

Accessing Your Scores in the Castle Score Report Portal

Prepared November 2013

To access your examination scores, you will use the Castle Score Report Portal. This document outlines the steps you will take to access your scores.

The screenshot shows the Castle Score Report Portal login interface. At the top left is the Castle logo, and at the top right is the text "Castle Score Report Portal". The page is divided into two main sections by a vertical line. The left section is titled "First Time User?" and contains instructions to use an activation code to request an account, a "Request an Account" button, and a "Please Note" section stating that activation codes do not work as passwords and that users should contact support if they have lost their codes. The right section is titled "Returning User?" and contains input fields for "Email" and "Password", a "Forgot Password" link, and a "Sign In" button. The footer contains links for "Contact Us", "Terms & Conditions", and "Privacy Policy", along with copyright information and the Castle logo.

When scores are released to candidates, you will receive an automated email from testing@castleworldwide.com. This email will inform you that you should go to the score report portal to view and print your scores.

Please add the email address testing@castleworldwide.com to your preferred senders list/approved senders list to ensure that you receive this important email message.

If you are a first-time user in the score report portal — most candidates will be first-time users following their first testing attempt — you will need to request an account.

If you are a returning user in the score report portal (if you have tested for an examination for the same organization at Castle previously), then you will need to log in as a returning user. If you have forgotten your password, please use the "forgot password" link on the score portal home page, www.castleworldwide.com/scorereportportal.

Score Report Portal Link

To access the Castle Score Report Portal, go to www.castleworldwide.com/scorereportportal. **Please add this link to your Internet bookmarks.**

First-Time User Access

If you are a first-time user in the Castle Score Report Portal and **you tested via Internet-based testing**, you will need the following information to request an account.

1. The unique password that you used to log in to your examination at the testing center. The unique password is included in the testing appointment confirmation email you received from Castle. **This password is your activation code for the Castle Score Report Portal.**
2. Your last name as it appeared on your confirmation email provided to you by Castle for your testing appointment.

Please make sure to use the most recent confirmation email if your testing appointment was rescheduled. Also, make sure you use the confirmation email for the testing appointment for which you want to review your scores.

If you have lost your confirmation email, please contact Castle for assistance. Please call +1.919.572.6880 and ask for customer service. Please indicate that you need your unique password and/or your last name as it appeared on your confirmation email for your recent Internet-based testing appointment in order to access the Castle Score Report Portal.

If you are a first-time user in the Castle Score Report Portal and **you tested via paper-based testing**, you will need the following information to request an account.

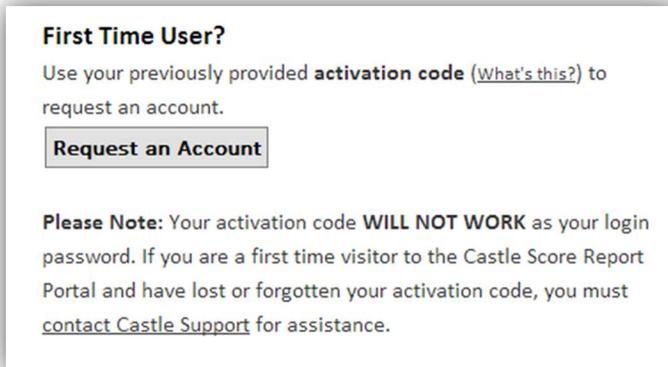
1. The unique activation code provided to you by Castle. This activation code may have been provided by email or letter.
2. Your last name as it appeared on your admission letter/ticket provided to you by Castle for your testing appointment.

Please make sure to use the activation code for the testing appointment for which you want to review your scores.

If you have lost your activation code or do not know how your last name appeared on your admission letter/ticket, please contact Castle for assistance. Please call +1.919.572.6880 and ask for customer service. Please indicate that you need your activation code and/or your last name as it appeared on your admission letter/ticket for your recent paper-based testing appointment in order to access the Castle Score Report Portal.

Once you have your activation code, please take the following steps to request an account in the Castle Score Report Portal.

1. Go to www.castleworldwide.com/scorereportportal.
2. Click the Request an Account button under the “First Time User?” header.



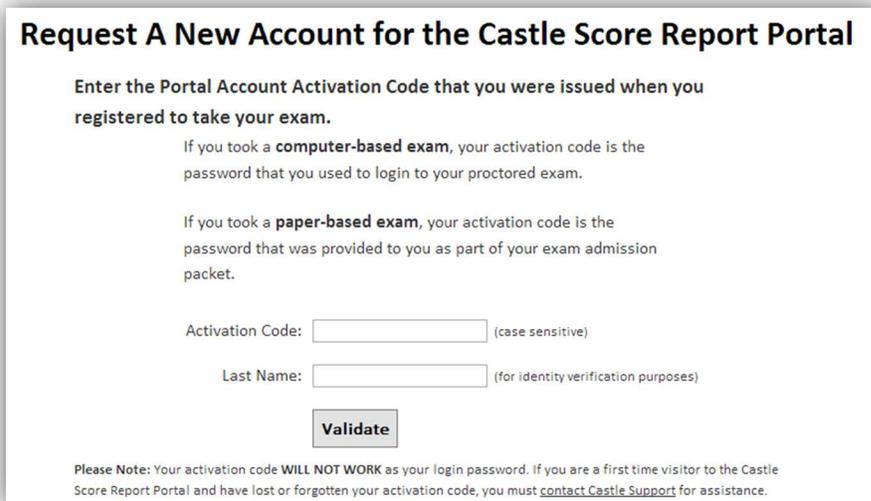
First Time User?

