

# TOEFL iBT<sup>®</sup>

## INFORMATION BULLETIN

2023–2024



For up-to-date lists of test locations, institution codes and other information, visit [ets.org/toefl](https://ets.org/toefl).

Policies in this *Bulletin* are in effect from July 2023 through June 2024 and are subject to change without notice.



## July 2023

### **The TOEFL iBT® Test**

Please read this *Bulletin* carefully and completely before you take the TOEFL iBT® test. The contents, terms and conditions of this *Bulletin* form a legally binding contract between you and ETS, and by registering for and/or taking the test, you agree to be bound by these terms and conditions.

Refer to the TOEFL iBT® *Information Bulletin for Testing in India* at [www.etsindia.org](http://www.etsindia.org) if you are testing in India.

The TOEFL® Program does not operate, license, endorse or recommend any schools or study materials that claim to prepare people for the test in a short time or that promise them high scores on the test. The TOEFL Program does not endorse and is not responsible for the unauthorized activities of any independent enterprise that purports to offer local services to facilitate registration for the test. The TOEFL Program assumes no liability for the failure to provide any unauthorized services.

The policies and procedures explained in this *Bulletin* are effective only for the 2023–24 testing year and supersede previous policies and procedures. The fees, terms and conditions in this *Bulletin* are subject to change without notice. **Always check the TOEFL website for the most up-to-date information at [www.ets.org/toefl](http://www.ets.org/toefl).**

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## General Information

The TOEFL iBT test accurately measures how well you can read, listen, speak and write in English in a college or university classroom. It helps you stand out confidently and it comes with a clear advantage — college and universities know you are ready to succeed and communicate in English.

TOEFL iBT scores are accepted worldwide by more than 12,000 universities and other institutions in over 160 countries. More institutions accept TOEFL scores than scores from any other English-language test, and over 35 million people have taken the test since it began in 1964.

The test is available to everyone who is properly registered, regardless of race, color, creed or national origin (subject to U.S. sanctions and embargoes).

Feeling safe and comfortable during testing is important and contributes to your success. That's why the TOEFL iBT test is conveniently offered 3 different ways, so you can choose the testing option that best suits your needs and preferences:

- **TOEFL iBT test:** Test on a computer at an authorized test center.
- **TOEFL iBT Home Edition:** Test on a computer at home.
- **TOEFL iBT Paper Edition:** Test in 2 sessions — Reading, Listening, and Writing on paper at an authorized test center, and Speaking on a computer at home.

## TOEFL iBT Test Structure and Content

The TOEFL iBT test emphasizes integrated skills and helps you confirm that you are ready to communicate your ideas about what you will read and listen to in English in your academic courses. Integrated tasks require you to combine more than one skill. You'll be asked to:

- Read, listen, then speak in response to a question
- Listen and then speak in response to a question
- Read, listen, then write in response to a question

Here is an overview of the TOEFL iBT test structure.

Section	No. of Questions	Estimated Timing
Reading	20	35 min.
Listening	28	36 min.
Speaking	4 tasks	16 min.
Writing	2 tasks	29 min.

If you finish a section early, you can go on to the next section, but you can't go back to a section you have already completed or for which time has been called. However, you can go back to previous passages — within the Reading section only — during the time for that section.

You should work quickly but carefully on the Reading and Listening section questions. Some questions are more difficult than others, but try to answer every one to the best of your ability. If you're not sure of the answer to a question, make the best guess you can.

The questions in the Speaking and Writing sections are each separately timed. Try to answer every one of these questions as completely as possible in the time allowed. Respond only on the assigned topic. If you respond on a different topic, your response will not be scored.

## TOEFL iBT Home Edition

The TOEFL iBT Home Edition is identical in content, format and on-screen experience to the test taken at a test center and is offered around the clock, four days a week. It is taken from the privacy of your own home or in a secure location and monitored online by a human proctor.

Prior to registering for the Home Edition, be sure to review the Equipment and Environment Requirements for At Home Testing; refer to the website for additional information at [www.ets.org/toefl/ibt/at-home](http://www.ets.org/toefl/ibt/at-home). You are required to have an equipment check, which includes scanning your computer for any software that may be used for an unfair advantage.

## TOEFL iBT Paper Edition

The Paper Edition is given in 2 testing sessions.

- The Reading, Listening and Writing sections are taken on paper at an ETS-authorized test center.
- The Speaking section is taken at home in a separate session monitored online by a human proctor, within 3 days after the test center appointment.

The Paper Edition is offered in select locations; refer to the website for additional information at [www.ets.org/toefl/ibt/testing-options](http://www.ets.org/toefl/ibt/testing-options).

Here's an overview of the test structure of the TOEFL iBT Paper Edition.

Section	No. of Questions	Time Limit
Reading	30–40	54–72 min.
Listening	28–39	41–57 min.
Break	—	10 min.
Writing	2 tasks	50 min.
Speaking	4 tasks	17 min.

The Paper Edition may include extra questions in the Reading or Listening section that do not count toward your score. These questions are used to make scores comparable across test administrations, or they may be new questions being used to determine how they will function in an actual testing environment.

Because the Speaking section is administered at home, make sure you meet the necessary Equipment and Environment requirements before you register. Refer to the website for additional information at [www.ets.org/toefl/ibt/at-home](http://www.ets.org/toefl/ibt/at-home).

## Computer Keyboard

TOEFL iBT test centers use a standard English-language (QWERTY) computer keyboard. QWERTY takes its name from the first 6 letters in the third row of the keyboard. If you haven't used this type of keyboard before, try to practice on one before taking the test. At some test centers the common keyboard used in that location is configured to QWERTY and a template is provided to each test taker to help locate the few keys that are in a different location.

## Test Preparation

- To get an idea of the different types of questions on the test, try the free practice tests available at [www.ets.org/toefl/test-takers/ibt/prepare/practice-tests](http://www.ets.org/toefl/test-takers/ibt/prepare/practice-tests).
- Prepare for the test with TOEFL Practice Online, the **only** practice test that simulates the real test experience by covering all 4 skills: reading, listening, speaking, and writing. It offers targeted practice to monitor progress and help confirm your readiness for test day, and gives you scores and diagnostic feedback on your completed practice test within 24 hours. See the various TOEFL Practice Online products at [www.ets.org/toefl/ibt/prepare](http://www.ets.org/toefl/ibt/prepare).
- Consider purchasing a TOEFL Value Pack or other test preparation product at a discounted price when you register for the test. Value Packs include test preparation materials, additional score reports, and even discounts on future test registrations — all at savings of up to 40%. You can purchase these products at a later date through your ETS account, but all the discounts may not apply.
- Access free practice questions from all 4 sections at [www.ets.org/toefl/ibt/prepare/practice\\_sets](http://www.ets.org/toefl/ibt/prepare/practice_sets).
- Find more free and priced test prep products at [www.ets.org/toefl/ibt/prepare](http://www.ets.org/toefl/ibt/prepare).

## Alternate Format Materials

If you need test preparation materials in an alternate format, please contact ETS Disability Services directly. See page 8 for contact information.

## Other Resources

Additional resources can be found on the TOEFL website at [www.ets.org/toefl/test-takers/ibt/prepare](http://www.ets.org/toefl/test-takers/ibt/prepare).

Follow TOEFL on social media:

- Facebook — @toefl\_official
- Instagram — @toefl\_official
- LinkedIn — @toefl
- Sina Weibo — weibo.com/toeflgoanywhere
- TikTok — @toefl\_official
- YouTube — @TOEFLtv

## Test Takers with Disabilities or Health-related Needs

- Testing accommodations are available for test takers with disabilities or health-related needs who meet ETS requirements. If you are requesting accommodations, you must have them approved **before** you can register for the test.
- If seeking accommodations, submit your request as early as possible. Documentation review takes approximately four to six weeks once your request and complete paperwork have been received at ETS.
- The 2023-24 TOEFL iBT *Bulletin Supplement for Test Takers with Disabilities or Health-Related Needs* contains contact information, a list of some of the accommodations ETS most frequently approves and provides, and procedures for requesting them. The *Supplement* should be used together with this *Bulletin*.
- The *Supplement* can be downloaded at [www.ets.org/toefl/test-takers/ibt/register/disability-accommodations](http://www.ets.org/toefl/test-takers/ibt/register/disability-accommodations).

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## Contact Information

### TOEFL Services

For customer service issues, visit [www.ets.org/toefl/contact](http://www.ets.org/toefl/contact) and select the contact information for the country where you plan to take the test.

Test takers can also contact customer service via the Chat option on the website.

### ETS Disability Services

Contact ETS Disability Services to obtain information and registration materials.

#### Email

[stassd@ets.org](mailto:stassd@ets.org)

#### Phone

1-866-387-8602 (toll free for test takers in the U.S., U.S. Territories and Canada)

+1-609-771-7780 (all other locations)

Monday–Friday, 8:30am–5pm U.S. Eastern Time

#### Fax

+1-609-771-7165

#### Mail

ETS Disability Services

PO Box 6054

Princeton, NJ 08541-6054 USA

#### Website

[www.ets.org/toefl/ibt/register/disabilities](http://www.ets.org/toefl/ibt/register/disabilities)

### ProctorU®

For information and troubleshooting assistance, visit the [www.proctoru.com/live-plus-resource-center](http://www.proctoru.com/live-plus-resource-center).

If you have technical issues immediately before your test, contact ProctorU.

#### Live Chat

<http://auto.proctoru.com/chat>

#### Phone

+1-855-772-8678

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## Test Administration Comments

If you have a complaint about the testing facilities, the test center staff or ProctorU®, please submit them to ETS in writing by email, fax or mail. Provide all pertinent details and be sure to include the name you used when you registered, your registration number, the date of the test, the name of the test center (if applicable), and the city and country where you took the test. Comments must be submitted **no later than 5 days after your test**.

### Email

*[toefl@ets.org](mailto:toefl@ets.org)*

## Test Question Inquiries

Although ETS employs extensive quality control checks throughout the development of test questions and the preparation of final tests, typographical errors or flaws in questions can still occur. If you suspect a problem and want to question a test item for any reason, notify the test center administrator before you leave the test center, or contact ETS as shown below. Your inquiry must be received **no later than 2 days** after you take the test.

### Email

*[TOEFLNews@ets.org](mailto:TOEFLNews@ets.org)*

In your inquiry, please include the following information:

- Name of the test
- Name and address of the test center
- Test date
- Section of the test
- Question number, if possible

## Test Preparation Resources

Test preparation materials are available on the TOEFL website at [www.ets.org/toefl/ibt/prepare](http://www.ets.org/toefl/ibt/prepare).

## Registration Information

### Registration Checklist

There are several steps for you to consider before you register, while you prepare, and on the day you take the TOEFL iBT test. Use the information that is provided in the chart below to help you organize your testing strategy and gather all the information you need to register, prepare for and take the test.

**Note:** The information below is for planning purposes only. It is important that you read the entire *Bulletin* for more detailed information about what you need to do before you take the TOEFL iBT test.

