

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 scores for GMAT™ test takers and GMAT Management Reports. 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 data and 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 scores sent to your program once test takers make them available.
- View all scores 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.
- Access in-depth information about the test-takers who send their scores to your program and score sending trends with the GMAT Management Reports

The Score Reporting Portal supports four 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 and Management Reports from the Score Reporting Portal (manual access), the GMAC™ Score File Downloader, and the API (scheduled access).
- **Operator**—Operators have access to scores and Management Reports from the Score Reporting Portal (manual access, the GMAC™ Score File Downloader, and the API (scheduled access)).
- **User**—Users have access to scores and Management Reports from the Score Reporting Portal (manual access).
- **Management Reports**—Accounts with this role have access to Management Reports from the Score Reporting Portal (manual access). These users do not have access to scores.

What You Need to Use the Score Reporting Portal

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

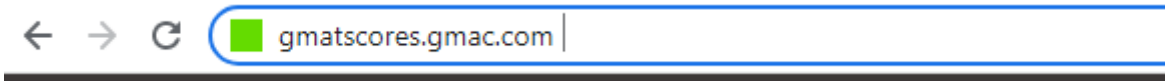
- Score Reporting Portal URL: gmatcores.gmac.com
- GMAC.com account with Score Reporting Portal access.
- High-speed Internet connection with no firewalls or security software that prevents Score Reporting Portal access. (The technical support staff at your school should be able to help you with any issues.)

- Supported Operation Systems: Microsoft® Windows XP®, Microsoft® Windows® 2000, Microsoft® Windows® 7, Microsoft® Windows® 10, or Apple® Mac OS®.
- 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.


Home > Log in to Your GMAC Account

Log in to Your GMAC Account

E-mail Address

Password

Keep me logged in on this computer unless I log off

Submit 

[Forgot your password?](#)

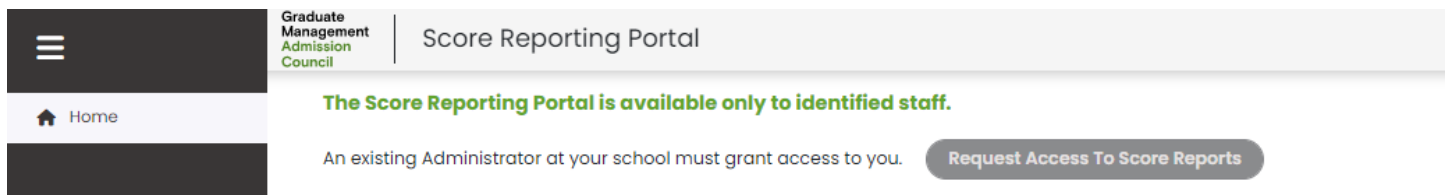
[Not registered with gmac.com yet?](#)

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 the scores or reports 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 Users tab. Accounts designated as Operator, User, or Management Reports do not have access to the Users 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.

Home

GMAT

Scores

Users

Graduate Management Admission Council

Score Reporting Portal

Jennifer Durham | Sign Out

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
 - GMAT / GMAT Focus Edition
- 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.

All schools and programs to which an Administrator has given you access are listed in this drop-down menu. By default, all programs you can access are selected. You can unselect any programs you do not want include in your search.

The screenshot shows the 'Score Reporting Dashboard' with the following filter settings:

- Institution:** University
- Published:** Past five years
- Exam:** GMAT, GMAT Focus Edition
- Programs:** Schools/Programs [Selected: 35]

Below the filters is a search bar with the text: "Search user by First Name, Last Name, Email Address, GMAT ID, Appointment ID, or Date of Birth (MM-DD-YYYY)". There are "Clear All" and "Search" buttons. At the bottom, it says "Showing 1-8 of 8 scores".

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.

By default, you will see any scores made available to your selected program this week. In the drop-down menu, you can choose a different pre-defined time period or choose a custom time period. You can search date ranges within the past five years.

The screenshot shows the 'Score Reporting Dashboard' with the following filter settings:

- Institution:** University
- Published:** This week
- Exam:** GMAT, GMAT Focus Edition
- Programs:** Schools/Programs [Selected: 35]

Below the filters is a search bar with the text: "Search user by First Name, Last Name, Email Address, GMAT ID, Appointment ID, or Date of Birth (MM-DD-YYYY)". There are "Clear All" and "Search" buttons. At the bottom, it says "Showing 0-0 of 0 scores".

