

## Frequently asked questions to Online Results

### I have accidentally deleted the email with my Online Result Letter/E-Mail.

Fill out the following form:

<http://www.cambridgeesol-winterthur.ch/forms/OnlineResultLetter.php>

### I have received a replacement to the Online Result Letter.

- There is a problem with your payment (i.e. your “late payment fee” is still due). If your late payment fee is still due, your Online Result Letter will be sent to you as soon as we have received the payment of the outstanding fee.
- You could not produce satisfactory proof of identity (further information can be found on the Verification of Candidate Identity Form).

### How can I access my result profile step by step?

On the results release date do the following:

- ✓ Go to [www.CambridgeESOL-results.org](http://www.CambridgeESOL-results.org)
- ✓ Click on **Register** and enter your **ID Number** and **Secret Number**:
- ✓ Enter your **e-mail**-address and a **password** consisting of at least 8 characters, at least 2 of which have to be numbers (for example: zurich88 or 123456xx).
- ✓ You have to agree to the **Terms of Use**.
- ✓ Click the **Submit** button.
- ✓ Go to the **Log in screen**.
- ✓ Enter your **ID Number** and **password** and click on **Log in**
- ✓ Your result will be on the homepage. Click on the **Statement of Results** button to see your relative performance in each paper.

To open your Statement of Results, you need Adobe Reader 7.0.

### There is a server error message when I want to enter the website or log in!

The system is overloaded at the moment. Try to log on half an hour or one hour later.

### The following error message occurs: “your account has not been activated”.

Check that:

- ✓ you are not trying to log in on the wrong date.
- ✓ you are not trying to log in before 11 am.
- ✓ you have **registered before** logging in.



**The following error message occurs: “unable to authenticate user, please check details and try again”.**

Check that:

- ✓ you type in your ID-Number and password correctly.
- ✓ you are using the right password (own created, NOT secret number).



**The following error message occurs: “your account cannot be activated more than once”.**

You have already registered. Please ONLY log in.



**My result neither states “pass” nor “fail”.**

It may be that your certificate states A1 or A2 (Council of European Level). This means that you have narrowly failed the exam level you have taken, but have achieved a result comparable with the level of English in one of the lower exam levels (A1 or A2). Please find further details on your statement of results.



**I cannot open the PDF (Statement of Results).**

Please download the suggested Adobe Reader.



**How will I get my certificate?**

Your certificate will be delivered to you by registered post. If it cannot be delivered and is not being collected by you at the post office, it is returned to the centre. In this case, your certificate can be collected at our office in Winterthur for free. Alternatively, your certificate can be resent to you for a fee of CHF 20.–.



**When will I get my certificate?**

The approximate time will be stated on your Online Result Letter. Additionally an email will remind you shortly before your certificate will be sent out. If you already know that you will neither be home nor be able to pick it up from your post office on time, do not contact the centre, but **contact your local post office** to hold the certificate back for you until your return.



**Why didn't I get my certificate?**

- In case you have failed your exam, no certificate will be issued.
- You could not produce satisfactory proof of identity yet.
- If a payment is still due, your certificate will be sent to you as soon as we have received the payment of the outstanding fee.