

## Retaking the CliftonStrengths Assessment: Instructions and Support

If you are retaking the CliftonStrengths Assessment, please follow the instructions provided [here](#).

Please use the same email address linked to your account to ensure consistency and accurate data collection for UTEP's CliftonStrengths profile.

You will need to contact Gallup Client Support to delete your current results, which will allow you to redeem a new code. Your existing results will be permanently deleted, so it's important for you to download or print the current reports first by signing in and navigating to **MENU > CLIFTONSTRENGTHS > REPORTS**.

When you contact Gallup Client Support, you need to inform them that you want to reset your account so you can retake the assessment using the same email address linked to your existing account. You will have to provide your full name, mention that The University of Texas at El Paso (UTEP) is your organization and give them your email address associated with your account. After Gallup resets your account, please email Sandy Salinas at [ssalinas2@utep.edu](mailto:ssalinas2@utep.edu) to request a new access code. In your email request to Sandy, please include the email address where the Gallup invite should be sent to redeem your new access code. Please do **not** pay for a new access code.

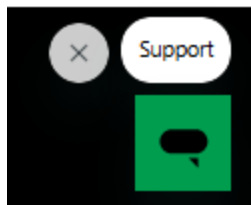
### Phone Support:

Monday - Friday: 24/7

Saturday - Sunday: 7:00am - 12:00am CST

+1-888-486-9104 (US) or +1-402-951-3600 (Non-US)

### Chat Support:



Website: [www.gallup.com](http://www.gallup.com)

Monday - Thursday: 8:00am - 4:00pm CST

Friday: 8:00am - 3:00pm CST

At the bottom right corner, you will see a green support chat icon/button.

### Email:

[support@mail.gallup.com](mailto:support@mail.gallup.com)

If you need any further assistance, please contact the StrengthsFinder workshop coordinator, Sandy Salinas, at [ssalinas2@utep.edu](mailto:ssalinas2@utep.edu)