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 the following:

- 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.

Locate a specific test taker by searching:

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

The screenshot shows the 'Score Reporting Portal' interface. On the left is a navigation menu with 'Home', 'GMAT', 'Scores', 'Users', and 'Management Reports'. The main content area is titled 'Score Reporting Dashboard'. It features a 'Filter By:' section with several dropdown menus: 'Institution' (set to 'University'), 'Published' (set to 'This week'), 'Exam' (with checkboxes for 'GMAT' and 'SMAT Focus Edition'), and 'Programs' (set to 'Schools/Programs [Selected: 35]'). Below the filters is a search input field with the placeholder text 'Search user by First Name, Last Name, Email Address, GMAT ID, Appointment ID, or Date of Birth (MM-DD-YYYY)'. There are 'Clear All' and 'Search' buttons. At the bottom, it shows 'Show 25 entries', a 'Download' button, and '0 records'. In the top right corner, there is a 'Sign Out' link.

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.

You can choose to limit your search based on the range of a test taker's Total Score or Total Score Percentile.

The screenshot shows the 'Score Reporting Dashboard' with the following filter settings: Institution (University), Published (This week), Exam (GMAT and GMAT Focus Edition selected), and Range (--None--). The 'Range' dropdown is highlighted with a vertical arrow from the text above. At the bottom, there are options to show 25 entries in TXT format, a download button, and a status of 0 records.

Filter: GMAT / GMAT Focus Edition

If you want to limit your search results based on which Edition of the exam was taken, you can filter by:

- **GMAT**— you can choose to filter for scores sent from the GMAT exam
- **GMAT Focus Edition** —you can choose to filter for scores sent from the GMAT Focus Edition exam

Note: By default, both exams are selected. You can unselect the exam you do not want to include in your search criteria.

By default, scores from both GMAT and GMAT Focus Edition will be included in your search. To exclude the GMAT or GMAT Focus Edition scores from your search, you will need to uncheck the exam selection box..

The screenshot shows the 'Score Reporting Dashboard' with the following filter settings: Institution (University), Published (This week), Exam (GMAT and GMAT Focus Edition selected), and Range (--None--). A vertical arrow points to the 'Exam' section. At the bottom, there are options to show 25 entries in TXT format, a download button, and a status of 0 records.

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.

The screenshot shows the 'Score Reporting Dashboard' with various filter options and a table of scores. A red box highlights the 'Download' button and the '8 records' count, indicating the download functionality. The table below shows columns for View, GMAT ID, Appointment ID, First Name, Last Name, Date of Birth, Email, Exam Date, Published Date, Program Code, Score, and Percentile.

View	GMAT ID :	Appointment ID :	First Name :	Last Name :	Date of Birth :	Email :	Exam Date :	Published Date :	Program Code :	Score :	Percentile :
	1000000000	30057400	Elaine	Testone	Jan 1, 1990	elaine.elfers@test1@examail.com	Sep 21, 2023	Sep 21, 2023	QES-ME-02	375	5

