# Score Reporting Portal User Guide

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1. Introduction

Welcome! This user guide provides you with information about using the GMAT™ Score Reporting Portal. This guide is intended for users who access score reports for GMAT™ test takers. This chapter provides introductory information about the Score Reporting Portal and contains these sections:

- Overview
- What You Need to Use the Score Reporting Portal
- Logging In
- Navigating the Score Reporting Portal

Overview

The GMAC™ Score Reporting Portal provides programs that receive GMAT™ scores with quick, convenient access to test taker score reports. The Score Reporting Portal has been designed to be easy to use—no technical expertise is needed!

The Score Reporting Portal allows you to do the following:

- Access score reports sent to your program as soon as test takers make them available.
- View all reports made available during a certain time period, view only the reports for specific test takers, or search for specific reports.
- Download and print reports as PDF, TXT, or CSV files.
- Import downloaded data into your own database.
- Manage accounts for users at your school and provide each user with access to the test taker information he or she requires.

The Score Reporting Portal supports three user roles:

- **Administrator**—Administrators are responsible for managing access to new users for their school and specifying which programs a user can access. They also manage account access for existing users and activate/deactivate user accounts. Administrators have access to scores from the Score Reporting Portal (manual access) and the GMAC™ Score File Downloader (scheduled access).
- **Operator**—Operators have access to scores from the Score Reporting Portal (manual access) and the GMAC™ Score File Downloader (scheduled access).
- **User**—Users have access to scores from the Score Reporting Portal (manual access)

What You Need to Use the Score Reporting Portal

To use the Score Reporting Portal, you need the following items:

- Score Reporting Portal URL: gmatscores.gmac.com
- GMAC.com account with Score Reporting Portal access.
- High-speed Internet connection with no firewalls or security software that prevents Score Reporting Portal access. (The technical support staff at your school should be able to help you with any issues.)
- Adobe® Reader® to view downloaded reports (PDFs) using the Adobe® Reader® application (www.adobe.com).
Logging In

To log in to the GMAC™ Score Reporting Portal, type the following in the URL. Then press the Enter key.

```
gmatscores.gmac.com
```

If you are not yet logged into your gmac.com account, you will be prompted to do so.

Navigating the Score Reporting Portal

Home Page

After you log in to the Score Reporting Portal, the Home page will display any News and Updates regarding the GMAT™ exam.

If your account does not currently have access to the Score Reporting Portal, a button to request access will be shown. Requests for access are sent to active accounts with the role of “Administrator” at your school. If your school does not have an account with the role of “Administrator”, the request will be sent to the GMAC™ Team. You will be allowed to access scores sent to your programs once your account has been granted access.

The Home page for Administrators is illustrated below. Accounts designated as Administrators have access to the Scores and Users tabs. Accounts designated as Operator or User only have access to the Scores tab.
The tabs represent main areas of the Portal to which your user role has access. Click a tab to move to the corresponding area.

Clicking on your name will take you to your gmac.com Profile page. The Sign Out button ends your Portal session and logs you out of the site.

News and Updates

Welcome!

Welcome to the new GMAC Score Reporting Portal. Here you will find important announcements regarding the GMAT exam. If you have any questions, please contact gmatprogram@gmac.com.
2. Score Reporting Dashboard

This chapter provides information about accessing test taker score data using the Score Reporting Dashboard. The chapter contains these sections:

- About the Score Reporting Dashboard
- Accessing Scores
  - Program Selection
  - Time Period Selection
  - Individual Test Taker Search
  - Range Search
- Downloading Score Data
  - File Format
- Test Taker Scores Table
  - Quick View
  - Downloading a Test Taker's Official Score Report – School Copy
  - Sample Official Score Report – School Copy
  - Irregularity Codes

About the Score Reporting Dashboard

The Score Reporting Dashboard is accessed via the Scores tab in the Score Reporting Portal and provides several methods to access test taker score information. Test takers must specifically choose to make their scores available to a program. When you select a program on the Score Reporting Dashboard, you will only see score reports for test takers who have made their scores available to that program. You can only select a program if your school's Administrator has granted you access to that program. If you don’t have access to a program, you will not be able to select it and access test taker scores sent to that program.

You can access two main types of test taker data:

- **Test taker Score Reports**—You can download and view score reports in PDF format. To download a score report, refer to “Downloading Score Data” on page 10.
- **Test taker Raw Score Data**—You can download raw score report data in CSV or TXT formats that you can import into a database at your school. To download score data, refer to “Downloading Score Data” on page 10.

