

Frequently Asked Questions 常見問題

1. What is my ID Number / Secret Number? 什麼是 ID Number / Secret Number?

Every candidate will be given a letter about accessing the candidate results website on the exam day. Your ID number and Secret Number are on the letter.
每位考生於考試當日會獲派個人密碼信，用作網上查閱成績之用，當中包括網上查閱成績日期及用來開通帳戶的 ID Number 和 Secret Number。

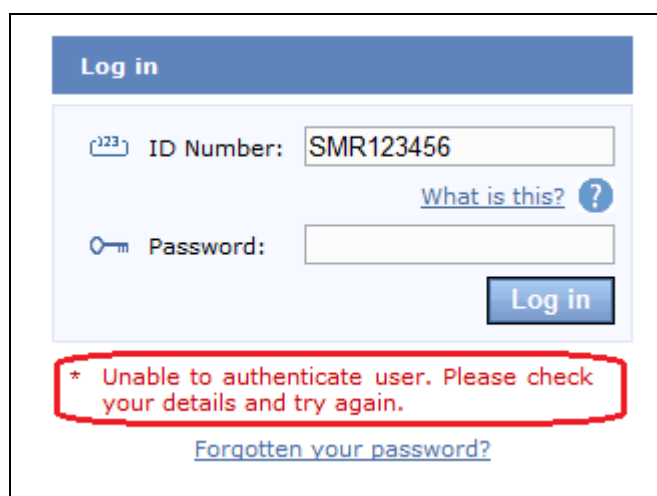
2. I have lost the letter with my ID Number and Secret Number. What should I do? 我遺失了考試當日派發的密碼信，應怎麼辦？

Please immediately contact Exams Customer Service Centre at 2913 5100, or email our office at examinations@britishcouncil.org.hk.
請儘快與考試部顧客服務中心職員聯絡（電話 2913 5100 或 電郵 examinations@britishcouncil.org.hk）

3. I have registered for an account, so why can't I log in to see my statement of results? 我已經成功註冊，但無法登入網站？

Please use the ID Number given on the letter to log in to the system.
請使用密碼信提供的 ID Number 登入系統。

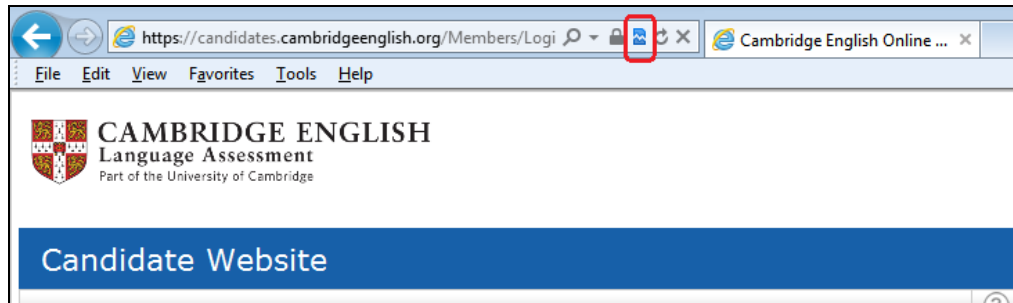
Please read the system message shown on the page (if any). It will show the message below if the password you entered is incorrect. If you are not sure about your password, please use the 'Forgotten your password?' function to reset your password. Please note that your account will be locked for 30 minutes if you try to log in with wrong passwords more than 3 times.
請仔細閱讀系統訊息（如有）。如與密碼不符有關，系統將送出以下訊息（見下圖），考生可考慮使用 Forgotten your password（忘記密碼）功能來重設密碼。請注意，如連續三次輸入密碼不符，帳戶將被封鎖 30 分鐘。



The screenshot shows a login form with the following elements:

- Header: "Log in" in a blue box.
- Input fields: "ID Number:" with the value "SMR123456" and "Password:".
- Buttons: "What is this?" with a question mark icon and "Log in".
- Error message: A red-bordered box containing the text: "* Unable to authenticate user. Please check your details and try again."
- Link: "[Forgotten your password?](#)"

If you are sure that the information you entered is correct, please check you have the COMPATIBILITY VIEW enabled in your browser (for users of Internet Explorer 8 or above).
如確定輸入資料正確，但停留在網站首頁，請檢查瀏覽器的〔相容性檢視〕是否已經開啟。（適用於 IE8 瀏覽器 或以上版本）



