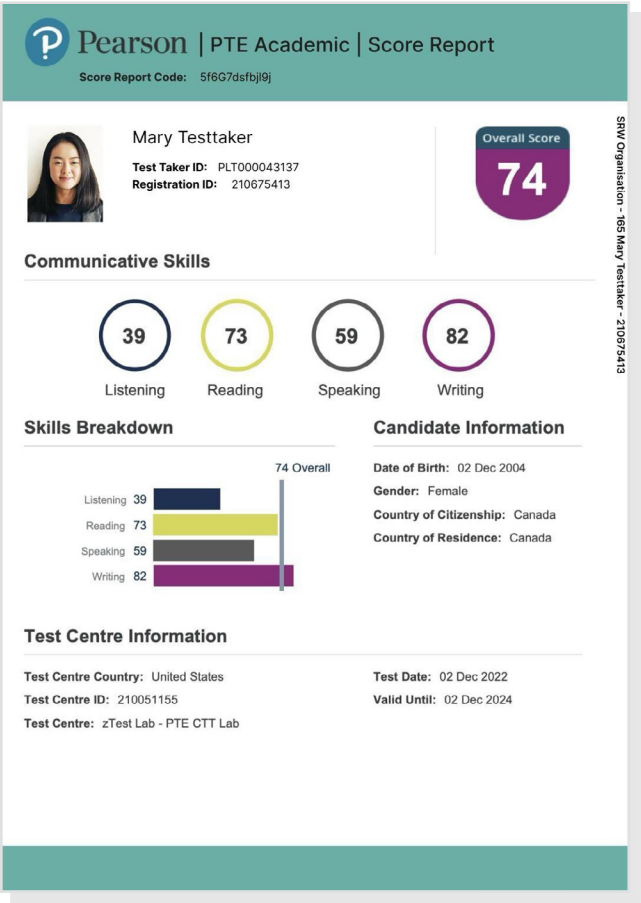


SRW Organisation - 165 Mary Testtaker - 210513053

Writing

Valid Until: 09 Sep 2023

The images below show the PTE Academic and PTE Academic Online score reports side-by- side.

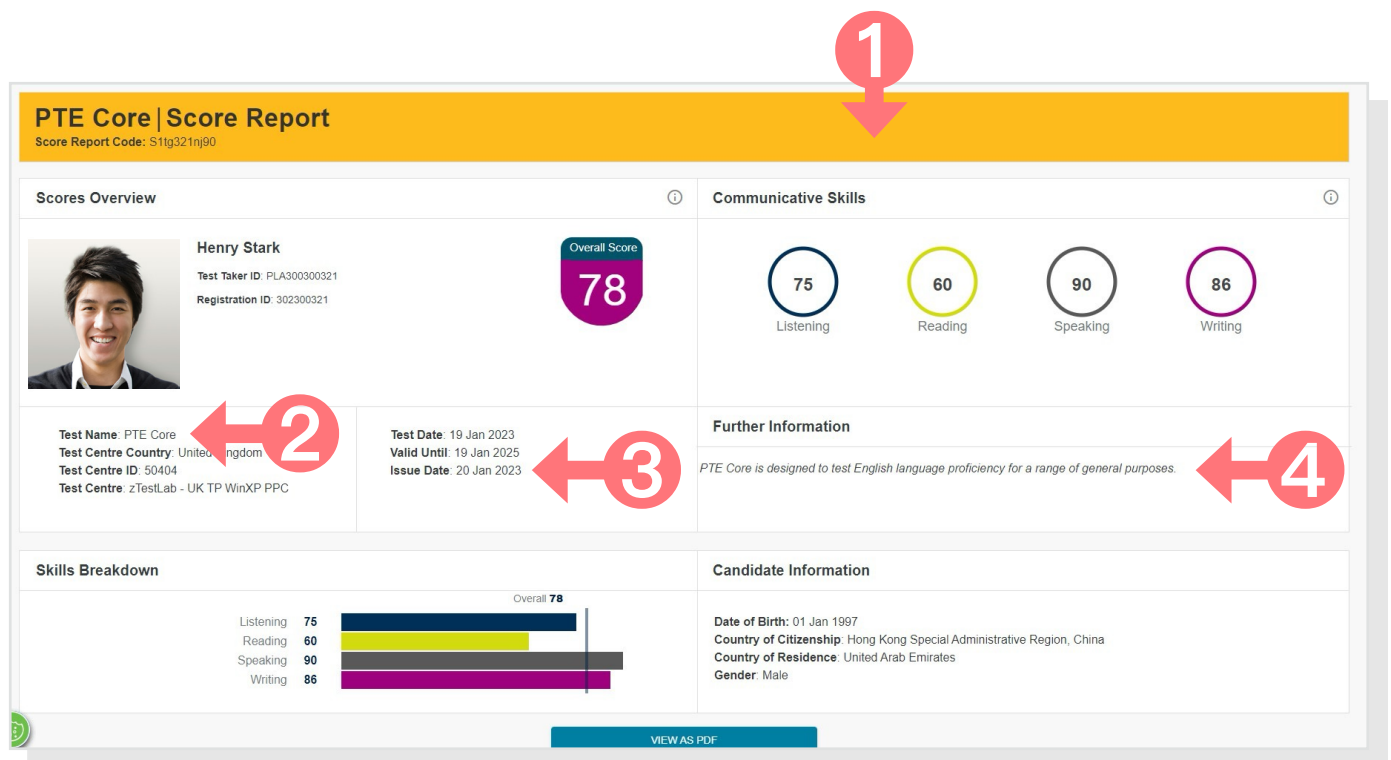


PTE Core

The process for validating a PTE Core report is the same as for PTE Academic and PTE Academic Online, using the Score Report Code or, if the score has been shared with your institution, the Registration ID.

