

***TOEIC*® Online Score Verification System (OSVS) User Manual**

Release 2

January 2014

List of Current Sections

When this manual is revised, revised sections(s) will be labeled with a new release number and date.

Contact	Release 1
Section I	Release 2
Section II	Release 2
Section III	Release 2
Section IV	Release 1

Contact: Please contact toeic_osv@ets.org with any questions.

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I. Getting Started

A. About Online Score Verification System

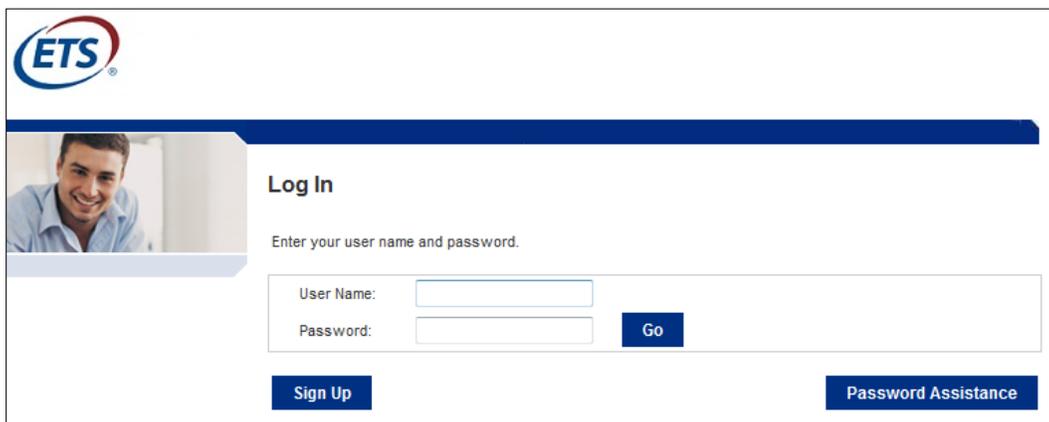
The Online Score Verification System (OSVS) is a tool designed to allow designated individuals to verify *TOEIC*® scores provided by test takers against official scores held at ETS. The system will also display test-takers' photographs when available.

Please follow the instructions provided in this manual to verify scores from the *TOEIC*® Listening & Reading and *TOEIC*® Speaking & Writing tests.

B. Sign Up

To access the system, you must first sign up for a user account.

1. Before you sign up, you must obtain your Organization Passcode by email from ETS.
The Organization Passcode is an eight-character code that identifies your organization. You will be required to enter it when creating your account so that the system can link your account to your organization.
2. Go to the website <https://toeicswtest.ets.org/TGRWeb>. This address is case sensitive.
Note: Once you have an account, you will use this same screen to log in.
3. Click **Sign Up**.



ETS

Log In

Enter your user name and password.

User Name:

Password: **Go**

Sign Up **Password Assistance**

Sign-up

Fields prefixed with * are required.

First/Given Name:

* Last/Family Name:

* Date of Birth: - Month - --

* E-mail Address:

* Re-type E-mail Address:

Phone Number:

User name must be between 6 and 16 characters (letters and/or numbers) and should not contain special characters (such as @,_,\$,#,%).

* User Name:

Password must be between 8 and 16 characters and include an uppercase letter (A-Z), a lowercase letter (a-z), and a number (0-9).
Do not use your user name, first/given name, or last/family name.

