

# 2017 VCE Results and ATAR Service Quick Reference for Careers Practitioners

## THREE WAYS TO ACCESS VCE RESULTS AND ATAR:

### WEB

[resultsandatar.vic.edu.au](http://resultsandatar.vic.edu.au)

Log in with **VCE student number** and **Results Service PIN**

*Available from 7am, Friday 15 December.*

### APP

Download the **Results and ATAR app** for iPhone and Android

Log in with **VCE student number** and **Results Service PIN**

*App available from 1 November; results available from 7am, Friday 15 December.*

### MAIL

**VCE and VCAL results** and **ATAR statements** will arrive from Monday 18 December.

*Printed ATAR statements will only be sent to paid VTAC applicants.*

*Non-applicants can request a printed ATAR statement from the VTAC website after results are released (\$25 fee applies).*

**Who can use the service?** Any student undertaking one or more Unit 3 & 4 sequences (including Year 11 students). ATAR advice will only be provided to students who qualify for an ATAR in the current year.

### The Results Service PIN is not the same as the VTAC PIN

VCE student number  
+  
Results Service PIN

VTAC ID  
+  
VTAC PIN

VCE Results and ATAR  
(Internet and app)

VTAC account  
(applications, change of preference, offers)

Changing one PIN does not change the other.

### How to change the Results Service PIN

By default, the Results Service PIN is the first four digits of the student's birthdate, e.g. 3 February is 0302.

Detailed instructions for changing the PIN are available on the VTAC website:

Results and Offers > Year 12 Results and getting your ATAR > Protect your privacy—change your PIN

VTAC registrants can access Results Service PIN management directly from the link on the homepage of their VTAC user account.

**Email:** VCAA will also be sending student results by email if an email address was recorded for the student by the educational provider. ATAR information will not be sent by email.

## SOLVING COMMON STUDENT QUERIES:

### Trouble logging in (web or app)

#### Invalid VCE student number

Ensure the student is using their VCE student number, not their VTAC ID. Check student number on VASS or CourseLink.

#### Invalid PIN

See above for information about the Results Service PIN. Remind the student that this is different from the VTAC PIN. For lost PINs, see the box to the right.

### Forgot PIN

#### Retrieve lost PINs from the PIN change screen

Students can request PIN retrieval from the same screen where it was initially changed.

### Other query

#### Contact PRAS

During its operating period (7am, 15 December until 5pm, 19 December), the **Post Results and ATAR Service** is the primary contact for all queries: 1800 653 080