A different new header color is used for PTE Core to distinguish it from other PTE tests. Specific aspects of PTE Core score report include:

1. **The color of the top header:** PTE Core has a yellow header
2. **Test name:** PTE Core reports display the test name in the page title and in the Scores Overview section above the Test Center Country
3. **Issue date:** PTE Core reports display the date when the report was issued alongside the 'Test Date' and 'Valid Until' date
4. **Further information:** the PTE Core reports reference that PTE Core is designed to test English language proficiency for a range of general purposes



If you use the View as PDF function, to view or store a PDF copy of the test taker's report, the report will be displayed as shown below:

1

Pearson | PTE Core | Score Report

Score Report Code: S1tg321nj90



Henry Stark
Test Name: PTE Core
Test Taker ID: PLA300300321
Registration ID: 302300321

2

Overall Score

78

Stark Henry - 302300321

Communicative Skills

75	60	90	86
Listening	Reading	Speaking	Writing

Skills Breakdown

Overall 78

Listening 75	
Reading 60	
Speaking 90	
Writing 86	

Further Information

PTE Core is designed to test English language proficiency for a range of general purposes.

4

Candidate Information

Date of Birth: 01 Jan 1997
Country of Citizenship: Hong Kong Special Administrative Region, China
Country of Residence: United Arab Emirates
Gender: Male

Test Information

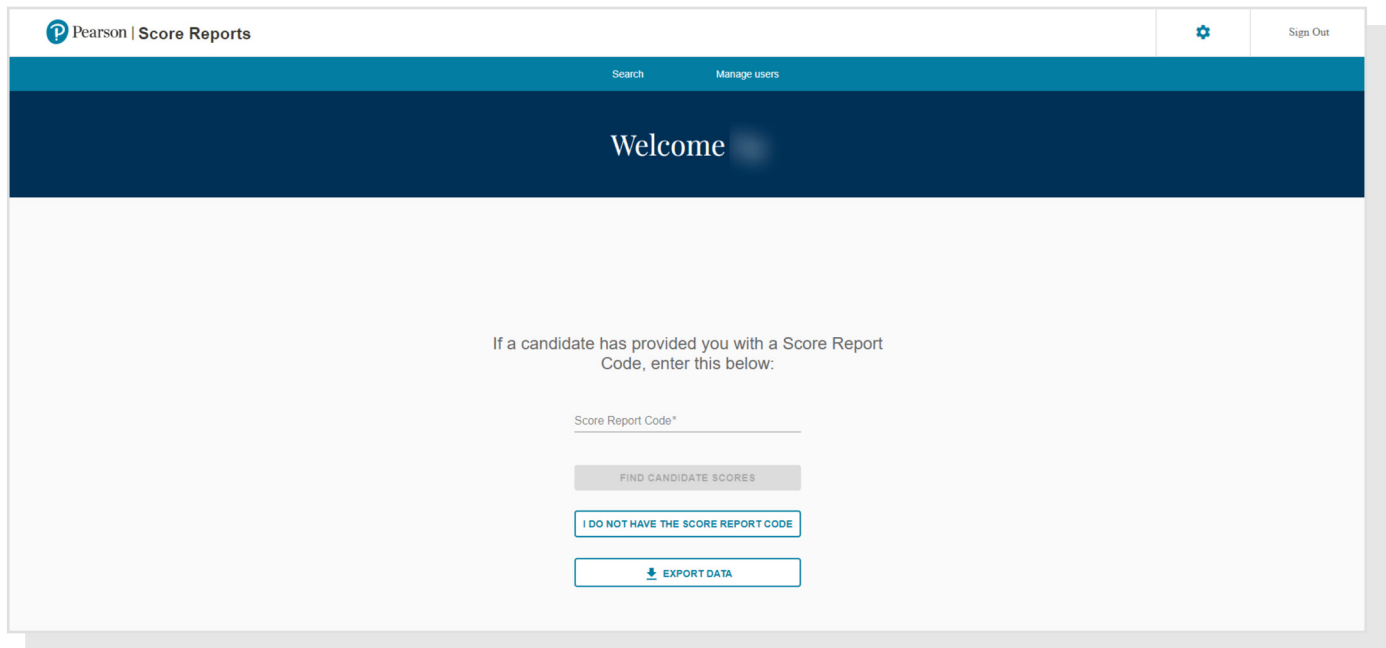
Test Date: 19 Jan 2023
Valid Until: 19 Jan 2025
Issue Date: 20 Jan 2023
Test Centre Country: United Kingdom
Test Centre ID: 50404
Test Centre: zTestLab - UK TP WinXP PPC

3

Exporting PTE Scores

Institutions can access all scores that have been shared with them during a specific period and export these as a csv file. This enables the results to be uploaded into other institutions information systems.

