

# Credit decremented if a test must be redone

## Frequently Asked Question:

Are my credits decremented if a test must be redone?

## Answer:

Each administration of the test will charge one credit when completed. It will not matter which test type is chosen, each test will use 1 credit.

### MicroCog Windows Report Credits

MicroCog charges one credit for each test you administer. However, you may run unlimited reports without being charged another credit. See Viewing/Purchasing Credits in the MicroCog User's Guide on p.57 for more information.

### Viewing/Purchasing Credits

You may purchase more usage credits by calling Care at 800-211-8378. MicroCog charges one administration, regardless of which form given. You can generate unlimited reports without losing credits. The credit is charged when the administration begins.

If you resume an interrupted test, MicroCog will not charge you another credit when you complete the administration.

**"Cannot administer a test":** You may be out of usage credits. Without any remaining credits, you can generate reports, but not administer any new assessments. Call Customer Care at 1-800-211-8378 to order more credits.

Use test for research without losing report credits: There are no research discounts to purchase report credits or provisions to issue gratis report credits because this is a distributed product.

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Software Support -> — M — -> MicroCog Scoring Assistant -> Credit decremented if a test must be redone

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=482>