4. How can I read my results?

如何閱讀成績單？

Please visit *Your Results* under *Cambridge English* of the British Council website for more information www.britishcouncil.hk/en/exam/cambridge/results

請參考英國文化協會網站 - 劍橋英語考試內考試成績及證書網頁

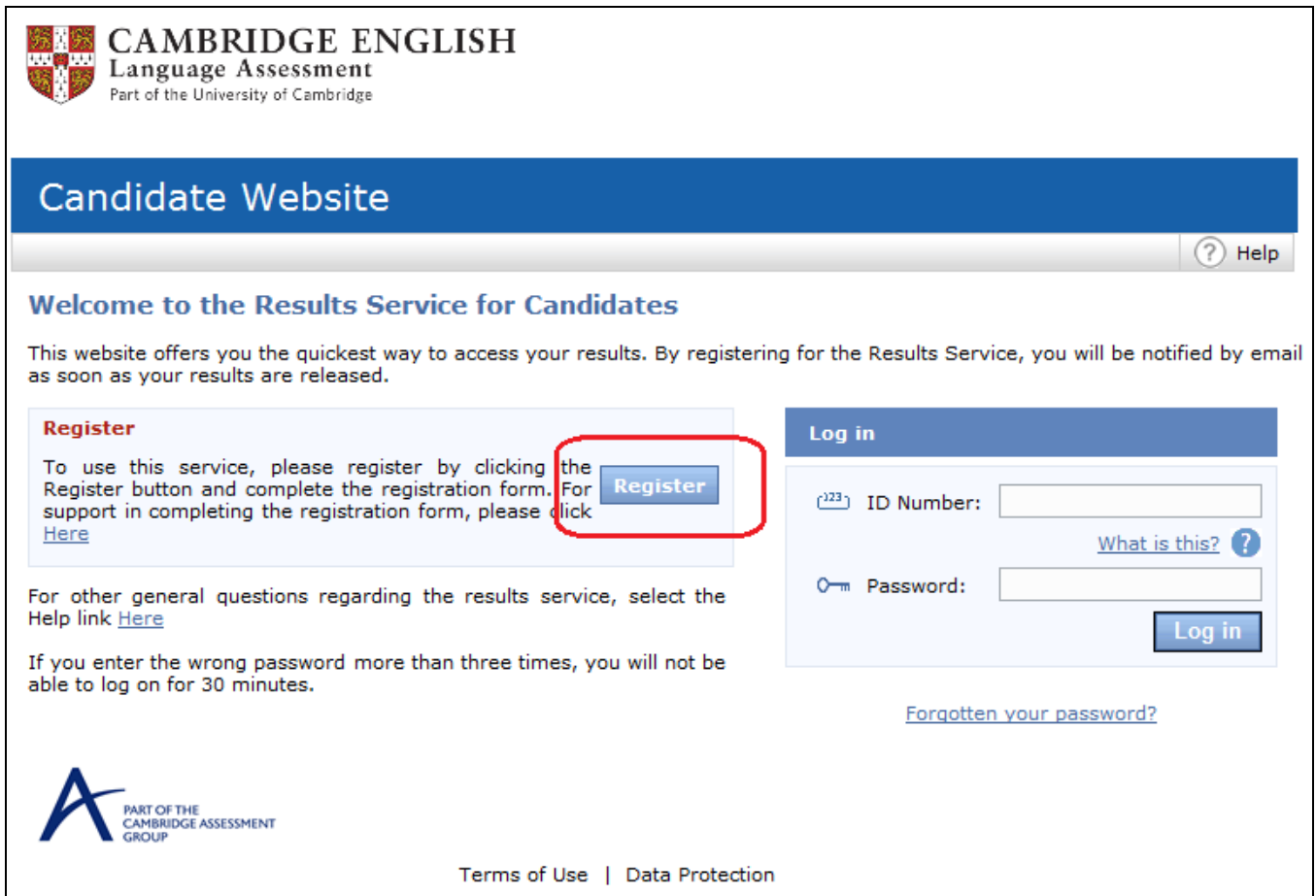
www.britishcouncil.hk/exam/cambridge/results


If you have further queries on how to download your results online, please contact Exams Customer Service Centre at 2913 5100.

