



# Candidate results pack



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# Welcome and general information

Welcome to the Candidate results pack! This guide contains answers to your most frequently asked questions regarding your IB results and beyond.

## When can I contact the IB?

The International Baccalaureate (IB) Answers service offers 24 hours a day, 5 days a week support to the IB community. However, the service is limited with regards as to which topics it can discuss with parents and candidates.

**Your IB programme coordinator should always be your point of contact for any questions that you (or your parents) have regarding the IB curriculum, examinations and results.**

However, **IB Answers** can assist you with most questions relating to transcripts, certificates and some questions relating to university recognition.

## IB general regulations

To better understand the IB's relationship with schools, please consult the *General regulations: Diploma Programme*, or the *General regulations: Career-related Programme*.

If you would like to discuss the content of the general regulations publications in further depth, please contact your IB programme coordinator.



## Candidate website

The candidate website ([candidates.ibo.org](https://candidates.ibo.org)) is an online portal where you can manage your eCoursework uploads, as well as view your candidate results.

### How do I obtain my login details?

Your IB programme coordinator has access to your candidate website login details and they are responsible for providing them to you. The IB cannot provide your login credentials for data protection reasons.

Please note that it is at the discretion of the IB World School to decide to give its candidates access to the candidate website.

**Under no circumstances should candidates reveal their personal identification number (PIN) to universities or admission centres.**

### I've logged in, but last year's results appear. How do I see this year's results?

Your login details are session-specific and will change every session. Please consult your IB programme coordinator who can provide the login details for the current session.

# Candidate website

## I can't log in; what do I do?

If you are experiencing issues logging in to the website using Chrome or Safari, please switch to Mozilla Firefox as it is the most compatible browser.



Your personal code and PIN are case-sensitive and should not be copied and pasted.



If you are unsuccessful with your login three times in a row, you will be locked out for 30 minutes. You can try logging in once more after this time.



It is not possible to reset your login credentials as they will always work when the above rules are followed.





# Transcripts

## How can I send my transcript to a university?

If you are requesting before 5 July (for May examination sessions) or 3 January (for November examination sessions), you should contact your IB programme coordinator to submit a request to the IB on your behalf.

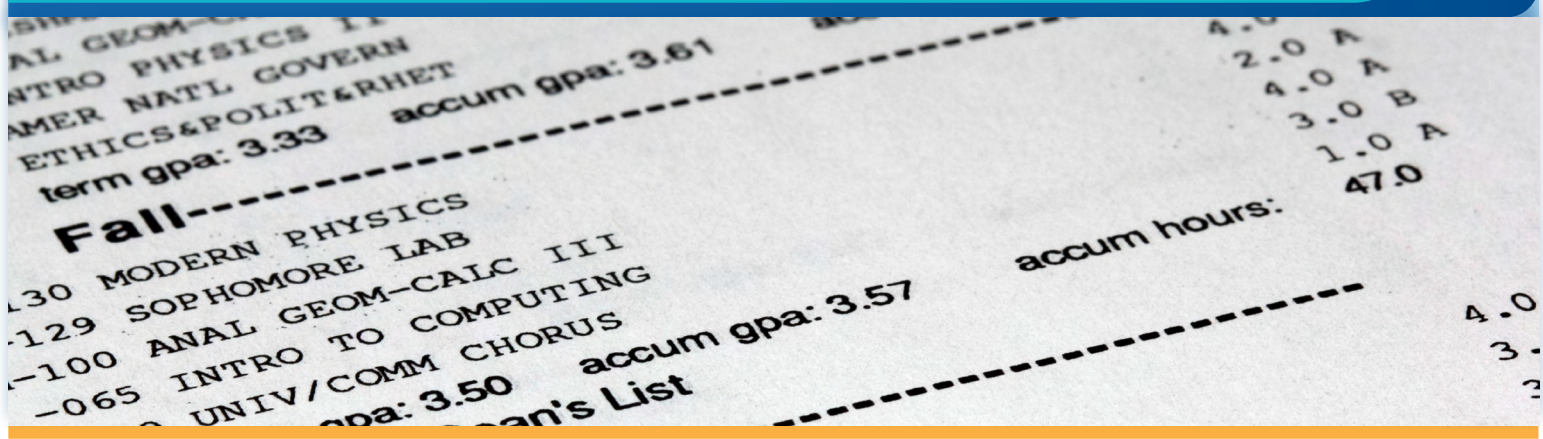
After the release of results, you should request for your transcript to be sent to institutions directly through the Request for results service, [rrs.ibo.org](https://rrs.ibo.org). It is worth noting that a processing fee is applied for these requests. Fee information can be found on [rrs.ibo.org](https://rrs.ibo.org).

Universities decide in which format they receive IB transcripts. If your chosen institution opted to receive IB transcripts electronically via a secure IB website, they will receive it as soon as results are released (or for graduates, as soon as the IB has processed your order). Otherwise, they will be mailed a paper transcript.

If your coordinator has placed the request on your behalf, you can check the format of your transcript request on the candidate website. If you placed the request via [rrs.ibo.org](https://rrs.ibo.org), you will receive a confirmation email that indicates whether the transcript was sent electronically or in paper format.

