

User guide

REX – online Registration Portal for Exams.

January 2024

V1.7

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Introduction

In August 2021 the British Council (Netherlands) introduced our Registration [system for] EXams – REX for short for school and group registrations.

This change enables multiple users from the same school to register their students, review uploads and have all the registrations in just one place. Furthermore, schools can now see the status of their registrations online and check exam fees and total amounts payable.

This document guides you through the whole process, from initial contact requesting to set up an account, through to problem solving your uploads. It was written to assist teachers through the process of using REX. After a year of using it - plus lots of feedback from users - we have updated it and we hope you find it helpful.

Setting up your account

STEP 1: Provide school details.

We need to know who you are, the name of your school, etc. so we need some details from you, so to request a username and password please choose one of the following:

Scan the QR code below or fill in this [online form](#)



To complete the form please have the following details handy:

- Details of your preparation centre/institution including BRIN code
- Details of you as contact person
- Financial details for invoicing, including an email address as to where to send invoices.

Once we have your details from our online form, we will set up account for you.

STEP 2: Activate your account.

Once we have set the account up, you will receive an automatic email, from our REX System, for account activation, from "NoreplyRex"<Noreply.Rex@britishcouncil.org> With the following text:

Dear XXXXX,

Following a request Preparation Centre Admin account to create new user, : [Click Here To activate your Account](#) (See screenshot below)

If you believe you have received this in error please contact the REX Support Team on rexhelp@britishcouncil.org

*Kind Regards,
REX System Admin*

Use the link from the email to set your password (screenshot below).

STEP 3: Create your personal password

A screenshot of a web form for creating a new password. At the top center is the British Council logo, consisting of four white circles in a 2x2 grid followed by the text "BRITISH COUNCIL". Below the logo, the text "Please enter new password" is displayed. There are two input fields: the first is labeled "New Password" and the second is labeled "Confirm New Password". Below these fields is a "Submit" button. The entire form is set against a dark grey background with a lighter grey rounded rectangle containing the input fields and button.

Create a password. Use 8 characters, one of which needs to be a capital letter, one number, and a symbol. We advise you to use the symbol @.

Example password: Portal1@

Once you create your password, you will be automatically logged into your account.

Around the same time, the British Council will also send an email on how to activate your account along with information on how to use the REX portal: a link to the login page (<https://esolb2b.britishcouncil.org/Login>) is contained within this email.

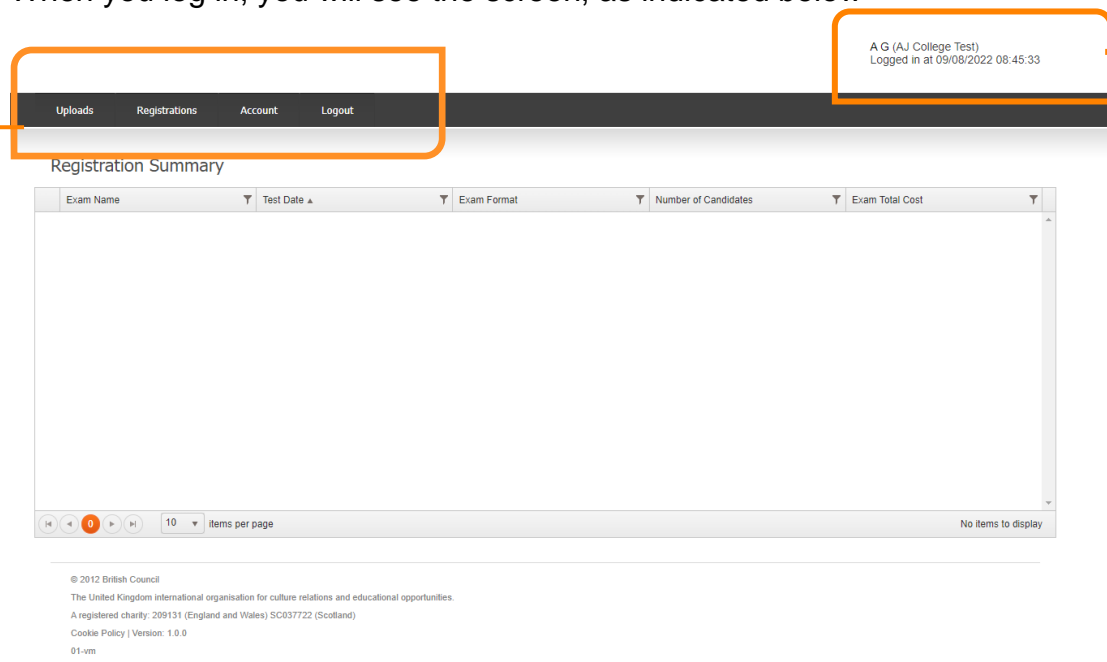
Your username is the email address, with which you registered