* Password:

* Re-type Password:

* Security Question: - Select -

* Security Answer:

* Organization Passcode:

4. Fill in the requested information. Required fields are marked on the screen with a red asterisk:

- **First/Given Name** (optional)
- **Last/Family Name** (required)
- **Date of Birth** (required) – Do not use your real date of birth if you want to keep your personal information confidential. Instead, enter 1/1/2000.
- **Email Address** (required) – The system will send a confirmation email to this address once you have successfully created your account.
- **Retype Email Address** (required) – To confirm the email address
- **Phone Number** (optional)
- **User Name** (required) – Create a user name that meets the requirements stated on the screen.
- **Password** (required) – Create a password that meets the requirements stated on the screen. Be sure to remember your password; you will need it to log in.
- **Re-type Password** (required) – To confirm the password

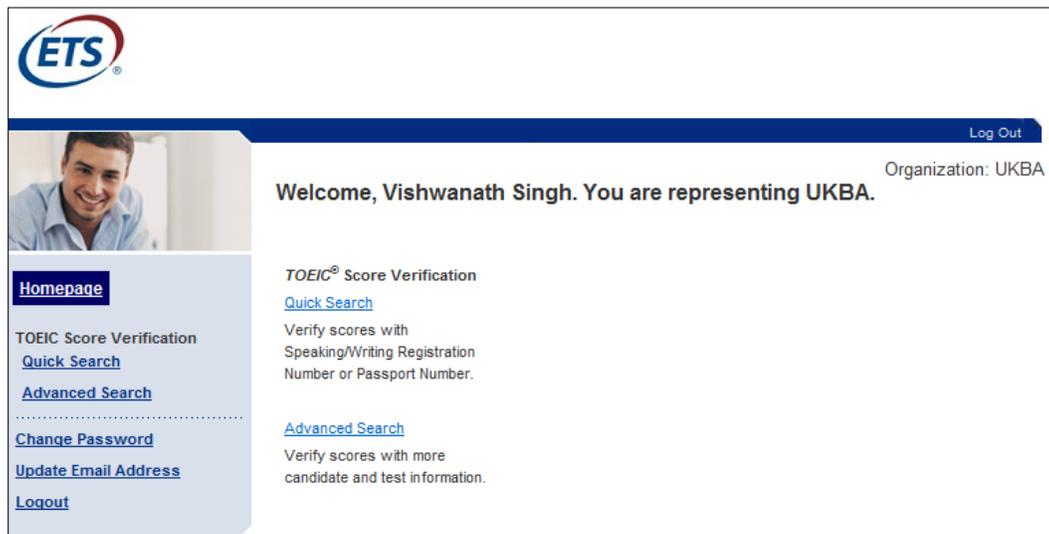
- **Security Question** (required) – Click the arrow to select a security question from the drop-down menu. If you forget your password, the system will use your security question and answer to assist you.
 - **Security Answer** (required) – Type your answer to the security question that you selected.
 - **Organization Passcode** (required) – Type the eight-character code provided by ETS.
5. Click **Submit**. The system will then display a confirmation screen.
 6. Check your email account for a message confirming that your account was successfully created.
 7. Before you can verify scores in the system, your user role must be updated by ETS. Please contact ETS (toeic_osv@ets.org) if you have any questions.

C. Logging In

1. Use the following URL to access the TOEIC OSVS Log In screen:
<https://toeicswtest.ets.org/TGRWeb>

Note: For optimal user experience, use Internet Explorer or Firefox.

2. Enter your User Name and Password and click **GO**. Once you log in, the following Welcome screen will be displayed:



There are two options available to you for verifying scores — **Quick Search** and **Advanced Search**.

Quick Search:

This search method allows you to verify scores with the Speaking/Writing Registration Number or Passport Number

- Requires either the candidate's Registration Number (provided on the Speaking and/or Writing score report) or the candidate's Nationality and Passport Number
- Requires the test date(s) and score(s) you want to verify
- Verifies the TOEIC Speaking, Writing, Listening, and Reading scores at the same time

Advanced Search:

This search method allows you to search multiple records by using a wildcard search option and to verify scores with more candidate and test information

- Requires candidate/test information in at least one of the following search fields:
 - Registration Number (only for TOEIC Speaking/Writing tests)
 - Last/Family Name
 - First/Given Name
 - Nationality
 - Passport No.
 - Date of Birth
 - Test Date
 - Requires the test date(s) and score(s) you want to verify
 - Verifies the TOEIC Listening & Reading scores separately from the TOEIC Speaking & Writing scores
3. Select the preferred option for searching based on the candidate information available to you. After making a search selection, the **Terms and Conditions** screen will display.
 4. Click **I Agree** to the Terms and Conditions to continue. If **I Do Not Agree** is selected, you will be returned to the Welcome screen.

