



Cambridge English Online

Frequently Asked Questions (FAQs)

User management

- **I'm a CEM. I'm not sure about how to manage Cambridge English Online users in my centre.**

Have a look at the *Users, preparation centres and venues* Quick Guide from the **Help** section.

- **I'm a Centre Exams Manager (CEM). When creating new users, why do I need to create a role first?**

A 'role' defines the areas of the site which are available to a user (read or write access) and can be given whatever name is appropriate for your centre. Once 'roles' have been created, users can be linked to them, and the users will have the access rights of the role you assign to them. The advantage is that you only need to create a role once and many users can have this role.

- **I'm a CEM. My colleague has forgotten their password. What can I do?**

Ask them to click on the 'Forgotten your password?' link on the login page and enter the email address that was used when you registered them for the site. An email will be sent to this email address with a link to create a new password.

- **I'm a CEM. My colleague's user name and password are not accepted. What can I do?**

Find their details on **Centre Admin > User management > View/modify/delete user**. If you see their details in a grey line, it means that their password has expired (check the date in the **Duration to** column). Click on the name of the user and update the **Duration to** date.

- **Can I change my password?**

You can change your password by clicking on **My Profile > Change password** and entering the new password.

- **I can't access certain menus within the website, who should I contact?**

If you're the CEM, you should have full access to all areas of the website and should contact the [Helpdesk](#) if there are any problems with access.

If you are a user within the centre requiring access to specific menu options within the site, you should contact your CEM who is responsible for setting and maintaining user access.

Preparation centre management

- **How can I import preparation centre data from my own system into Cambridge English Online?**

You can import preparation centre information using an Excel or CSV (comma separated value) file. The link to the template can be found at **Centre Administration > Preparation centre management > Add preparation centre**. Please note that you must provide the data in the correct format as outlined in the *Guide to importing and exporting files*. The file will load only if the correct format is used. See also the *Users, preparation centres and venues* Quick Guide. Both documents can be found in the **Help** section.

- **Can I send Confirmation of Entry documents directly to my preparation centres?**

In **Pre-Exam > Confirmation of entry > Generate**, if you select **Generate as PDF**, the system is designed send these directly to the email address given with the candidate details. However, you can generate the Confirmations of Entry by preparation centre and send these separately. In the same screen, click on the **Candidate group** drop-down arrow. If you have added preparation centres to the system, you will see a list here. Select the preparation centre and the system will generate these according to that group. Next, click on **Generate as PDF** where you will receive the pdf for forwarding.

- **How do I ensure that my results can be sorted by preparation centre?**

First you must complete all the required information when setting up your preparation centre, see the *Users, preparation centres and venues* Quick Guide in the **Help** section. The 'short name' that you provide will appear in the list when viewing your results. You should therefore set this up with a meaningful name.

You then need to select **External** in the **Candidate type** column when making entries, and select the relevant preparation centre against your candidates. Once these are linked, you will be able to view your results sorted by preparation centre.

Venue management

- **How can I import venue data from my own system into Cambridge English Online?**

You can import venue information using an Excel or CSV (comma separated value) file. The link to the template can be found at **Centre Administration > Venue management > Add venue**. Please note that you must provide the data in the correct format as outlined in the *Guide to importing and exporting files*. The file will load only if the correct format is used. See also the *Users, preparation centres and venues* Quick Guide. Both documents can be found in the **Help** section.

- **Can I add rooms here as well?**

Yes, there is a section called **Room details**, which allows you to add rooms to your venues.

Entries

- **Can I assign my own candidate numbers to my entries?**

Cambridge English Online will automatically assign candidate numbers for you. However, if you need to add your own candidate numbers, you can do this by clicking on **Pre-exam > Entries > Add entries** and selecting **Customise table view**. By ticking the 'Suppress automatic candidate numbering' box you will be able to add your own candidate numbers whilst making entries. See also

the *Making entries* Quick Guide in the **Help** section. Depending on the exam that you are making entries for, you may need to choose candidate numbers within specific ranges. See the [Handbook for Centres](#) for more details.

- **I have submitted my entries on Cambridge English Online but need to withdraw a candidate, can I do this?**

Yes, you can withdraw submitted candidates from Cambridge English Online as long as this is before the entry closing date. The *Making entries* Quick Guide in the **Help** section explains how to do this. After the closing date, you will need to complete a [Withdrawal Refund Request form](#), available from the customer support site. Please see the [Handbook for Centres](#) for more information.

- **How can I make changes to a candidate's details?**

You can make changes to a candidate's details by clicking on **Pre-exam > Entries > View/Modify/Withdraw Entries**. Select the required candidate and then the modify button at the bottom of the page. Change candidate details as required. See also the *Making entries* Quick Guide in the **Help** section.

You can amend candidate details until they are submitted. After that, you need to wait until the entries are in a **Confirmed** status, and then you can amend their details at any time until the final amendment date.

- **Can I make changes to my entries after the entry closing date?**

You can make changes to candidate details without charge after the entry closing date. You can also add new entries, but these will be charged a late entry fee. Please see the [Handbook for Centres](#) for information on other restrictions.

- **I am unable to change a candidate entry. Why?**

Changes to candidate numbers or packing codes are not allowed once an entry has been submitted. Please see the [Handbook for Centres](#) for full details.