To access the export functionality, click on the Export data button at the bottom of the candidate search screen.



The screenshot shows the Pearson Score Reports interface. At the top, there is a header with the Pearson logo and 'Score Reports' text, a settings gear icon, and a 'Sign Out' link. Below the header, there is a dark blue banner with the word 'Welcome' in white. Underneath 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 input field, there are three buttons: 'FIND CANDIDATE SCORES' (a grey button), 'I DO NOT HAVE THE SCORE REPORT CODE' (a blue button), and 'EXPORT DATA' (a blue button with a download icon).

This will take you to a search screen, where you can set the parameters for your search. These include searching for scores shared to a specific program at the institution and start and end dates for the period you wish to search. You can only search for 4 weeks' worth of data at the time across the 2-year validity period.

Pearson | Score Reports

SearchManage users

< Back to SRC search

Export data as CSV file

Select program (optional)
All Programs

Start date (mm/dd/yyyy)
01/09/2022

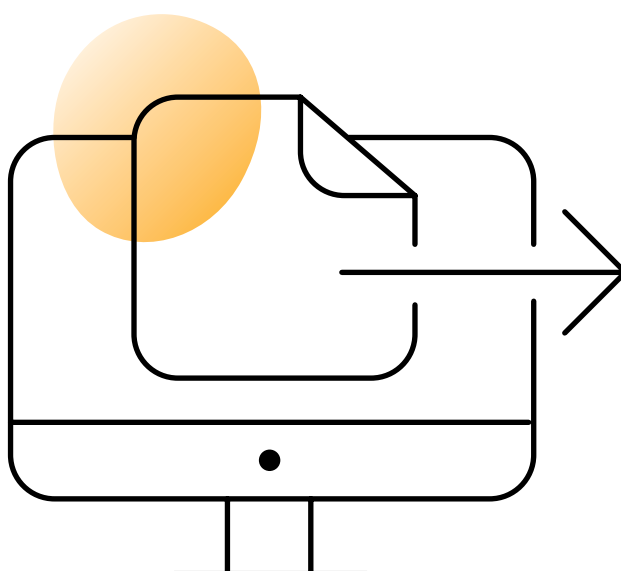
End date (mm/dd/yyyy)
02/08/2022

Export

Once you have input your chosen search parameters, hitting the Export button will perform the search. If there are scores available that meet the search criteria, these will be displayed underneath the search fields and a csv file will be automatically downloaded.

To input the data into your institutions' information system, please check the instructions of knowledge base articles provided by your system's provider. In all instances, you will be required to map the filed names in the csv to the comparable fields in your institution's information system.

For help or further information about this, please contact your local PTE contact.



Site Admin Users: Managing User Accounts

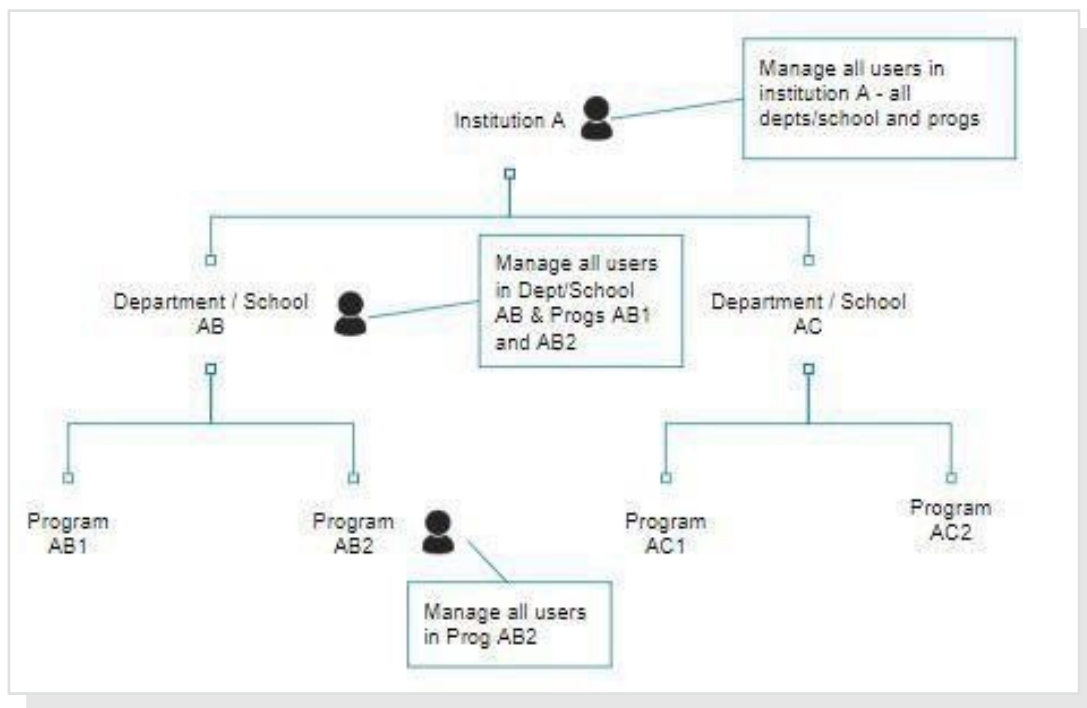
There are two roles within the Score Reports Website: **Score Report User** and **Site Administrator**.

