



# **HiSET®**

## **GPS, Exam Browser and Google Chrome Installation Instructions**

SEPTEMBER / OCTOBER 2022



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Hello, and Welcome to the HiSET – GPS, Exam Browser and Google Chrome Installation Instructions training module!

To view the Speaker Notes and follow along reading with the audio portion during this presentation, click on the NOTE PAPER icon, which is located to the left of the audio speaker volume button, on the menu bar on the lower right-hand side of the viewing screen.

This general overview training should take approximately 20 to 25 minutes to complete, including a brief 5-question Knowledge Check at the conclusion.

Let's get started!

Please click the **Play** or **Forward** button to advance the slide to the next page.

# Agenda



- ✓ What is GPS and What is it used for?
- ✓ Google Chrome and ExamBrowser Installation
- ✓ Basic Troubleshooting

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This training will cover: (1) What is GPS, (2) Google Chrome and Exam Browser installation, and (3) Basic Troubleshooting.

The Hiset training curriculum includes 6 micro-learning training modules. The next module will provide detailed information about GPS, providing a general overview and basic functions the TCA will utilize.

Subsequent modules will cover the **TCA Portal**, a step by step **video of the TCA Portal, Session Management – Completing the Hours of Operation form**, and ends with a general overview of the **Paper Based Test processes**.

## What is GPS?



GPS is the name of the PSI **Global Proctoring System** ("**GPS**") used for testing administration

- GPS is a web-based platform used for a variety of administration tasks
- TCAs (and state admins) will use GPS for all test administration

A screenshot of the GPS login interface. It features a user icon at the top, followed by two input fields labeled "Login ID" and "Password". Below these fields is a red "Login" button and a link for "Forgot Password?".

|                                  |
|----------------------------------|
|                                  |
| Login ID                         |
| Password                         |
| Login                            |
| <a href="#">Forgot Password?</a> |

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What is GPS and What is it used for?

GPS is the name of the PSI Global Proctoring System ("GPS") used for PSI Hiset testing administration.

GPS is a web-based platform used for a variety of administration tasks.

TCAs (and state admins) will use GPS for test taker administration, TCAs will use GPS to check-in and check-out test takers on exam day, and for reporting.

## GPS Administration



The Test Center Associate (TCA) will perform admin tasks using GPS which include some or all of the following tasks:

- Print rosters
- Check-in the Test Takers for exams
- Provide a One-Time Password (OTP) code to the Test Taker
- Marking Test Takers absent (if needed)
- Check-out the Test Takers
- Print Score Reports (if applicable)



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GPS administration.

The Test Center Associate (TCA), will perform their admin tasks using GPS which include some or all of the following tasks: Printing a roster, or Check-in the test takers for their exams, provide them with a one-time password (OTP) code for login; marking Test Takers absent (if needed); to Check-out the test takers at the end of their exam, and Print Score reports (if applicable).

# GPS Home Screen



**Global Proctoring System ("GPS")**  
<https://tca.psiexams.com/portal/index.jsp>

Login Screen

Login ID

Password

Login

[Forgot Password?](#)

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Shown in this example is the landing page, or login screen, for GPS.

Login credentials will be sent to each Test Center Associate, (and State Admin), from the PSI Site Administration team.

To navigate to this page, click the link or the picture (the site will open up in a new webpage), or copy and paste the link into the Google Chrome browser.

It would be a good idea for the TCA to create a bookmark, or a shortcut, on the TCA workstation computer to add the GPS Login link to their saved favorites.

## Launching GPS



<https://tca.psiexams.com/portal/index.jsp>

A screenshot of the GPS login page. At the top center is a black silhouette of a person's head and shoulders. Below this are two input fields: the first is labeled "Login ID" and the second is labeled "Password". Underneath the input fields is a prominent red button with the word "Login" in white text. Below the button is a blue, underlined link that says "Forgot Password?". The entire login form is contained within a light gray rounded rectangle.

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After completing the Google Chrome installation and shortcut, simply repeat the steps to download Google Chrome on each of the TCA workstation computers.

Next, click on the link shown onscreen, or type in URL into the Google browser and click enter; this will go directly to the GPS login homepage for the TCA (or State Admin) to login with their PSI provided login credentials.