Terms and Conditions

By searching for information about a test taker, you agree to be bound by ETS's [Terms and Conditions](#).

TOEIC® test results are the property of ETS and are not to be released by the recipient without written permission from the test taker. All staff with access to this service are to be advised of the confidential nature of the information provided.

II. Quick Search

The Quick Search page will display two options to search, either by the Speaking/Writing Registration Number (found on the candidate's score report) OR Nationality and Passport Number.

A. Quick Search – by Speaking/Writing Registration Number

1. If searching for candidate information by a TOEIC Speaking/Writing test Registration Number, enter the Registration Number in the Registration No. field and click **Search**.

2. The following screen will be displayed if a valid Registration Number is entered:

Quick Search - Enter Score(s) and Test Date(s)

Candidate Information	Candidate Image
Registration No: 2500000000009870	
Last/Family Name: Gandhi	
First/Given Name: Jayesh	
Nationality: India	
Passport No: AA09876543	
Date of Birth: July 07, 1975	

Please provide candidate score and test date information

Speaking Score:

Writing Score:

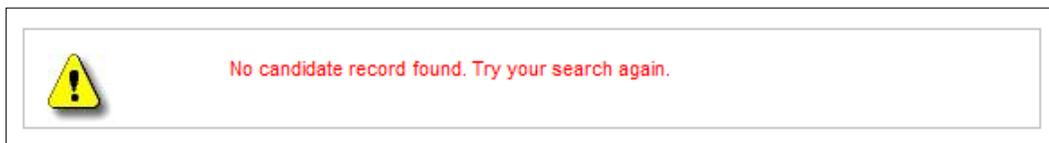
S/W Test Date:

Listening Score:

Reading Score:

L/R Test Date:

3. The following message will show if an invalid Speaking/Writing Registration Number is entered. If this message appears, please check that the number was entered correctly. If the candidate is still not found using the provided Registration Number, try using **Advanced Search** or contact **toeic_osv@ets.org**.



4. Enter all score and test date information that has been provided. Click **Verify**.

Note: If a Speaking/Writing Registration Number is used to search, the Speaking/Writing test date will already be populated.

Please provide candidate score and test date information

Speaking Score:

Writing Score:

S/W Test Date:

Listening Score:

Reading Score:

L/R Test Date:

5. All entered scores will be verified. If the entered score matches the score in ETS's database, a  will appear next to the entered score.

Quick Search - Score Verification Result

Candidate Information	S/W Candidate Image	L/R Candidate Image
Registration No: 2500000000009870		
Last/Family Name: Gandhi		
First/Given Name: Jayesh		
Date of Birth: July 07, 1975		
Passport No: AA09876543		
Speaking/Writing		
Test Date: January 01, 2011		
Nationality: India		
Listening/Reading		
Test Date: January 01, 2011		
Nationality: India		
Passport No: AA09876543		

Score details		
	Entered Score	Actual Score
Speaking	150 	150
Writing	- 	-
Listening	350 	350
Reading	- 	-

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New Search

B. Quick Search – by Nationality and Passport Number

1. If searching for candidate information by Nationality and Passport Number, select the Nationality and enter the Passport Number. Click **Search**.

Quick Search - Enter Candidate Information

Fields prefixed with * are required.

Candidate Information

To find a candidate record, use one of the search options below.