Accessing Scores

Scores sent to your program are accessed via the Score Reporting Dashboard on the Scores tab. By default, you will see scores sent to your programs during the current week. Filters are provided that allow you to revise the search criteria.

**Filter: Programs – School/Program Selection**

All schools and programs an Administrator has given you access to are listed in “Programs” drop-down menu. By default, all programs you can access are selected. You can unselect programs you do not want to include in your search criteria. If a program you want to view score reports for is not listed, please contact your school’s Administrator for assistance.
Filter: Published – Time Period Selection

The “Published” filter allows you to specify a time period. By default, “Published” is set to “This week” - all scores that became available to you during the current week (Sunday-Saturday) will be displayed. However, you can choose to limit or broaden this time period via the drop-down menu. The following time periods are available:

- **This week**—scores made available during the current week; Sunday-Saturday
- **Last week**—scores made available the previous week; Sunday-Saturday
- **Current month**—scores made available during the current month
- **Previous month**—scores made available the previous month
- **Past five years**—scores made available within the past five years
- **Exam Appointment Date Range (custom)**—scores made available from test takers who took the GMAT™ exam during a specified time period. You must enter Beginning and End dates for this option.
- **Score Publication Date Range (custom)**—scores made available to your programs during a specified time period. You must enter Beginning and End dates for this option.

You can search date ranges within the past five years.
Filter: Individual Test Taker Search

Sometimes you may need to locate a specific test taker who has sent scores to your program. If you are searching for a specific test taker, you can search by:

- First name
- Last name
- Email address
- GMAT ID
- Appointment ID
- Date of Birth (MM-DD-YYYY)

**TIP:** For a broader search, make sure to expand the time period. In addition, you must click the ‘Search’ button for the system to recognize the search criteria entered.
Filter: Range – Percentile and Total Score

If you want to limit your search based on the GMAT™ Total Score, you can filter by:

- **Total Score Percentile**— you can choose to filter by a specific total score percentile or total score percentile range
- **Total Score**— you can choose to filter by a specific total score or total score range

**TIP:** You must click the ‘Search’ button for the system to recognize the range entered.
Downloading Score Data

You can download score data from test takers who sent scores to your program based on your selected filter criteria in either CSV or TXT format. You can also download individual score reports in PDF format.

File Formats

You can choose which file format you’d like to use:

- **CSV**—comma-separated data file
- **TXT**—fixed-width data file
- **PDF**—individual test taker score reports. More than one PDF record will download a zip file that contains individual score reports files.

Notes

- All score data made available to the program, based on your filtered criteria, will be downloaded into a single file.
- When downloading in TXT, the report will not contain column headers within the file.
- When downloading a PDF, the report will display all scores the test taker has sent to the program within the past five years on a singular report, regardless of the time period chosen. When downloading a data file (CSV or TXT), the report will only include GMAT™ score records that match the selected filters.

You can choose to Download scores in CSV, TXT, or PDF format. Based on your filter criteria, you will be shown how many records are available to download.
**Test Taker Scores Table**

The Score Reporting Dashboard is accessed via the Scores tab. It displays a table containing test taker score information based on the filters applied. Each row in the table represents an individual exam appointment. A test taker may appear on the table more than once (in multiple rows) if they had multiple exam appointments (different Appointment IDs) or if they sent scores to more than one of your programs.

Each score record will display the following test taker information:

- View—refer to “Quick View” on page 11.
- GMAT ID
- Appointment ID
- First Name
- Last Name
- Date of Birth
- Email
- Exam Date
- Published Date
- Program Code
- Total Score
- Total Score Percentile

**Quick View**

From the Score Reporting Dashboard, you can choose to see the “Quick View” of a test taker’s score report. Clicking the View icon will open a modal window displaying more information including test taker contact information and scores from all exam sections.

**Note:** If a test taker has sent scores from multiple exam appointments to the same program, those scores, from exams taken within the past five years, will be included in the Quick View.
Downloading a Test Taker’s Official Score Report – School Copy
From the Quick View modal window, you can download an Official Score Report – School Copy for a test taker in PDF format by clicking the “Download PDF” button.

A test taker’s Official Score Report - School Copy displays the test taker’s score(s) and information about the test taker, as shown in the example below.