## Create a GPS Bookmark



<https://tca.psiexams.com/portal/index.jsp>

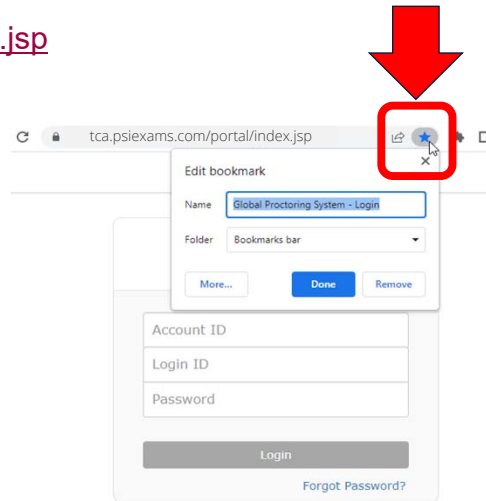
Create a bookmark to quickly access the GPS login page

### Step 1:

Click on the star (Bookmark this tab) it will turn blue when clicked

### Step 2:

Edit the Name to "GPS Login" or leave the name as is  
Click Done



Create a GPS bookmark.

It would be helpful to create a bookmark for the GPS site, to be able to quickly navigate to and access this page.

Begin by clicking the link or picture here (a new webpage will open); or copy and paste the link into the Google Chrome browser.

Once on the GPS login page, follow these steps to create a bookmark for this site.

Step 1. Click on the star, located in the upper right-hand corner of the menu bar (highlighted here and circled in red). The star will read "bookmark this tab," and it will turn blue when clicked. The edit bookmark window will pop open as shown. You have the option to edit the name, for example, making it shorter.

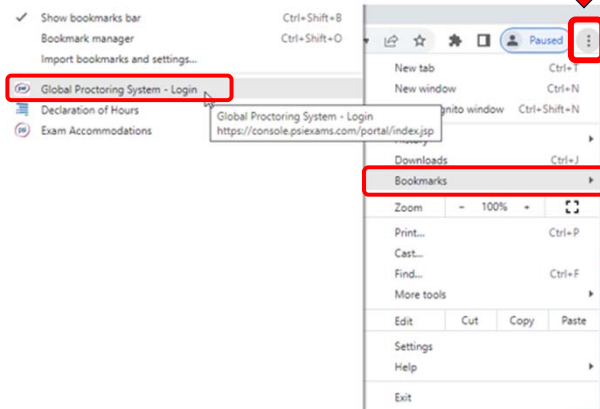
Step 2. If you choose to edit the name, a good recommendation to rename it would be simply "GPS Login," and then click done.

# GPS Login Bookmark



Bookmarks can be found under the Menu bar: **Click on the 3 dots**

- Next: Scroll down
- Click on “Bookmarks”
- More items are displayed
- View all saved bookmarks
- **GPS Login** bookmark



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GPS Login Bookmark.

To find the GPS Login bookmark just created, bookmarks are found under Menu bar. On the upper left-hand corner of the screen, click on the menu bar, which is the 3 dots.

The menu items will be displayed. Next, Scroll down until you see Bookmarks (highlighted and circled in the example in red). Click on Bookmarks.

More items will be displayed. View all of the saved bookmarks, by scrolling either up or down until the GPS Login bookmark is found. In the list shown here, there are only 3 bookmarks and the Global Proctoring Proctoring System Login is displayed as the first bookmark.



# Google Chrome Installation



All computers must have Google Chrome installed, as GPS works best using Google Chrome as its internet browser

## Before Installing Google Chrome:

- Ensure that the equipment meets minimum specifications; see the GPS requirements document



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Google Chrome Installation.

All computers must have Google Chrome installed, as GPS works best using Google Chrome as its internet browser.

Before installing GPS, ensure that the testing center's equipment meets minimum specifications; see the GPS requirements document. Ensure that programs like Deep Freeze and Carbonite Backup, that revert a computers' state to an earlier time, are not installed or are currently disabled. (There is no harm in using programs like this after Google Chrome installation is complete.)