How to use the REX Portal

Overview of the REX Portal

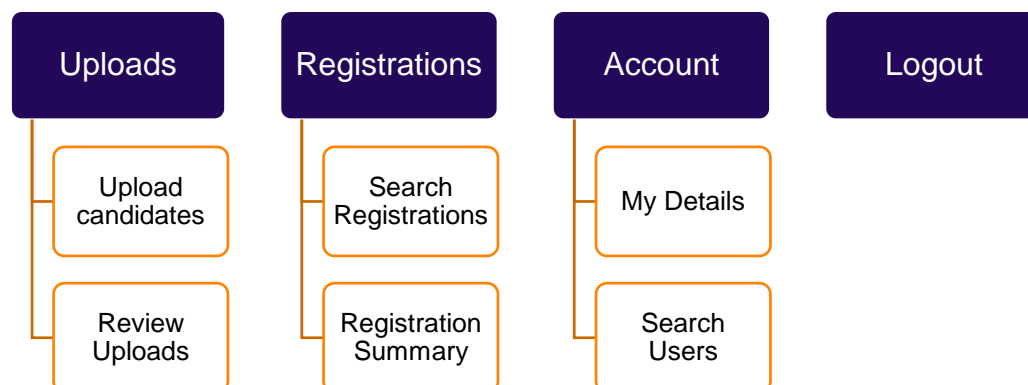
To log into your account please use this link <https://esolb2b.britishcouncil.org/> and save it to your favourites, or somewhere you can easily access it.

When you log in, you will see the screen, as indicated below



At top right corner you see your name and the school's name

At the top you will see the home page with **four** tabs along the top; each of which (if you hover over them) have their own drop-down menus (see screenshot below):

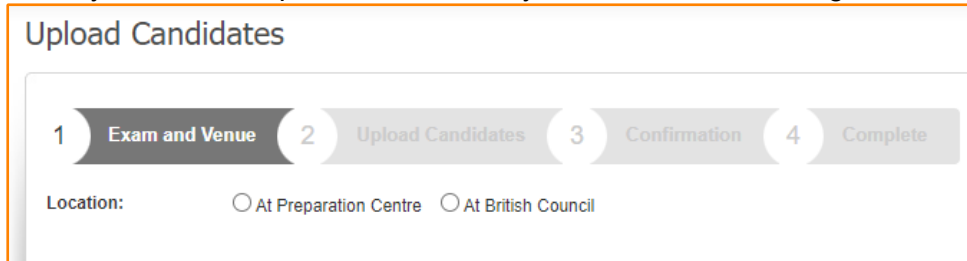


We will now take you through each of the menus one by one, starting with Uploads.

A. Uploads

1. Select Exam and Venue

When you click on 'Upload Candidates' you will see the following:

