

Performance Grades Examination/ Online Music Theory Examination (Grades 1 – 5) Frequently Asked Questions – ABRSM Account

Q1. Do I need to create an account for registration?

A. Yes. You need to create an ABRSM account before making registration.

Q2. How can I make amendment to my profile on the ABRSM system?

A. You can edit your personal details, postal address, phone number and marketing preferences from the ABRSM Online Booking Service dashboard.

Q3. Can an exam be booked by a candidate who is below 18 years old?

A. Candidates under 18 should be entered by an applicant who is 18 or above, such as the school, music teacher or parent of candidate.

Q4. How can I make amendment to the candidate's entries?

A. If you have made an error with the booking, you should cancel and rebook the exam. If you cancel the original exam within 14 days, you will receive a full refund for the cancelled exam from ABRSM.

Q5. What can I do if my account is locked?

A. Accounts are usually locked if login details are entered incorrectly. Accounts may be unlocked again after a minute, as a security measure. If you still have trouble logging in, please clear the cookies/cache, this will resolve the issue most of the time. You may also try a different device or browser.