✓	Task	Refer to
	If you have a disability or health-related need that requires you to bring equipment, beverages or snacks into the testing room or to take extra or extended breaks, follow the accommodation request procedure outlined in the <i>Bulletin Supplement for Test Takers with Disabilities or Health-related Needs</i> .	"Test Takers with Disabilities or Health-related Needs" on page 7.
	Review this Bulletin.	
	Review the fees, payment methods, and cancellation and rescheduling policies.	"Fees" on page 15. "How to Cancel or Reschedule Your Test" on page 16.
	If you are taking either the at-home test or the Speaking section of the TOEFL iBT Paper Edition test, verify that your computer and testing room meet the equipment and environment requirements.	Equipment and Environment Requirements <a href="http://www.ets.org/toefl/test-takers/ibt/register/at-home-requirements">www.ets.org/toefl/test-takers/ibt/register/at-home-requirements</a>
	Before you can register, you'll need to create an ETS account, if you don't already have one. You can do this online at <a href="http://www.ets.org/mytoefl">www.ets.org/mytoefl</a> or with the TOEFL Official App. Download the free app from the App Store® or Google Play™.  Be sure that the spelling of the name you use when you register <b>exactly matches</b> the name printed on the ID document you'll bring to the test center. Read the specific requirements for your location, if any, and have your ID ready when you register for the test.	"Your ETS Account" on page 11. "Identification (ID) Requirements" beginning on page 19.
	Register early for the test.	"Registration Deadlines" on page 14.
	Review free test preparation resources and purchase test prep materials.	"Test Preparation" on page 7.
	Review the procedures and regulations for test day.	"On Test Day" beginning on page 18.

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## Your ETS Account

### Creating an account

- You can create an account online, via the TOEFL Official App, or by phone.
- Be sure to complete all the required fields; they are highlighted with an asterisk (\*). The information you provide will be kept completely confidential.
- Provide the identifying information and answer the background questions.
- Create your user name and password, and select your security questions and answers.
- Confirm your profile — you'll see a confirmation page showing all the information you submitted.
- Your account is not transferable.
- Make sure your name and date of birth exactly match the identification (ID) document you will bring to the test center. You can change them in your account before you register for your first test. After that, if you need to make a change, contact TOEFL Services (see page 8) before you take your test.
- The ability to register 24 hours a day, 7 days a week.
- Once your account has been created, you will be sent an email that includes a username and a temporary password.
- Log in to your account using your username and the temporary password, then you will be prompted to change your password.

### Services available through your account

- register for a test
- purchase official test preparation products
- view your test appointment details
- reschedule or cancel your test registration
- view scores and orders
- download and print a PDF copy of your test taker score report
- request a score review
- order additional score reports and other services
- update personal information in your profile, such as your email or mailing address
- pay an outstanding balance

### How to Register

No matter which registration method you use, read the following information in this *Bulletin*:

- "Important Things to Know When You Register" on page 13
- "Your ETS Account" on page 11

## Online or via the TOEFL Official App

- Complete all the required fields.
- Registration is available 24 hours a day, 7 days a week.
- See page 15 for information on payment methods and policies.
- Regular online registration closes 7 days before the test date. Late online registration closes 2 days before the test date. For example, if the test date you want is on a Saturday, the last day you can register is Thursday. If you register after the regular 7-day deadline, you'll pay a late fee of US\$40.
- Print your confirmation or note your appointment number in case you need it to contact us on or after test day.
- Registration via the TOEFL Official App is only available for test center appointments. You are not able to use the app to register for the TOEFL iBT Home Edition or Paper Edition. You must do this online or through your ETS Account.

## Note: Test Takers in Mainland China (not Hong Kong, Macau or Taiwan):

- To register for the TOEFL iBT test in a test center, and for more information, policies and procedures specific to Mainland China, visit <https://toefl.neea.cn>.
- To register for the **TOEFL iBT Home Edition** and for more information, policies and procedures specific to Mainland China, visit <https://toefl.cn/at-home>.
- Some policies and procedures for Mainland China may differ from those in this *Bulletin*.

## By phone

- Check the registration form at [www.ets.org/s/toefl/pdf/iBT\\_reg\\_form.pdf](http://www.ets.org/s/toefl/pdf/iBT_reg_form.pdf) to see what information you will need when you call.
- You can register by phone using a credit/debit card, or an electronic check (e-check) in U.S. dollars. See "Payment Policies" on page 16.
- Regular phone registration closes 7 full days before the test date. Late phone registration closes at 5pm, local test center time, on the day before your test appointment. If you register after the regular **7-day deadline, you'll be charged a late fee of US\$40.**
- Find the contact information for the country where you are testing at [ets.org/toefl/contact](http://ets.org/toefl/contact).
- If you want to designate score recipients when you register, have the codes for the institutions ready when you call. Codes are available on the TOEFL website.

## By mail

- You can register by mail with the test registration form, which is available for download at [www.ets.org/s/toefl/pdf/iBT\\_reg\\_form.pdf](http://www.ets.org/s/toefl/pdf/iBT_reg_form.pdf).
- Enter all the information on the form.
- Include credit/debit card information. For more details, see "Payment Policies" on page 16.
- Mail the completed form to the address shown on the form. The form must be received at least **4 weeks** before your earliest test date choice.
- You will be assigned a test date, time and location (test center only) based on the information you provide on the form.

- If we cannot register you for one of the dates you request, you will be scheduled for the next available test date unless you indicate on the form that you don't want to be rescheduled. If you choose not to be rescheduled, your payment will be returned.
- If you are rescheduled, we will assign you a test date as close as possible to your choices. If you can't take the test on the assigned date, contact TOEFL Services. You'll be able to reschedule one time without paying the reschedule fee.
- If you do not receive confirmation of your registration, call TOEFL Services **at least 3 full business days** before the registration deadline for your earliest test date choice.

## Important Things to Know When You Register

- Information regarding test center and test date availability is subject to change. The most current information regarding test centers, dates and other registration information is available through your ETS account.
- Not all test centers are open on all test dates.
- When you select a date range and enter your location, you will see a list of test centers in that area. If you are looking for a specific center that is not listed, try a different date range.
- During registration, you can select up to 4 free score recipients. See "Choosing Score Recipients" on page 14.
- Register early; test dates can fill up quickly.
- Take the test as soon as possible so your scores will be received in time to be considered with your application(s).
- Registration is not transferable. You can't let someone else use your test appointment.
- Walk-in registration is not available.
- Return to your ETS account the day before your test to check your appointment details, either online or via the app. Changes may have been made, such as a different building or start time.

## Important Identification (ID) Information

- When you register, be sure that the name you use **exactly matches** the name printed on the identification (ID) document you will present on the day of the test. If the information doesn't match, you won't be able to take the test and your test fee will not be refunded.
- ID requirements depend on where you plan to take the test and your citizenship. Select your testing location at [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details. The name you use when you create your account must exactly match (other than accents or apostrophes) the name on the ID document you bring to the test center. If the names don't match, you won't be able to take the test, and your test fee will not be refunded.
- If you have a multiple-part first/given name or a multiple-part last/family name, enter it exactly as it appears on the ID you present on the day of the test (excluding accents and apostrophes). Enter your names so they read in the same order as they do on your ID document. For example, if your first/given name is "Jean Louis," enter both names in the "First/Given Name(s)" field.
- If you have only a first/given name and do not have a last/family name, or you have only a last/family name and do not have a first/given name, enter your name in the "Last/Family Name" field and check the box near the field.

## Test Dates

The TOEFL iBT test is offered up to 6 days a week around the world at authorized test centers or from home. When you register, you'll select the TOEFL iBT testing option that suits your needs and preferences: at a test center, at home or on paper. Test dates are available in your ETS account. Not all test dates are available in all locations.

The TOEFL iBT Paper Edition requires two appointments that must be made together when registering. For the Reading, Listening and Writing sections of the Paper Edition, appointments are available up to two dates per month at an authorized test center. The Speaking section is taken at home in a separate session within 3 days after the test center appointment.

## Test Locations

The most current information regarding test center locations is in your ETS account. Test centers are added frequently, and information on seat availability is subject to change without notice.

The at-home test is offered worldwide.

The TOEFL iBT Paper Edition is offered in select locations. Please refer to the website for additional information at [www.ets.org/toefl/test-takers/ibt/about/testing-options](http://www.ets.org/toefl/test-takers/ibt/about/testing-options).

## Registration Deadlines

- Test dates can fill up quickly, so early registration is recommended to get your preferred test location and date. Registration opens approximately 6 months before the test date.
- Regular online registration closes 7 full days before the test date. Late phone registration closes at 5pm, local test center time, on the day before your test appointment. Late online registration closes 2 days before the test date. For example, if the test date you want is a Saturday, the last day you can register is Thursday. If you register after the regular **7-day deadline, you'll be charged a late fee of US\$40.**

## Choosing Score Recipients

- You can select up to 4 score recipients (the designated institutions who will receive your scores) for free at any time until 10pm local test center time on the day before your test appointment. After that time, you'll be charged a fee for sending score reports.
- Recipients can't be added, changed or deleted after the 10pm deadline.
- Institution codes are available during registration and on the website at [www.ets.org/toefl/test-takers/](http://www.ets.org/toefl/test-takers/).
- You can't select your score recipients at the test center.
- **Important:** Please keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have your Writing and/or your Speaking section re-scored through the Score Review service. This service is not available for the Paper Edition test.

## Fees

The TOEFL iBT test fee varies by location. To find out the fee where you plan to take the test, go to the TOEFL website or the mobile app and select your country or location.

### Fees for Additional Services

Service	Fee
Late registration	US\$40
Rescheduling	US\$60
Reinstatement of canceled scores	US\$20
Additional score reports (per recipient)	US\$20
Speaking <b>or</b> Writing section score review	US\$80
Speaking <b>and</b> Writing section score review	US\$160
Returned Payment	US\$30

Test and test-related fees are inclusive of any sales, use, value-added or similar taxes. In jurisdictions where the customer is required to account for any local taxes due, the price remitted to ETS excludes those taxes. In those circumstances, it is the sole responsibility of the customer to pay those taxes to the local tax authority. ETS is not responsible or liable for collecting and remitting those taxes on the customer's behalf.

In the jurisdictions\* noted, test and test-related fees are exclusive of any sales, use, value-added or similar taxes and will be added to the order when it is placed.

\* **Australia, Canada, Colombia, Chile, Nigeria, Norway, Saudi Arabia, Turkey, United States, Vietnam, and Singapore**

If your payment is declined by your bank or your card provider, you will be charged a fee of US\$30.

### Acceptable forms of payment

**Important Note:** Be sure to check the TOEFL website to see if there are any payment method restrictions for your location. Accepted currencies and forms of payment are subject to change without notice.

- Credit/debit card — American Express®, Discover®, JCB®, China UnionPay®, Diners Club®, MasterCard®, RuPay® and VISA®. Any card branded with one of these card logos can be used.
- **Note:** Only VISA cards are accepted in Benin, Côte d'Ivoire, Ghana, Kenya, Nigeria and Togo. No other cards are accepted.
- When you select "Credit/Debit Card" as your payment method you may have the option to pay in select local currencies instead of U.S. dollars. You can change your selection at any time before you click "submit" to process your payment. The system will display available local currencies and the credit card types supported for each.
- ETS processes payments with your security in mind. This may impact your online experience. Visa Secure®/ Verified by Visa, MasterCard® SecureCode™, American Express SafeKey®, and Discover® ProtectBuy™ are 3D Secure (3DS) online fraud prevention measures used by card companies as an added layer of security to protect cardholder account information. During the payment process you may be asked by your card issuing bank to verify cardholder identity by entering an authentication code known only to the cardholder and the bank. Failure to enter the required information or entry of invalid information will result in the sale being rejected. If you don't know your 3D-Secure passcode or password, and you are not being given the option to enroll online in the bank's pop up screen, then you will need to contact your bank.
- PayPal® account

- Electronic check (e-check) — drawn on a bank in the United States, U.S. Virgin Islands, Puerto Rico or Canada, in U.S. dollars only. An e-check can be used to register online, via the mobile app, or by phone.