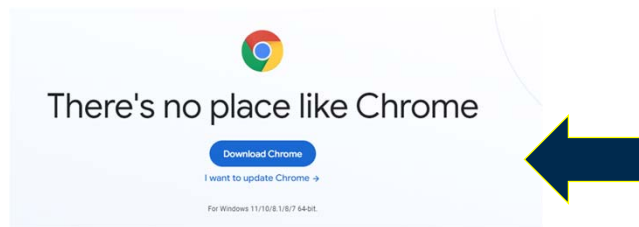
# Download Google Chrome



For each TCA workstation computer:

## Step 1 - Install Google Chrome (64-bit) if not already installed

- Standard 64-bit version required may be downloaded and installed from <https://www.google.com/chrome/>
- Complete the Google Chrome installation using the default options



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Downloading Google Chrome.

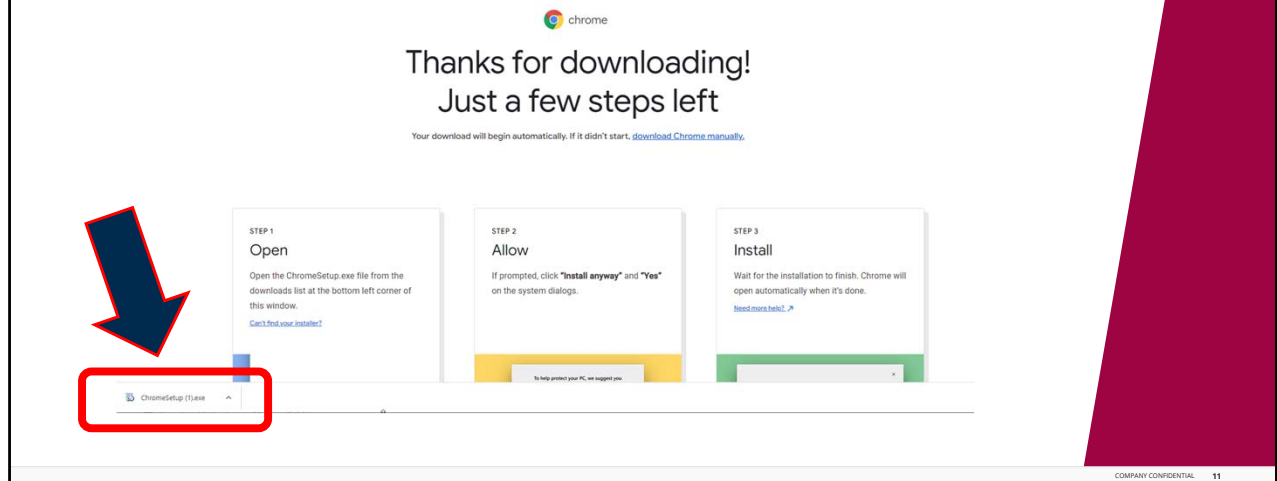
For each TCA workstation computer, follow the steps to download Google Chrome (if it is not already installed).

Step 1. The standard 64-bit version required may be downloaded and installed from the Google website. To begin, type in “google” on your computer browser, to get to the Google homepage (or click the onscreen link). Click on Download Chrome and the Installation execution file will download. Complete the Google Chrome installation using the default options.

# Download Google Chrome



May see a screen like this pop-up, simply follow the steps to open, allow the program to run and install on the computer



Downloading Google Chrome.

After clicking the download button, you may see a screen like the one shown here pop-up on the computer screen, that is okay! It is correct. The Chrome installation setup file, may be located in the lower left-hand side of the screen (as circled here in red). Click on the link to begin the installation.

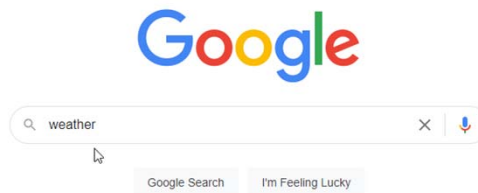
Or you may be prompted to follow the steps to “Open,” and follow the prompts to “Allow” the install to run on the computer, then wait for the installation to finish (as shown onscreen).

If correctly installed, Chrome will open automatically when it’s done, to the Google search landing page (sometimes called the Google homepage).