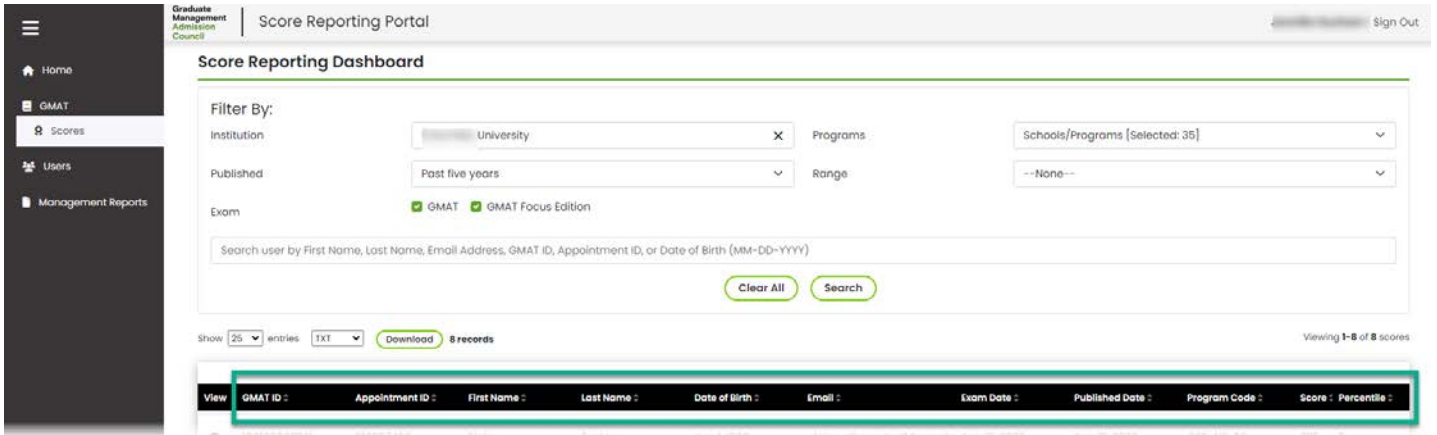
Test Taker Scores Table

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

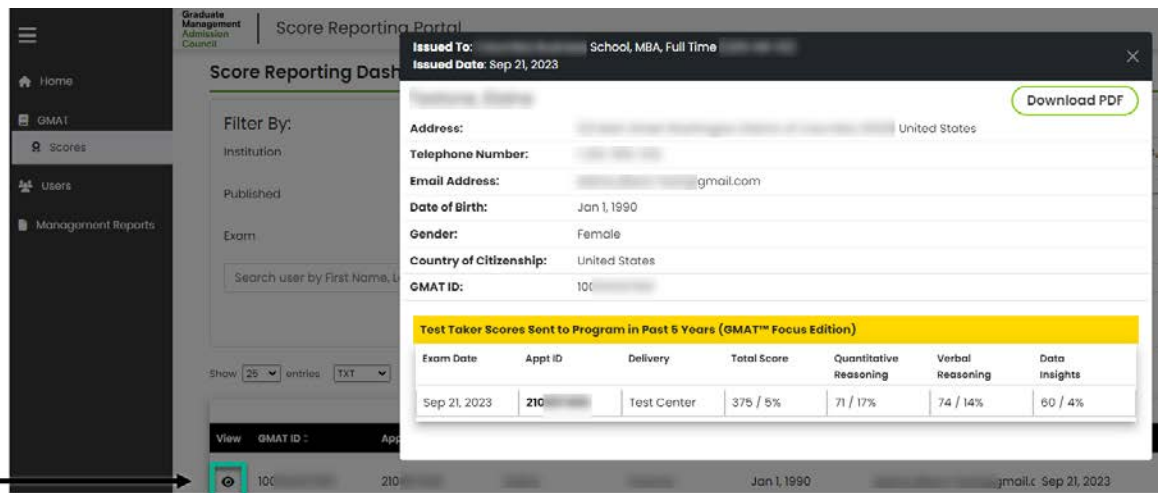


Quick View

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.

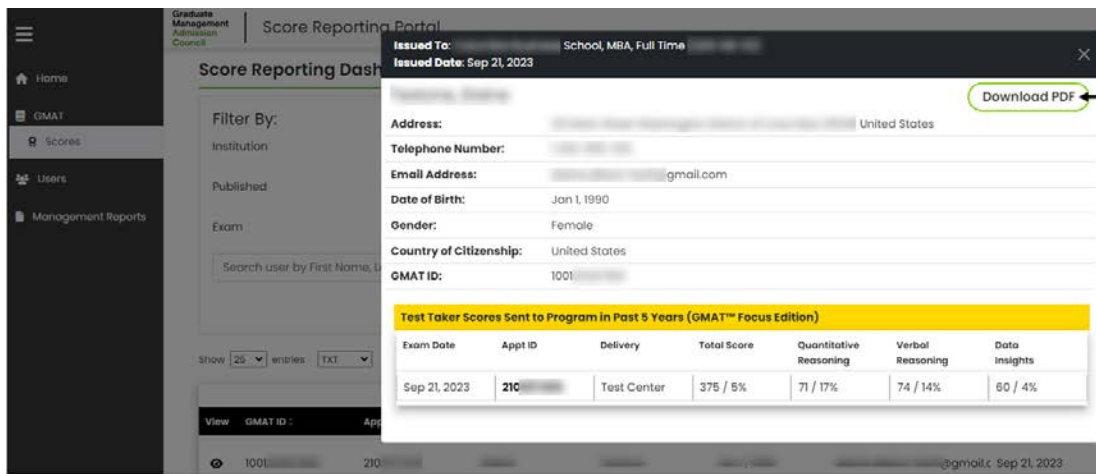
Note: If a test taker has sent scores from multiple exam appointments to the same program, those scores, from exams taken within the past five years, will be included in the Quick View.