Notes
- Most Official Score Reports consist of three pages. Depending on the length of the test taker’s essay response, the essay topic and the test taker’s response may be displayed on separate pages.
- The Official Score Report - School Copy includes the test taker’s contact information, along with information about the test taker’s educational background. Because test takers are not required to provide all of this information, some fields may be blank.
- The Official Score Report - School Copy also contains scores, sent to this program, from GMAT™ exams the test taker has taken within the past five years, if the scores were reportable. If for any reason a score sent to a program is revoked by GMAT™—for example, if the test taker had a violation during the exam—the exam appointment will be listed on the score report with an irregularity code. Possible irregularity codes include ‘S’ for a Serious Policy Violation, ‘P’ for a Policy Violation, and ‘T’ for a Testing Issue.
Sample Official Score Report – School Copy

Lastname, Firstname

Graduate Management Admission Council™
Official Score Report - School Copy (Confidential)
Issued To: GMAC University, School of Business, MBA, Full Time (AAA-BB-33)
Issued Date: Jan 9, 2023

Test Taker Verified Information (Required)

Lastname, Firstname

Address: 123 Main Street, Washington, District of Columbia, 20002, United States
Telephone Number: 1 202-555-5555
Email Address: tester@gmail.com
Date of Birth: Oct 2, 1997
Gender: Male
Country of Citizenship: United States
GMAT ID: 10000123456

Valid Test Taker Scores Sent to Program in Past 5 Years

<table>
<thead>
<tr>
<th>Appointment ID</th>
<th>Exam Date</th>
<th>Total Score</th>
<th>Integrated Reasoning</th>
<th>Verbal Reasoning</th>
<th>Quantitative Reasoning</th>
<th>Analytical Writing</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>4321111111</td>
<td>Jan 5, 2023</td>
<td>720 / 94%</td>
<td>7 / 79%</td>
<td>40 / 90%</td>
<td>49 / 73%</td>
<td>6 / 87%</td>
<td>Test Center</td>
</tr>
</tbody>
</table>

Test Taker Self-Reported Information (Optional)

Graduation Date: May 2019
Undergrad GPA: 3.50
Highest Education Level: Completed my undergraduate or university degree
Undergrad Institution:
Undergrad Major: Engineering
Intended Graduate Study: Full-time student
Irregularity Codes

~ (Not Available) - Score not available because the GMAT exam delivered online did not include the Analytical Writing Assessment section prior to May 20, 2021.

T (Testing Issue) – GMAC canceled the score due to a Testing Issue. Testing Issues refer to events that affect the administration of an exam. When Testing Issues occur, they may affect multiple test takers. Reasons scores may be canceled due to a Testing Issue include but are not limited to: Administrative or technical errors, registrations or payment errors, any issue that compromises the integrity of the testing environment or an issue that causes us to question the validity of a score.

P (Policy Violation) – GMAC canceled the score due to a Policy Violation. Reasons scores may be canceled due to a Policy Violation include but are not limited to: Accessing unauthorized materials or devices, mouthing questions or reading questions out loud, failure to follow the test administrator’s or proctor’s instructions, disruptive behavior, non-compliance with any applicable policy, term or condition, any issue that compromises the integrity of the testing environment or any issue that causes us to question the validity of a score.

S (Serious Policy Violation) – GMAC canceled the score due to a Serious Policy Violation. Reasons scores may be canceled due to a Serious Policy Violation include, but are not limited to: Falsifying the candidate’s identity, identification, or score, taking the test for others or having someone take the test on the candidate’s behalf, improperly accessing or disclosing test content prior to, during, or after the test administration, using any unauthorized software, including but not limited to VPN, remote desktop applications, virtual machines, providing fraudulent payment or payment cancellation, any policy violation GMAC deems to be serious non-compliance with any applicable policy, term or condition, any issue that compromises the integrity of the testing environment or any issue that causes us to question the validity of a score.
3. Site Administration

This chapter provides information on the different user roles for the Score Reporting Portal and how Administrators manage other Score Reporting Portal Users. The chapter contains these sections:

- User Roles
- Managing Accounts for Other Score Reporting Portal Users (Administrators)
  - Updating the User’s Status
  - Selecting the User’s Role
  - Granting the User Access to Your School’s Programs
- Email Notifications
  - All Roles
    - Update to Score Access
- Administrators
  - New User Request
  - New Portal User
  - Update to User’s Access

User Roles

In order to request and gain access to the GMAC™ Score Reporting Portal, you must first have a verified school user’s account on gmac.com that is associated with an approved, GMAT™ accepting school.