# Google Chrome



When complete, click on the Google Chrome shortcut icon to go the Google homepage – type in something generic like “weather” and hit Enter



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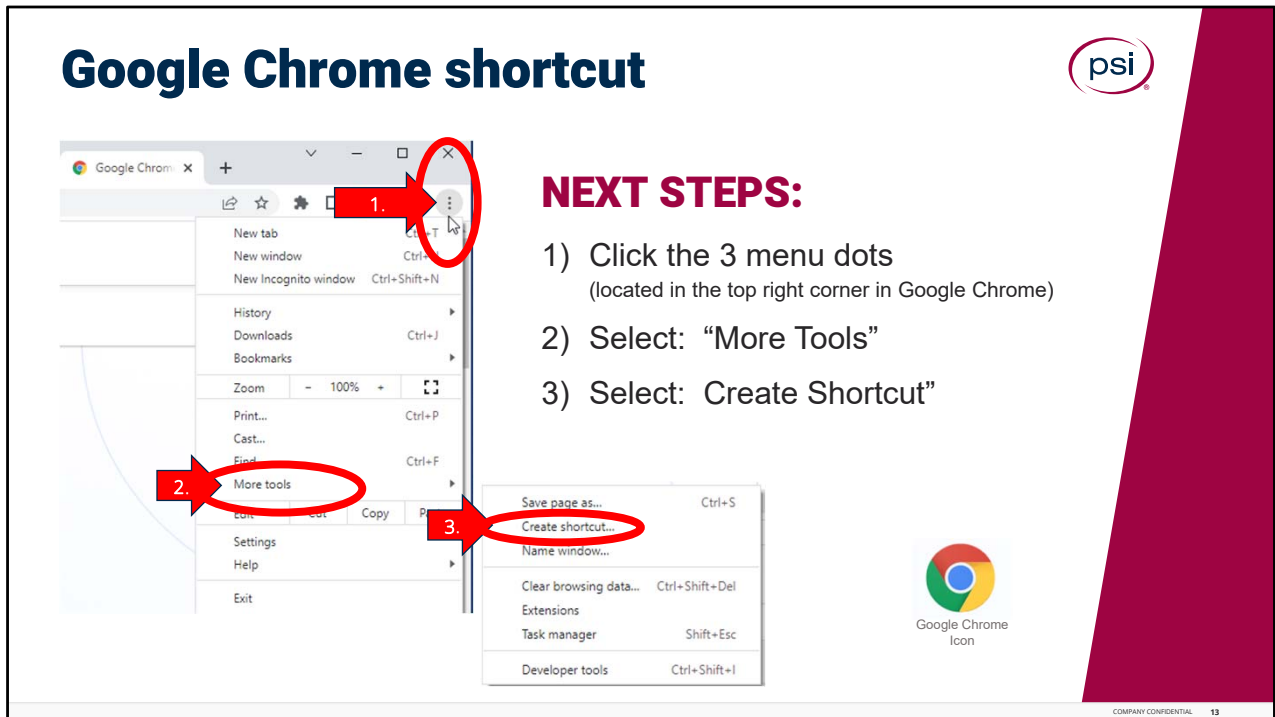
To verify and check to ensure Google is installed properly, type the word “weather” into the search bar and click enter.

Did millions of references for weather come up?

Various weather pages should appear, and possibly the local weather in your area!

With that, it appears that Google Chrome has been properly installed on the TCA computer workstation.

# Google Chrome shortcut



Creating the Google Chrome shortcut.

Next complete these 3 steps to create a Google Chrome shortcut on your computer desktop.

Step One. From the Google landing home page, click on the 3 menu dots, located in the upper top right-hand corner of Google Chrome. It will bring up a menu list of items, as shown (new tab, new window, etc.). Scroll down midway through the list to, to find "More Tools."

Step Two. Select, or click on, More Tools. This will display another small menu list of items, as shown (save page as, create shortcut, name window, etc.).

Step Three. Click on "Create Shortcut." And that's it!

The Google Chrome icon (example shown onscreen), will now be displayed on your computer's desktop among the many other shortcuts that are already located on your computer. Please take a moment to look for the Google Chrome logo icon on your computer. If the shortcut installation didn't work, please go through these three steps again.

# Test Center Computer Stations



The testing stations (computer desks / computer workstation) are the computer desks located in the testing room

- PSI Exam Browser must be downloaded to **each** testing station computer



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Next, let's transition to review "Test Center Computer Stations."

The test center computer stations, or testing stations, refer to all of the computer desks located in the testing room.