A **Score Report User** can only view the institution's profile and search for score reports, whereas a Site Admin 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 first and last name
- ▶ 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.

Every organization can assign a lead contact to receive all Pearson communications, ensuring full visibility of all updates across the organization. This role is particularly useful to prevent missing crucial score status updates, especially during staff changes or vacations. The lead contact can be designated when adding a new user, but cannot be edited later.

To assign a lead contact, please contact your local PTE representative

Pearson | Score Reports

Sign Out

SearchMy institution

My Profile

Profile

First name*

Test

Last name*

Test

Username*

Test@gmail.com

Email*

Test@gmail.com

Lead Contact

UPDATE PROFILE

Adding a new user

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

Pearson | Score Reports

Sign Out

SearchManage users

Institutions

Institutions					
Name	Location	Date Created	View users	Departments	Accept PTE Academic Online
Pearson Example University	GBR	22-Mar-19			

Click on the 'View Users' icon to 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.

SearchManage users

< 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: 101 - 1 of 1<>

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

Pearson | Score Reports

Sign Out

SearchManage users

< Back to Users

Add User

Profile

Complete all mandatory fields*

First name*

Last name*

Username*

Email*

Role*

Departments/Schools

Institution / All Departments

Programs

All Programs

CREATE USER

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. It is recommended to use the email address as the username. You will not be able to update the username later on; you will be able to update the email address.

Once you have completed all the details and clicked the 'Create User' button, the user will receive a validation email to the email address you have included in the profile. The email will come from **no-reply@mail.srw.ptacademic.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

Must include TWO of the following:

- ▶ 1 uppercase letter
- ▶ 1 number

May contain ONE of the special characters from the following: @ . _ -

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.

Pearson | Score Reports

Search Manage users

< Back to Institutions list

Pearson Te... **ADD USER**

Users							Active users		
First name	Last name ↑	Username	Role	Department/School	Program	Last accessed	Edit	Active	
!	Jennifer	Smith	jennifer.s...	Score Report User	All	All	---		☒

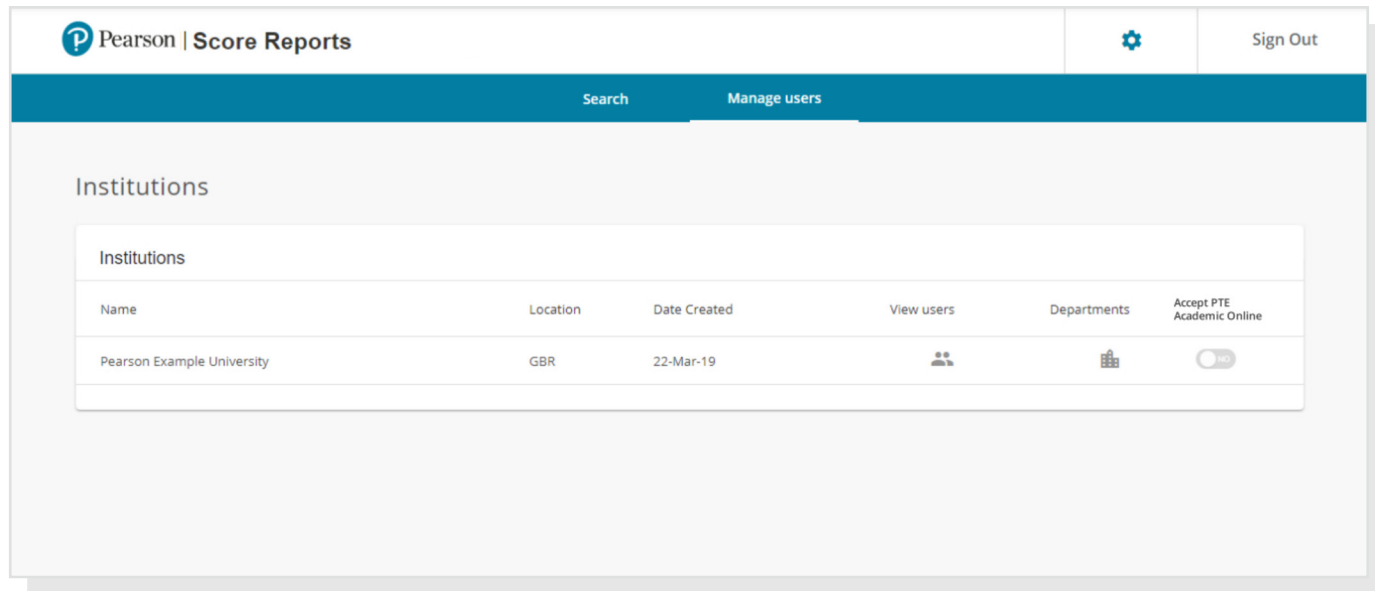
If a user has forgotten their password, the user can retrieve it by using the 'Forgot password?' link from the SRW login page.

The username or email address can be used to receive instructions on how to reset the password of the account.