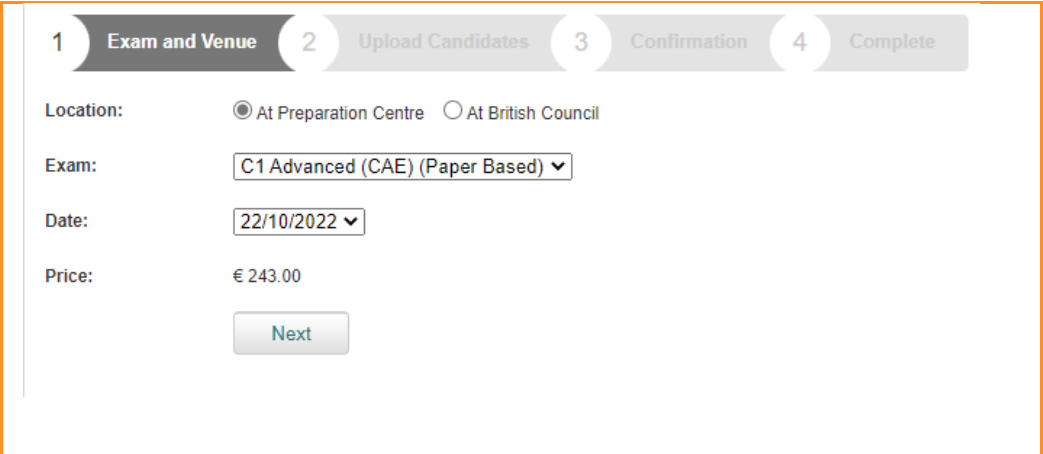
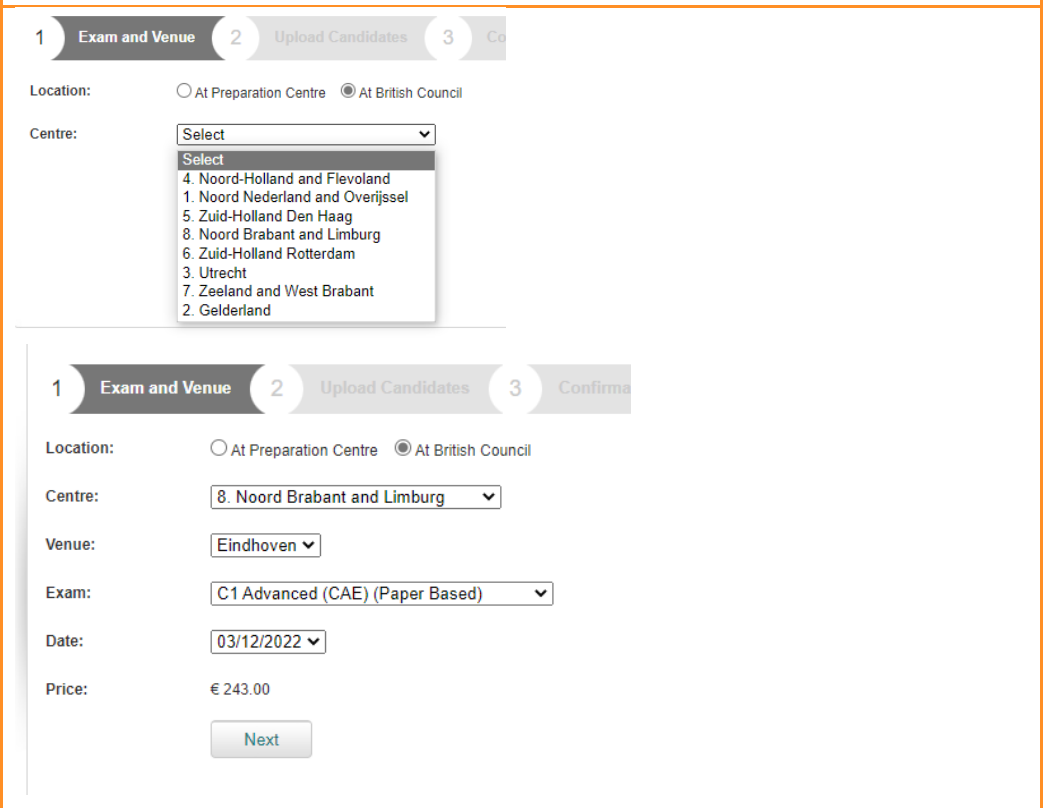


Upload Candidates

1 Exam and Venue 2 Upload Candidates 3 Confirmation 4 Complete

Location: At Preparation Centre At British Council

Select your location

<p>At Preparation Centre</p> <p>Select if you have organised to sit the exams at your school. This option only shows you the exam level, then the date and the price per candidate.</p>	 <p>1 Exam and Venue 2 Upload Candidates 3 Confirmation 4 Complete</p> <p>Location: <input checked="" type="radio"/> At Preparation Centre <input type="radio"/> At British Council</p> <p>Exam: C1 Advanced (CAE) (Paper Based) ▼</p> <p>Date: 22/10/2022 ▼</p> <p>Price: € 243.00</p> <p>Next</p>
<p>At British Council</p> <p>Select if you wish to sit the exam at <u>one of our exam venues</u> (open/public exam session). Select the correct centre, venue/city, and exam (level) and exam date from the dropdown menus to see the price per candidate</p>	 <p>1 Exam and Venue 2 Upload Candidates 3 Confirmation 4 Complete</p> <p>Location: <input type="radio"/> At Preparation Centre <input checked="" type="radio"/> At British Council</p> <p>Centre: Select ▼</p> <ul style="list-style-type: none">Select4. Noord-Holland and Flevoland1. Noord Nederland and Overijssel5. Zuid-Holland Den Haag8. Noord Brabant and Limburg6. Zuid-Holland Rotterdam3. Utrecht7. Zeeland and West Brabant2. Gelderland <p>Venue: Eindhoven ▼</p> <p>Exam: C1 Advanced (CAE) (Paper Based) ▼</p> <p>Date: 03/12/2022 ▼</p> <p>Price: € 243.00</p> <p>Next</p>

Click 'Next' to move to the 2. Upload Candidates:

2. Complete the Candidate detail template and upload

First verify that you are uploading against the correct level, venue, and date.