The **View** icon opens a modal window displaying additional test taker information and scores sent to the program.



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.



Clicking the **Download PDF** button will download this test taker's official score report. This report will include all valid scores sent to this program in the past five years.


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

- Official Score Reports can consist of up to three pages.
- If the scores sent are from the GMAT exam, the Official Score Report may include the AWA essay. 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 will include scores, sent to this program, from the GMAT™ and GMAT™ Focus Edition 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.

re [REDACTED]

2 [REDACTED] 3



Graduate Management Admission Council™

Official Score Report - School Copy (Confidential)

Issued To: [REDACTED] Business School : Executive: MBA [REDACTED]

Issued Date: Jul 22, 2023

[REDACTED]

Test Taker Verified Information (Required)

Name: re [REDACTED]

Address: [REDACTED] Andhra Pradesh, 523316, India

Telephone Number: 91 876 [REDACTED]

Email Address: re [REDACTED].com

Date of Birth: Jan 14, 1984

Gender: Male

Country of Citizenship: India

GMAT ID: 10 [REDACTED] 3

Test Taker Self-Reported Information (Optional)

Graduation Date: Jan 2020

Undergrad GPA: 4.00 (4.0 Scale)

Highest Education Level: Completed my undergraduate or university degree

Undergrad Institution:

Undergrad Major:

Intended Graduate Study: Full-time student

Test Taker Scores Sent to Program in Past 5 years (GMAT™ Focus Edition)

Exam Date	APPT ID	Delivery	Total Score	Quantitative Reasoning	Verbal Reasoning	Data Insights
May 18, 2023	28900 [REDACTED]	Test Center	595 / 72%	81 / 71%	77 / 33%	80 / 86%

Test Taker Scores Sent to Program in Past 5 Years (GMAT™)

Exam Date	Appt ID	Delivery	Total Score	Quantitative Reasoning	Verbal Reasoning	Integrated Reasoning	Analytical Writing
Feb 17, 2023	28900 [REDACTED]	Online	650 / 68%	45 / 47%	34 / 68%	8 / 90%	2 / 1%

[REDACTED]

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
- 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 four 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 and Management Reports from the Score Reporting Portal (manual access), the GMAC™ Score File Downloader, and the API (scheduled access).
- **Operator**—Operators have access to scores and Management Reports from the Score Reporting Portal (manual access), the GMAC™ Score File Downloader, and the API (scheduled access).
- **User**—Users have access to scores and Management Reports from the Score Reporting Portal (manual access).
- **Management Reports**—Accounts with this role have access to Management Reports from the Score Reporting Portal (manual access). These users do not have access to scores.

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 and Management Reports 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.

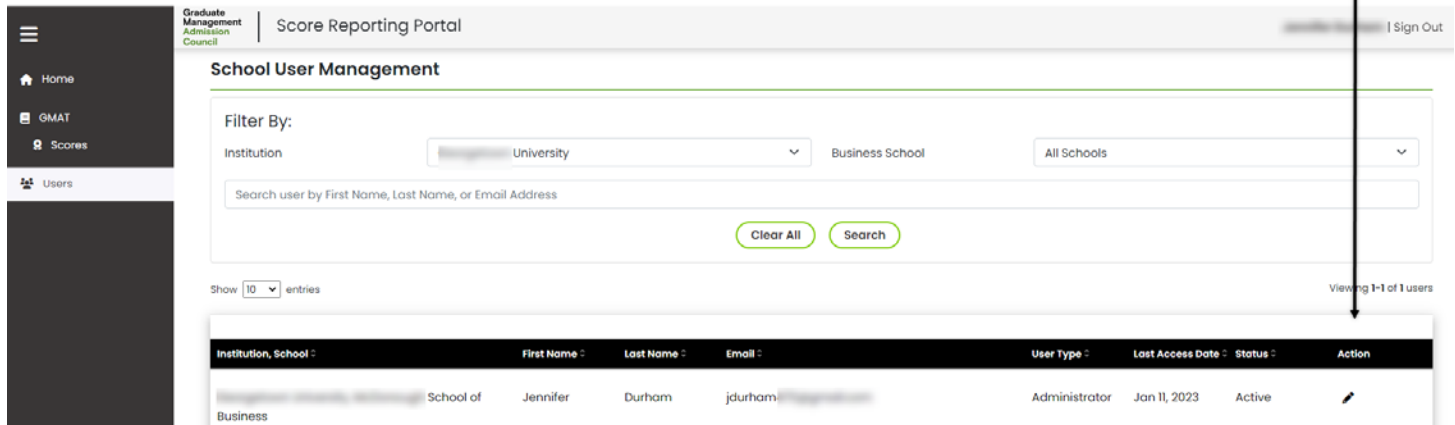
All Score Reporting Portal accounts for your Institution will appear in the user's table, which can be filtered by School. This list will include all active, inactive, and requested accounts. You can also search for a user by entering a user's first name, last name, or email address. There are three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