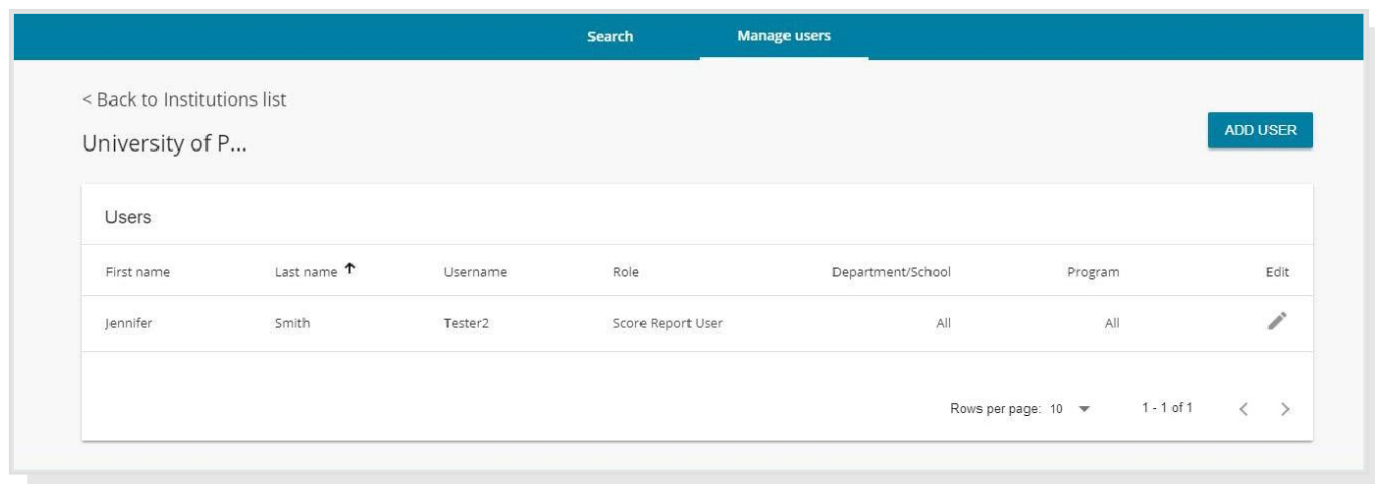
Editing a user

As a Site Admin, you can edit a user's name. 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.



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



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.

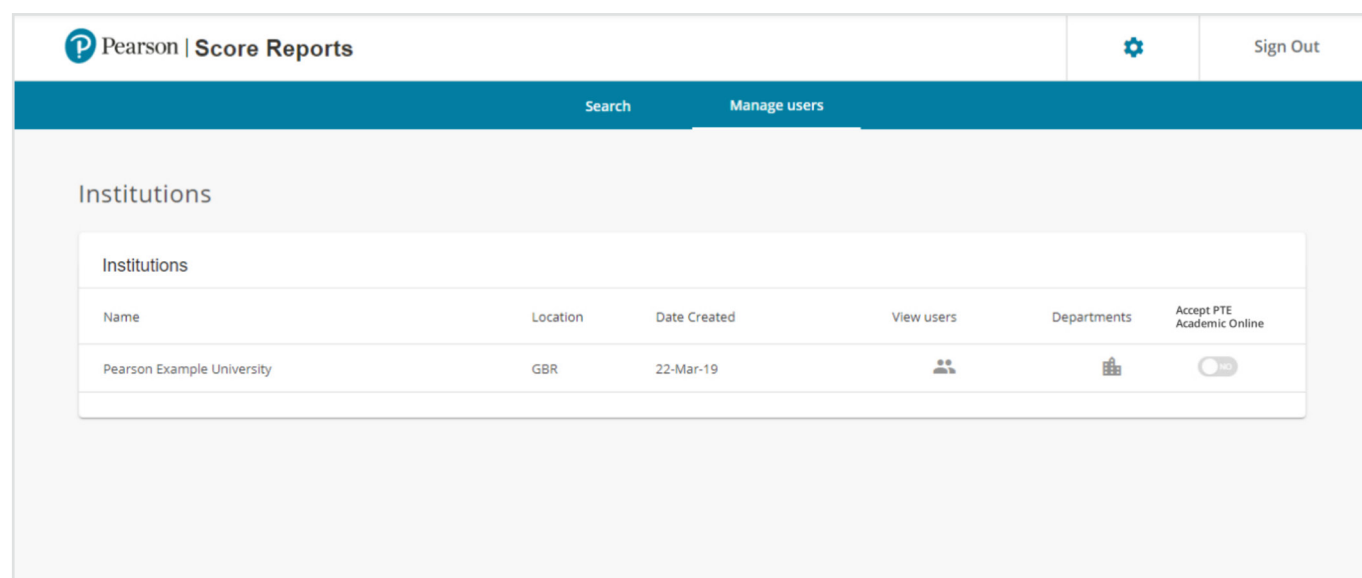
Editing and Adding Departments

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.

Please note, from this screen you can see whether your institution accepts PTE Academic Online. This toggle is view only, meaning you can view but not edit. To update this preference, please contact your local Pearson representative.