如對網上查閱成績程序有任何問題，請致電 2913 5100 與考試部顧客服務中心職員聯絡。

STEPS TO DOWNLOAD YOUR RESULTS 下載考試成績程序

1. Go to the **Cambridge English Language Assessment Candidate Results Website**.
登入劍橋英語考試網上查閱成績網站。
<https://candidates.cambridgeenglish.org>
2. Click the **Register** button.
按 **Register**（登記）鍵。



 **CAMBRIDGE ENGLISH**
Language Assessment
Part of the University of Cambridge

Candidate Website

Help

Welcome to the Results Service for Candidates

This website offers you the quickest way to access your results. By registering for the Results Service, you will be notified by email as soon as your results are released.

Register

To use this service, please register by clicking the **Register** button and complete the registration form. For support in completing the registration form, please click [Here](#)

Log in

ID Number:

[What is this?](#) ?


Password:

Log in

[Forgotten your password?](#)

For other general questions regarding the results service, select the Help link [Here](#)

If you enter the wrong password more than three times, you will not be able to log on for 30 minutes.

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3. Enter your **ID Number** and **Secret Number**. Next, enter your **E-mail Address** and a **New Password**. Please read and click agree to the Terms of Use. Then, click the **Submit** button.

輸入 **ID Number** (考生編號) 及 **Secret Number** (密碼), 然後再輸入閣下的 **Email Address** (電郵地址) 及 **New Password** (自訂密碼)。閣下須閱讀並同意所列的 **Terms of Use** (使用條款), 然後按 **Submit** (遞交) 鍵。



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Candidate Website

Back Help

Register

ID Details

ID Number: [What is this?](#) ?

Secret Number: [What is this?](#) ?

Contact Details

Email Address: **Enter your E-mail Address**
輸入閣下的電郵地址

Password Details

Passwords must have at least 8 characters, made up of letters and at least 2 numbers.

Enter Password: **Enter a new Password of at least 8 characters, made up of letters and at least 2 numbers (e.g. Abcde123)**
Confirm Password: 輸入由最少8個字母組成的密碼, 當中包括最少2個數字(例如 Abcde123)

Terms of Use

This website is provided by the Chancellor, Masters and Scholars of the University of Cambridge acting through its departments University of Cambridge Local Examinations Syndicate (also known as Cambridge Assessment) and Cambridge English Language Assessment, based at 1 Hills Road, Cambridge, Cambridgeshire, CB1 2EU, United Kingdom. Your use of the website at www.candidates.cambridgeenglish.org ('the Site') is governed by these terms of use and by using this Site you consent to

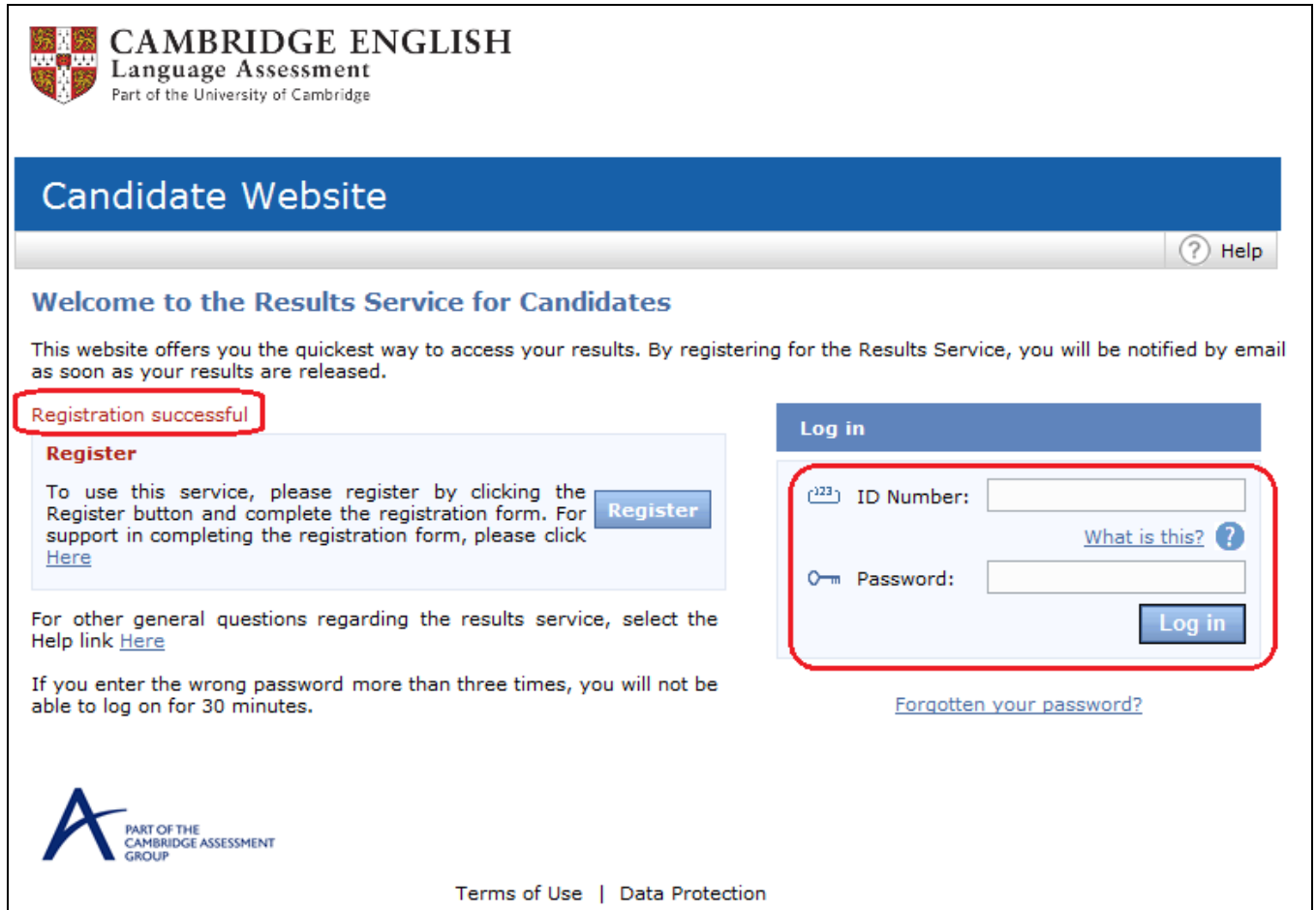
I agree to the terms of use
 I do not agree to the terms of use