Please double-check the summary to ensure you have selected the correct exam, venue, and date.

Download the candidate detail template by clicking the link.

The screenshot shows a user interface with two main sections: 'Summary' and 'Template'. The 'Summary' section displays the following information: Exam: C1 Advanced (CAE) (Computer Based), Venue: Amsterdam, Date: 31/07/2021, and Price: € 322.00. The 'Template' section contains two links: 'Download a candidate detail template' (with a green download icon) and 'How to fill Template' (with a red document icon).

Complete one candidate detail template per exam and ensure that the candidates' details are filled in the correct **mandatory fields** marked by * in the table.

Title*	OtherNames*	FamilyName	Email*	Day'(DD)	Month'(MM)	Year'(YYYY)	Gender*	Telephone*	Mobile	SpecialNeeds*	SpecialNeedsDetails

The table below (Mandatory fields table) tells you which fields are mandatory. It also gives you some further tips on how to complete the fields.

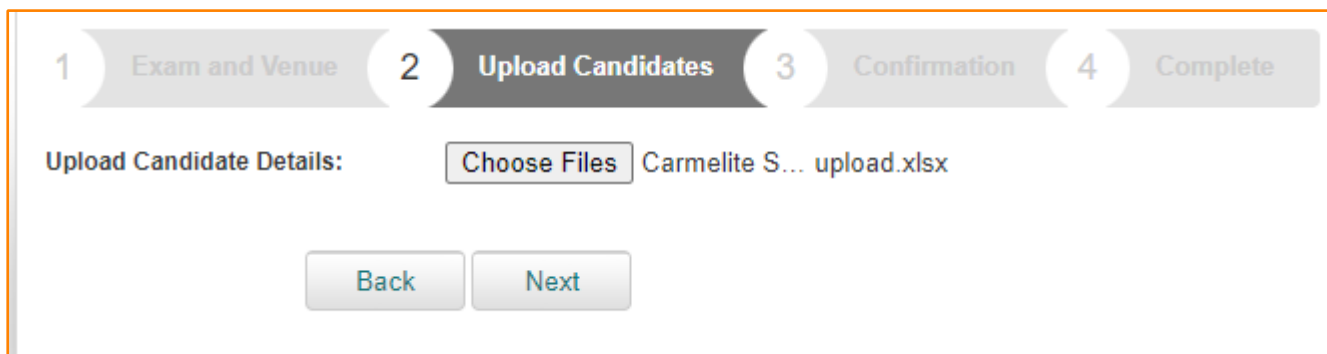
Note - candidates who are under 18 at the time of registration, or at the time of the exam, all the parent/ guardian fields are mandatory. If these are not completed, you will receive an error message and will not be able to upload your candidate spreadsheet.

Mandatory fields table

Field	Example	Tips and tricks
Title	Mr/Miss/Mrs	(dropdown)
Other Names:	Joyce Evelyn Fiona	Other Names indicates first or known names; however, this should be the same as on their ID document, i.e., Passport, driving licence, or National ID. Cambridge Assessment has a limit on characters that can be printed on a certificate. Please make sure the name and surname do not exceed <u>40 characters</u> in total (including spaces).
Family Name:	de la Haye	State Family name as in ID document
Email:	Valid address	Use the candidates' email address if they require access to our LearnEnglish Exams Portal. You can use your email address for all candidates (unless requiring access for LearnEnglish) as direct contact person.
Date of Birth	DD/MM/YYYY	Due to upload issues and formatting issues, this has now been split into 3 columns, i.e. one for each part of the date (see screen shot above).
Gender	Male/ Female (dropdown)	Use the gender as is stated in the ID document
Telephone:		You can either provide us with a contact number that will be available during the exam, or put n/a, if you are not comfortable with filling in this field
Special Needs:	Yes/No (dropdown)	If you choose 'Yes', then please complete the Special needs Details column for the upload. Then send certified medical certificates to the contact email address for your chosen Exam Centre. You cannot upload the documents in the portal.
Guardian First Name	Mandatory, if your student is under 18 at the time of registration	Please provide us with the contact details of the legal guardian. If exam run at your school, it can be the name of contact person at your school on the exam day
Guardian Last Name	If at point of registration candidate is under 18	Please provide us with the contact details of the legal guardian. If exam run at your school, it can be the name of contact person at your school on the exam day
Guardian Telephone	If at point of registration candidate is under 18	Please provide us with the contact details of the legal guardian. If exam run at your school, it can be the name of contact person at your school on the exam day

We require these contact details to adhere to the child safety standards as part of our [Child Protection Policy](#). These contact details are already provided through the [Photo Parental Consent Form- Under 18](#).

