

TOEFL® Connect Portal

Frequently Asked Questions (FAQ)

1. What is the TOEFL® Connect portal?

TOEFL Connect is an online portal that was developed for teachers, school administrators, government and other educational agencies and ETS Preferred Network (EPN) personnel who are users of or involved with the TOEFL ITP® Assessment Series and/or the TOEFL® Young Students Series, which includes the TOEFL Primary® and TOEFL Junior® tests. TOEFL Connect is a unique place where you can connect with other TOEFL ITP and TOEFL Young Students Series institutions, administrators and teachers from around the world.

2. What can I do with the TOEFL Connect portal?

If your institution administers the TOEFL ITP, TOEFL Primary and/or TOEFL Junior tests, you have access to exclusive information that can be found only through the TOEFL Connect portal. You'll find useful content like How to Set Cut Scores, Teacher Activities, Case Studies, Videos and more. You can communicate with others to ask questions, have one-on-one chats and join in discussions that focus on specific topics. You'll find engaging classroom activities to do with students to help make practicing their English-language skills challenging and fun, plus informative webinars to help you create a more effective English language learning experience.

3. Can I sign in to the portal even if my organization doesn't use any of the tests?

Yes. To learn more about the TOEFL ITP tests or the TOEFL Young Students Series, the portal will provide you with direct access to ETS and to the ETS Preferred Network partner in your country/region.

4. Do I need to download any specific software to access the TOEFL Connect portal?

The TOEFL Connect portal is web-based, so you do not need to download anything. You can access the portal by entering the web address into your browser of choice and creating an account. Also, the portal is mobile optimized, so it can be accessed from your phone or tablet.

5. Am I able, or is my organization able, to host events on the TOEFL Connect portal?

Right now, only ETS can host an event. At a later date, this may be made available to additional users.

6. Can I use the TOEFL Connect portal to address operational issues with the tests?

Definitely. All ETS employees or ETS Preferred Network personnel have an identifying icon in their account profiles so you can easily find someone to help you.

7. How do I access my account if I forgot my password?

If you forget your password, you can reset it by clicking on "Did you forget your password?" at the bottom of the log-in page. You will be redirected to the "Reset your password" page. You will then need to enter the email address you used to create your account. Click on the "Reset password" button, and you will receive an email with a link to reset your password.

8. Am I able to block communication with certain users? If so, what are the steps?

Yes, you will be able to block specific users from contacting you. You can block communication with a specific user by searching for the person via the “Chat Box” in the yellow Chat portion on the left side of your screen. Place your mouse over the person’s name and options will pop up, one of which is to block communications with that individual. Select the “Block” option.

Please note that once you block a user, they will no longer be able to view your account in the TOEFL Connect portal, and you will no longer be able to view their account. You can block or unblock contacts at any time.

9. How do I unblock a contact?

If you block someone in the Chat section and want to resume communication, you will need to unblock the contact and then add it to your contact list again. To unblock, click on the search icon (magnifying glass), enter the contact’s name and click “Unblock.” To add the contact again, click on the magnifying glass icon and click “Add to contacts.”

10. What is a “Forum?”

A “Forum” is a public discussion that any user can join. They focus on four themes: Tools and Techniques, Testing and Administration, What’s New, and Using *TOEFL*® Scores.

11. What is a “Discussion?”

A “Discussion” allows you to create your own private conversation and select who to invite. To start a discussion, click on “New Discussion,” then enter your Discussion Topic and a Description. You can Filter/Select by User Type and Country of Business before starting your discussion.

12. If I have specific concerns or questions regarding the administration of the tests, or the TOEFL Connect portal and its functionality, who can I contact?

If you are located in the United States or Canada, please contact ETS at itp@ets.org for the TOEFL ITP tests, or toeflystesting@ets.org for the TOEFL Primary and/or TOEFL Junior tests. If you are located outside the United States or Canada, please contact your local in-country EPN contact.

13. What is the referral program and are there any benefits for the referrer?

The TOEFL ITP referral program is an incentive program for existing TOEFL ITP score users. Current TOEFL ITP assessment clients can earn points as part of the TOEFL ITP Loyalty Program when they refer a new client. Rewards are awarded upon completion of the free trial. New clients will receive a free TOEFL ITP administration for up to 20 test takers.