Google Chrome and the PSI Exam Browser must be downloaded to each testing station computer. The Exam Browser shortcut (in the example shown above), should also be created for each test center computer.

# PSI ExamBrowser



## Exam Browser

For each test station computer:

- Download and install the PSI ExamBrowser
- Click on the link to get started

[http://media.psiexams.com/PSI\\_GPS\\_only\\_ExamBrowser\\_Installer.exe](http://media.psiexams.com/PSI_GPS_only_ExamBrowser_Installer.exe)



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Test Computer Station Installation.

Moving to the testing room area at your site, it is important to be very organized during this process, to ensure all computers will have the installation completed.

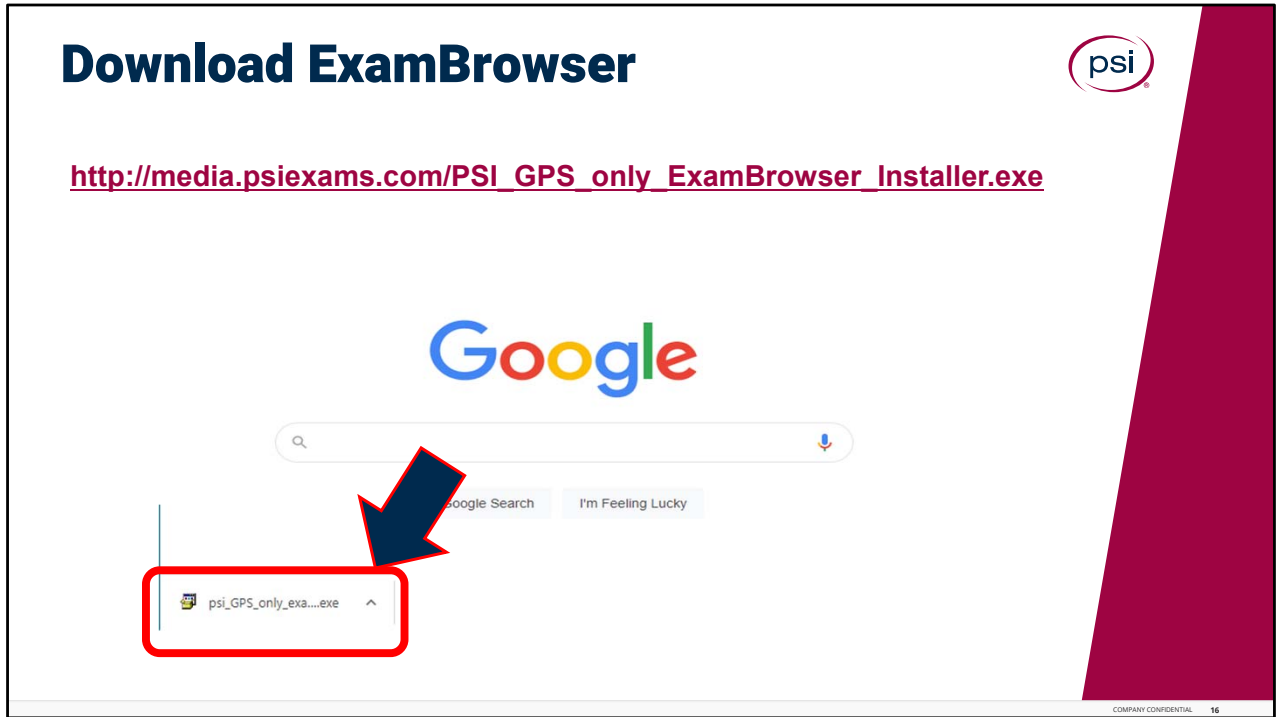
It is important to ensure all computers have the Google Chrome and the PSI Exam Browser downloaded in advance of the first test day, or otherwise, Test Takers will not be able to use the computer for their exams.

For Each test station computer: download and install Google Chrome per the previous instructions and also download the PSI Exam Browser. Click on the link to get started. Once the application begins to run, you may be prompted to "Save" or "Run" the file, based on your browser settings.

# Download ExamBrowser



[http://media.psiexams.com/PSI\\_GPS\\_only\\_ExamBrowser\\_Installer.exe](http://media.psiexams.com/PSI_GPS_only_ExamBrowser_Installer.exe)



Just like the Chrome setup file, the Exam Browser installer execution file, may be located in the lower left-hand side of the screen (as circled here in red). Click on the link to begin the installation.