Search by Speaking/Writing registration number printed on the score report

* Registration No:

Search by Nationality and Passport Number

* Nationality:

* Passport No:

2. The following screen will be displayed if a valid Nationality and Passport Number is provided:

Quick Search - Enter Score(s) and Test Date(s)

Candidate Information	Candidate Image
Last/Family Name: Kim	
First/Given Name: Hyejin	
Nationality: Korea, Republic of	
Passport No: AA01298762	
Date of Birth: January 02, 1980	

Please provide candidate score and test date information

Enter score(s) and test date(s):

Speaking Score:

Writing Score:

S/W Test Date: - Month - - Day - YYYY

Listening Score:

Reading Score:

L/R Test Date: - Month - - Day - YYYY

- The following message will be displayed if the entered Nationality and Passport Number cannot be found in the database. If this message appears, please check that the number was entered correctly. If the candidate is still not found using the provided information, try using **Advanced Search** or contact toeic_osv@ets.org.

Quick Search - Enter Candidate Information

 No candidate record found. Try your search again.

Fields prefixed with * are required.

Candidate Information

To find a candidate record, use one of the search options below.

Search by Speaking/Writing registration number printed on the score report

* Registration No:

Search by Nationality and Passport Number

* Nationality:

* Passport No:

- Enter all score and test date information that has been provided. Click **Verify**.

Please provide candidate score and test date information

Enter score(s) and test date(s):

Speaking Score:

Writing Score:

SW Test Date:

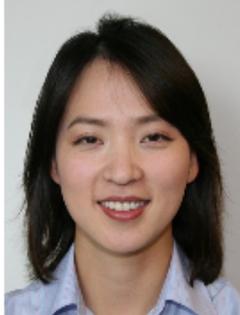
Listening Score:

Reading Score:

L/R Test Date:

5. All entered scores will be verified. If the entered score matches the score in ETS's database, a  will appear next to the entered score.

Quick Search - Score Verification Result

Candidate Information		S/W Candidate Image	L/R Candidate Image
Registration No:	860000000051234		
Last/Family Name:	Kim		
First/Given Name:	Hyejin		
Date of Birth:	January 02, 1980		
Speaking/Writing			
Test Date:	February 02, 2011		
Nationality:	Korea, Republic of		
Passport No:	AA01298762		
Listening/Reading			
Test Date:	February 02, 2011		
Nationality:	Korea, Republic of		
Passport No:	AA01298762		

Score details		
	Entered Score	Actual Score
Speaking	130 	130
Writing	120 	120
Listening	270 	270
Reading	340 	340

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III. Advanced Search

The Advanced Search page will allow you to search for a candidate by test type (TOEIC Listening/Reading or TOEIC Speaking/Writing) and with additional search fields. You can search multiple records using a wildcard search option by following the instructions next to the Last/Family Name and First/Given Name search fields.

Log Out

Organization: UKBA [Help](#)

TOEIC® Score Verification

Advanced Search

The information you provide below should match the information recorded on the candidate's score report.

Test Type

Listening/Reading
 Speaking/Writing

Candidate/Test Information

* Enter at least one field. This search will be limited to candidates with the following criteria:

- Candidates who took the tests for visa purposes, OR
- Candidates who took the tests in UK, OR
- Candidates who are UK citizens.

Last/Family Name: (Use a single trailing % for wildcard search, e.g. Lee%)

First/Given Name: (Use a single trailing % for wildcard search, e.g. Lee%)

Nationality: - Select -

Passport No:

Date of Birth: - Month - - Day - YYYY

Test Date: - Month - - Day - YYYY

Score Details

* Enter Listening and/or Reading scores you want to verify:

Listening Score:

Reading Score:

Search
Reset
Print

A. Advanced Search – by TOEIC Listening/Reading Test

1. To search using information from a TOEIC Listening/Reading score report, select Listening/Reading in the Test Type field.
2. Enter at least one field in the Candidate/Test Information section, enter the score details that you want to verify, and click on **Search**.

Advanced Search

The information you provide below should match the information recorded on the candidate's score report.

Test Type

Listening/Reading
 Speaking/Writing

Candidate/Test Information

* Enter at least one field. This search will be limited to candidates with the following criteria:

- Candidates who took the tests for visa purposes, OR
- Candidates who took the tests in UK, OR
- Candidates who are UK citizens.