### Unacceptable forms of payment

- Cash or demand drafts
- Post-dated checks
- Receipts for bank checks
- UNESCO® coupons
- Paper checks or money orders

### Paying by electronic check (e-check)

Provide the following information found at the bottom of your paper check:

- Bank account number
- Bank (or American Banking Association) routing/ transit number

Your bank account may be debited the same day we receive your request. You won't receive a canceled check. When you pay with an e-check, you authorize ETS to make a one-time deduction from your checking or savings account.

### Payment Policies

- Some policies and procedures for tests in Mainland China (not Hong Kong, Macau or Taiwan) may differ from those in this *Bulletin*.
- Services may be withheld for non-payment of fees. If you don't submit the correct fee, your registration form or order will be returned to you. Your scores won't be released if a payment can't be processed for any reason.
- Do not send cash, demand drafts, paper checks, or money orders. Receipts for bank checks are not acceptable. UNESCO coupons are not accepted at this time.
- ETS reserves the right to add, modify, or remove a payment method at its own discretion and without notice. All payments must be for the full amount due.
- All outstanding balances with ETS must be paid in full before you can register for any ETS test or order any service.
- Refunds of test fees are made in U.S. dollars only. See "Test Fee Refunds" on page 17 for more information.

### How to Cancel or Reschedule Your Test

If you need to reschedule or cancel your test appointment, you must do so **at least 4 full days** before your test date. For example, if your test appointment is on Saturday, you must reschedule or cancel by Tuesday. If we don't receive your request at least 4 days in advance, your test fee won't be refunded. The easiest way to cancel or reschedule your test is through your ETS Account: <https://www.ets.org/mytoefl>.

To reschedule your test, you must provide:

- your appointment number
- the exact name you used when you registered
- the fee for rescheduling is US\$60. The fee must be paid before you can register for a new test date.
- If you only need to reschedule your TOEFL iBT Paper Edition Speaking section appointment, the fee is US\$30 and must be paid before you can register for a new test date.

- To reschedule by phone, go to [www.ets.org/toefl/contact](http://www.ets.org/toefl/contact) to see contact information for your area.
- Test appointments can't be rescheduled or canceled by regular mail or email, or at the test center.

## Test Fee Refunds

If you cancel your test appointment by the 4-day deadline, you'll automatically receive a refund of 50% of the original test fee you paid. The balance of your fee will be retained by ETS to cover the cost of processing your registration and holding a seat for you at the test center.

No refunds are given for other services. In order to receive a refund for the TOEFL iBT Paper Edition, you must cancel **both** parts of your registration before the 4-day deadline.

Refunds are issued in the currency that was used to pay for the test. Cash refunds are not available. No refund will be given if you could not take the test because you didn't follow proper registration procedures or because you failed to present valid, acceptable ID at your testing appointment. **Note:** For test takers in Korea, see specific refund policy below.

### Refunds for payments by credit/debit card, PayPal account or e-check

Refunds are processed automatically when you cancel your test appointment and are credited back to the original credit/debit card, PayPal account or bank account.

### Refund policy for test takers in Korea

If you are taking the test in Korea, you have 7 days after you register to receive a full refund:

Cancellation Date	Refund Amount
0–7 days after you register	100% test fee
8 days after you register — 4 days before your test date	50% test fee
3 or fewer days before your test date, or on or after your test date	No Refund

If you cancel your registration within the time frame for a 100% refund, the test fee amount you paid may be credited in 2 separate transactions to your credit/debit card. Each transaction will be for the 50% of the fee.

If you registered for the test after the normal registration deadline and paid the late registration fee, that fee will also be refunded.

Refunds will not be provided if you didn't follow the proper registration procedures or didn't present the required identification at the test center.

## Test Retake Policy

There is no limit to the number of times you can take the test, but you cannot take it more than once in a 3-day period. This applies even if you canceled your scores from a previous test. If you already have a test appointment, you cannot register for another date that is within 3 days of your existing appointment.

## On Test Day

### Before Your Test Session

Before your test appointment, there are a few important things you should do:

- **Verify your test location and reporting time** — Test locations and reporting times can sometimes change. Although every effort will be made to contact you if there is a change, you should check your ETS account either online or via the mobile app (test center only) and view your appointment details 24 hours before your test. If there is a change, such as a different building than originally scheduled, it will be updated in your account.
- **Check your ID document** — See “Identification (ID) Requirements” beginning on page 19 to be sure your ID document will be accepted. You won’t be admitted to the test center without proper documentation. Be sure the name you used when you registered **exactly matches** the name on your ID document.
- Review the general guidelines and the testing room guidelines.
- Dress comfortably and come prepared for varying room temperatures. If you need to remove an item of clothing during the test, such as a sweater, you will be instructed to place it in the storage area provided by the test center. If there is no storage area available, the item can be hung on the back of your chair. If you leave the testing room to go to the storage area, this will be treated as an unscheduled break, and you will be required to sign out of the testing room and sign back in upon your return to the testing room and show your ID. **The test clock does not stop during any unscheduled breaks.**

### Arrival/Check-In

#### Test Center

- You must arrive at the designated test center **at least 30 minutes** before your assigned start time, to allow for the check-in process.
- If you arrive or check in after your assigned start time, you won’t be able to take the test, and your test fee won’t be refunded. Be sure to allow yourself plenty of time, regardless of any traffic congestion, road construction, bad weather, car accidents, poor directions, or anything else that may delay your arrival at the test center.

#### At Home

- The check-in process for the TOEFL iBT® Home Edition and the TOEFL iBT Paper Edition speaking section takes approximately 20 minutes.
- At your appointment time, click the “start my test” link in your appointment order confirmation email or on the Appointment Details page in your ETS Account. You’ll have up to 15 minutes after your scheduled time to begin your check in. If you haven’t checked in by that time, your test will be canceled and your fee won’t be refunded.
- You must verify that your computer and testing room meet the following requirements before you register for the TOEFL iBT® Home Edition or the Paper Edition Speaking section. If you don’t meet these requirements on test day, you will not be able to test.
- Confirm your computer meets the equipment requirements by completing the equipment check. You can access this on the website at **[www.ets.org/toefl/ibt/at-home](http://www.ets.org/toefl/ibt/at-home)**. If you fail the equipment check, you must fix any issues before test day.
- Computer firewalls and security applications can interfere with the test delivery software. If you experience this issue, you need to disable or reconfigure your applications prior to test.

**Note:** The equipment check includes a bandwidth check. Since bandwidth differs depending on time of day and network usage, run the equipment check at a few different times to see which time works best. Additionally, you should run the check on the same day of the week and same time of day as your test. For additional information, refer to the website at [www.ets.org/toefl/ibt/at-home](http://www.ets.org/toefl/ibt/at-home).

## What to Bring to the Test Session

- **Valid and acceptable identification that includes your name, signature, and photograph.** Your ID will be checked before you're admitted to the test session. See "Identification (ID) Requirements" beginning on this page.
- Personal items other than ID documents are not allowed in the testing room. Items you choose to bring to the test center may be inspected and/or confiscated.
- If you are taking the TOEFL iBT Paper Edition, be sure to bring your email confirmation to the test center. You will need your appointment number when filling out the answer sheet.

## TOEFL iBT Home Edition (Additional Requirements)

- A mirror or mobile phone, to show the proctor your screen during check in
- Note taking materials, which can be:
  - One small desktop whiteboard with an erasable marker OR
  - One blank piece of paper inside a transparent sheet protector with an erasable marker and the paper must not be removed from its transparent sheet protector at any time during the test administration

## Identification (ID) Requirements

You are responsible for having valid and acceptable ID each time you test. It's your responsibility to bring the correct documents and to make sure they're up to date on test day.

Your ID requirements depend on where you plan to take the test and your country of citizenship. Go to the TOEFL website and select the country or location where you plan to take the test. Please read the following specific sections for acceptable primary and supplemental ID documents and any allowed exceptions for your location.

- You are responsible for ensuring that the name and date of birth you use when you create your ETS account **exactly matches** the name and date of birth on the ID document you present on the day of the test. If this information doesn't match, you won't be able to take the test or your scores may be withheld and/or canceled.
- If the test administrator or proctor questions your ID, you may be required to also provide supplemental ID. If positive confirmation of your identity can't be made, you won't be able to take the test or your test scores may be withheld and/or canceled.
- You are encouraged to have at least 2 forms of acceptable ID each time you test. Prior admission to a test session based on a given ID document doesn't guarantee that the same document will still be considered acceptable — the ID requirements may have changed.
- Test centers are not required to hold your seat if you leave the test center to obtain acceptable ID.
- Admission to the test center, or acceptance by a proctor for the at-home test, does not guarantee that the ID you provided is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by ETS. The Office of Testing Integrity at ETS reserves the right to withhold and/or cancel your scores if ID requirements aren't met.

- If your ID document is not written in English-language letters and the test center administrator can't read it, you won't be able to take the test and your test fee won't be refunded.
- At a test center, you may be required to show your ID and/or to sign a log at various points throughout the test session, including before and after breaks.
- Your test fee won't be refunded if you aren't able to take the test or if your scores are withheld or canceled because of invalid or unacceptable ID.

## **ID document requirements**

With few exceptions, ID documents must meet **all** of the following requirements. Each ID document:

- must be an **original** document – photocopied documents are not acceptable, and documents cannot be presented on a mobile phone or any other device
- be a **physical ID**; electronic ID issued to a mobile phone or any other electronic device is not acceptable
- must be a **government-issued** national/state/province identity card that is recognized by the country or location where you are a citizen or a permanent resident
- must be **valid**; expired documents (showing expiration dates that have passed) are not acceptable
- must show your **full name** and date of birth; the first/given name and the last/family name on your ID and must **exactly match** the name and date of birth you used when you registered for the test
- must include a recent **photograph** that clearly matches your appearance
- must show your **signature** – the name on your ID and the signature name must match

### **See “Exceptions and requirements” on page 22 if:**

- you have a multiple-part first/given name or a multiple-part last/family name (such as “Smith-Davis” or “Miller Thomas”)
- you only have a first/given name and no last name, or you only have a last/family name and no first name
- you're in the process of updating your driver's license
- you're taking the test outside the location where you are a citizen or permanent resident
- you're not a U.S. citizen and you are testing within the U.S.
- you're testing in Mainland China, Hong Kong, Macau, the Philippines, Bangladesh, India, Nigeria, Pakistan, Saudi Arabia, Taiwan, the United Arab Emirates or Canada
- you're testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country or a Mercosur country
- you are 15 years of age or younger
- you are in the U.S. military
- you have **any** questions about being able to meet the ID requirements

## Primary ID documents

The following government-issued ID documents are acceptable for admission to a test center or to the at-home test within the country or location where you are a citizen or permanent resident:

- Passport
- Passport Card – U.S. only, and must be accompanied by a supplemental ID
- Driver's license
- State or Province ID card – including those issued by motor vehicle agencies
- National ID card
- Military ID card

If your primary ID doesn't include your signature, you can also present a supplemental ID that shows your photograph and signature, or a government-issued ID with your photograph, as long as they're in the same name you used when you registered.

## Supplemental ID documents

- You may be required to provide supplemental ID if the test center administrator or proctor for the at-home test questions your primary ID document and/or if your primary ID is otherwise valid and acceptable but is missing your full name, photograph, or signature. If you can't provide a supplemental ID that shows your signature, you can present 2 government-issued IDs with photographs, as long as they're in the same name you used when you registered.
- Supplemental ID documents **cannot** be used to resolve last/family name discrepancies. The last/family name on your primary ID **must** match the name you used when you registered.

