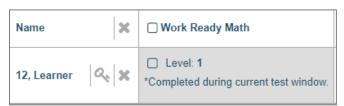# Granting Assessment Retakes

When an assessment has been submitted, it will not be assignable again within the same test window, unless a **District Test Coordinator (DTC)** grants a retake.

Name	✖	☐ Work Ready Math
12, Learner 🔍 ✖		☐ Level: 1 *Completed during current test window.

The ability to authorize assessment retakes is granted to **DTCs** only, as instructed by the S.C. Office of Assessment and Standards. Proctors should escalate issues to their School Test Coordinator who should escalate to the DTC.

Acceptable reasons for authorizing assessment retakes include:

- Student illness during test administration
- Power or internet outage during test administration
- Student began testing in the wrong test
- Student accidentally pressed the Submit button
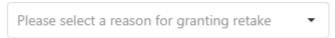- Student tested without an appropriate accommodation

When a DTC authorizes a retake, the prior session will be immediately removed, and the test will be unlocked for reassignment.

How to Grant a Retake

- Find the learner in User Administration, making sure to match the learner's First Name, Last Name, and State ID.

- Click the Row Actions gear ⚙ and select **Grant Retake(s).**
  If the DTC does not see that option, they should call WIN Support to make sure they have the appropriate permissions enabled.

- A list of assessment sessions the learner completed during the current test window will be displayed. The DTC should carefully review the list and select the session to be removed.

- Once the assessment is identified, select the Retake icon ↱ next to the assessment.

- Select the person who requested the retake (the DTC, the STC, or the TA).

  Requested by: (choose one ...   ▼)

- Select the reason for granting the retake.

  Please select a reason for granting retake   ▼

- Click Submit. Once submitted, the proctor will be able to reassign the assessment for the learner to retake.

  Warning! This is a permanent action that cannot be undone