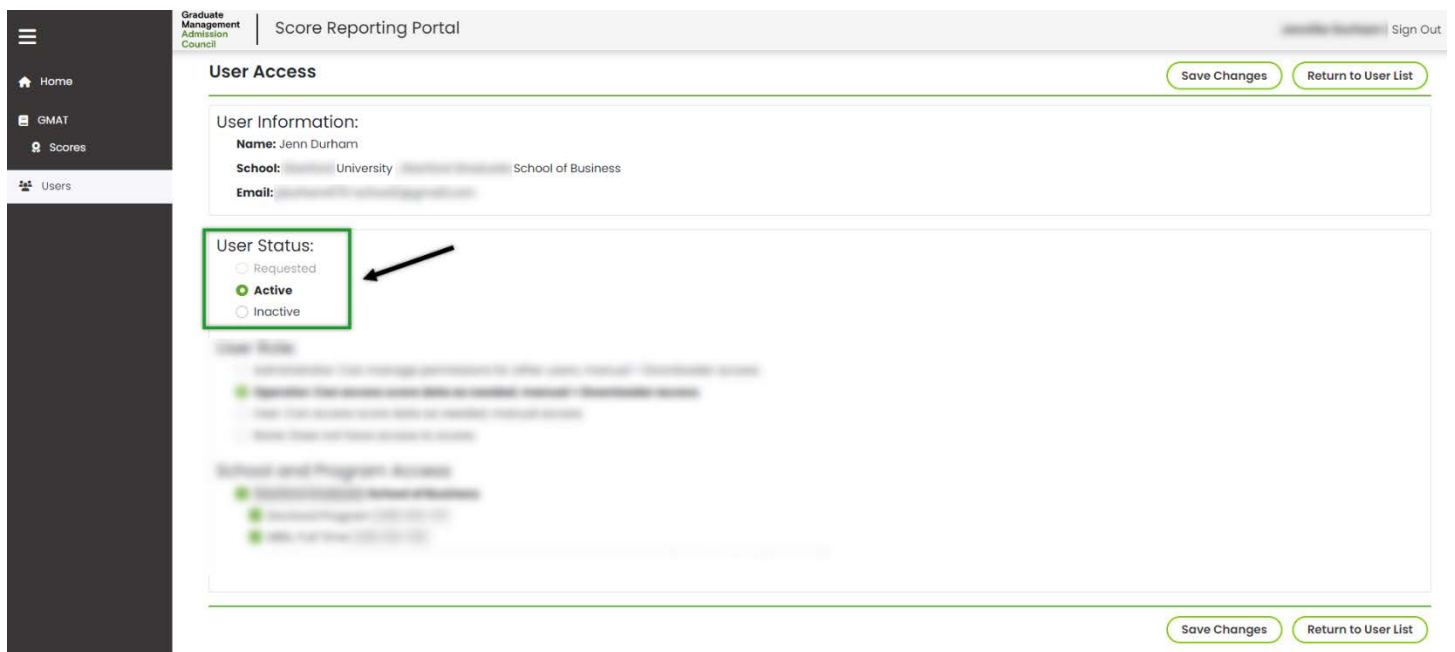
All accounts that are Requested, Active, and Inactive will appear in the Users table. To edit a user's access, click the pencil icon.



The screenshot shows the 'School User Management' page. At the top, there are filters for 'Institution' (University) and 'Business School' (All Schools). Below the filters is a search bar and 'Clear All' and 'Search' buttons. A table lists users with columns for Institution, School, First Name, Last Name, Email, User Type, Last Access Date, Status, and Action. The first user listed is Jennifer Durham, an Administrator, with a status of 'Active' and a pencil icon in the Action column.

