

YouTestMe

Guide for cancelling test attempt by CSR

Contents

[1 Introduction 2](#_Toc98504665)

[2 Cancelling test attempt 2](#_Toc98504666)

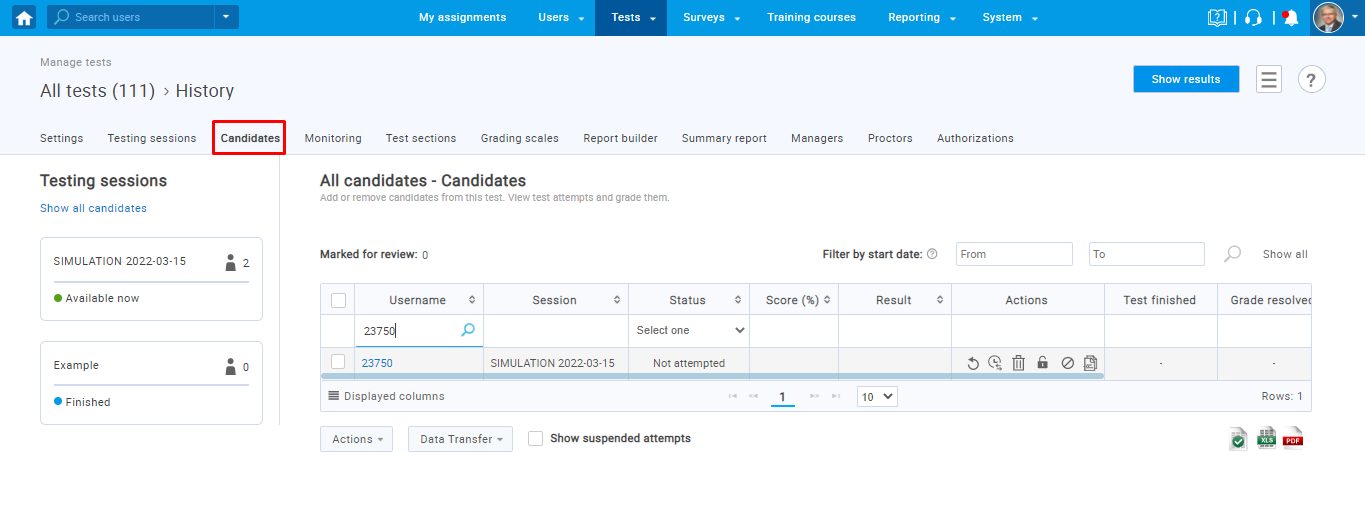
# Introduction

This document explains how CSR can cancel a student's booking.

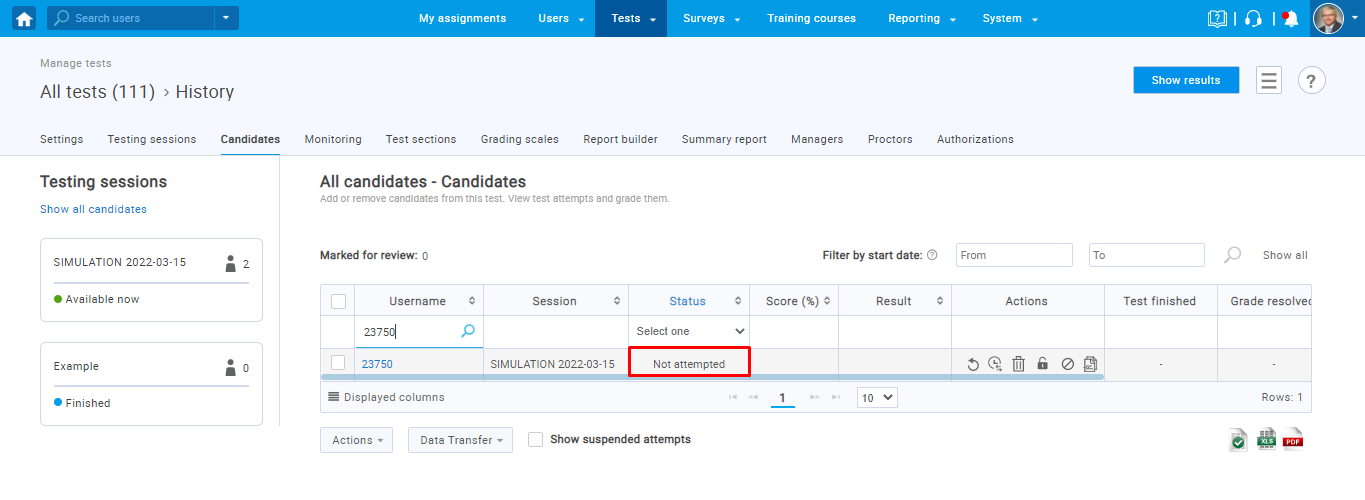
**Note: The student can cancel a booking by the cancellation deadline. On the other hand, CSR can perform booking cancellations even after the cancellation deadline expires.**