Updates

From time to time Cambridge English Language Assessment will send information by email. If you wish to receive these emails, please tick this box. Your data will not be used for any purposes other than those specified in the terms of use and will not be passed to any third party.

Submit

4. Return to the homepage. Input your **ID Number** and the **New Password** that you created.
返回網站首頁。輸入 **ID Number**（考生編號）及 **New Password**（自訂密碼）。



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Candidate Website

[? Help](#)

Welcome to the Results Service for Candidates

This website offers you the quickest way to access your results. By registering for the Results Service, you will be notified by email as soon as your results are released.

Registration successful

Register

To use this service, please register by clicking the Register button and complete the registration form. For support in completing the registration form, please click [Here](#)

[Register](#)

For other general questions regarding the results service, select the Help link [Here](#)

If you enter the wrong password more than three times, you will not be able to log on for 30 minutes.

[Forgotten your password?](#)

Log in

ID Number:

[What is this?](#) [?](#)

Password:

[Log in](#)

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5. Your result will be shown on the next page. Click the **Statement of Result** button to see how you have done in each paper. Please save a copy of the statement on your computer for your records.

你的考試成績會於下頁列出。如要查詢個別試卷的成績，可按 **Statement of Result**（成績報告）鍵下載成績。請務必保存此成績單作將來參考之用。



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Candidate Website

[Home](#) [My details](#) [Information on our exams](#) [Help](#) [Logout](#)

Welcome Candidate Name

Your result is available

If you want to see your statement of results, you will need to have [Adobe Reader](#) on your computer.

[Statement of Result](#)

Your result is now available and you can see it on this page. If you have been awarded a passing grade in the examination, your certificate will be posted to your centre within 4-8 weeks and they will either send it onto you or will contact you to make other arrangements. **If you want to see how well you did in each paper, click on the Statement of Result button. (Please note that a breakdown of results is not available for Delta Module One).**

The name that is shown on the Statement of Results will be the name published on your certificate. If your name is not correct, please [contact your Examination Centre](#) immediately.

You should also contact your Centre with any other results queries or if you want information about other English language courses or Cambridge English exams.

Cambridge English Language Assessment reserves the right to amend the information given before the issue of certificates to successful candidates.

You will need to install Adobe Acrobat to view your statement of results.



Your Result

Exam
KET Schools
Key English Test

Result
PASS WITH MERIT

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Exam preparation

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- Online Courses
- Online Practice Tests

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