Once you have uploaded your completed spreadsheet, click Next:

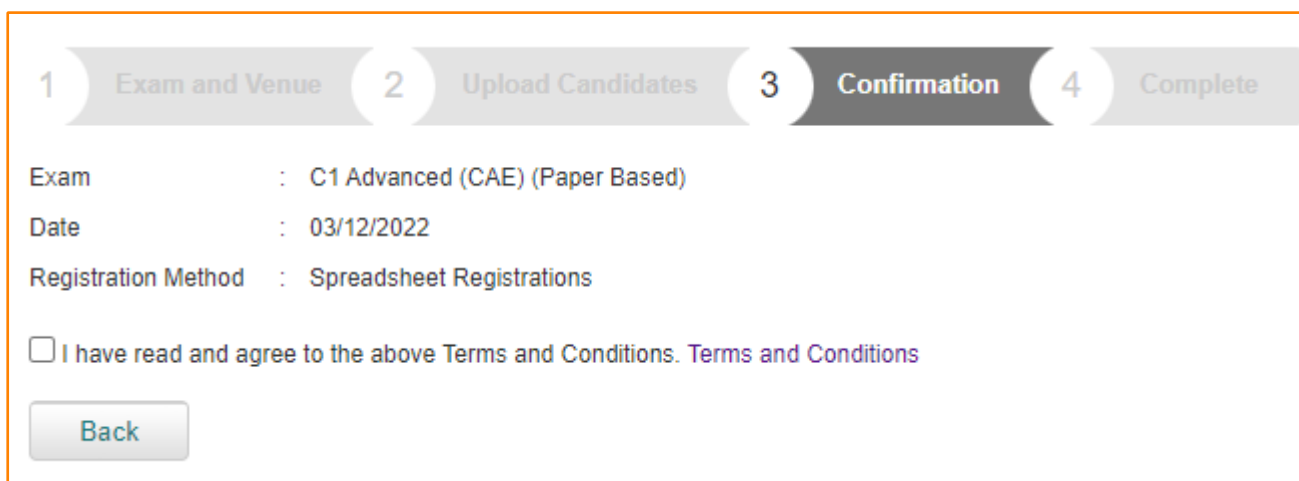


The screenshot shows a progress bar with four steps: 1 Exam and Venue, 2 Upload Candidates (highlighted), 3 Confirmation, and 4 Complete. Below the progress bar, the text 'Upload Candidate Details:' is followed by a 'Choose Files' button and the filename 'Carmelite S... upload.xlsx'. At the bottom, there are 'Back' and 'Next' buttons.

3. Confirmation

Doublecheck the exam level, venue, and date.

Confirm that you've read and agreed to the Terms and Conditions:



The screenshot shows a progress bar with four steps: 1 Exam and Venue, 2 Upload Candidates, 3 Confirmation (highlighted), and 4 Complete. Below the progress bar, the following details are displayed: Exam : C1 Advanced (CAE) (Paper Based), Date : 03/12/2022, and Registration Method : Spreadsheet Registrations. There is a checkbox with the text 'I have read and agree to the above Terms and Conditions. [Terms and Conditions](#)'. A 'Back' button is located at the bottom left.

Confirm your submission.

4. Complete

Once you confirm your submission, you will receive one of the following messages:

Summary:

The British Council have received your request and registration will now be processed.

Upload Candidates

1 Exam and Venue 2 Upload Candidates 3 Confirmation 4 Complete

Summary:

The British Council have received your request and registration will now be processed.

or

The process of uploading has been unsuccessful as there are some errors. The file has not been submitted to the British Council. Please return to the Review Uploads tab and correct these errors.

Upload Candidates

1 Exam and Venue 2 Upload Candidates 3 Confirmation 4 Complete

Summary:
The process of uploading has been unsuccessful as there are some errors. The file has not been submitted to the British Council. Please return to the Review Uploads tab and correct these errors.


Review Uploads

Click the Uploads tab and choose Review uploads from the drop-down menu.

You will see a list of your uploads.