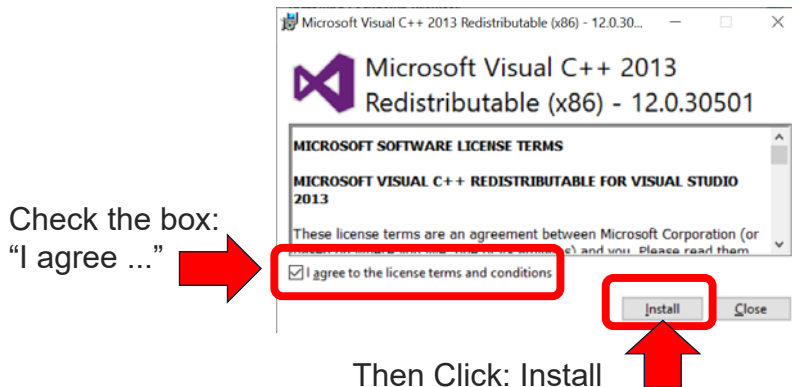


# ExamBrowser Installation



## NEXT...

During installation you will be prompted to download and install the **“Microsoft Visual C++ 2013” program** (if it's not already installed)



Next, during the installation, you will be prompted to download and install the Microsoft Visual C + + 2013 program, if it is not already installed on the testing station.

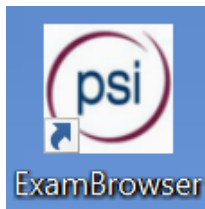
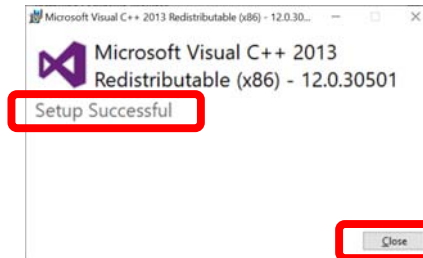
If necessary, check the box to agree to the license terms and condition, and then click the Install button.

# ExamBrowser Installation



Once installed a “Setup Successful” message will appear

Click **Close**



When installation is complete, the new desktop shortcut will appear “PSI ExamBrowser”

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Once installation is complete, a **Setup was Successful** message will appear onscreen.

When the installation is fully complete, the new desktop shortcut icon will appear as PSI “Exam Browser” on the testing station desktop.

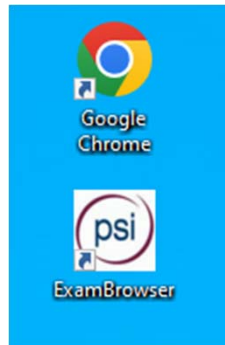
**Great job!**

Please repeat these steps and continue to the next testing station, to begin the installation of the Exam Browser on the next test center computer.

## ExamBrowser Installation



After the successful download is complete, click on the **ExamBrowser** link to launch the exam



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After the successful download is complete, click on the Exam Browser link to ensure the shortcut works and the exam can be launched.

On test day, the Test Taker (or the TCA assisting the Test Taker), will click the PSI Exam Browser shortcut icon to launch the Test Taker exam at their computer station.

## GPS Login Screen



The GPS login screen will open when launched and the Test Taker will need to enter:

- Candidate ID or Confirmation Number
- One-Time Password (OTP) Code

Then Click on: **Launch Test**

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GPS Login Screen.

Just as an FYI, this screen is shown so the Test Center Associate (TCA), will know what the GPS home login screen looks like for the Test Taker.

The login screen will open when launched and the Test Taker will need to enter their Candidate ID or Confirmation Number (found in the confirmation email), and the One-Time Password (OTP) code provided by the TCA., then click on Launch Test.

## Test Station Installation



### To close out of the ExamBrowser:

- Click the 'Exit' button in the upper top right-hand corner
- Enter the unlock password and Click OK

A screenshot of a dialog box with a light gray background. The text inside reads: "To exit the application please enter the unlock password". Below this text is a text input field with the label "Password" to its left. The input field is empty and has a blue border. Below the input field are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a blue border.

To exit the application please enter the unlock password

Password

OK Cancel

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To close out of the PSI Exam Browser, click the **“Exit”** button in the upper top right-hand corner. The pop-up screen will appear as shown.

