IELTS FAQ

Q: Where can I find details about my test day?  
A: You can find all relevant information about an IELTS test day in the email we send you

**Q: Can I reschedule my test?**  
A: If you want to transfer to a different test date, please send us an email stating your name, IELTS reference number, and your new preferred test date by email. We will tell you if this is a possibility regarding the IELTS regulations.

**Q: I want to cancel my IELTS test**.  
A: We are only able to cancel registrations when they are more than 5 weeks from the test date with an administrative fee of 50 euro. If you want to cancel, please send us your IELTS reference number and bank details, and we will provide you with a refund, minus the administrative fee. If your test was cancelled because of COVID-19, please send us an email and we will inform you of the possibilities of cancelling or rescheduling your test.

**Q: Is IELTS on computer online?**  
A: No. IELTS on computer is not an online ‘indicator’ but a fully valid IELTS test and takes place at the test centre in Rotterdam under secure conditions. **You cannot take the test from home.**

**Q: I cannot log in to my IELTS on computer account.**  
A: You will have to create your own IELTS on computer account and create a password for this. Afterwards, you are able to register for  IELTS on computer test dates. If you have lost your password, please create a new account.

**Q: Can I register for multiple IELTS on computer tests?**  
A: Yes. You need to pay the entry fee for every test separately within two days of registering. Note: the tests are not refundable

**Q: I haven't received a confirmation email after registering for the IELTS exam. Is this normal?**

A: After your payment, the email you receive confirming both your payment and test date may take up to 5 days to be sent to you - perhaps longer if you pay before a weekend. Do not worry about this, we need to manually check the ID document you uploaded when you registered and paid in order to ensure that all your personal information is correct in our system.

**Q: I cannot upload my ID document during my registration**  
A: For a IELTS on paper session, please try to upload your ID document in a .jpeg format, and make the file smaller than 300x300 pixels. If this does not work, please send us a scan of your ID by email at ielts@masterclassenglish.com. For a IELTS on computer session, please send us a scan of your ID by email at [ielts@masterclassenglish.com](mailto:ielts@masterclassenglish.com).

**Q: What are the advantages of IELTS on computer?**  
A: IELTS on computer provides you with more test date options and faster results. Results are online in 3-5 calendar days.

**Q: What kind of keyboards are used for IELTS on computer?**

A: All our keyboards are QWERTY keyboards.

**Q: When do I get my results?**  
A: For IELTS on computer, results are available online between 3-5 calendar days after the test has been completed. For both tests, certificates will be available for pick up on the day the results are available online.

**Q: Are partial resits possible?**

A: Even if you are only unhappy with the result of one component, partial resists are not possible. If you want to retake the test, you will have to take the complete test again.

**Q: Can I view feedback about my IELTS results?**

A: Due to IELTS regulations it is not possible to view feedback on your IELTS test once results have been released. Please refer to the terms and conditions you agreed to when you registered for your IELTS exam.

**Q: What practice materials are available?**  
A: Please view the practice material available [here](http://www.ielts.org/), which gives you an introduction to IELTS on computer and how it works.