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.



The screenshot shows the 'User Access' profile page for a user named Jenn Durham. The 'User Information' section shows her name, school (University School of Business), and email. The 'User Status' section has three radio buttons: 'Requested', 'Active' (which is selected and highlighted with a green box and an arrow), and 'Inactive'. At the bottom of the page, there are 'Save Changes' and 'Return to User List' buttons.

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 or the management reports, 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 and Management Reports from the Score Reporting Portal (manual access), the GMAC™ Score File Downloader, and the API (scheduled access).
- **Operator**—Operators have access to scores and Management Reports from the Score Reporting Portal (manual access), the GMAC™ Score File Downloader, and the API (scheduled access).
- **User**—Users have access to scores and Management Reports from the Score Reporting Portal (manual access).
- **Management Reports**—Accounts with this role have access to Management Reports from the Score Reporting Portal (manual access). These users do not have access to scores.

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

The screenshot shows the 'User Access' form in the Score Reporting Portal. The form includes fields for 'User Information' (Name, School, Email) and a 'User Role' section. The 'User Role' section has four radio button options: 'Administrator: Can manage permissions for other users; manual + Downloader access', 'Operator: Can access score data as needed; manual + Downloader access', 'User: Can access score data as needed; manual access', and 'None: Does not have access to scores'. The 'Administrator' option is selected, indicated by a green dot. A green box highlights the 'User Role' section, and a black arrow points to the 'Administrator' radio button. At the top right of the form, there are 'Save Changes' and 'Return to User List' buttons.

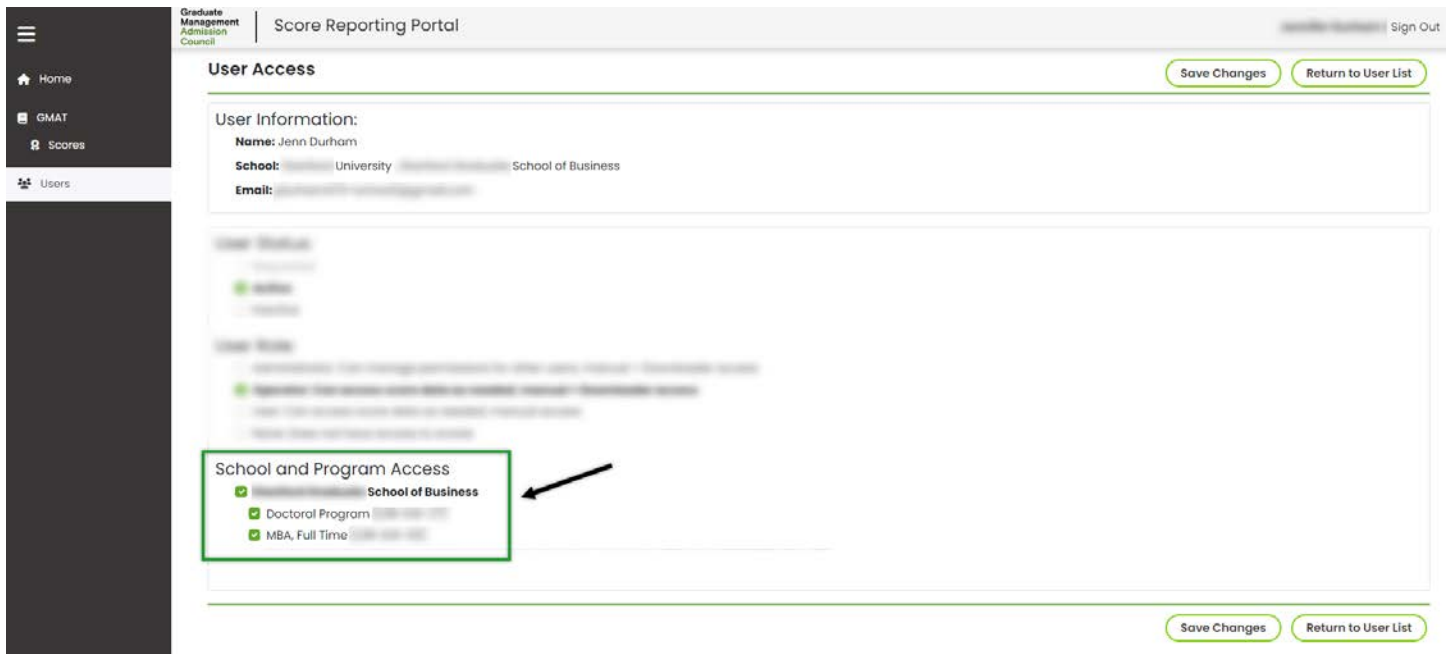
Granting the User Access to Your School's Programs