Enter the unlock password and click ok. Please reach out to your Regional Site Supervisor or RSS, or other site leadership to obtain this confidential unlock passcode.

It is very important to remember (or write down) this unlock password and keep it in safe and secure place. It is confidential and should never be shared.

The GPS system will not be able to be closed out or shut down without the unlock password.

The installation, setup, and test to open the exam browser, are complete.

Please continue with the installation process on all test station computers at your test center.



# Congratulations!

**Exam Browser setup is complete!**

Continue installation of all TCA computers and test computers

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Congratulations! The Proctor station and Test Taker setup is complete!

Please continue and repeat the same steps to setup any additional TCA computer workstations for both the Google Chrome and Exam Browser installations, and then continue to complete the installation of Google Chrome and Exam Browser on each of the test center computers.

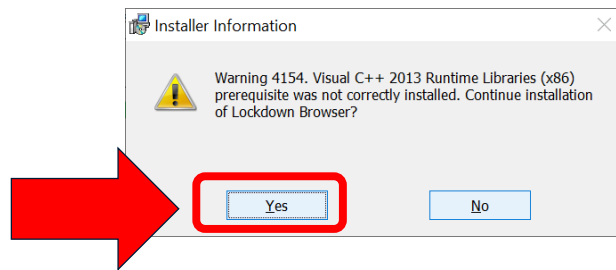
# Installation Troubleshooting



## Troubleshooting

If an error occurred during installation, a prompt to “repair” or to continue installation will appear

✓ Click **YES** to continue installation



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Next, let's review some basic Installation Troubleshooting.

If an error occurred during installation, an Installer Information prompt will appear, stating something was not correctly installed, and asks, if installation of the Lockdown Browser (also called the Exam Browser) should continue. Click Yes, to continue with the installation.

# Installation Troubleshooting

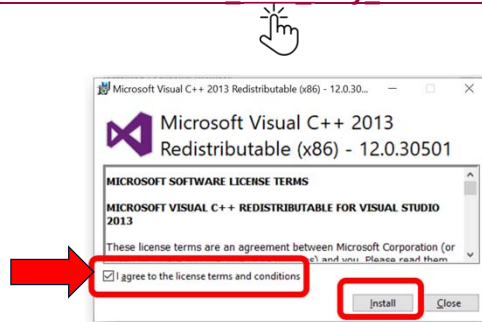


## Troubleshooting

If download problems persist, complete the following steps, in this order:

- 1) Restart the computer
- 2) Then retry the installation by re-running the steps for installation

[http://media.psiexams.com/PSI\\_GPS\\_only\\_ExamBrowser\\_Installer.exe](http://media.psiexams.com/PSI_GPS_only_ExamBrowser_Installer.exe)



If download problems persist, complete the following steps, in this order: (1) Restart the computer, and then (2) retry the installation by re-running the steps for installation.

Then try again to click on the PSI Exam Browser installer link and the Microsoft Visual link and then follow the prompts again.



# Troubleshooting



## Troubleshooting Next Steps

- 1) Work with local onsite IT or technical staff for administrator level assistance to the complete installation
- 2) If options continue to fail, contact the PSI Helpdesk for assistance



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Troubleshooting Next Steps.

Continue with troubleshoot any downloading issues, by working directly with local IT or helpdesk staff for administrator level assistance to complete installation.

If all options continue to fail, please reach out to the PSI Helpdesk for assistance at 1 800 367 1555, Extension 7193.

**PSI Helpdesk**



**PSI Test Center Helpdesk**

**1-844-562-0512**

(Available 24x7, 365 days a year)



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#### Contact Info.

The PSI Helpdesk can be reached at the number on the screen. Please write down this number or print this page, so the PSI Test Center Helpdesk phone number is always readily available for all Test Center Associates. Assistance for the Test Center Helpdesk is available 24 hours a day, 7 days a week, 365 days a year!

This concludes the training for the Exam Browser and Google Chrome installation process.

Please continue to the next page, to complete a brief Knowledge Check Assessment.

Passing score is 80%. If a passing score is not reached, please retake the knowledge check again; or feel free to review the training presentation again and retake the knowledge check assessment.



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Training is complete.  
THANK YOU!