The following documents are generally acceptable as supplemental ID:

- **Government-issued ID card** – including, but not limited to, those listed under "Primary ID Documents" earlier in this section
- **Student ID card**
- **Confirmation of identity letter from your educational institution.** This letter must be typed or printed on the original letterhead of the educational institution you attend(ed) and, in addition to meeting all of the ID document requirements that are listed earlier in this section, must include your date of birth and the date issued. Additionally, a school official's signature and the school seal must be present and both must overlap your photograph. Such letters are valid for 1 year from the date issued.



## Unacceptable ID documents

The following documents are **not** acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or expired
- Any document presented at the test center on a phone or any other electronic device
- Any document that does not show your first/given name and your last/family name **exactly** the same as the name and date of birth you used when you registered
- International driver's license
- Mobile driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Employee ID card
- Any temporary ID – excluding driver's license, Resident Card, and Employment Authorization Card renewals
- Diplomatic, consulate, or embassy ID card
- Any document that is not recognized by a government agency
- Aadhaar Card

## Exceptions and Requirements:

### Multiple-part names

- If the ID document you have contains a multiple-part last/family name or a multiple-part first/given name (for example, Smith-Davis or Miller Thomas), the name and date of birth shown on your ID must **exactly** match the name and date of birth you used to register for the test (excluding accents and apostrophes). Supplemental IDs cannot be used to resolve last name discrepancies.

### Single name (no First/Given Name or no Last/Family Name)

If you only have a first/given name and no last/family name, or you only have a last/family name and no first/given name, enter your name in the "Last/Family Name(s)" field and check the box near the field. As long as the name in your account is exactly the same as the name on your ID document, you'll be able to take the test.

### Driver's license renewals

If your driver's license has expired, but you present it along with your original Department of Public Safety renewal certificate, these 2 documents together are acceptable as long as the names on both documents match exactly. If a provisional driver's license is issued in lieu of a renewal certificate, this will be accepted as a primary document if it includes your photo, signature and an expiration date.

### U.S. Military

- If your military ID doesn't include your signature, you must present a supplemental ID.
- If you are in the U.S. military and the expiration of your driver's license has been extended or deferred by the issuing state, the license can be used as a supplemental ID along with your U.S. military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license with the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

## Testing outside your location of citizenship/U.S. non-citizen testing within the U.S.

- You must present a current, valid **passport** with your name, photograph, and signature as your **primary ID document**, unless there is a specific requirement or exception for your location. See [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details.
- The first/given name and the last/family name and the date of birth on the ID you present at the test center **must match** the name and date of birth in your ETS account.
- If you are not a U.S. Citizen and you are testing within the U.S., you must present a passport that meets all of the ID document requirements listed earlier in this section.
- If your passport is not written in English-language letters, you must also present at least 1 document listed under “Supplemental ID Documents” on page 21. The document must also contain your name, a recent, recognizable photo, and be written in English. If you do not have a supplemental ID or the test center staff can’t read the language in which your ID is written, you won’t be able to take the test and your test fee won’t be refunded.
- A diplomatic or embassy ID cannot be used as your primary ID instead of a passport.
- The following documents can be used instead of a passport if presented along with at least 1 of the documents listed under Primary or Supplemental ID Documents earlier in this section:
  - Permanent Resident Card/Resident Alien Card
  - Temporary Resident Card
  - Employment Authorization Card
  - Mexican Border Crossing Card – this form of ID can be accepted only at test centers within 25 miles of the Mexican border

## Testing in Mainland China (not Hong Kong, Macau or Taiwan)

- **Residents of Mainland China** who test at a test center must present a valid Second Generation National Resident ID card with name and photograph as primary ID. There can be no exceptions to this policy. According to relevant Chinese Laws, any Chinese citizen, regardless of age, can apply for an ID at the police station where the residency record is kept. For at-home testing, your primary ID should be a valid passport. If you don’t have a passport, a valid Second Generation National Resident ID with name and photograph is needed.
- **Residents of Taiwan** must present a Travel Permit to Mainland China.
- **Residents of Hong Kong and Macau** must present a current, valid passport or citizenship card.
- Citizens of **all other countries and locations** must present a current, valid passport.

## Testing in Hong Kong and Macau

- **Residents of Mainland China** must present a valid Hong Kong-Macau Travel Permit.
- Citizens of **all other countries and locations** must present a current, valid passport.

## Testing in Taiwan

- **Residents of Mainland China** must present a valid Travel Permit.
- Citizens of **all other countries and locations** must present a current, valid passport.

## Testing in the Philippines

You may present a Social Security System ID card issued by the Republic of the Philippines that includes your name, photograph and signature, along with an acceptable supplemental ID.

## Testing in Bangladesh, Nigeria or Pakistan

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in Saudi Arabia

If you are working in Saudi Arabia and are not a citizen, you can use your employer-sponsored Iqama Residence ID along with a supplemental ID with name, photograph and signature.

## Testing in United Arab Emirates

- A government-issued passport is required if you're taking the test in a country or location where you are not a citizen.
- You may present your government-issued Emirates Identity Card, driver's license, or military ID card.

## Testing in Canada

- If you're taking the test in Canada and are not a Canadian citizen, you must present a valid, current passport, if possible.
- If you can't present a passport, you can present 1 of the following documents.
  - Record of Landing/Permanent Resident Card
  - Notice of Decision or Refugee Protection Claimant Document
- If your alternative document is missing your photo or signature, you must also present a supplemental ID in the same name you used when you registered, such as a driver's license, student ID card, letter of identity from a school or sponsoring agency, or a Canadian Health Card.

## Testing in Brazil

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in Colombia

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in India

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in Mexico

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries

If you're testing in a European Union, Schengen Zone, Arab States of the Gulf (GCC), or Mercosur country other than the one where you live, you can use your valid national or European identity card, if you have one. The card must include your name, a recognizable photograph, your date of birth and your signature. If the ID does not contain all of these items, you'll need to present a supplemental ID.

### Test takers 15 years of age and younger

- If you are age 15 or younger when you take the test, we suggest you be accompanied by a parent or other authorized adult age 18 or older, who will be required to complete and sign a release form at the test center.
- Both you and the parent or authorized person must present valid, acceptable ID, or you won't be able to take the test. If you think you may not be able to meet the ID requirements, contact the Office of Testing Integrity **before you register** for the test.

### Unable to meet ID requirements

If you have been granted political asylum, have refugee status, or are otherwise unable to meet the identification requirements, you **must** contact the ETS Office of Testing Integrity (OTI) at least 7 days **before you register** for the test. You will need to receive approval from OTI before you can register. You should also be prepared to submit any requested documents to OTI for review prior to receiving approval. If you don't contact OTI before you register, and as a result you are not permitted to take the test or your test scores are withheld and/or canceled, your test fee won't be refunded.

**Email:** [TSReturns@ets.org](mailto:TSReturns@ets.org)

**Phone:** 1-800-750-6991 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, Canada)

+1-609-406-5430 (all other locations)

Monday–Friday, 7:30am–5:30pm U.S. Eastern time, except U.S. holidays

### Questions About ID Documents

For general questions about acceptable ID, call TOEFL Services at:

1-877-863-3546 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, Canada)

+1-609-771-7100 (all other locations)

## Testing Procedures and Regulations

### General Guidelines

By submitting your registration for a TOEFL iBT test, you agree to follow all procedures and policies in this *Information Bulletin*, on the TOEFL website, or communicated to you at the test administration.

- Test center staff can't help you with schedule changes.
- Test-related information written on clothing, footwear, ID documents, or on any parts of the body is prohibited.
- Your photograph will be taken and displayed on the computer and on your score report. Be sure the correct photo is displayed at your assigned station in the test center.
- Friends or relatives who accompany you to the test center are not allowed to wait in the test center or be in contact with you while you are taking the test or during breaks, unless you are a test taker age 15 or younger.
- Except for ETS-authorized observers, visitors are not allowed in the vicinity of the testing room while a test session is in progress.
- Once the recorded portion has begun, it can't be stopped. Breaks should not be taken during these times.
- You must answer at least 1 question each in the Reading and Listening sections, and respond to at least 1 Speaking task and 1 Writing task to receive scores for the test.
- If you fail to follow the instructions of the test administrator or proctor, you won't be permitted to test and your test fee won't be refunded. Any violation of these procedures during the test or during breaks may result in your dismissal from the test center, cancellation of your test scores, and/or banning you from future ETS tests.
- Discussion or sharing of test content or answers is prohibited – this includes during the test session, during breaks, and after the test is completed.
- ETS and the TOEFL Program reserve the right to take appropriate action and/or notify appropriate authorities, including but not limited to law enforcement, if a test taker responds in a threatening or disturbing way to an essay or speaking question or communicates with ETS or other individuals either verbally or in writing in a threatening or disturbing manner, or by using profanity.

### TOEFL iBT Test (at the Test Center)

- You'll be required to read and sign a Confidentiality and Regulations Agreement at the test center. If you don't sign the agreement, you can't take the test and your test fee won't be refunded.
- You may be required to sign a test center log before and after the test, and any time you leave or re-enter the testing room.
- The test center administrator will assign you a seat.
- You are required to remain in the test center building. It's your responsibility to ask the test center administrator for permission to leave the test center vicinity — for example, to go to the nearest restroom. If you leave the test center without permission, you may be dismissed, your scores may be canceled, and your test fee won't be refunded.
- If you need to leave your seat at any time, raise your hand; the timing of your test will not stop.
- You must have the test center administrator's permission to leave the room during the test. Any lost time can't be made up.

- If at any time during the test you have a problem with your computer or need a test center staff member for any reason, raise your hand.
- If a technical issue prevents you from completing the test, immediately notify your test center administrator and contact TOEFL Services to reschedule.
- The test center administrator will provide you with pencils and scratch paper. You can't request more scratch paper until you have used and returned all the pages in their entirety you initially received. You may not bring your own scratch paper to the test, remove scratch paper or a piece of scratch paper from the testing room for any purpose at any time, and you may not write on anything other than the scratch paper provided (for example, the computer, workstation, or your ID document).
- The scratch paper is provided for appropriate note taking during the timed sections of the test. Scratch paper is **not** to be used before the test, during the untimed sections of the test, or during breaks.
- At the end of the test session, you'll be required to return all scratch paper, in its entirety, to the test center administrator. If you're observed using any document or unauthorized paper other than the scratch paper distributed by the test center administrator, it will be confiscated.
- The test session will be actively monitored by test center staff. This includes staff walking around and entering and leaving the testing room. ETS respects your privacy and has implemented procedures to ensure the check-in process is handled in a respectful manner. ETS reserves the right to ensure the security of the test by using electronic scanning devices such as hand-held metal detector wands, and may employ additional security measures such as visual inspection for unauthorized testing aids or wearable technology. You should be prepared to undergo these measures — failure to comply may result in your dismissal from the test center, and your test fee won't be refunded.

## TOEFL iBT Home Edition

Dress appropriately with your ears and face visible to the proctor; avoid wearing jewelry and other accessories.

Make sure your testing area is quiet and well lit, and the computer table or desk and surrounding area is clear.

Have the materials you'll need for your test session, including acceptable note-taking materials and a cellphone or hand-held mirror for check in. Once the test has begun, the cell phone must be put away and not accessed during the test administration.

Before you attempt to check in for your test:

- Run a final equipment check and fix any issues. All issues must be resolved before your appointment time.
- Close all browsers and applications not needed for the test to help prevent bandwidth issues while you test.
- Make sure any other devices in your home that use internet are not running.

