

# FAQs for IELTS registration

## REGISTRATION DETAILS

### **I made a spelling mistake during my registration. How do I resolve this?**

The IELTS team will correct this during ID checks. No action should be taken.

### **I missed out a name on my registration. How do I resolve this?**

You must include your First name and Surname for registration. Middle names are optional. If your First or Surname has a hyphen in (i.e. *Jean-Michel* or *Lefèbvre-Dubois*) you must include both names

### **My ID has a *nom d'usage*. Do I need to include this on my registration?**

Please include this full name when registering

### **I put the wrong expiry date on my registration. How do I resolve this?**

The IELTS team will correct this during ID checks. No action should be taken. If your ID is not valid and you have put an incorrect expiry date, your registration will not be processed

### **I put the wrong delivery address on my registration. How do I resolve this?**

Please contact us at [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr) clearly stating your new address.

### **I put the wrong email address on my registration. How do I resolve this?**

Please contact us at [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr) clearly stating your new address.

## ID DOCUMENT

### **Why does my ID not upload?**

Please ensure you register and upload your ID from a computer or laptop. Registrations are not currently compatible with smartphones or tablets. If you still cannot upload your document, please check that the JPEG/GIF/PNG is no bigger than 1.5Mb, or 1600x1600 pixels. If this still does not work, please send it to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

### **I do not have a valid passport or European ID card, how do I sign up for IELTS?**

All candidates must have a valid passport or European ID card to take IELTS. Driving licences, student cards, or *récépissés de renouvellement* cannot be accepted. Please check available IELTS dates when you receive your new passport or ID card.

Your ID will be checked after online registration, before the test, during the Writing test, and before the Speaking test so this must be valid.

### **I've lost my passport, can I still sign up?**

If you have a valid European ID card, you can use this to sign up instead. If you do not, you will not be able to sign up until your new passport arrives

### **I've lost my European National ID card, can I still sign up?**

If you have a valid passport, you can use this to sign up instead. If you do not, you will not be able to sign up until your new ID card arrives

**What do I do if I lose my documents after registration?**

Please contact us at [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr) and send a clear, colour copy of your new ID card/passport. We must be informed about ID changes 72h before the first part of your test. If you do not inform us, you will not be able to sit the test.

If you do not have another valid ID document for IELTS, you will not be able to sit the test

**My country does not oblige me to sign my passport. Can I still register?**

Some passports are not signed. If this is the case, please sign a blank piece of paper and upload this too. Registrations without signatures cannot be processed

**REJECTED REGISTRATIONS**

**What does *UPLOAD PASSPORT/ID CARD* mean?**

You may have uploaded a profile photo, or an invalid document. Please re-upload your passport/ID card as indicated. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

**What does *LOW QUALITY SCAN* mean?**

The IELTS team cannot read the document you have uploaded. Please re-upload your document in a clearer format. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

**What does *UPLOAD COLOUR COPY* mean?**

Your document has been uploaded in black & white. We cannot process this. Please re-upload your document in colour. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

**What does *ID PAGE INCOMPLETE* mean?**

Part of your document page is missing. We must be able to read the whole page. Please re-upload your document. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

**What does *ID EXPIRED* mean?**

You have signed up with an expired ID but have indicated a different expiry date. We cannot process your registration and récépissés are not accepted. You will not be able to sit the test

**What does *SIGNATURE PAGE MISSING* mean?**

You have not included the signature page of your passport or National ID card during registration. Please re-upload it. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

**What does *SIGNATURE MISSING* mean?**

Your passport may not require a signature in your country of origin. Please sign a blank piece of paper and upload this to your registration. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

**What does *UPLOAD RECTO PAGE* mean?**

Your National ID card may expire in the month of, or month after, the test. Your document must be valid up to 3 days after the Writing test so we need to check the date indicated on the recto (back) page of the ID card

### **What does *UPLOAD VERSO PAGE* mean?**

You may have uploaded only the recto (back) page on your registration. Please upload the verso (front) page too. You can also send this to [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr)

## **CANCELLED REGISTRATIONS**

### **Why has my registration been cancelled?**

Your registration must be completed 5 days after signing up (ID and payment) Unpaid registrations will be automatically cancelled by the system.

### **I have been given a deadline for ID and/or payment but my registration has been cancelled before this deadline**

As your registration will be automatically cancelled by the system, you must pay for your test within the given deadline (5 days). You agree to this when signing up to IELTS. Once your registration is cancelled, the online payment tab will not work

## **PAYMENT**

### **I cannot pay online due to a system error. How do I resolve this?**

Sometimes online payments do not work. If this happens, please contact us at [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr) to make a bank transfer

### **I prefer to make a bank transfer. How do I do this?**

Please contact us at [ielts@britishcouncil.fr](mailto:ielts@britishcouncil.fr) and we will give you further information

## **ROAD TO IELTS**

### **I am registered but Road to IELTS does not work. How do I resolve this?**

You will only have full access to Road to IELTS once your registration is confirmed (ID and payment). Registrations are checked in order of test date so you may not have access straight away

## **NOTIFICATION LETTERS**

### **I am registered but have not received my notification letter. How do I resolve this?**

You should receive your notification letter roughly 2 weeks before the test. If you sign up under 10 days before the test day, this may be 1 week before the test. All notification letters are sent by email. You must check your junk, spam and undesirable mail boxes (especially if you use Gmail).