Location	Exam	Format	Venue	Date	Uploaded On	Uploaded By	Status	Total	Successful	Error	
At British Council Venue	B2 First (FCE)	PB	Eindhoven	10/03/2023	08/09/2022	A G	Upload Successful	20	20	0	X
At British Council Venue	C2 Proficie... (CPE)	CB	Barendrecht	25/02/2023	08/09/2022	A G	Uploaded With Errors	20	19	1	X
At British Council Venue	C1 Advanced (CAE)	CB	Den Haag	29/10/2022	05/09/2022	A G	Rejected	20	20	0	

1. If your upload has errors, please find out what the errors are, by clicking on the number under 'Errors' (See Example 1 in the Appendix)
2. Once you know what the errors are - amend your original document (see also Example 2 in the Appendix)

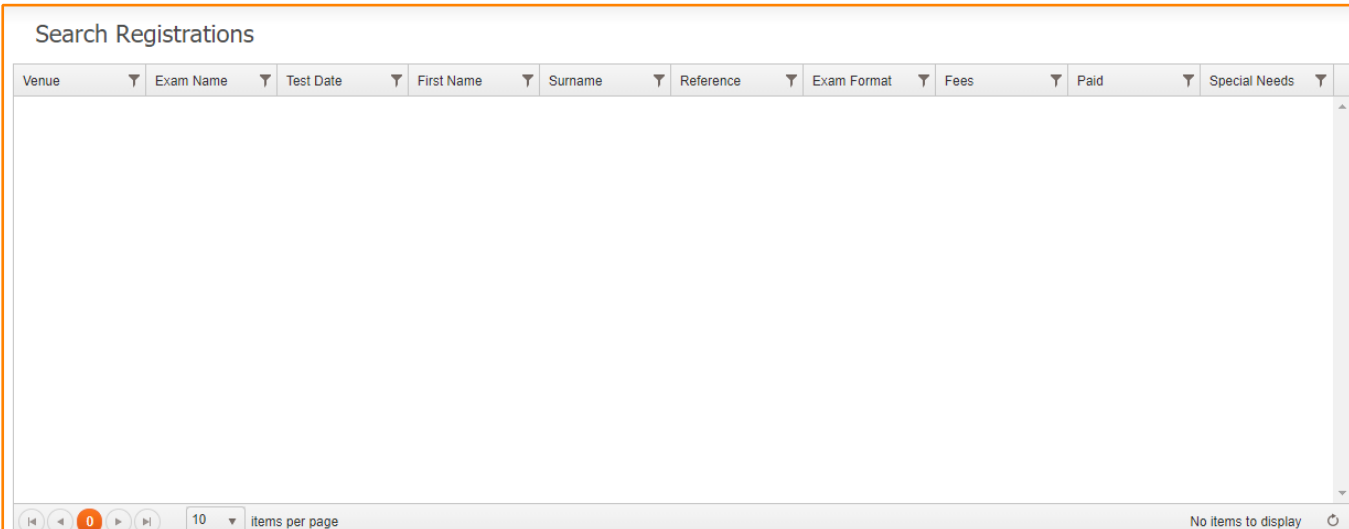
3. Then DELETE the original upload, by clicking on the red  at the end of the line (see diagram in Example 1 below).
4. Upload the amended document.

NB If you amend the original and do not delete it, the British Council will not see any of your uploads to approve it.

B. Registrations

1. Search Registrations

This screen will allow you to view all candidates per exam. You can search for specific candidates or other values by clicking on the funnel icon of the correct column.

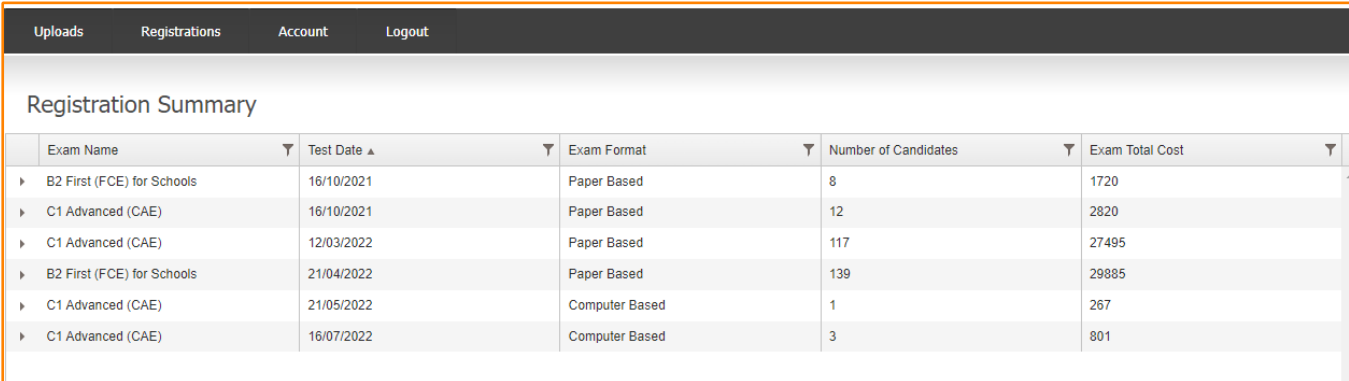


Venue	Exam Name	Test Date	First Name	Surname	Reference	Exam Format	Fees	Paid	Special Needs
No items to display									

For more information on how to search registrations please watch [this video](#).