You must disable any screen-sharing or remote-access software (such as Zoom®, Skype, TeamViewer®, Microsoft Teams® and Apple Remote Desktop™) prior to the test. It must remain disabled throughout the test.

Make sure that the software will not open automatically during the test.

You must be alone in a room with no one else entering during the test and all doors must be closed before testing begins.

At your appointment time, click the “start my test” link in your appointment confirmation email or on the Appointment Details page in your ETS account.

If you are more than 15 minutes late, your test will be canceled.

The proctor will ask you to:

- Show your ID
- Show your computer screen using a small mirror or your mobile phone
- Show a 360-degree view of your room using your computer camera

Your entire session will be recorded and monitored by a human proctor, and your photo will be taken.

You must remain in view of the proctor. You should avoid doing anything that may look suspicious, like talking out loud or looking away from the screen. Unscheduled breaks are not allowed.

If at any time during the test you have a problem with your computer and need to contact the proctor during the test, speak to get their attention and/or use the chat box.

The TOEFL iBT Paper Edition incorporates the testing procedures and regulations for test center and at home administrations.

**Note to test takers:** ETS is monitoring the reuse of devices and testing locations for unauthorized purposes. Frequent, inappropriate reuse of shared testing devices and common testing locations may result in the delay and/or cancellation of your scores. It could also impact your eligibility to take future ETS exams.

## **ID Verification (at the Test Center)**

In addition to your required ID, verification at the test center may include:

- Photographing/video surveillance
- Fingerprinting/thumbprinting
- Signature comparison
- Electronic detection scanning devices such as hand-held metal detectors/wands
- Biometric voice and photo identification
- Other forms of electronic confirmation

If you refuse to participate in any of these verification activities, you won't be permitted to take the test and your test fee won't be refunded.

## **Personal Items**

- Personal items other than ID documents are not allowed in the testing room and are not permitted during breaks, except for food, beverages, and medication. This includes phones, tablets, watches and any other electronic, recording, listening, scanning or photographic devices. If you are seen using or accessing a device and/or transmitting data, including but not limited to text messaging, email, and photographs, your device may be inspected and/or confiscated. If you bring a phone with you to the test center, it must be turned off. You cannot access your phone or other devices during the test session or during breaks to check messages, make a call, check the time or for any other reason.
- To ensure unauthorized items are not brought into the testing room, visual inspection of clothing, footwear and ID may also be conducted. You may be required to remove your eyeglasses for close visual inspection. The inspection takes a few seconds and will be done at check-in and when you return from breaks. Unless an inspection is required, removal of footwear in the testing room is prohibited. You may be asked to empty your pockets, raise your pant legs above your ankles, and/or pull your sleeves above your wrists for visual inspection. Such inspections are routine before each entry into the testing room. You can request

that the inspections be performed by a staff member of the same gender as you and/or in an area sheltered from the view of other people — test center staff will make every effort to accommodate such requests, but ETS cannot guarantee that all test centers will have the necessary staff and space available.

- All headphones, smart watches, face masks, jewelry such as large necklaces, tie clips, cuff links, ornate clips, combs, barrettes, headbands and other hair accessories must be removed prior to entering the exam. Wedding and engagement rings may remain on.
- Clothing and other personal items, including but not limited to any hair accessories, neckties, bow-ties, hats, scarves, jackets, and outerwear, are subject to inspection. It's best not to wear items such as tie clips, cuff links, clips, combs, barrettes, headbands or other hair accessories, as you may be prohibited from wearing them in the testing room.
- At the test center, you will receive instructions from test center staff regarding where to store personal items. You cannot have access to your personal items during the test sessions, except for food, non-alcoholic beverages and medication, which you can access during a break. Any personal item you bring into the testing room may be confiscated by test center staff.
- Test center administrators are not permitted to collect or hold your phones, watches, or any other devices.
- Test centers and ETS assume no responsibility for personal items, including watches, jewelry, or devices, that you choose to bring to the test center.

## Taking a Break/Leaving Your Seat

- There are no breaks for tests taken on computer at a test center or at home. For the TOEFL iBT Paper Edition, there is a mandatory 10-minute break after the Listening section. If you exceed the break time, you may be dismissed from the test session or your scores may be canceled. You may not leave the immediate area of the testing room or the test center building without permission during the test or during a break.
- If you must leave your seat at any time, raise your hand. The test clock will not stop. If you leave the testing room, you will need to show your ID when you leave and when you return. Do not leave the immediate area of the testing room or the test center building without permission during the test or during breaks.
- You will not have access to your phone or any other electronic device during the test or during breaks.
- You cannot use the scratch paper provided or notes of any kind to prepare your essay at the beginning of the test or during breaks.

## Dismissal from the Test Administration

The test administrator is authorized to immediately terminate your test, dismiss you from the test session, and/or your scores may be withheld and ultimately canceled, for any action that violates any of the policies and procedures contained in this *Bulletin*, on the TOEFL website, or communicated to you at the test session. If you are dismissed for a violation, your test fee will not be refunded. Violations include, but are not limited to, the following:

- Taking or attempting to take the test or part of the test for someone else, or having or attempting to have someone else take the test or part of the test for you.
- Failing to provide acceptable identification as described in this *Bulletin*, including refusing to allow your photograph to be taken.
- Obtaining improper access to test content, a part of the test, or information about the test. This includes having test questions or answers in advance of the test administration and bringing pre-knowledge of any test information into the test center in any form, including but not limited to ID documents, prohibited devices and any other item used as an aid in connection with the test.
- Using or having any prohibited item or device in your possession in the test center or testing room — see “Personal Items” on page 28.

- Using any object as an aid in connection with the test including, without limitation, phones, tablets, watches, pens, scan pens or other scanning devices, calculators, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, dictionaries, test preparation materials, translators, and any electronic, scanning, listening, recording, photographic or wearable device.
- Creating a disturbance — disruptive behavior in any form will not be tolerated. The test administrator has sole discretion in determining what constitutes disruptive behavior.
- Attempting to give or receive assistance — communication in any form is not permitted during the test session. Discussion or sharing of test questions or answers is prohibited during the test session, during breaks, and after the test is completed, including communication via text messages, email or photographs.
- Using the break or delaying the start of your Speaking section to prepare your responses, or receiving assistance responding to the speaking questions.
- Using the scratch paper provided or notes of any kind to prepare your Writing responses during breaks.
- Removing or attempting to remove test content from the test center — under no circumstances may test content or any part of the test content be removed, reproduced, transmitted and/or disclosed by any means (for example, hard copy, verbally, electronically) to any person or entity.
- Tampering with a computer.
- Attempting to remove scratch paper or a piece of scratch paper from the testing room or using scratch paper before the test, during the untimed sections, or during breaks.
- Smoking in the test center (including e-cigarettes) or bringing food and beverages into the testing room, except when approved as a testing accommodation.
- Bringing a weapon or firearm into the test center.
- Leaving the test center vicinity without permission during the test or during breaks.
- Taking excessive or extended unscheduled breaks during the test – test center administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.
- Failing to follow any of the test administration regulations contained in this *Bulletin*, on the TOEFL website, given by the test center administrator, or specified in any test materials.
- ETS and the TOEFL Program reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or canceling your scores — for failure to comply with test administration regulations or the test center administrator’s directions. If your scores are canceled, they won’t be reported, and your test fee won’t be refunded.
- Reports of cheating or fraud will be investigated thoroughly, and offenders may be prosecuted to the full extent of applicable law.

## Unofficial Scores

At the end of the test, you will be able to view your unofficial scores for the Listening and Reading sections to give you an idea of how you did on the test. This does not apply to the TOEFL iBT Paper Edition. It is possible that your unofficial scores will differ from the official scores that are posted to your account, due to the statistical analysis performed after the test to ensure accuracy.

See the “Score Reporting” section on page 33 for details about receiving your official scores.

## Canceling Scores

At the end of the test, you have the option to either have your scores reported or cancel them.

- If you choose to have your scores reported, they become part of your record and will be reported to you and any score recipients you designated. Once you choose to report your scores, they cannot be canceled.
- If you choose to cancel your scores, they won't be reported to you or to any score recipients and you won't receive a refund. See "How to Reinstate Your Scores" on page 34 if you cancel and then change your mind.
- If you choose to cancel your scores, you must cancel all sections; you can't cancel one section and have other scores reported.
- **Note:** If you take the TOEFL iBT Paper Edition, you'll have the option to cancel your scores on your answer sheet after you complete the Reading, Writing, and Listening sections. You will also have the option to cancel your scores after taking the Speaking section from home. If you choose to cancel at either time, all section scores from your test will be canceled.

## Cancellation/Rescheduling of a Test Administration

If it becomes necessary for ETS or the TOEFL Program to cancel a test administration for reasons beyond its control, including without limitation severe weather conditions, natural disasters such as a flood or a fire, terrorist acts, acts of vandalism, hazardous conditions at the test center, or some other event, a cancellation announcement will be posted as soon as possible on the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl). Fees that you paid will be transferred to a new test appointment or credited back to your ETS account. It's important that you keep the contact information in your ETS account up to date, especially your phone number and email address, so you can be contacted quickly if needed.

Unless ETS or the TOEFL Program cancels a test administration at a given test center, it will be conducted as scheduled, barring circumstances preventing prior notification of cancellation, such as a natural disaster or a terrorist act. If you miss a test administration that has not been officially canceled, you'll be considered absent and won't receive a refund or credit of any kind.

- If your appointment is rescheduled by ETS before you take the test, you can select a different test date and won't be charged the rescheduling fee.
- If you travel to the test center and find out that the testing session has been canceled by ETS, you can reschedule your test at no charge or receive a full refund. Refunds are issued in the currency used to pay for the test and include taxes as applicable.
- If you take the test and your scores are canceled by ETS, ETS will determine, at its sole discretion, whether or not you are eligible to re-test at no charge or to receive a refund.
- If ETS cancels a test administration or cancels scores after you take the test, and you have incurred travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses, for yourself only, **within 30 days** of your test date.

When you contact TOEFL Services, have the appropriate receipts available and be prepared to provide all of the following information:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- Test appointment number
- A description of the problem

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## Reporting Suspicious Behavior

ETS takes test security very seriously. Although TOEFL tests are administered under strict supervision and security measures, testing irregularities can still occur. Please contact ETS **as soon as possible** after the test to report any irregular behavior that is either observed or reported to you — for example, if you see someone copying from another test taker, taking a test or part of a test for someone else, having access to test questions or answers before the test session, or using notes or unauthorized aids. Any information you report will be held in the strictest confidence. Reports of cheating or fraud will be investigated thoroughly, and offenders may be prosecuted to the full extent of the law.

**Email:** [reportcheating@toefl.org](mailto:reportcheating@toefl.org)

**Phone:** 1-800-353-8570 – toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, and Canada  
+1-609-406-5430 – all other locations

## Score Reporting

### Test Taker and Institution Score Reports

Your TOEFL iBT test fee entitles you to:

- your scores posted to your ETS account, both online and via the mobile app. If you need a paper copy of your scores, select that option when you register or at any time until 10pm, local test center time, on the day before you take the test.
- your MyBest® scores along with the scores from your selected test date. This feature combines your best scores for each section from all your valid TOEFL iBT scores from the last 2 years, allowing you to show your best performance in each skill area.
- access to a PDF of your test taker score report that you can download and print. **Note:** This service is not currently available for tests taken in China.
- up to 4 official score reports that ETS will send to the institutions or agencies you designated before you took the test. You can add, delete or change score recipients until 10pm, local test center time, on the day before your test. After 10pm, you will be charged a fee for each score report sent. Recipients can't be added, changed or deleted after the 10pm deadline. Keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to request a score review of your Writing and/or Speaking sections.