Candidate entries also cannot be modified if the entry is in **Pending** status or the final amendment date has passed.

- **I have submitted my entries to Cambridge English Online but the status is not showing as Confirmed. Do I need to take further action?**

The submitted files will be 'picked up' three times a day from the site and loaded to our back office processing systems. If you check the following day and the status has not changed to **Confirmed**, contact the [Helpdesk](#) for assistance.

- **I get an error message when loading the CSV/Excel file.**

Have you used the correct CSV/Excel template? The link to the template can be found at **Pre-Exam > Entries > Upload entries file**. Please note that you must provide the data in the correct format as outlined in the *Guide to importing and exporting files*. The file will load only if the correct format is used. See also the *Making Entries* Quick Guide. Both documents can be found in the **Help** section.

- **Can I input passport numbers or ID card numbers for enhanced security?**

Yes, you can enter these in the **ID** field of the entries screen. Please note that as this field is optional, we will not capture this information.

- **Which diacritics does Cambridge English Online support?**

Please see our [Customer support website](#) for more information.

Timetabling

- **I am trying to allocate candidates to a venue, but I can't see any venues within the menu to select, what should I do?**

Venue details need to be added using **Centre Administration > Venue management > Add venue** first, after which the venue will appear in the timetabling section of the site. See *Venue management* in this document. To select a venue, type the first letter of the venue name and a list of venues will appear for you to select from.

- **The auto-allocate button is greyed out, why?**

The auto-allocate button is disabled if the slot (time) details have not been completed or there are no remaining candidates to allocate.

- **Can I allocate candidates to a specific room within a venue?**

Yes, you can allocate candidates to a room you have allocated them to a venue. You can find more information within the *Timetabling* Quick Guide in the **Help** section.

- **How can I check if I have successfully allocated candidates to each exam component and if I have any outstanding allocations to make?**

You can find a timetabling status and summary of current allocations for each of your exam/sessions in **Pre-exam > Timetabling > Dashboard**.

- **I need to allocate 3 candidates to a Speaking Test, how can I do this?**

It is possible to allocate 3 candidates to the end of your Speaking test session.

Go to **Pre-Exam > Timetabling > Dashboard** and select the Speaking test for the relevant exam, add your venue and slot details and allocate your candidates. Click on the **Choose slot for group of 3** drop down, select the last slot in your session and click on **Add**. See the *Timetabling* Quick Guide in the **Help** section for more information.

Confirmation of Entry

- **When candidates receive their Confirmation of Entry (CoE), how can I ensure that the candidate knows who to contact if they have any queries?**

Confirmation of Entry documents are generated and sent from a Cambridge English email address (**cambridgenglishonline@cambridgeenglish.org**). However you will be asked to select an email address where all replies can be delivered to. You can find instructions from the *Confirmation of Entry* Quick Guide in the **Help** section.

- **I do not want the timetabling details to appear on the Confirmation of Entry, can I do this?**

Yes, you can choose not to put the timetabling details on the Confirmation of Entry document. You need to tick the box named 'Do not publish timetabling details' before generating the Confirmation of Entry. Detailed instructions are in the *Confirmation of Entry* Quick Guide in the **Help** section.

- **I cannot generate and email a candidate Confirmation of Entry (CoE) and the system advises the reason is ‘candidate partially allocated’. What does this mean?**

This means that not all components for the exam session have been allocated for this candidate and must be completed before the CoE can be generated. Detailed instructions are in the *Confirmation of Entry* Quick Guide in the **Help** section.

Speaking marks for computer-based tests

- **When can I print my Speaking mark sheet?**

You can generate Speaking mark sheets once an entry has a **Confirmed** status.

- **When can I start entering Speaking marks?**

You can start entering Speaking marks from the start of the Speaking test window up to 5 days after the final Speaking test date.

Delta Module One

- **Can I use all areas of the site?**

The following areas of the site are NOT available to use for Delta Module One:

- Centre Administration
- Manage exam day staff
- Pre-Exam Entries > Order/Convert reserve entries
- Timetabling > Print Speaking mark sheets
- Post-Exam > Enter speaking marks and Upload candidate photo

- **Will I still receive a Statement of Entry?**

No, you can create your own Confirmation of entry in the Pre-exam section by putting the exam date and other information in the ‘Important information’ box in the template. Detailed instructions are in the *Confirmation of Entry* Quick Guide in the **Help** section.

Miscellaneous

- **How can I get access to my centre’s results?**

Results for KET, PET, FCE, CAE, CPE, BEC, ILEC and ICFE are available in the Post-exam section of Cambridge English Online. See the *Results* Quick Guide in the **Help** section for more information.

- **Technical specification for viewing training tutorials**

To run the training tutorial movies within the Help section, your PC should be set up as follows:

- A minimum screen resolution of 800 x 600
- Internet Explorer 6.0 or higher
- Adobe Flash Player 8.0 or higher

- **What operating systems and browsers are supported by the system?**

Cambridge English Online has been tested on both PC and Mac operating systems and supports the following browsers Internet Explorer version 6 & 7, Firefox Mozilla (v) and Google Chrome.

If you are intending to use Internet Explorer 8, please ensure that the Compatibility View function is enabled and Cambridge English Online is added to the list of sites to be displayed.

For further assistance contact the [Helpdesk](#).