

- What are the differences between paper-based test and HSK iBT?

The only difference between paper-based test and IBT test is: For paper-based test you are answering with 2B pencils and answer sheets, while the HSK iBT(at center), you would complete the test using a computer at a specific test center. And the HSK iBT(at home), you would complete the test at home(public areas are not allowed) with required computer/laptop and devices.

Paper-based test and iBT(at center), candidates should attend the test at specific test centers.

- How can I get my test admission ticket?

Test takers could first log into personal information center, find the "print" at the left navigation bar. Test takers should take the papery admission ticket to the test center for the test. If you cannot find it in your personal information center, please contact your test center for asking.

- How to register the HSK and HSKK?

Online registration process for Chinese tests are showed as follow:

1. Log into the website(www.chinesetest.cn)
2. Signing up. Please provide necessary personal information including e-mail address, nationality, mother language, birth date and so on.
3. Test registration. Please select test center and date, complete your personal information , upload ID photo and finally confirm your registration information.
4. Fulfill the payment. For paper-based Test, payment should be fulfilled at least 27 days ahead of the test date, for IBT payment should be fulfilled at least 10 days before the test; otherwise the test registration will not be valid.
5. Registration completed.

For more details please go to the website below: <https://www.chinesetest.cn/gotestlaw.do>.

And if you have any problem during the online registration, you can contact the test center to complete for help.

- After the completion of registration, can I change the test center?

If the test fee has not been paid, you can cancel your registration before its deadline and re-register for a new test center. If the payment has been completed, you cannot change the test center.

- When and where can I collect my certificate?

Test taker registered in mainland China, please apply for delivery service of analysis report and score report online which could be sent to any designated address after the score issues(**Apply for the Score Reports**).

As for the other Countries and regions, the score report will be delivered to the test center within 1-2 months after the testing date, and test taker can go there for collecting by presenting his/her test admission ticket and valid identification documents.

For more copies of the score report, please go to **Delivery Service for Duplicates of the score report**.

- After the completion of registration, can I change the test date?

After the registration and payment, test takers can apply to change the test date within the stipulated time, but cannot cancel the registered test; neither can the registered test center nor test level be changed.

To change the test date, test takers need to log into the Chinese testing service website (www.chinesetest.cn) and enter the Personal Center to make an application. The new test date shall be one at the same level and test center in the same year.

Deadline and charges for changing the test date are as follows:

- 27 days before the test (including the 27th day): test takers can change the test date for free.
- After 27 days but 10 days before the test (including the 10th day): test takers need to pay an amount equal to 30% of the test fee before they can apply for the change during this period.
- Within 10 days before the test (excluding the 10th day): No application for changes of this kind will be accepted.

For test takers to take the internet-based test, the valid period for changing the test date for free is 27 days before the test, and other relevant rules are the same with the paper-based test.

Date changing can be applied ONCE for each registration.

- **How to handle a username error or password loss?**

Please input your email address in the username field. If you lost your password, use the "Find Password" function, and receive the mail for password recovery sent to your registered email address.

- **How much is charged for taking HSK?**

Due to different exchange rates in various countries or regions, the registration fee for HSK differs. For details, please contact the testing center.

- **Is an online HSK test available?**

HSK is held in two forms: internet-based test and paper-based test. You need to register for a network-based test at a testing center that provides computer network-based test service. The computer network-based test shall be completed under the supervision of invigilators, the same as the paper-based test.

- **After the completion of registration, can I change the test level?**

If the test fee has not been paid, you can cancel your registration before its deadline and re-apply for a new level. If the payment has been completed, you cannot change the test level.

- **How can I change my personal information that is found to be incorrect after I've received the report of test score?**

If you, after receiving the report of test score, find such information as your name, nationality and gender is incorrect, you can log in the HSK test service website, www.chinesetest.cn, opt to apply for duplicates of the HSK score report on the "Personal Center" page, edit the item(s) that needs to be modified, and upload a copy of your relevant identification (passport or identity card). After the modification has passed the review by the CTI, you need to pay a certain fee before the CTI sends a remade test score report to your designated address.

- **How to correct registration information?**

Before the registration deadline, you can log in the HSK test service website, www.chinesetest.cn, by inputting your user name and password. Then on the "Personal Center" page, edit your registration information in the "Test Record" option. The registration-related modification is limited to your personal information only and your test level and testing center cannot be modified. If it's later than the registration deadline, please contact the testing center of your registration to make changes.

- How to select or contact a testing center?

Log in the HSK test service website, www.chinesetest.cn, view information of the testing centers on the "Global Testing Centers" page and choose the most suitable test center and date before your registration and payment.

- How can I get test reference materials?

Please visit the Download page at www.chinesetest.cn. You can download HSK test guidelines and Sample materials For more and latest test guidelines, sample and teaching materials, please visit "Online Book Store" at www.chinesetest.cn. Any questions please contact bookService@chinesetest.cn.

- How to pay the test fee after I completed the online registration?

Test takers who register at testing centers in mainland China can pay the test fee online. Please log in the HSK test service website, www.chinesetest.cn, and select online payment in the "Test Record" option on the "Personal Center" page. Test takers who register at testing centers in other countries and regions, if online payment for the test is not available, need to pay the test fee directly at the testing centers before the registration deadline.

- How can I make up for a lost test score report? How to apply for duplicates of the score report?

You can log in the HSK test service website, www.chinesetest.cn, and apply for duplicates of the HSK score report on the "Personal Center" page and pay a certain fee online, then the Chinese Testing International (CTI) will send you the test score reports to your designated address.

The duplicate of the score report can be applied within two years from the day of test.

- How to get the test score report?

45 days after the end of the test, the test score report will be mailed to your testing centre. Please bring your Test Admit Card to receive it there.

- How can I view my test score?

Two weeks after IBT test, and one month after the paper-based test, you can visit the HSK test service website, www.chinesetest.cn. Input the number of your Admission Ticket and name in the "Score" field on the home page, and then you can view your test score. Please note that the information you input must match that on the Admission Ticket.