### Score Report Posting and Mailing

Your TOEFL iBT scores are posted online approximately 4–8 days after you take the test (11–13 business days for the TOEFL iBT Paper Edition). Upon completion of your test, the date you can expect your official scores will be displayed. It will also be shown in your ETS account. You will receive an email letting you know when your scores are available.

Once your scores are available, log in to your account online or via the mobile app. If you're online, select **View Scores** on your Home page. For the app, tap the **Scores** tab at the bottom of the Home screen.

**Note:** Official score reports for the TOEFL iBT test will be sent to your designated recipients within 11 business days after your test (15 days for the TOEFL iBT Paper Edition). It could be sooner, depending on what score delivery method each specific institution uses. However, if we mail the score report, keep in mind that ETS has no control over mail delivery to various locations around the world. Allow another 7–10 days for mail delivery in the U.S., and 4–6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.

For a fee, you can order additional score reports for institutions you didn't identify before test day. You can order online, through the mobile app, by mail, or by fax. For fax or mail orders, use the **Additional Score Report Request Form** available on the TOEFL website.

There is no Additional Score Report fee for the TOEFL iBT Paper Edition.

## How to Interpret Your Scores

Your scores are based on your performance on the questions in the test. **You must answer at least 1 question each in the Reading and Listening sections, and complete at least 1 speaking task and 1 writing task in order to receive an official score. You will receive 4 scaled section scores and a total score:**

- Reading (0-30)
- Listening (0-30)
- Speaking (0-30)
- Writing (0-30)
- Total Score (0-120)

Although the scaled scores of the 4 test sections (Reading, Listening, Speaking and Writing) all range from 0 to 30, each section is a separate measure and each measure has its own scale. Therefore, scaled scores obtained on a particular section can be compared to other scaled scores obtained on that same section on different test dates, but it is not appropriate to compare scaled scores across different sections.

- All score reports include MyBest scores along with the traditional scores from your selected test date. This feature combines your best scores for each section from all your valid TOEFL iBT scores from the last 2 years, allowing you to show your best performance in each skill area.

## How to Reinstate Your Scores

If you cancel your scores at the test center but then change your mind, your canceled scores can be reinstated if your request arrives at ETS **within 60 days** after your test date. You can reinstate your scores in your ETS account. The reinstatement fee is US\$20. Your scores will be reinstated and reported approximately 3 weeks after receipt of your request and payment.

Once scores are reinstated, they will be available in your account and sent to your designated institutions.

**Note:** This applies only to scores canceled by the test taker. If your scores were canceled by ETS, they can't be reinstated.

## How to Order Additional Score Reports

You can have additional score reports sent to institutions you didn't identify before you took the test for a fee of US\$20 per recipient (free for TOEFL iBT Paper Edition score reports). Score reports can be ordered online or via the mobile app. Your order won't be processed and will be returned to you if you don't include complete and accurate information and the correct fee. Designated institutions can't be changed or deleted after you submit the form. No refunds can be made.

**Note:** Check the TOEFL website to see if there are any payment method restrictions for your location.

TOEFL scores are measurement information and are subject to all restrictions on release of information in this *Bulletin*. They are not the property of the test taker. The information in your posted scores is the same as what is printed on your score reports.

## Online or via the TOEFL Official App

- You can order using a credit/debit card, a PayPal account, or an e-check in U.S. dollars.
- Your order can't be processed until your scores have been posted, approximately 6 days after you take the test. Score reports are mailed 3–5 business days after we receive your request and payment, or longer if you submit your order before your scores have been posted.
- ETS has no control over mail delivery times to various locations around the world. Allow 7–10 days for mail delivery in the U.S., and 4–6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.

## Mail or fax

- Follow the instructions on the **Additional Score Report Request Form** to complete and submit your order and payment.
- Score reports are sent approximately 10 business days after receipt of your request and payment.
- ETS has no control over mail delivery to various locations around the world. Allow 7–10 days for mail delivery in the U.S., and 4–6 weeks for delivery to other locations. For more information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.
- If you're paying by credit/debit card, you can fax your order form to +1-610-290-8972. Faxes won't be processed unless complete credit/debit card information is provided. If you think your fax may not have gone through and you attempt to resend it, write **"duplicate"** in large letters on all repeat faxes. This will help avoid unnecessary extra charges to your credit/debit card.

## Processing tips

- Do not send a letter with your form and payment.
- Provide codes only for institutions you didn't identify before you took the test.
- List no more than 8 institutions on the form. To order more than 8 reports, use a second form.
- Be sure to use the appropriate codes so your scores will be sent to the correct location within each institution.
- Sign and date the form.
- Include an acceptable form of payment and the correct payment amount.
- Reports will be sent only to the number of recipients for which you have paid.

## Scores are valid for 2 years

- TOEFL scores remain valid for 2 years after the test date. Because language proficiency can change considerably in a short period of time, TOEFL scores more than 2 years old can't be reported or verified.
- If you took the TOEFL test more than 2 years ago and you need to submit scores to an institution or agency, you'll have to take the test again.

## How to Request a Score Review

You can request that your Speaking section and/or your Writing section be reviewed through the ETS score review process **up to 30 days** after your test date for Home Edition and Test Center only, this does not apply to Paper Edition. You can make this request for either the Speaking section or the Writing section, or you can have both sections reviewed. **Note:** You can't request a score review if you have already requested that your scores be sent to any institution or agency.

Only a single request can be submitted per test administration. You can't request a review of your Speaking section and then at a later time request a review of your Writing section from the same test date. The fee for a Speaking or Writing section score review is US\$80. The fee to have both sections reviewed is US\$160.

Your TOEFL iBT test Speaking and Writing responses will be reviewed by scoring specialists. If your original score is confirmed, you'll be notified by letter or email. If the review results in a change in your scores, whether higher or lower, you will receive your new scores. The revised scores will become your official scores for that test date.

You can request a score review online or via the mobile app for the TOEFL iBT test center only, or you can download, print and complete the **Score Review Request Form** and send it with the required fee to the address on the form. The form can also be completed online with a credit or debit card in your ETS account at [www.ets.org/mytoefl](http://www.ets.org/mytoefl).

Results of the score review process will be available within 3 weeks after receipt of your request and payment.

## Score Validation

Institutions have the ability to verify scores sent directly to them by test takers. If there is a discrepancy between the official scores recorded at ETS and scores you submit, the institution or agency will be asked to provide ETS with a copy of what you submitted.

At the request of the institution or agency, ETS will report the official scores as well as any previous scores recorded for you within the last 2 years. ETS or its authorized representative will also provide your score information at the request of any institution or agency that has a copy of your score posting or your test taker score report.

## Online Score Verification Service

The following terms and conditions supplement all other terms and conditions, disclosures, policies and agreements relating to TOEFL test scores reported by ETS, including but not limited to the ETS privacy and security policy, and the TOEFL iBT *Information Bulletin*, all as amended from time to time (collectively, "TOEFL Program Documents").

You can view the current version of the ETS privacy and security policy at [www.ets.org/legal/privacy](http://www.ets.org/legal/privacy).

The ETS Data Manager allows entities that contract with ETS for access, including governmental immigration offices (the "Organization"), to verify the scores of tests provided by ETS under the TOEFL trademark. The TOEFL iBT tests are designed by ETS to measure the ability of non-native speakers of English to use and understand English as it is read, spoken, written and heard in educational or professional settings. TOEFL scores indicate how the test taker performed on the test, and the score data provided through the ETS Data Manager provides identifying information about the test taker. Some test takers provide their TOEFL score information directly to Organizations; the Verify TOEFL Score Data function allows these Organizations to view and verify the scores.

By registering for a TOEFL test, downloading a TOEFL *Information Bulletin*, completing the confidentiality agreement on test day after having an opportunity to review it, by signing the supplement, or by providing your TOEFL test appointment number, your scores, or your test taker score report to an organization, you agree to all the terms and conditions of this supplement without modification by you.

If you do not agree, do not provide your TOEFL Program appointment number for a past or future test, or your test taker scores, or your test taker score report to any Organization. Unless you give them your information, the Organization should not be able to use the ETS Data Manager to access your score data.

## Terms and Conditions

- 1. Your Initiation of the Verify TOEFL Score Data function in the ETS Data Manager.** If you provide your TOEFL Program appointment number and date of birth to an Organization, that Organization will be able to view and verify your scores and related data. Do not provide that information unless you want to allow the Organization to access your score data using the ETS Data Manager.
- 2. Score Data; Organization Access.** Using the Service, a member Organization will be able to view, copy and use your name, gender, photograph, date of birth, appointment number, ID information including passport number or national ID number, test date and test scores (including your total score and your scores for the Reading, Listening, Speaking and Writing sections), read your writing samples, and listen to your speaking samples captured during the test administration (collectively, the “Score Data”). ETS reserves the right to determine whether more or less data should be provided from time to time in its good-faith discretion. Any use of your score data by the Organization should be pursuant to its privacy and security policy, if any, rather than to the ETS policy. ETS contracts with these Organizations to use the information only to verify the TOEFL scores, but ETS does not control the Organizations.
- 3. Limitations.** You acknowledge that if you give an Organization your appointment number for a TOEFL test that is more than 2 years old, the Organization will not be able to verify your scores. You agree that ETS supplies the ETS Data Manager and the Score Data AS IS and with all faults. All disclaimers, damage and remedy exclusions, and limitations and other provisions of the TOEFL Program Documents, apply to the ETS Data Manager and the Score Data.
- 4. Other.** Except as impacted by the ETS Data Manager, the terms and conditions of the TOEFL Program Documents will remain in full force and effect. ETS reserves the right to share data with institutions and agencies for verification purposes outside of the ETS Data Manager. You agree that ETS may amend or change these terms and conditions from time to time in its discretion by providing notice in the TOEFL section of the website at [www.ets.org](http://www.ets.org) or in any of the TOEFL Program Documents, or by emailing or otherwise giving notice to you. If you provide your TOEFL information to an Organization after the effective date of an amendment; or if, before the effective date, you fail to withdraw your TOEFL information from an Organization or otherwise fail to instruct it not to access your score data, you will be deemed to have consented to the amendment. The foregoing does not restrict ETS from using another method for amendment under any of the TOEFL Program Documents.

## ETS Score Cancellation Policies

ETS and the TOEFL Program strives to report scores that accurately reflect the performance of every test taker. Accordingly, ETS's standards and procedures for administering tests have 2 primary goals: giving test takers equivalent opportunities to demonstrate their abilities and preventing any test takers from gaining an unfair advantage over others. These standards are of the utmost importance to ETS and those who rely on the validity of ETS test scores. ETS reserves the right to cancel any test score when in its sole judgment, there is substantial evidence that the score is invalid. Scores can be canceled as a result of test taker behavior or irregularities that affect testing integrity. Whether or not it has already been reported, and to take such other actions as ETS deems appropriate, including banning the test taker from taking any future ETS test and referring the matter to law enforcement authorities, when, in ETS's judgment, a testing irregularity occurs; there is an apparent discrepancy in a test taker's identification; the test taker may have engaged in misconduct, including without limitation having someone else take the test for him/her, obtaining improper access to test questions or answers via the internet, email, SMS, text messaging or posting; disclosing test questions or answers to third

parties in chat rooms, message boards or forums, SMS text message, or any other method, plagiarism, or copying or communication; or the score is invalid for another reason. ETS reserves the right to share any and all information in its possession about a test taker and the terms and conditions of test taking with any third party, including but not limited to (a) any entity which ETS recognizes as an authorized user of test scores, including without limitation any entity to which ETS reports test scores at the test taker's request, and (b) any government agency with responsibility for administration or enforcement of U.S. criminal and/or immigration laws. When ETS cancels a test score that has already been reported, it notifies score recipients that the score has been canceled and may also explain why the score has been canceled.

