

等考試失敗的成績同步至 <https://aspen.eccouncil.org/MyCourses> 網站後，

EXAM 的狀態會改變如下圖所示，**EXAM RETAKE 功能會啟用**，可以點擊：

The screenshot shows the Aspen My Courses dashboard for 'Certified Ethical Hacker v12'. The dashboard is organized into a grid of course completion and status cards. A red box highlights the 'EXAM Completed' and 'CERTIFICATE Failed' cards. A blue callout box points to the 'EXAM RETAKE RETAKE EXAM' button, indicating that the retake function is enabled.

Course/Status	Completion/Status	Action Button
ECOURSEWARE	Completed	TRAINING
EVALUATION	Submitted	EVALUATION
EXAM	Completed	EXAM
CERTIFICATE	Failed	CERTIFICATE
ECE STATUS	N/A	ECE STATUS
NEXT VERSION ECOURSEWARE		COURSEWARE
ETHICAL HACKING VIDEO COURSES		VIDEOS
CJEH ENGAGE		ENGAGE
OFFICIAL LAB		LAB
GLOBAL CJEH CHALLENGE		CHALLENGE
EXAM PREPARATION		EXAM PREP
CJEH PRACTICAL		PRACTICAL
EXAM RETAKE		RETAKE EXAM

點選 **EXAM RETAKE**，會出現需要填寫相關資訊的表單：

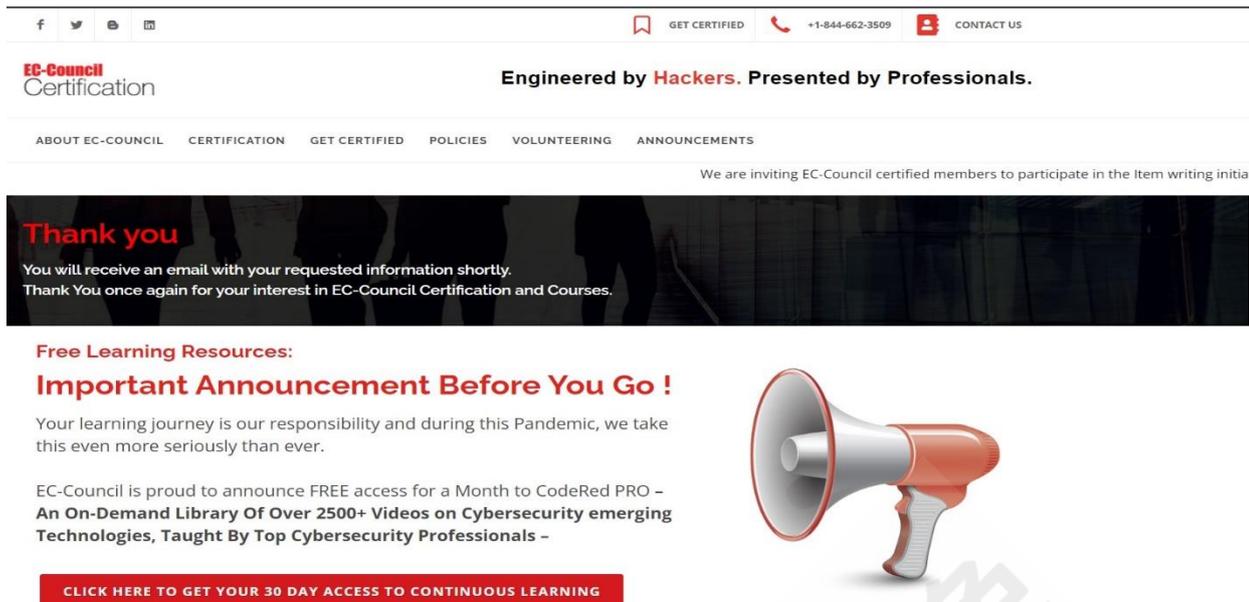
The screenshot shows the 'RETAKE EXAM PROMO' registration form. The form includes fields for First Name, Last Name, Email Address, Mobile, Mailing Country, Exam Attempted, Email ID used to register at exam portal, and Previously used exam voucher code. There are also checkboxes for 'BECOME AN EC-COUNCIL COMMUNITY MEMBER' and 'I AGREE TO TERMS OF USE AND PRIVACY STATEMENT'. The form is pre-filled with the user's information.

