

Foreigner Notes before Registration

Be sure to read this information in detail, regarding pre-test precautions and frequently asked questions. Good luck with your exams.

1. Registration Method:

Online registration only. [Payment options: Credit card, 7-ELEVEN ibon, FamilyMart FamiPort] .

Reminder : If no order information can be found when choosing to pay by credit card, it means that your registration has not been completed. Please register again to create an order.

2. English Name:

The test taker's English name must be the same as in passport (Nationals without a passport may use the spelling suggested by the Ministry of Foreign Affairs). **Please confirm the correctness of your English name when registering the test** as the name indicated in the Score Report shall be the same as the one provided in the registration form. If you need to make any changes after registration and before the test, please send your "valid passport" electronic file to our customer service email (service@examservice.com.tw), and we will assist you in the changes after confirmation.

If you want to request a change of the English name on your score report after the test, you can visit our official website between 12:00 P.M.-23:59 P.M. on the day of the test by selecting [測驗服務專區](#) → 測驗管理 / 查詢 → 【 考後修改英文姓名 / 成績單地址 】 to register the changes; For late applications, please pay the associated fees and apply for a re-issuance of the Score Report within “the time period starting from the date when test results are available for inquiry to two years after the test date.” Please email an electronic file copy of your “valid passport” to our customer service email address on the day when payment is made, and we will assist in changing the English name shown in the paid Score Report.

3. Application for Alteration:

You can apply for an alteration of the test area or test site before the “deadline for alteration” after the registration data is reviewed and approved (not applicable for additional registration and special exam). **The application for alteration of test dates is not accepted.**

4. Application for Registration Cancellation:

If you want to cancel the registration after it is completed, you can submit the application before the “deadline for cancellation application” and are required to pay relevant administration fees. Late applications shall not be accepted (not applicable for special exam).

For detailed information about registration cancellation, the application period for each session's cancellation and the administrations fees to be collected, please refer to the following explanatory information about the application for registration cancellation on our official website:

- [TOEIC® Listening and Reading Test 撤銷辦法](#)
- [TOEIC Bridge® Listening and Reading Test 撤銷辦法](#)
- [TOEIC Bridge® Speaking Test 撤銷辦法](#)
- [TOEIC Bridge® Speaking and Writing Tests 撤銷辦法](#)
- [TOEIC® Speaking and Writing Tests 撤銷辦法](#)
- [TOEIC® Speaking Test 撤銷辦法](#)
- [TOEFL ITP® Tests 撤銷辦法](#)
- [TOEFL Junior® Standard Test 撤銷辦法](#)

5. Score Report Delivery:

For test takers who participate in all parts of the test on the test day and do not violate the test rules, the transcript will be sent to the correspondence address specified in the registration form by “regular mail” on the scheduled day announced on the official website. It will take 3-5 working days (excluding weekends and public holidays) for the mail delivery..

If you want to receive the transcripts in person rather than by mail, you can visit our social website during 12:00 P.M.-23:59 P.M. on the day of the test by selecting [測驗服務專區](#) → 測驗管理 / 查詢 → 【考後修改英文姓名 / 成績單地址】 to register the change to the collection method. By completing the registration, you can bring a valid original copy of the report(s)/document(s) required by the test rules to the Company for collection after 11:00 A.M. on the scheduled transcript delivery date.

For test takers registering through the Institutional Program, the transcripts shall be sent in the way required by the applying agency.

6. Test-taking Information Inquiry:

With the aim of going paperless for environmental protection, **the Company will not send a paper copy of the test-taking information to test takers.** Please check our official website at 10:00 A.M. on the Test-taking Information Inquiry Day announced on the website. For the test time/site, please check the “Test-taking Information.”

7. Special test-taking services are not available for additional registration sessions.

8. Before taking the test, please read the information on our official website and the frequently asked questions (FAQs).

Sample of membership application

會員資料填寫

身分證號碼(ID) Test taker's passport number

暱稱
User name

密碼 (請輸入8~16碼) Please enter 8-16 characters
Password

密碼再確認
Confirm password

電子信箱 test@toeic.com.tw
E-mail

電子信箱再確認 test@toeic.com.tw
Confirm e-mail

手機號碼 0912345678
Mobile phone

國籍 請選擇 本國籍
Nationality

羅馬拼音 姓 Last Name 名 First Name (同護照). As same on passport
English name

生日 YYYY/MM/DD
Birth date

性別 男 女
Sex

地址 請選擇 請選擇
Address

電子報訂閱 TOEIC/TOEIC BRIDGE/TOEIC SW NOTICE(不可退訂)
Newsletter subscription TOEIC+Recruit
 TOEIC WATCH
 TOEIC LETTER
 TOEIC 快訊

※NOTICE 為官方發送測驗重要通知或提醒事項的電子報，只要有申請測驗報名，即會自動列入發送，不提供退訂服務。

Information about pre-exam and registration

Q1. What should I do if I don't have a mobile phone number in Taiwan?