## Testing irregularities

"Testing irregularities" refers to problems with the administration of a test. Testing irregularities can result from the actions of test takers, test center administrators, ETS, or natural or man-made causes. When testing irregularities occur, they may affect an individual or groups of test takers. Such problems include, without limitation, administrative errors such as improper timing, improper seating, defective materials such as improper test forms, or defective equipment; improper access to test content, and other disruptions of test administrations such as natural disasters or other emergencies. When testing irregularities occur, ETS may decline to score the test or cancel the test scores. When it is appropriate to do so, test takers will be given the opportunity to take the test again without charge as soon as reasonably possible.

## Holding/canceling scores

- If there is information that ETS considers sufficient to indicate that you have engaged in any activity that affects score validity, ETS may hold your scores for investigation. If your scores are held, you can't send score reports to any institution or agency until the investigation is complete.
- In addition, when information exists that ETS considers sufficient that the administration of a test did not comply with test administration regulations, some or all scores from that administration at that test center may be held or canceled.
- ETS reserves the right to take any action — including, but not limited to, dismissing you from the test center, holding or canceling your scores, and banning you from future testing — for failure to comply with test administration regulations or test center staff members' instructions. If you're dismissed from the test center or your scores are canceled, those scores won't be reported and your test fee won't be refunded. ETS may also provide information about your score cancellation to law enforcement and the institutions you chose to receive your scores, including visa-granting agencies.
- ETS will also exercise its right to cancel any test score when, in its sole judgment, substantial evidence of pre-knowledge of test content is found.
- The retake test policy will be enforced even if a violation is not immediately identified (e.g., inconsistent registration information). If the violation is identified after registration but before the test administration, the testing appointment will be canceled and test fees will be forfeited. If the violation is identified after test scores have been reported, the invalid scores will be canceled, score recipients will be notified of the cancellation and test fees will be forfeited.
- ETS is monitoring reuse of devices and testing locations for unauthorized purposes. Frequent, inappropriate reuse of shared testing devices and common testing locations may result in score delay and/or score cancellation and could impact your eligibility to take future ETS exams.

## Identification discrepancies

When, in the judgment of ETS or of the test center administrators or at-home proctors, there is a discrepancy in your ID information, you may be dismissed from the test center. In addition, ETS may decline to score your test or may hold or cancel your test scores if the documents or your photo or biometric samples from test day can't be validated, or if ETS has evidence that you were not the person who appeared for the test or didn't take the entire test yourself.

ETS will also cancel scores, ban the test taker from any future testing, and notify any score recipients of the cancellation if fraudulent activity is detected after your scores have been reported. If your scores are canceled, your test fee won't be refunded.

## Misconduct

When ETS or a test center administrator finds that there is misconduct in connection with a test, test takers may be dismissed from the test center and/or ETS may decline to score their tests or may withhold and ultimately cancel their scores. If your scores are canceled, your test fee won't be refunded. Misconduct includes, but is not limited to, non-compliance with the "Testing Procedures and Regulations," beginning on page 26 of this *Bulletin*.

## Plagiarism

ETS reserves the right to cancel your scores if, in its judgment, there is evidence that a writing or speaking response includes text that is substantially similar to that found in other TOEFL test responses, or quotations or paraphrasing of language or ideas from published or unpublished sources, including sources from the internet or sources provided by any third party, is used without attribution. Such responses don't reflect the independent speaking or compositional writing skills that the test is designed to measure.

## Invalid scores

ETS may also cancel scores if, in its judgment, there is substantial evidence that they're invalid for any other reason. "Substantial evidence" means evidence that is sufficient to persuade a reasonable person. The substantial evidence standard is lower (i.e., requires less proof) than the "reasonable doubt," "clear and convincing," or "preponderance of the evidence" standards. Evidence of invalid scores may include, without limitation, discrepant handwriting, discrepant photographs, unusual answer patterns, or inconsistent performance on different parts of the test.

Score cancellation decisions are not subject to appeal to ETS. For test takers within the United States, before canceling scores based on substantial evidence of invalidity, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation, a voucher of a future test, a free retest, or arbitration in accordance with the ETS standard Arbitration Agreement. The final decision whether to cancel scores based on substantial evidence of invalidity is made by the ETS Office of Testing Integrity after reviewing any information addressing ETS concerns submitted by the test taker.

## Liability

ETS shall have no liability to any test taker for damages or claims of any kind whatsoever that a test taker may assert against ETS for holding or canceling scores, for not reporting scores, for banning the test taker from future testing, or for disclosure of test taker information pursuant to ETS's rights as set forth in this document.

## Confidentiality of Information

### Privacy

ETS and the TOEFL Program take the privacy of our test takers seriously and recognize your right to control the information about you that is stored by us. Our policies are designed to safeguard that information from unauthorized disclosure.

Because of laws protecting confidentiality and privacy, only you can register yourself for a test or make inquiries regarding your registration or your test scores. ETS takes reasonable precautions to protect the integrity of your personal information provided in connection with the registration process, as well as any information generated internally that is specifically pertinent to you, and to keep this information secure.

Your private information will not be made available to anyone but you; ETS (including the employees, agents, contractors, or professional advisors of ETS); the educational institutions or agencies you indicate before you take the test; and any person or entity required or authorized by law to receive this information.

### At the Test Administration

You must show the required ID to be admitted to test, and your photograph will be taken. See “Identification (ID) Requirements” beginning on page 19.

### Consent

Notwithstanding anything to the contrary in any other ETS or ETS affiliate’s (“ETS,” “we,” “us,” “our”) materials or agreements with you, you consent to the terms and conditions herein by registering for or taking an ETS test, creating an account or using our app or our website, providing survey information, requesting one of our services, or completing an order or submitting payment information.

You agree that we have the right to obtain, store, use, and transmit your personal information, including your full name, home address, email address, phone number, passport number, biometric data such as fingerprints, audio recordings and video files, your answers to background information questions, the test you’re taking, test date, payment information, and how you specifically use our website or our mobile app (“Personal Information”).

### Purpose and Use of Personal Information, Photograph and Video

Your personal information can be used to:

- complete any registration, purchase or other transaction you request
- improve our products and services, and identify, develop and offer new or expanded products and services
- improve and personalize your experience on the website or the mobile app
- notify you about updates, products, services and/or special offers from ETS, its affiliates and selected third parties
- ask you to participate in brief surveys or provide other information
- generate aggregate statistical studies and conduct research ourselves or jointly with others related to our products and services and the use of our website and app

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Based upon your specific relationship(s) with us, we may use your personal information in ways described in more detail in one or more other agreements.

Additionally, you consent to the transfer of your personal information within and outside of your country of residence and outside of the location where you take the test.

We disclose your personal information to certain third parties with whom we have a direct or indirect business or contract relationship, to provide products and services you have requested.

You will have the ability to opt out of receiving certain communications from us, including voicemail or email. If you don't opt out immediately, but later decide that you would prefer not to receive email communications from us, please contact the TOEFL Program through [www.ets.org](http://www.ets.org). Remember, however, that we may still send you email or call you in order to provide a product or service that you request.

## Disclosure

Your personal information may be disclosed to those third parties who provide services to ETS, provided that they have contractually agreed to use the personal information only as needed to provide the services.

By electing to report your scores at the end of your test, you authorize ETS to report your scores to you and to any entity or person authorized or required by law to receive this information.

Unless you cancel your scores at the end of the test, your scores will be reported. Any information you provided as part of registration may be used to report your scores or to contact you regarding test- or program-related issues.

## Security and Retention

ETS, the TOEFL Program and their service providers shall at all times protect your personal information with operational, administrative, technical and physical security safeguards.

ETS will retain your scores for 2 years from the test date. After 2 years, all test taker information and scores are removed. If you took the TOEFL test more than 2 years ago, you'll need to take the test again to have scores provided to you, an institution or an agency.

## Individual Rights

At any time, you can:

- request access to and correction of your Personal Information
- make any inquiries, requests, or complaints about the use of your Personal Information
- withdraw your consent to the processing of your personal data; however, if you exercise this right, you may not be able to take any further tests and your scores may be canceled

Requests, inquiries, or complaints should be directed to TOEFL Services. See "Contact Information" on page 8.

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## Score Information

Your score information is intended only for you and your designated score recipients.

ETS will not release your score information at the request of institutions or agencies except:

- for use in research studies, scoring and statistical analyses approved by the TOEFL Program and that preserve your anonymity
- when information is required under compulsion of legal process, in which case your score record and the documents that are retained at ETS (including, but not limited to, photos and documents completed at check-in on test day) may be released to third parties such as government agencies, parties to a lawsuit, etc., if requested pursuant to a subpoena or required by applicable laws

Note that whenever ETS has confirmed that you have submitted a TOEFL score directly to any educational institution or agency in satisfaction of one of their requirements, ETS will respond to requests from that recipient for score verification.

Your responses may be used for rater training and in the development of new test preparation materials. Test taker information, such as your name and address, is not included when scored responses are used for these purposes. Rater training is essential to ensure that tests are scored in a fair and consistent manner. The use of your responses will benefit future test takers by helping to improve the training of raters, just as the scoring of your test will benefit from the use of prior test takers' responses. Test preparation materials demonstrate how the test is administered and the skills necessary to succeed.

## Institution and Department Codes

### Institution Codes

Up-to-date information on the institutions and agencies accepting TOEFL scores is on the website at [www.ets.org/toefl/test-takers](http://www.ets.org/toefl/test-takers) and available during registration online or via the mobile app. If an intended score recipient isn't listed, contact the institution or agency directly to get the code number before you register. Using official destination codes ensures your score reports are sent to the correct locations.

**Note:** If you are applying for graduate study, see the Department Code list below. Use the correct code to be sure your scores go to the correct location at the institution.

### Department Codes

Use the following codes when selecting institutions, agencies or programs to receive your scores. Using official department codes will ensure your score reports are sent to the correct locations at the institutions.

00 – **Undergraduate and all other test takers** not applying for Graduate Study, Graduate Schools, or Business or Law Schools

02 – Graduate Schools of Management

03 – Law Schools

99 – Use this code for any department not listed below.