## Transcript request tutorial

[View video](#)



## Electronic transcripts

If your IB programme coordinator placed a transcript request on your behalf before the release of results, institutions that have opted to receive transcripts electronically will receive your transcript on the day of results release via a secure website.

The institution's admissions office has login details that it uses to access the website and download your transcript. Transcripts are not sent to the admissions office via email.

If your transcript was sent electronically and the university informs you that they are unable to access your record, please ensure that you have provided them with the correct information (spelling of your name, date of birth and examination session).

If the subject department at the university has not received your transcript, please contact the institution's central admissions office.

If you have placed the request yourself (after the release of results), it may take up to 14 working days to process.

## Paper transcripts

It may take up to 14 working days for your order to be fulfilled. This applies to requests that are made both before and after the release of results.

**The IB is not responsible for delays in the postal service or in processing transcripts at universities.**

If the institution's admissions office is unable to locate your transcript after 14 working days, then please **contact IB Answers**. When you contact IB Answers, please include your name, school where you obtained your diploma, university, and the date that you requested your results to help process your request faster. If you placed the request yourself, please include your order reference number.

# Certificates

## When will I receive my DP/CP certificate?

Diploma Programme (DP) and Career-related Programme (CP) results certificates will be sent to your IB school and will normally arrive by the end of September (May sessions) or March (November sessions).

Please note that the IB cannot expedite the process for individual candidates because the printing is handled by a third-party company. Universities do not usually require your certificate for enrollment purposes; they require your IB transcript.

## How do I request a replacement certificate?

If your certificate has been lost or destroyed, you can place a request for a replacement via the online *Request for results service* form. Please note that a processing fee is applied for these requests. Fee information can be found on [rrs.ibo.org](https://rrs.ibo.org).

Please note that you can only request a replacement certificate yourself if six months has passed since the issue of your results. Before six months has passed, any replacement requests must be made by your IB programme coordinator.

The process takes up to 28 days. You will need proof of identify, including your name and date of birth.

## I've changed my name since graduation. How do I amend my certificate?

If six months has passed since the issue of your results, please email [replacementdocs@ibo.org](mailto:replacementdocs@ibo.org) to request the change of name. Please note that you will be charged for this request. Before six months has passed, please contact your coordinator.



# Legalization

## What is results legalization and how do I place a request?

In some countries, the IB programme results document needs to be legalized in Geneva, Switzerland, by the relevant chancellery, embassy and/or consulate for entrance to universities. Where this is the case, it is the responsibility of your IB programme coordinator to inform their candidates about this requirement and submit a request on your behalf.

While you are still present at school, you should speak with your coordinator who can submit a legalization request online, on your behalf, before the deadline. Requests will need to come from your school.

If six months has passed since the issue of your results, you can make a legalization request yourself via [rrs.ibo.org](https://rrs.ibo.org). Please provide your full name, date of birth, the IB school you graduated from and the country of the university you are applying to.

**For detailed information about the legalization process, please refer to our [FAQ page](#).**



# Results release

## When are my results released?

For the May session, results are issued to schools on 5 July. DP and CP results are released on the candidate website from 12:00 GMT on 6 July for May exam sessions.

For November exam sessions, results are released from 13:00 in the school's local time zone on 17 December.

Results are released at staggered time intervals based on time zone. If you are unsure of the time that your results will be released, or you are unable to see your results, please contact your programme coordinator.

If you have any questions about your results once they have been released, please contact your IB programme coordinator. The IB cannot discuss individual candidate results with candidates or their parents.

## Can I challenge my results?

Yes. The enquiry upon results (EUR) service can be used if you or your school feel that your results are not a fair reflection of your performance. It is important to note that your subject grade may be raised or lowered because of an EUR request.

If you have any questions about this process, please contact your IB programme coordinator. Please note that any EUR requests must be placed by your IB World School. The IB does not accept EUR requests directly from candidates or their parents.

In addition, the IB is not able to communicate the outcome of an EUR request to anyone other than the school's IB programme coordinator.

For further information about this process, please refer to "Article 15: Enquiry upon results" of the ***General regulations: Diploma Programme***.

# Retaking examinations

## Can I retake IB examinations?

Candidates can retake a subject in any future examination session and at any IB World School offering the DP or CP.

However, there are restrictions that apply so please consult with the IB programme coordinator at the school where you wish to register. In addition, an IB World School is under no obligation to accept retake candidates. You can find a list of IB World Schools and their contact information [here](#).

If you retake a subject to improve your results, the highest grade for the subject or core requirement will contribute to the award of the IB Diploma.

If you choose to retake a subject that has had a recent curriculum change, you will be required to follow the new curriculum. For further information about curriculum changes, please contact your IB programme coordinator.

## If I retake an exam, do I have to redo my internal assessment?

Please consult your IB programme coordinator who will be able to advise you further.



## **What are the fees for retaking an IB subject?**

To find out the fees for IB retake examinations, please contact the IB programme coordinator at the school where you wish to register. As IB World Schools are independent, they are responsible for their own fees.

## **I am a course candidate, can I retake IB examinations?**

Yes, there are no restrictions on IB course candidates retaking examinations. However, IB World Schools have their own admissions policies. Please contact the IB programme coordinator at the school where you wish to register for more information.