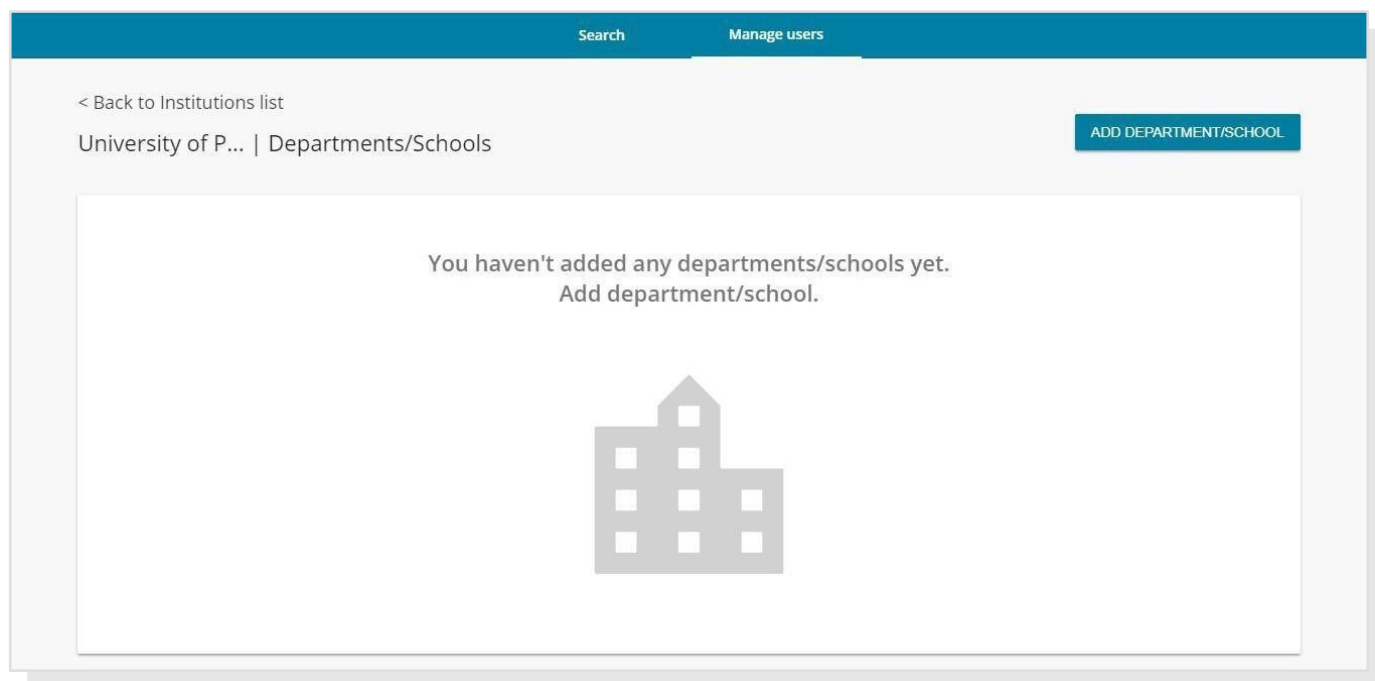


The screenshot shows the 'Manage users' interface in the Pearson Score Reports system. At the top, there is a header with the Pearson logo, 'Score Reports', a settings gear icon, and a 'Sign Out' button. Below the header, there are two tabs: 'Search' and 'Manage users', with 'Manage users' being the active tab. The main content area is titled 'Institutions' and contains a table with the following data:

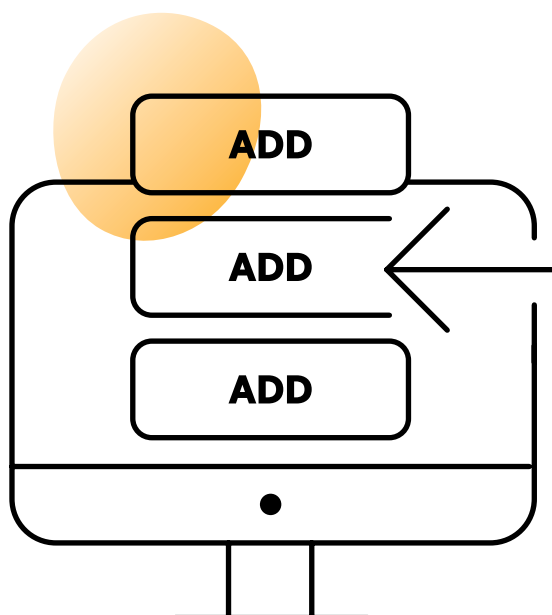
Name	Location	Date Created	View users	Departments	Accept PTE Academic Online
Pearson Example University	GBR	22-Mar-19			☐

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

Note, you will also see the “accept PTE Academic Online” toggle at the Department level. If the Institution accepts PTE Academic Online then by default, each Department will also. However, if the Institution does not accept PTE Academic Online, then the individual Departments can choose to accept. However, this toggle is “view only”, meaning you will need to contact your local Pearson representative for it to be amended.