Use your previously provided **activation code** ([What's this?](#)) to request an account.

Request an Account

Please Note: Your activation code **WILL NOT WORK** as your login password. If you are a first time visitor to the Castle Score Report Portal and have lost or forgotten your activation code, you must [contact Castle Support](#) for assistance.

3. Enter your activation code and your last name as it appears on your confirmation email or admission letter/ticket, and click the Validate button.



Request A New Account for the Castle Score Report Portal

Enter the Portal Account Activation Code that you were issued when you registered to take your exam.

If you took a **computer-based exam**, your activation code is the password that you used to login to your proctored exam.

If you took a **paper-based exam**, your activation code is the password that was provided to you as part of your exam admission packet.

Activation Code: (case sensitive)

Last Name: (for identity verification purposes)

Validate

Please Note: Your activation code **WILL NOT WORK** as your login password. If you are a first time visitor to the Castle Score Report Portal and have lost or forgotten your activation code, you must [contact Castle Support](#) for assistance.

4. If the system finds a match for your last name and activation code, you will be asked to proceed.

To proceed with activating your account, ***you must provide a valid email address to use as your portal username.*** This email address must be under your direct control and ***may not be already in use by another Castle Score Report Portal user.***

If Castle already has a valid email address on file for you, then that address will be provided in the first box in the form shown below. You may use the provided email address as your portal username or submit a new one.

Complete the form shown below and click the Submit button. If the username is valid and available, an account activation message will be sent to the email address that you provided. You must follow the instructions provided in the email message to verify that you own the email account. Once this final step is successfully completed, you will be able to log in to the Castle Score Report Portal.

Request A New Account for the Castle Score Report Portal

We found a match for your last name and activation password. To proceed with activating your account, **you must provide a valid email address to use as your portal username.** This email address must be under your direct control and **may not be already in use by another Portal User.**

If we already have a valid email address on file for you, that address has been provided in the first box below. You may use the provided email address as your portal username or submit a new one.

Complete the form below and click **Submit**. If the username is **valid and available**, an account activation message will be sent to the email address that you provided. You must follow the instructions provided in the message to verify that you own the email account. Once this final step is successfully completed, you will be able to log in to the Castle Score Report Portal.

Email Address:

Confirm Email Address:

Submit

If the system does not find a match for your last name and activation code, you will see a message that no match was found for the supplied password/activation code and last name combination.

Please check your documentation and ensure that you supplied the correct information. If you still encounter issues, please contact Castle for assistance. Please call +1.919.572.6880 and ask for customer service.

5. Open the account activation email sent to the email address you provided as part of Step 4. Click the link included in the email to create your Castle Score Report Portal password.

Please add the email address testing@castleworldwide.com to your preferred senders list/approved senders list to ensure that you receive this important email message.

6. Create a unique password for your Castle Score Report Portal account. Your password must be at least eight characters in length. Enter your password in both fields and click the Activate button.

Castle Portal, New User Account Activation

Enter and confirm your password. Then click the 'Activate' button to activate your account.

Enter Password: Confirm Password:

Note: Your password must be at least 8 characters in length.

Activate

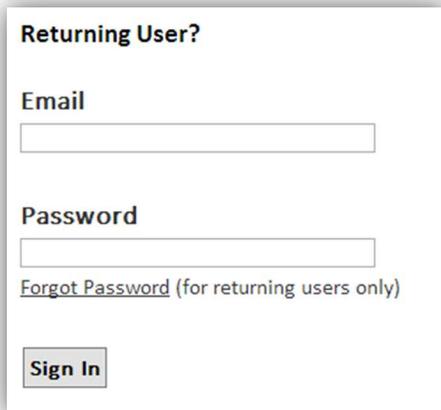
7. Your Castle Score Report Portal is now active.

Accessing Your Scores

If you have an account on the Castle Score Report Portal, you may log in as a returning user to view and print your scores. Please take the following steps to access the Castle Score Report Portal.

1. Go to www.castleworldwide.com/scorereportportal.
2. Enter your unique email address and password.

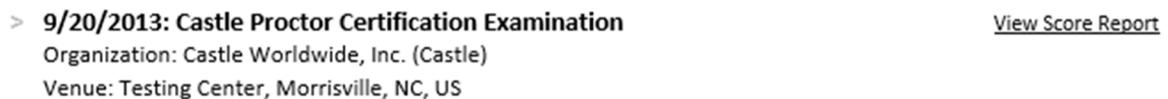
If you have forgotten your password, please use the "forgot password" link.



The screenshot shows a login form titled "Returning User?". It contains two input fields: "Email" and "Password". Below the "Password" field is a link that says "Forgot Password (for returning users only)". At the bottom of the form is a "Sign In" button.

3. Once logged in, you can view and print your score from your recent testing appointment. Click View Score Report to view and print your score report.

The score report is presented as a PDF document. Please make sure you have a PDF reader/viewer installed on your computer.



The screenshot shows a score report entry with the following details: a right-pointing chevron followed by "9/20/2013: Castle Proctor Certification Examination", the organization "Castle Worldwide, Inc. (Castle)", and the venue "Testing Center, Morrisville, NC, US". A link labeled "View Score Report" is positioned to the right of the entry.

4. ***Scores will be available online for a limited period of time. Please view and print your score report as soon as you receive your notice that scores have been posted.***