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

Administrators, Operators, and Users—

[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

All Roles—

New Management Reports

When a new Management Report becomes available to your program, an email is sent to all active Score Reporting Portal accounts.

Subject: New GMAT Management Report Available to Your Program

4. GMAT Management Reports

This chapter provides information on the different GMAT Management Reports. The chapter contains these sections:

- Management Reports
 - Quarterly Roster
 - Statistical Summary
 - Frequency Ranking
- Accessing the Management Reports

Management Reports

The *Quarterly Roster*, *Statistical Summary* and *Frequency Ranking* reports provide in-depth information about the test-takers who send their scores to you and score sending trends.

Applicants come from different countries, cultures, academic backgrounds, and levels of work experience. Using the GMAT exam provides you with a consistent, objective measure of skills above all these application variables. All reports include data from the GMAT exam taken online or in a test center. The GMAT Focus Edition Management Reports will be available at a future date.

Frequency Ranking Report

Each January, you will receive a Frequency Ranking report which provides data from the previous year of scores sent to your program. This report contains information on:

- The top 15 programs to which candidates who sent GMAT scores to your program also sent their information,
- Information about where your program overlaps with competitors, and
- The number of scores sent only to your program.

Note: This report is provided in PDF format.

Statistical Summary Report

Each January and July, you will receive a Statistical Summary report which provides annual and semi-annual data from the previous year and previous six months of scores sent to your program. This report compares data on all GMAT test takers during the period with test takers who sent their scores to your program. The report also contains information on:

- Gender
- Ethnicity
- World region
- GMAT score range (Total and Subscores)

Note: This report is provided in PDF format.

Quarterly Roster Report

Each April, July, October, and January, you will receive a Quarterly Roster report which provides the previous quarter of score reports sent to your program. This report provides an overview of your test taker pool by listing all test takers who sent their scores to your program for the given quarter.

Note: This report is provided in CSV format.

Accessing the Management Reports

The GMAT Management reports are accessed on the Score Reporting Portal under the 'Management Reports' menu. All active Score Reporting Portal accounts with a role of Administrator, Operator, or User automatically have access to GMAT scores as well as the management reports. Individuals with the Management Report role do not have access to test taker score data. This includes GMAT scores and the Quarterly Roster Report.

If you do not have access to the Score Reporting Portal, you can request access by logging in using your gmac.com account credentials. Once access is requested, your school Administrator will be able to manage your access.

Note: GMAT Management Reports are available on the Score Reporting Portal for three years.

Download a management report by selecting:

- Program
- Report
- Time Period

The screenshot shows the 'Management Reports' section of the Score Reporting Portal. The interface includes a sidebar with navigation options: Home, GMAT, Scores, Users, and Management Reports. The main content area is titled 'Management Reports' and features a 'Filter By:' section. This section contains three filterable fields: 'Institution' (set to 'University'), 'Report' (set to 'GMAT Frequency Ranking'), and 'Time Period' (set to 'January - December, 2022'). There are also 'Clear All' and 'Download' buttons. Above the screenshot, text and arrows indicate that users can download a management report by selecting a Program, Report, and Time Period.

5. Score Reporting Portal Customer Service

For these issues...	Contact
<p>For Operators, Users, and Management Report roles</p> <p>Changes to access permissions (such as which program data you can access)</p>	<p>Your school Administrator</p> <p>If you don't know who your school's Administrator is, please e-mail the GMAC™ Team at gmtprogram@gmac.com</p>
<p>For Administrators</p> <ul style="list-style-type: none"> • Issues related to activating/deactivating a user account • Update to program names <p>New program requests</p>	<p>GMAC™ Team at gmtprogram@gmac.com</p> <p>Submit request at www.gmac.com/getagmatcode</p>
<p>For Technical Issues</p> <ul style="list-style-type: none"> • 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 	<p>GMAC™ Team at gmtprogram@gmac.com</p>