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



Search

Manage users

< Back to Departments/Schools list

Add Department/School

Profile

Complete all mandatory fields*

Department/School Name*

Code

BHD-5S

Status

Active

Address

Address Line 1*

Address Line 2

Address Line 3

Country*

City*

State/Province

Zip/Postal Code

SAVE

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

Settings

Sign Out

Search

Manage users

Admins

Analytics

< Back to Institutions list

"ins"_"k... | Departments/Schools

ADD DEPARTMENT/SCHOOL

Departments/Schools

Active

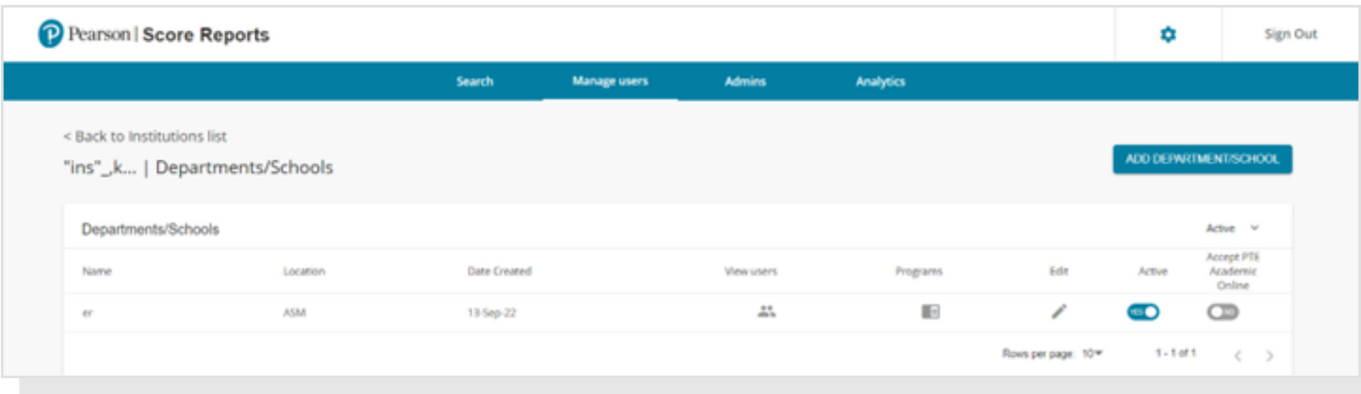
Name	Location	Date Created	View users	Programs	Edit	Active	Accept PTE Academic Online
er	ASM	13-Sep-22				Active	Accept

Rows per page: 10

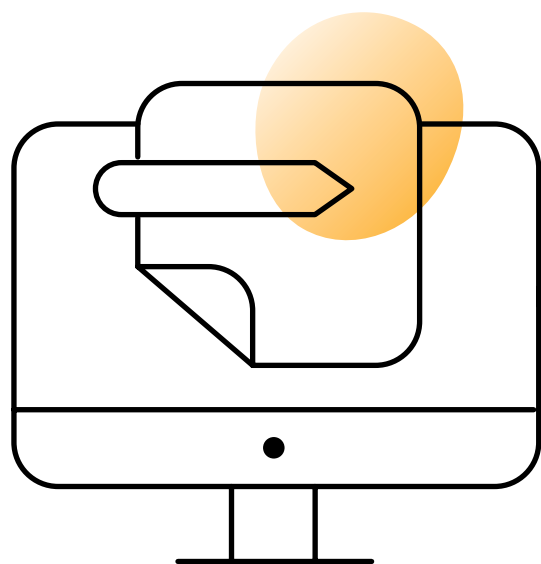
1 - 1 of 1

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.



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.



Search

Manage users

< 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

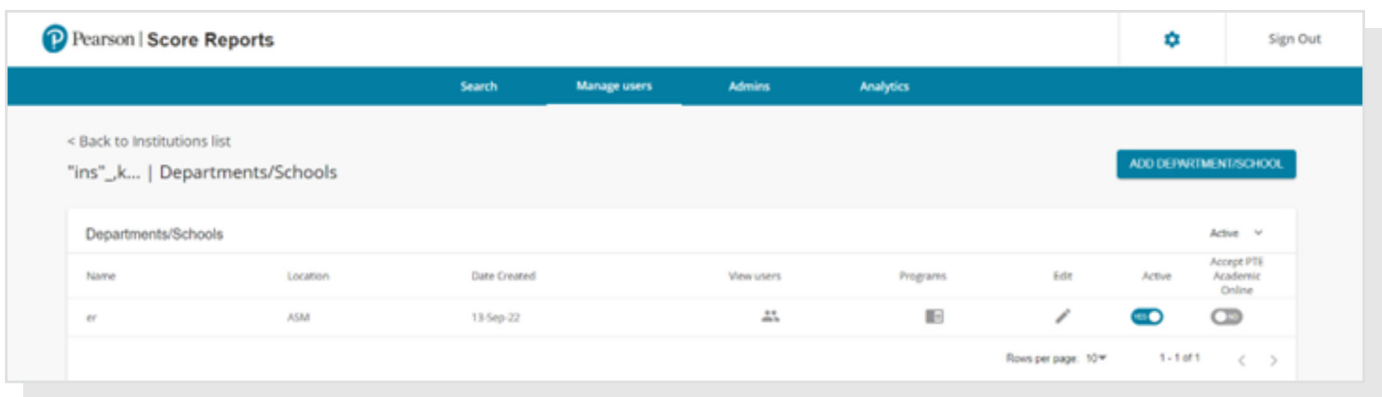
You can now make changes to any of the fields in this profile. You can also deactivate or reactivate a department/school by toggling the button on the right-hand side. When you have finished, click the Update Department/School button. Your changes will be saved and you will be taken back to the Department/School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

