

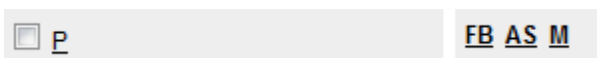


## What if I need to re-test a person? Am I charged for the retest?

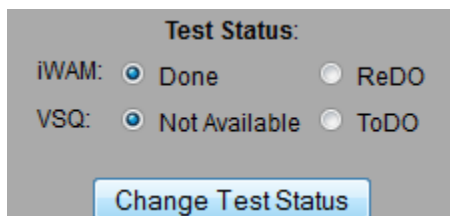
### *How do I re-test an Individual*

If an individual has completed an iWAM and, for some reason, you think the results are invalid, you can delete the results and re-set the individual's iWAM test. Here's how:

1. Go to the StorageRoom that contains the individual you want to re-test.
2. At the left end of the row with the person's name, click the "P" box:



3. Scroll to the bottom where you will see the following:



4. Next to the iWAM "Done" button is one that is labeled "ReDO". Click it.
5. Click "Change Test Status"
6. You can now re-send the iWAM invitation (the ID and PIN are at the top of the page) or tell the individual to re-use the original invitation. The ID and PIN in that invitation will still work. Do not issue a new invitation.

Note: We highly recommend using the cc: feature in the invitation options. This copies an individual's iWAM to you. This is very useful if (a) a spam filter blocks the original invitation, (b) the individual loses or deletes the invitation, or (c) you need to re-send the invitation as in the re-test case.

### ***Am I charged an iWAM credit for the re-test?***

No. There will be no additional credit charge for a person's (same jobEQ\_ID) iWAM if and when the individual re-takes the iWAM test.

Note that this is true only if the person remains in the same CUG where first report was generated.

If the person is moved or copied to another CUG and a new report is generated there, then the new credit will be charged to that CUG.