#### HUMANITIES

26 Art History  
13 Classical Languages  
28 Comparative Literature  
53 Dramatic Arts  
14 English  
29 Far Eastern Languages and Literature  
15 Fine Arts, Art, Design  
16 French  
17 German  
04 Linguistics  
19 Music  
57 Near Eastern Languages and Literature  
20 Philosophy  
21 Religious Studies or Religion  
22 Russian/Slavic Studies  
23 Spanish  
24 Speech  
10 Other foreign languages  
98 Other humanities

#### SOCIAL SERVICES

11 Archaeology  
27 American Studies  
81 Anthropology  
82 Business and Commerce

83 Communications  
84 Economics  
85 Education (including M.A. in Teaching)  
01 Educational Administration  
70 Geography  
92 Government  
86 History  
87 Industrial Relations and Personnel  
88 International Relations  
18 Journalism  
90 Library Science  
91 Physical Education  
97 Planning (City, Community, Urban, Regional)  
89 Political Science  
93 Psychology, Clinical  
09 Psychology, Educational  
58 Psychology, Experimental/Developmental  
79 Psychology, Social  
08 Psychology, other  
94 Public Administration  
50 Public Health  
95 Social Work  
96 Sociology  
80 Other social sciences

#### NATURAL SCIENCES

31 Agriculture  
32 Anatomy  
05 Audiology  
33 Bacteriology  
34 Biochemistry  
35 Biology  
45 Biomedical Sciences  
36 Biophysics  
37 Botany  
38 Dentistry  
39 Entomology  
46 Environmental Science  
40 Forestry  
06 Genetics  
41 Home Economics  
25 Hospital and Health Services Administration  
42 Medicine  
07 Microbiology  
74 Molecular and Cellular Biology  
43 Nursing  
77 Nutrition  
44 Occupational Therapy  
56 Pathology  
47 Pharmacy  
48 Physical Therapy

49 Physiology  
55 Speech/Language Pathology  
51 Veterinary Medicine  
52 Zoology  
30 Other biological sciences

#### PHYSICAL SCIENCES

54 Applied Mathematics  
12 Architecture  
61 Astronomy  
62 Chemistry  
78 Computer Sciences  
63 Engineering, Aeronautical  
64 Engineering, Chemical  
65 Engineering, Civil  
66 Engineering, Electrical  
67 Engineering, Industrial  
68 Engineering, Mechanical  
69 Engineering, other  
71 Geology  
72 Mathematics  
73 Metallurgy  
75 Oceanography  
76 Physics  
59 Statistics  
60 Other physical sciences

## Country and Region Codes

Use this list when indicating the code for the country or location where you're currently living (your mailing address), the code for your country or location of citizenship, and the code for your native country (the country or location where you were born).

UND – Use this code for any country/region not listed below.

AFG	Afghanistan	ECU	Ecuador	LBY	Libya	LCA	St. Lucia
ALA	Aland Islands	EGY	Egypt	LIE	Liechtenstein	SPM	Saint Pierre & Miquelon
ALB	Albania	SLV	El Salvador	LTU	Lithuania	VCT	St. Vincent and the Grenadines
DZA	Algeria	GNQ	Equatorial Guinea	LUX	Luxembourg	WSM	Samoa
ASM	American Samoa	ERI	Eritrea	MAC	Macao, China	SMR	San Marino
AND	Andorra	EST	Estonia	MKD	Macedonia, Former Yugoslav Republic of	STP	Sao Tome and Principe
AGO	Angola	ETH	Ethiopia	MDG	Madagascar	SAU	Saudi Arabia
AIA	Anguilla	FLK	Falkland Islands (Malvinas)	MWI	Malawi	SEN	Senegal
ATA	Antarctica	FRO	Faroe Islands	MYS	Malaysia	SRB	Serbia
ATG	Antigua and Barbuda	FJI	Fiji	MDV	Maldives	SYC	Seychelles
ARG	Argentina	FIN	Finland	MLI	Mali	SLE	Sierra Leone
ARM	Armenia	FRA	France	MLT	Malta	SGP	Singapore
ABW	Aruba	GUF	French Guiana	MHL	Marshall Islands	SVK	Slovakia
AUS	Australia	PYF	French Polynesia	MTQ	Martinique	SVN	Slovenia
AUT	Austria	ATF	French Southern Territories	MRT	Mauritania	SLB	Solomon Islands
AZE	Azerbaijan	GAB	Gabon	MUS	Mauritius	SOM	Somalia
BHS	Bahamas	GMB	Gambia	MYT	Mayotte	ZAF	South Africa
BHR	Bahrain	GZS	Gaza Strip	MEX	Mexico	SGS	South Georgia & South Sandwich Islands
BGD	Bangladesh	GEO	Georgia	FSM	Micronesia, Federated States of	SSD	South Sudan
BRB	Barbados	DEU	Germany	MDA	Moldova, Republic of	ESP	Spain
BLR	Belarus	GHA	Ghana	MCO	Monaco	LKA	Sri Lanka
BEL	Belgium	GIB	Gibraltar	MNG	Mongolia	SDN	Sudan
BLZ	Belize	GRC	Greece	MNE	Montenegro	SUR	Suriname
BEN	Benin	GRL	Greenland	MSR	Montserrat	SJM	Svalbard & Jan Mayen
BMU	Bermuda	GRD	Grenada	MAR	Morocco	SWZ	Swaziland
BTN	Bhutan	GLP	Guadeloupe	MOZ	Mozambique	SWE	Sweden
BOL	Bolivia	GUM	Guam	MMR	Myanmar	CHE	Switzerland
BIH	Bosnia and Herzegovina	GTM	Guatemala	NAM	Namibia	SYR	Syrian Arab Republic
BWA	Botswana	GIN	Guinea	NRU	Nauru	TWN	Taiwan, China
BVT	Bouvet Island	GNB	Guinea-Bissau	NPL	Nepal	TJK	Tajikistan
BRA	Brazil	GUY	Guyana	NLD	Netherlands	TZA	Tanzania, United Republic of
IOT	British Indian Ocean Territory	HTI	Haiti	ANT	Netherlands Antilles	THA	Thailand
BRN	Brunei Darussalam	HMD	Heard & McDonald Islands	NCL	New Caledonia	TLS	Timor-Leste
BGR	Bulgaria	VAT	Holy See (Vatican City State)	NZL	New Zealand	TGO	Togo
BFA	Burkina Faso	HND	Honduras	NIC	Nicaragua	TKL	Tokelau
BDI	Burundi	HKG	Hong Kong, China	NER	Niger	TON	Tonga
KHM	Cambodia	HUN	Hungary	NGA	Nigeria	TTO	Trinidad and Tobago
CMR	Cameroon	ISL	Iceland	NIU	Niue	TUN	Tunisia
CAN	Canada	IND	India	NFK	Norfolk Island	TUR	Turkey
CPV	Cape Verde	IDN	Indonesia	MNP	Northern Mariana Islands	TKM	Turkmenistan
CYM	Cayman Islands	IRN	Iran, Islamic Republic of	NOR	Norway	TCA	Turks and Caicos Islands
CAF	Central African Republic	IRQ	Iraq	OMN	Oman	TUV	Tuvalu
TCD	Chad	IRL	Ireland	PAK	Pakistan	UGA	Uganda
CHL	Chile	ISR	Israel	PLW	Palau	UKR	Ukraine
CHN	China	ITA	Italy	PSE	Palestine Territories	ARE	United Arab Emirates
CXR	Christmas Island	JAM	Jamaica	PAN	Panama	GBR	United Kingdom
CCK	Cocos (Keeling) Islands	JPN	Japan	PNG	Papua New Guinea	USA	United States
COL	Colombia	JOR	Jordan	PRY	Paraguay	URY	Uruguay
COM	Comoros	KAZ	Kazakhstan	PER	Peru	UMI	U.S. Minor Outlying Islands
COD	Congo, The Democratic Republic of	KEN	Kenya	PHL	Philippines	UZB	Uzbekistan
COG	Congo	KIR	Kiribati	PCN	Pitcairn	VUT	Vanuatu
COK	Cook Islands	PRK	Korea, Democratic People's Republic of	POL	Poland	VEN	Venezuela
CRI	Costa Rica	KOR	Korea, Republic of	PRT	Portugal	VNM	Vietnam
CIV	Cote d'Ivoire	KOS	Kosovo, Republic of	PRI	Puerto Rico	VGB	Virgin Islands (British)
HRV	Croatia	KWT	Kuwait	QAT	Qatar	VIR	Virgin Islands (U.S.)
CUB	Cuba	KGZ	Kyrgyzstan	REU	Reunion	WLS	Wallis & Futuna Islands
CYP	Cyprus	LAO	Lao, People's Democratic Republic	ROU	Romania	WBA	West Bank
CZE	Czech Republic	LVA	Latvia	RUS	Russian Federation	ESH	Western Sahara
DNK	Denmark	LBN	Lebanon	RWA	Rwanda	YEM	Yemen
DJI	Djibouti	LSO	Lesotho	SHN	Saint Helena	ZMB	Zambia
DMA	Dominica	LBR	Liberia	KNA	St. Kitts and Nevis	ZWE	Zimbabwe
DOM	Dominican Republic						

## Native Language Codes

Use this list when indicating the code for your native language.

UND – Use this code for any language not listed below.

AFR	Afrikaans	FIN	Finnish	KUR	Kurdish	SAT	Santali
AKA	Akan	FRE	French	KUS	Kusaiean	SRP	Serbian
ALB	Albanian	FUL	Fulah	LAO	Lao	SNA	Shona
AMH	Amharic	GAA	Ga	LAV	Latvian	SND	Sindhi
ARA	Arabic	GLG	Galician	LIN	Lingala	SIN	Sinhalese
ARM	Armenian	LUG	Ganda	LIT	Lithuanian	SLO	Slovak
ASM	Assamese	GEO	Georgian	LUA	Luba-Lulua	SLV	Slovenian
AYM	Aymara	GER	German	LUO	Luo	SOM	Somali
AZE	Azerbaijani	GRE	Greek	LTZ	Luxembourgish	SPA	Spanish
BAM	Bambara	GRN	Guarani	MAC	Macedonian	SUN	Sundanese
BAK	Bashkir	GUJ	Gujarati	MAD	Madurese	SWA	Swahili
BAQ	Basque	GWI	Gwichin	MLG	Malagasy	SWE	Swedish
BEL	Belarusian	HAU	Hausa	MAY	Malay	TGL	Tagalog
BEM	Bemba	HEB	Hebrew	MAL	Malayalam	TGK	Tajik
BEN	Bengali	HIL	Hiligaynon	MLT	Maltese	TAM	Tamil
BER	Berber	HIN	Hindi	MAN	Mandingo	TAT	Tatar
BIK	Bikol	HUN	Hungarian	MAR	Marathi	TEL	Telugu
BOS	Bosnian	IBO	Igbo	MAH	Marshallese	THA	Thai
BUL	Bulgarian	ICE	Icelandic	MEN	Mende	TIB	Tibetan
BUR	Burmese	ILO	Iloko	MIN	Minangkabau	TIR	Tigrinya
CAT	Catalan	IND	Indonesian	MON	Mongolian	TON	Tonga
CEB	Cebuano	IPK	Inupiaq	MOS	Mossi	TUR	Turkish
NYA	Chichewa (Nyanja)	ITA	Italian	NAU	Nauru	TUK	Turkmen
CHI	Chinese	JPN	Japanese	NEP	Nepali	TWI	Twi
CHV	Chuvash	JAV	Javanese	NOR	Norwegian	UIG	Uighur
HRV	Croatian	KAN	Kannada	ORI	Oriya	UKR	Ukrainian
CZE	Czech	KAU	Kanuri	ORM	Oromo	URD	Urdu
DAN	Danish	KAS	Kashmiri	PAU	Palauan	UZB	Uzbek
DUT	Dutch	KAZ	Kazakh	POL	Polish	VIE	Vietnamese
DYU	Dyula	KHM	Khmer	PON	Pohnpeian	WOL	Wolof
EFI	Efik	KIK	Kikuyu	POR	Portuguese	XHO	Xhosa
ENG	English	KIN	Kinyarwanda	PAN	Punjabi	YAP	Yapese
EST	Estonian	KOK	Konkani	PUS	Pushto	YID	Yiddish
EWE	Ewe	KOR	Korean	RUM	Romanian	YOR	Yoruba
FAS	Farsi	KOS	Kosraean	RUS	Russian	YPK	Yupik
FIJ	Fijian	KRU	Kurukh	SMO	Samoan	ZHA	Zhuang
						ZUL	Zulu



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