2. Registration Summary

This screen will give you an overview of all registrations by your preparation centre.



Exam Name	Test Date	Exam Format	Number of Candidates	Exam Total Cost
B2 First (FCE) for Schools	16/10/2021	Paper Based	8	1720
C1 Advanced (CAE)	16/10/2021	Paper Based	12	2820
C1 Advanced (CAE)	12/03/2022	Paper Based	117	27495
B2 First (FCE) for Schools	21/04/2022	Paper Based	139	29885
C1 Advanced (CAE)	21/05/2022	Computer Based	1	267
C1 Advanced (CAE)	16/07/2022	Computer Based	3	801

C. Account

1. My Details

Under *My details*, the portal will allow you to change your own account details:


Profile Details

Email Address :	arthur.govan@britishcouncil.nl	Role :	Admin
First Name : *	<input type="text" value="A"/>	Password : *	<input type="password" value="*****"/>
Surname : *	<input type="text" value="G"/>	Confirm Password : *	<input type="password" value="*****"/>

2. Search Users

Under *Search Users*, the portal will allow you to add users to your preparation centre and view all users registered by your preparation centre.

Uploads Registrations Account Logout

All Users 

First Name	Surname	Role	Email Address	Edit	Delete
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Please ensure that all new users will have the Standard Role as opposed to the Admin Role.

D. Logout

Exits to login page.

If you experience any difficulties using the portal, please contact us [via email](#), or via telephone 020 550 6065, for further guidance

Appendix

Upload spreadsheet

The following is an example of a completed upload spreadsheet. If this is used, it will return an error, due to no telephone numbers for the parent/ guardian section.

Copy of a completed upload form (missing Parent/ Guardian telephone).


Title*	OtherNames*	FamilyName*	Email*	DoB*	Gender*	Telephone*	Mobile	SpecialNeeds*	SpecialNeedsDetails*	GuardianFirstName*	GuardianLastName*	GuardianTelephone	GuardianMobile	ForUKVisa	CandidateIDNumber
Mr	Cristin	Hebig	12345aa@school.nl	10/03/2015	Male	640767701		No		Jopp	Hebig				
Miss	Francie	Tonwell	12345ab@school.nl	24/12/2008	Female	619076331		Yes	25% extra time	Kees	Tonwell				
Miss	Myra	Weesner	12345ac@school.nl	30/01/2004	Female	611259912		No		Esther	Weesner				
Miss	Lavinia	Benes	12345ad@school.nl	28/06/2007	Female	698520085		No		Pauline	Benes				
Mr	Junior	Corry	12345ae@school.nl	01/07/2003	Male	624008611		No		Sjerd	Corry				
Miss	Zahna	Ballow	12345af@school.nl	10/06/2004	Female	618093186		No		Marc	Ballow				
Miss	Jaree	Koneczny	12345ag@school.nl	25/05/2009	Female	655884784		No		Ewa	Koneczny				
Mr	Tony	Granter	12345ah@school.nl	16/03/2002	Male	656379278		Yes	Enlarged papers	Harry	Granter				
Miss	Denille	Swett	12345ai@school.nl	17/06/2006	Female	672303886		No		Robert	Swett				
Mr	Wilfred	Christon	12345aj@school.nl	02/11/2006	Male	635463914		No		Sjaak	Christon				
Mr	Staur	Stearns	12345ak@school.nl	08/05/2005	Male	697576505		No		Andrew	Stearns				
Miss	Leslawinda	Tuner	12345al@school.nl	06/03/2007	Female	639427657		No		Peter	Tuner				
Mr	Hayden	Buono	12345am@school.nl	08/06/2005	Male	657358573		No		Amelia	Buono				
Miss	Reda	Drown	12345an@school.nl	22/03/2005	Female	675960120		No		Richard	Drown				
Mr	Prince	Elerbe	12345ao@school.nl	09/05/2005	Male	640531853		No		Paco	Elerbe				
Miss	Saome	Locascio	12345ap@school.nl	23/09/2005	Female	692005653		No		Anite	Locascio				
Miss	Enerita	Rees	12345aq@school.nl	05/08/2007	Female	68548228		No		Marianne	Rees				
Miss	Tonia	Bustee	12345ar@school.nl	10/09/2006	Female	679408440		No		Ruby	Bustee				
Mr	Luz	Nurm	12345as@school.nl	24/04/2002	Male	674287681		Yes	25% Extra time	Barbara	Nurm				
Miss	Gregory	Deia	12345at@school.nl	22/11/2006	Female	682114876		No		James	Deia				

Appendix (Cont.)