A Currently, the verification code can only be collected from domestic mobile phone number. We suggest you use relatives or friend's mobile phone number to verify. Be aware to check the verification code within 60 minutes to complete your verify.

Q2. When can I inquiry exam information (test date, location, and time)?

A You can go to [【測驗服務專區】](#) after 10:00 a.m, two working days before the examination, then click [【應考資訊查詢】](#). Enter ID number (or passport number) and your birth date (for example: 1980/01/01).
The test time, test room building, test room and other test room information will be show up.

Q3. What should I bring to the exam?

A Foreign nationals (including Hong Kong and Macao residents) should bring Valid passport or ARC with passport number(Copies are not accepted), stationery(ex:2b pencils, erasers···etc) and face mask as well. On the other hand, if your are PRC residents, you should bring your Valid PRC Resident Identity Card in the original.

Q4. How can I confirm the order is complete?

A You may go to [【測驗服務專區】](#) and click the [訂單記錄查詢] to check the payment, and you may also click [報名進度查詢] to check your registration is acceptable or not.

Q5. What should I do if the account can't be logged in?

A Please following the picture and step:

① Please click the [【Forgot your password 忘記密碼?】](#)

② Enter ID number, birthday, graphic verification code, and select the method of receiving verification code

(e-mail verification or mobile phone SMS verification)

③ **Method 1:** Select [Email Verification 電子信箱驗證]

Enter the e-mail address and graphic verification code of the member account registration, and click [Next 下一步].

Please go to the e-mail of the member account registration to receive the verification code.

(Remind you, if the verification code is entered incorrectly for 3 times, it will be temporarily locked.)

Enter the verification code received by e-mail in forgot password step3, and click [Send 送出].

To reset the membership password, click [Send 送出].

Successfully logged in to the official website test service area.

④ **Method 2:** Select [SMS Verification 手機簡訊驗證]

Enter the mobile phone number and graphic verification code registered with the member account, and click [Next 下一步]

Please collect the verification code from the mobile phone number registered with the member account.

Enter the verification code received via SMS in forgot password step3, and click [Send]. **(Remind you, if the verification code is entered incorrectly for 3 times, it will be temporarily locked.)**

To reset the membership password, click [Send 送出]

Successfully logged in to the official website test service area.

After the above steps are completed, please follow the steps below

Please click the follow website <https://www.examservice.com.tw/Member/Index>

Please log in to [【測驗服務專區】](#) and select [服務專區].

Please be noticed that the verification web-link and verification code from SMS message could be used only in 60 minutes after you verify again.

If your account still can't be logged in, please email us and include information as you can: send email to service@examservice.com.tw.

Name:

Passport Number:

EMAIL:

Cellphone Number:

Date of Birth:

Q6. Before the exam, I found out that my name was reversed, how can I change it?

A If you need to revise your name in test data and member account data, Email to service@examservice.com.tw, please provide us your soft copy of valid passport after registering for the test and proceeding the payment; after we receive your detail information, we will help you to modify.

Name:

Test date:

Passport number:

The address when you registered:

Post-exam and report card related information

Q1. When can I check my grades on online?

A If you take the test and follow the test regulation, you could click [成績查詢] to check your score online approximately 15 work days after you take the test.

Q2. How can I get my transcript?

A The official score report will be sent to the address when you registered approximately 16 days after you take the test date via ordinary mail.

If you do not get your transcript, Please call or email us one week after we send your transcript. Our website shows when the transcript will be sent.

Q3. What should I do, if I'm in a hurry to get my transcript?

A If you need the transcript urgently, please visit the official website at the end of the test day before 23:59. Click [修改成績單] and choose [Pick up in person 親領] or modify correct domestic mailing address. Please confirm the complete mailing address several times; otherwise, the post office will not be able to send it. When filling in the mailing address, it is recommended to fill in Chinese address.

If you do not change the address on the official website on that day, please click [申請證書] to pay for the reissue of the transcripts.