# Cancelling test attempt

To cancel the booking, CSR should navigate to the "**Candidates**" tab of the desired test.

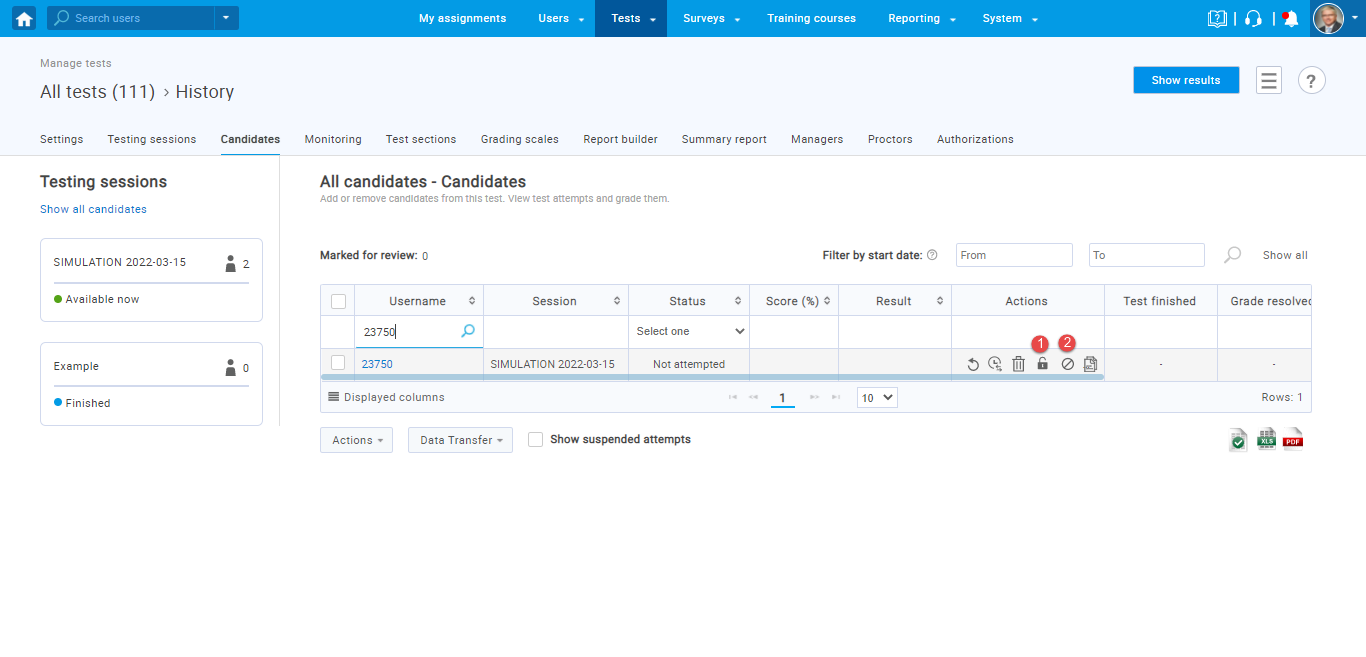


Booking can be canceled only if the status of that attempt is “**Not attempted**”.



To cancel the booking, CSR needs to perform two actions:

1. Remove authorization from the invalid attempt
2. Suspend attempt



**Note: Booking can also be canceled using the "Delete" button. However, this option permanently deletes the attempt without archiving it, while the above-explained option will ensure that the attempt at which the booking was canceled is archived.**