Uploaded errors

Example 1

Review Uploads

Spreadsheet Registrations												
Location	Exam	Format	Venue	Date	Uploaded On	Uploaded By	Status	Total	Successful	Error		
At British Council Venue	C1 Advan... (CAE)	CB	Amsterdam	31/07/2021	04/06/2021	Ruben TEST	Uploaded With Errors	2	1	1		


Total candidates uploaded: 2
Total candidates successful: 1
Total candidates with errors: 1

Click on the number displaying the number of errors for an overview of the errors.

Candidate Registration(s) Imported with Error

Test Detail

Centre : British Council - Amsterdam	Location Type : At British Council Venue
Venue : Amsterdam	Exam Format : CB
Test Date : 31/07/2021	Exam Name : C1 Advanced (CAE)
Uploaded On : 04/06/2021	Uploaded By : Ruben TEST

Surname	First Name	Date of Birth	Action	
Doe	Joan		Fix Error	

This screen provides an overview of the actions needed.

Click on Fix Error to see what you need to change/add.

Candidate Registration Detail

- Date of birth is invalid

Test Detail

Centre : British Council - Amsterdam **Location Type :** At British Council Venue
Venue : Amsterdam **Exam Format :** CB
Test Date : 31/07/2021 **Exam Name :** C1 Advanced (CAE)
Fees : 322.00 EUR

Candidate Detail

First Name : * **Gender :** * Male Female
Surname : * **Date of Birth :** *
 For UK Visa Purposes : * Yes No **Passport number :** *

ⓘ Date of Birth Required

Fill in the correct value for the field required in the original document.

Please be advised that Passport number is not a mandatory field.

Review Uploads

Spreadsheet Registrations

Location	Exam	Format	Venue	Date	Uploaded On	Uploaded By	Status	Total	Successful	Error	
At British Council Venue	C1 Advanced (CAE)	CB	Amsterdam	31/07/2021	09/06/2021	Ruben TEST	Upload Successful	2	2	0	

Total candidates uploaded: 2
 Total candidates successful: 2
 Total candidates with errors: 0

Example 2

Status: Uploaded with Errors

Review Uploads

Spreadsheet Registrations												
Location	Exam	Format	Venue	Date	Uploaded On	Uploaded By	Status	Total	Successful	Error		
At British Council Venue	C1 Advan... (CAE)	CB	Amsterdam	31/07/2021	04/06/2021	Ruben TEST	Uploaded With Errors	2	2	0		X

Total candidates uploaded: 2

Total candidates successful: 2

Total candidates with errors: 0

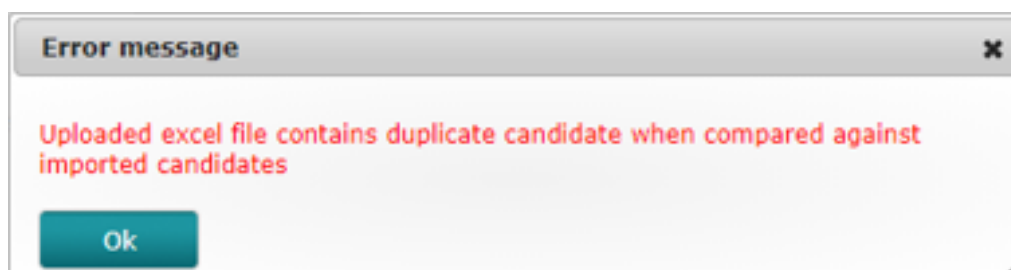
If you fix the errors within the portal, this is what will happen and the British Council will not see your uploads, as it has been uploaded with errors, despite indicating 0 errors.

To rectify this error

1. Press the delete button
2. Upload an amended candidate template with the correct candidates' details.

Important

If you attempt to upload again without deleting the original upload, you will receive the following error:



Another popular error is 'An unknown error has occurred...' mostly when attempting to upload your spreadsheet. If this happens, please double check ALL fields are completed, particularly if your candidate is under-18 and the Parent/ Guardian fields have been completed

There are other errors, not all of which are covered here, if you encounter a different one, please contact your exam centre.