There are three user roles on the GMAC™ Score Reporting Portal:

- Administrator—Administrators are responsible for managing access to new users for their school and specifying which programs a user can access. They also manage account access for existing users and activate/deactivate user accounts. Administrators have access to scores from the Score Reporting Portal (manual access) and the GMAC™ Score File Downloader (scheduled access).
- Operator—Operators have access to scores from the Score Reporting Portal (manual access) and the GMAC™ Score File Downloader (scheduled access).
- User—Users have access to scores from the Score Reporting Portal (manual access)

Managing Accounts for Other Score Reporting Portal Users (Administrators)

Managing user access to the Score Reporting Portal is done via the Users tab on the left menu by individuals who have accounts set to role = Administrator. This tab is only visible to Administrators.

One of an Administrator’s main responsibilities is to manage who can and cannot access GMAT™ scores for your school. It is important to make sure all users have their own accounts and do not share accounts. It is also important to occasionally review your user list and make any updates, if necessary.

All Score Reporting Portal accounts for your Institution will appear in the user’s table, which can be filtered by School. This list will include all active, inactive, and requested accounts. You can also search for a user by entering a user’s first name, last name, or email address. There are three actions an Administrator must complete for a new user:

1. Updating the User’s Status
2. Selecting the User’s Role
3. Granting the User Access to Your School’s Programs
Updating the User’s Status

When a new user is requesting access to the Score Reporting Portal, he or she will appear in the user list with a status of ‘Requested’. To update this user’s account, click the pencil icon.

Once you’re viewing the profile of the user, you’ll need to change his or her status from Requested to Active. If this is the only change, click Save Changes to update this user’s Status.

It’s important to note that as an Administrator you can also change an account’s status from Active to Inactive. Be sure to inactivate an account when a user leaves your school or no longer requires access to the Score Reporting Portal.
Selecting the User’s Role

When a new user requests access, his or her User Role will be set to None. For a user to access scores, you’ll need to choose one of the following Roles:

- **Administrator**—Administrators are responsible for managing access to new users for their school and specifying which programs a user can access. They also manage account access for existing users and activate/deactivate user accounts. Administrators have access to scores from the Score Reporting Portal (manual access) and the GMAC™ Score File Downloader (scheduled access).

- **Operator**—Operators have access to scores from the Score Reporting Portal (manual access) and the GMAC™ Score File Downloader (scheduled access).

- **User**—Users have access to scores from the Score Reporting Portal (manual access)

If this is the only change, click **Save Changes** to update this user’s Role.

Granting the User Access to Your School's Programs

An Administrator can grant users access to scores for programs within their School. This includes users at the same school as the Administrator and users at a different school, but within the same Institution as the Administrator.

All schools and programs within an Administrator’s Institution will be listed; however, Administrators can only grant access to programs within their school. Check the box next to the program the user needs access. By checking the box next to the school’s name, access will be checked for all programs listed under that school.

If this is the only change, click **Save Changes** to update this user’s program access.

Note: While an Administrator can grant score access to a user at a different school within the same Institution, the user’s status and role can only be modified by at Administrator at the same school as the user.
Email Notifications

All Roles—

Update to Score Access
In the event there is a change to your Score Reporting Portal access, an email will be sent to you, which will include the changes made.

Subject: Change to your GMAC™ Score Reporting Portal Access

Administrators—

New User Request
When a school professional requests access to the Score Reporting Portal, an email is sent to all active Administrators within the same school as the requestor, indicating a new request has been submitted.

Subject: Request for Access to the GMAC™ Score Reporting Portal

New Portal User
Sometimes a user will need to access scores for programs at a different school, at the same institution. When a user from a different school has been given access to the Portal, an email is sent to all Administrators informing them that a new user has been added and is ready for the Administrator to set up access to scores.

Subject: New GMAC™ Score Reporting Portal User

Update to User’s Access
Occasionally accounts are modified by mistake. To keep all Administrators informed, any time a change is made to one of the school users’ status, role, or program access, the impacted Administrators will receive an email of the changes.

Subject: Change to User’s GMAC™ Score Reporting Portal Access
## 4. Score Reporting Portal Customer Service

<table>
<thead>
<tr>
<th>For these issues...</th>
<th>Contact</th>
</tr>
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</table>
| **For Users and Operators**  
Changes to access permissions (such as which program data you can access) | Your school Administrator  
If you don’t know who your school’s Administrator is, please e-mail the GMAC™ Team at gmatprogram@gmac.com |
| **For Administrators**  
- Issues related to activating/deactivating a user account  
- Update to program names  
New program requests | GMAC™ Team at gmatprogram@gmac.com  
Submit request at www.gmac.com/getagmatcode |
| **For Technical Issues**  
- Problems accessing, searching, or displaying score reports  
- Problems downloading score reports  
- Technical issues, such as problems related to specific pages of the Score Reporting Portal | GMAC™ Team at gmatprogram@gmac.com |