

Frequently Asked Questions (FAQ)

I forgot my password. What should I do?

If you have registered before but forgot your password, there is no need to worry.

On the login page, click on the **“Forgot my password”** link and enter the email address you used during registration. The system will then automatically send you an email with the steps required to reset your password.

I did not receive the password reminder email. What should I do?

Please first check whether you entered your email address correctly. It is very common for a letter to be missing or swapped, so make sure to double-check it.

Also, be sure to check your **Spam / Junk** folder, as the message may have been delivered there. If you still do not receive the email within “x” hours after it was sent, please contact the appropriate administrator or contact person.

During registration, the site says: “invalid last name.” What should I do?

This error usually occurs if your last name contains a hyphen or other special characters.

Please enter your last name without hyphens or any other special characters in the appropriate field.

During registration, I receive a message saying that there is already a registration with this email address. What should I do?

This message indicates that a registration has already been created with this email address. In this case, it is not possible to create a new registration; instead, you should choose the **login** option. You can find this on the login interface in the top right corner under **“Log in.”**

My internet connection was interrupted during the test. Will my results be saved?

Unfortunately, no. If the internet connection is interrupted during the completion of the assessment, you will need to start the test again.

The system only records fully completed submissions. A confirmation message always indicates successful submission.

Where can I view my report?

After completing the assessment, your individual report will be sent to the email address you provided during registration within a few hours.

Processing may take longer in some cases, so please wait up to 24 hours after completing the assessment before requesting assistance.