Last/Family Name: (Use a single trailing % for wildcard search, e.g. Lee%)

First/Given Name: (Use a single trailing % for wildcard search, e.g. Lee%)

Nationality:

Passport No:

Date of Birth:

Test Date:

Score Details

* Enter Listening and/or Reading scores you want to verify:

Listening Score:

Reading Score:

Search
Reset
Print

The search results will display all records that match the search criteria. If more than 50 records meet the search criteria, a message will be displayed to narrow down your search criteria.

- Review the list of candidate records and select the correct candidate by clicking on the candidate's Record No. to view the score result.

Click a record number to view the score result.

Record No.	Family Name	Given Name	Date Of Birth	Nationality	Passport No
1	DOE	JANE	January 02, 1980	United States	AA0126607
2	Doe	Jane	January 02, 1980	United States	C0135426
3	Doe	John	May 05, 1982	India	AA0126607
4	Doe	Mike	April 20, 1987	United States	E0123456

- The system will display both Entered Score(s) and the Actual Score(s) found in ETS's database. If both scores match,  **Score match** will appear next to the entered score.

Score Details		
	Entered Score	Actual Score
Listening	270 	270
Reading	340 	340

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B. Advanced Search – by TOEIC Speaking/Writing Test

1. To search for information using a TOEIC Speaking/Writing score report, select the Speaking/Writing option in the Test Type field.
2. Enter at least one field in the Candidate/Test Information section, enter the score details that you want to verify, and click on **Search**.

Advanced Search

The information you provide below should match the information recorded on the candidate's score report.

Test Type

Listening/Reading
 Speaking/Writing

Candidate/Test Information

* Enter at least one field. This search will be limited to candidates with the following criteria:

- Candidates who took the tests for visa purposes, OR
- Candidates who took the tests in UK, OR
- Candidates who are UK citizens.

Registration No:

Last/Family Name: (Use a single trailing % for wildcard search, e.g. Lee%)

First/Given Name: (Use a single trailing % for wildcard search, e.g. Lee%)

Nationality:

Passport No:

Date of Birth:

Test Date:

Score Details

* Enter Speaking and/or Writing scores you want to verify:

Speaking Score:

Writing Score:

Search
Reset
Print

The search results will display all records that meet the search criteria. If more than 50 records meet the search criteria, a message will be displayed to narrow down your search criteria.

- Review the list of candidate records and select the correct candidate by clicking on the candidate's Record No. to view the score result.

Click a record number to view the score result.

Record No.	Family Name	Given Name	Date Of Birth	Nationality	Passport No
1	DOE	JANE	January 02, 1980	United States	AA0126607
2	Doe	Jane	January 02, 1980	United States	C0135426
3	Kim	Hyejin	January 02, 1980	Korea, Republic of	AA01298762

- The system will display both entered score(s) and the actual score(s) found in ETS's database. If both scores match,  **Score match** will appear next to the entered score.

Score Details		
	Entered Score	Actual Score
Speaking	100 	100
Writing	100 	100
Understanding Scores		

IV. Icon Legend

In this system, three different icons are used to indicate search results. The table below presents the different scenarios in which these icons will be displayed along with the recommended action, if any:

Icon Displayed	Recommended Action
If the entered score matches the score in ETS's database,  Score match will display.	--
If no score is entered and ETS's database has no record,  Score match will display.	--
If the entered score does not match the score in ETS's database,  Score does not match will display. Actual Score will display.	--
If a user enters a score and ETS does not have a score record in ETS's database,  Score does not match will display. No Actual Score will display.	Contact ETS at toeic_osv@ets.org .
If no score is entered and ETS has a score in the database,  Score not entered will display.	--
If ETS has no score record in the database even though ETS found the candidate according to the entered criteria,  Score not found will display.	User should carefully check data entered or try Advanced Search.
If duplicate records are found for the search criteria in ETS's database,  Duplicate record found will display.	Contact ETS at toeic_osv@ets.org .