Field	Value
FIRST NAME*	verygimi
LAST NAME*	Lin
EMAIL ADDRESS*	verygimi@uuu.com.tw
MOBILE	0988888888
MAILING COUNTRY*	Taiwan, Province of China
EXAM ATTEMPTED*	CEH
EMAIL ID USED TO REGISTER AT EXAM PORTAL*	verygimi@uuu.com.tw
PREVIOUSLY USED EXAM VOUCHER CODE*	EDCEHTV120101092022849088888888888

BECOME AN EC-COUNCIL COMMUNITY MEMBER*
 I AGREE TO TERMS OF USE AND PRIVACY STATEMENT*

SUBMIT **RESET**

填寫完表單送出後，會出現如下的畫面：



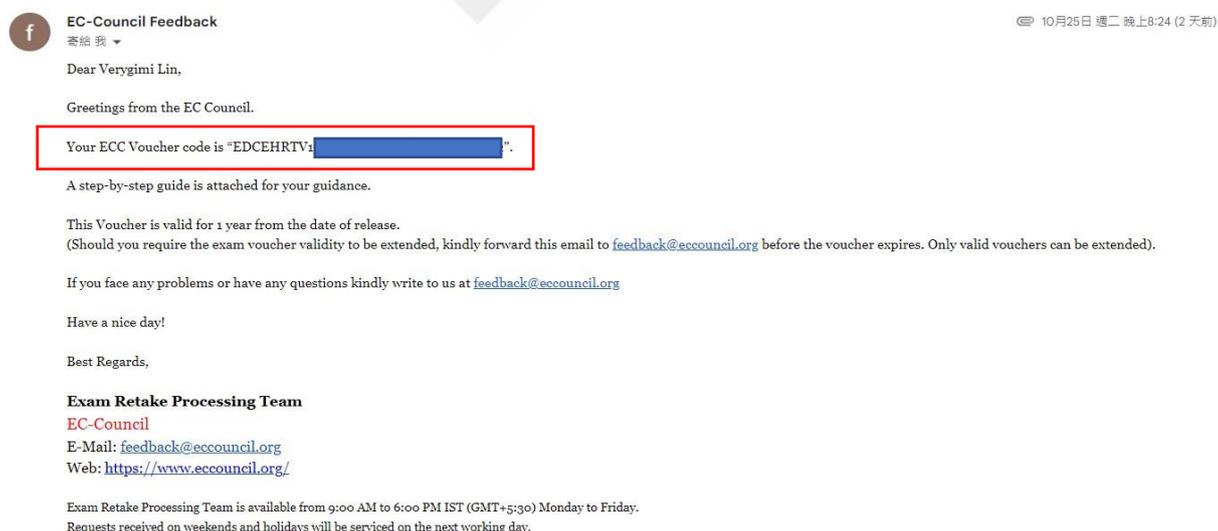
The screenshot shows the EC-Council website. At the top, there are social media icons and navigation links like 'GET CERTIFIED', '+1-844-662-3509', and 'CONTACT US'. The main header says 'Engineered by Hackers. Presented by Professionals.' Below that, there are menu items: 'ABOUT EC-COUNCIL', 'CERTIFICATION', 'GET CERTIFIED', 'POLICIES', 'VOLUNTEERING', and 'ANNOUNCEMENTS'. A banner at the top right says 'We are inviting EC-Council certified members to participate in the Item writing initiative'. The main content area has a 'Thank you' message: 'You will receive an email with your requested information shortly. Thank You once again for your interest in EC-Council Certification and Courses.' Below this is a section for 'Free Learning Resources' with the heading 'Important Announcement Before You Go!'. It states: 'Your learning journey is our responsibility and during this Pandemic, we take this even more seriously than ever. EC-Council is proud to announce FREE access for a Month to CodeRed PRO - An On-Demand Library Of Over 2500+ Videos on Cybersecurity emerging Technologies, Taught By Top Cybersecurity Professionals -'. A red button says 'CLICK HERE TO GET YOUR 30 DAY ACCESS TO CONTINUOUS LEARNING'. To the right is an image of a megaphone.

上述表單所填寫的 email 信箱中也會出現一封確認信，需要五個工作天的作業：



The screenshot shows an email titled 'Acknowledgment for your Exam Retake Application' from Mohd. Saifuddin <cehapp@eccouncil.org>. The email content is: 'Dear bill, We acknowledge receipt of your application on Retaking the CEH Exam. Your application is under verification process. We will get back to you within 5 working days.' The last sentence is highlighted with a red box. The email is in English, with options to switch to Chinese (Simplified) and a '翻譯郵件' (Translate email) button.

順利的話，五個工作天內將會收到新的 retake voucher，利用該卷號可再次參加考試



The screenshot shows an email titled 'EC-Council Feedback' from EC-Council. The email content is: 'Dear Verygimi Lin, Greetings from the EC Council. Your ECC Voucher code is "EDCEHRTV1[redacted]". A step-by-step guide is attached for your guidance. This Voucher is valid for 1 year from the date of release. (Should you require the exam voucher validity to be extended, kindly forward this email to feedback@eccouncil.org before the voucher expires. Only valid vouchers can be extended). If you face any problems or have any questions kindly write to us at feedback@eccouncil.org. Have a nice day! Best Regards, Exam Retake Processing Team EC-Council E-Mail: feedback@eccouncil.org Web: https://www.eccouncil.org/. Exam Retake Processing Team is available from 9:00 AM to 6:00 PM IST (GMT+5:30) Monday to Friday. Requests received on weekends and holidays will be serviced on the next working day.'