Editing and Adding Programs

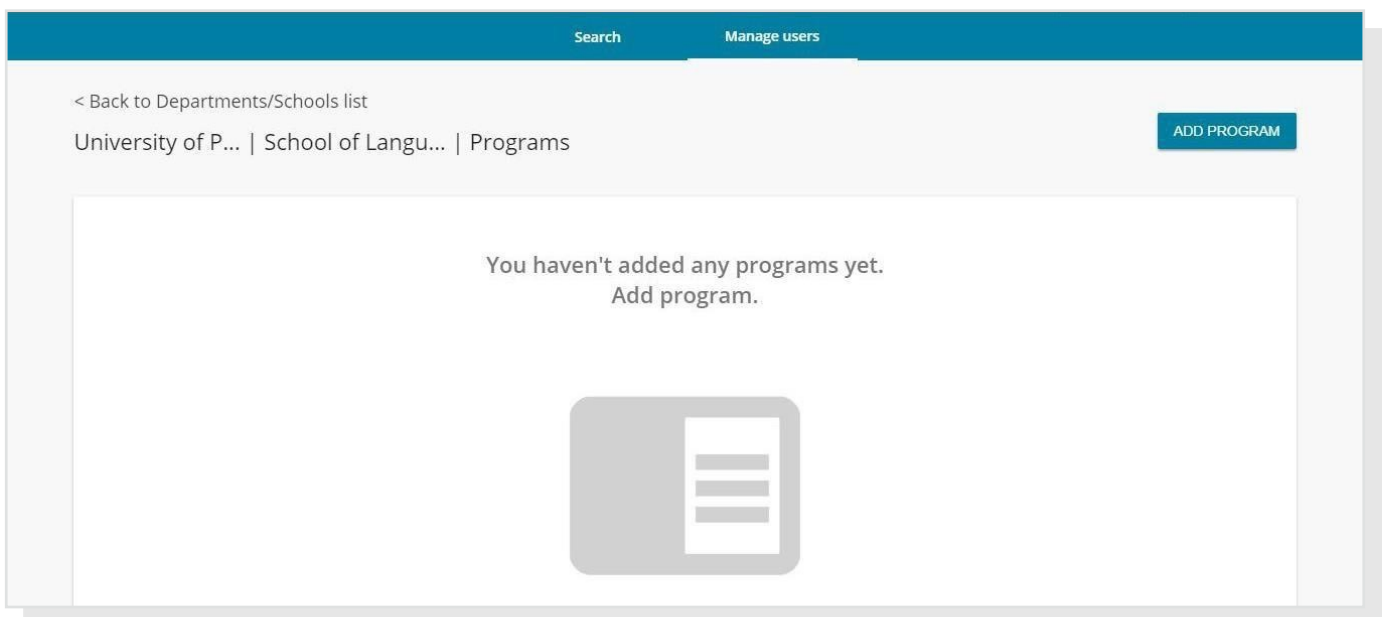
As a Site Administrator, you can add new programs within a department or school or edit existing ones.

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.



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.



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.

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

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

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.

Editing a Program

Search Manage users

< Back to Departments/Schools list

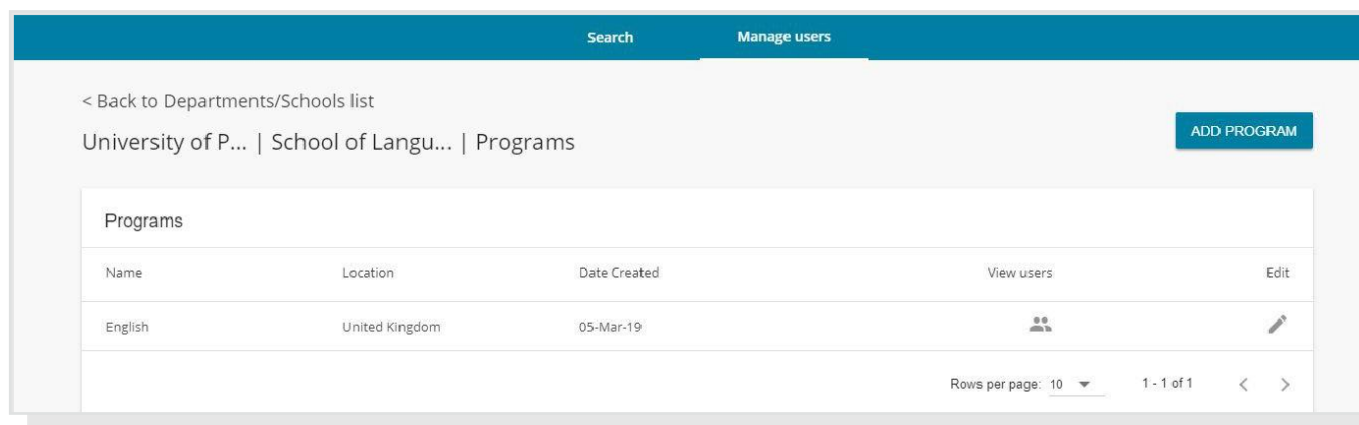
University of P... | School of Langu... | Programs

ADD PROGRAM

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

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

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.



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.

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

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.

Learn more about



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