



HiSET[®]

Test Center Associate

TCA Portal Additional Functions

REVISED OCTOBER 2022

CONFIDENTIAL



Welcome to the HiSET training for the Test Center Associate (TCA) Portal Additional Functions.

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.

The Automatic Advance to the next slide has been turned off to allow the learner more time to review the content on each page. You will need to click the Play or Forward button to advance the slides to the next page.

This training should take approximately 15 to 20 minutes to complete. Let's get started!

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

Registrations Tab



On the Registration tab TCAs can:

- Review the Exams the Test Taker is scheduled for
- Reschedule any exams
- Cancel any exams

Molly Jenkins - HISET_ID_Number: HIS00111111

Address: 1235 main street, billings, Mont 59101, US

Email Address: [REDACTED]

Phone Number: [REDACTED]

Account Created On: 9/22/2022

Opted for Email: No

Opted for SMS: No

Last Login:

ACTION ▾

Tests Registrations

Test	Portion(s)	Received	Expires	
TCA - Montana HISET Language Arts - Reading - Computer Based Test	TCA - Montana HISET Language Arts - Reading - Test Center (Scheduled for Test)	9/22/2022	9/22/2023	⋮
TCA - Montana HISET Social Studies - Paper Based Test	TCA - Montana HISET Social Studies - Paper Based Test (Registration Approved)	9/23/2022	9/22/2023	⋮

CONFIDENTIAL 2

When a test taker's profile is populated in the portal you have 2 tabs, tests and registrations. On the registrations tab you can review the exams the Test Taker is scheduled for, Reschedule any exams, or cancel any exams the Test Taker is currently scheduled for.

Cancellations



To cancel a booking:

- Click on the Ellipsis to populate the sub-menu.
- Select Cancel Booking

The screenshot shows the 'Registrations' tab in the PSI system. It contains a table with the following data:

Test	Portion(s)	Received	Expires	
TCA - Montana HISET Language Arts - Reading - Computer Based Test	TCA - Montana HISET Language Arts - Reading - Test Center (Scheduled for Test)	9/22/2022	9/22/2023	⋮
TCA - Montana HISET Social Studies - Paper Based Test	TCA - Montana HISET Social Studies - Paper Based Test (Scheduled for Test)			

A blue arrow points to the ellipsis icon (three vertical dots) next to the first row. A sub-menu is open, showing the following options: 'Send Confirmation Notice', 'Cancel Booking' (highlighted with a red box), and 'Reschedule'. The 'psi' logo is in the top right corner. The bottom right corner of the screenshot contains the text 'CONFIDENTIAL 3'.

To cancel a booking, in the registrations tab, Click on the ellipsis (the three vertical dots) next to the exam you wish to cancel. This will populate the sub-menu. From this menu, select Cancel Booking.

Cancellations



- Review the summary for cancellation.
- Select Confirm Cancellation



Cancellations within 24 hours of the exam time may require an override.

Cancel Booking Confirmation ✕

Check here to override the cancellation rules

Order Summary	
TCA - Montana HISET Social Studies - Paper Based Test	\$15.00 USD
Cancellation Fee	\$0.00 USD
Refund	\$15.00 USD

All prices are inclusive of taxes. You might see 30 USD in cases where we do not charge for certain services or in case your company has paid for the test.

Monday, September 26, 2022
12:00 PM Mountain Daylight Time

Cancel **CONFIRM CANCELLATION**

CONFIDENTIAL 4

A pop-up box will appear. Review the information for the exam you wish to cancel. Select, Confirm cancellation. Cancellations within 24 hours of the exam time may require an override.

Rescheduling



To Reschedule a booking:

- Click on the Ellipsis to populate the sub-menu.
- Select Reschedule

The screenshot shows the 'Registrations' tab in the PSI system. It contains a table with the following data:

Test	Portion(s)	Received	Expires	
TCA - Montana HISET Language Arts - Reading - Computer Based Test	TCA - Montana HISET Language Arts - Reading - Test Center (Scheduled for Test)	9/22/2022	9/22/2023	⋮
TCA - Montana HISET Social Studies - Paper Based Test	TCA - Montana HISET Social Studies - Paper Based Test (Scheduled for Test)			⋮

A dropdown menu is open for the second row, showing the following options:

- Send Confirmation Notice
- Cancel Booking
- Reschedule**

Rescheduling. To reschedule a booking, in the registrations tab, click on the ellipsis (the three vertical dots) next to the exam you wish to reschedule to populate the sub-menu.

Select reschedule from this menu.

Rescheduling - Continued



- Review the information
- Click Reschedule

This returns you to the Test Options menu for you to reschedule and confirm the booking.



Confirm Reschedule ✕

TCA - Montana HiSET Science - Computer Based Test

- TCA - Montana HiSET Science - Computer Based Test

📅 Monday, October 3, 2022

🕒 8:00 AM Mountain Daylight Time

Cancel **RESCHEDULE**

Molly Jenkins
Test/License: TCA - Montana HiSET Science - Computer Based Test
Portion(s): TCA - Montana HiSET Science - Computer Based Test

1 Test Options 2 Application 3 Schedule 4 Payment 5 Review

Test Taker Details

Rescheduling continued.
Review the information for the exam you would like to reschedule, and then click reschedule.
This takes you to the test options menu, step one, Test taker details. complete the steps to reschedule the booking.

Test Taker Scores



To view Test Taker's Scores

With the Test Taker profile open:

- Click on the arrow next to the exam
- This populates a menu for the exam

Molly Jenkins - HiSET_ID_Number: HIS0010142

Address: 1235 main street, billings, Montana 59101, US

Email Address: jessica.brace@psionline.com

Phone Number:

Account Created On: 9/22/2022

Opted for Email: No

Opted for SMS: No

Last Login:

ACTION ▾

Tests Registrations

Test Name	Test Date	Status	Result
> TCA - Montana HiSET Science - Computer Based Test	Monday, October 3, 2022	Scheduled	⋮

CONFIDENTIAL 7

Test Taker Scores.

With the test taker's profile populated, under the tests tab, click on the arrow next to the exam you would like the results for.

Test Taker Scores



- Scroll down until you see the Results section
- When the scores are available, they will populate here

Portion Name	Extra Duration	Duration	RA Duration
TCA - Montana HISET Science - Computer Based Test	N/A	80 Min	N/A

Results
The score report is not currently available. Please check back later.

Test Takers Scores.
Scroll down until you see the results section. When the scores for the exam are available, they will populate here.

Score Reports



Score Reports are available by:

- Individual Exam
- Comprehensive report

Portion Name	Extra Duration
New Jersey HISET Language Arts - Reading (Spanish) - Computer Based Test	N/A

Results
HISET Reading HISET Comprehensive

Score reports populate as a PDF and can be downloaded and saved for the Test Taker.

Score Reports are available for both individual exams and comprehensive reports. Both reports will populate as a PDF that can be downloaded and saved for the Test Taker.

Score Reports



HiSET Individual Test Report
High School Equivalency Test

Name: **PSIQANJ3 bachu**
 HiSET ID: **PSIQANJ3**
 Test Date: **20 September 2022**

Reading

HiSET Subtest	Your total scaled score out of a possible 25	Minimum scaled score required to pass	Did you achieve the minimum score?
Reading	1	8	No Failed

Performance Summary - Reading

Content Area	Percentage of items answered correctly
A. Comprehension	16%
B. Inference and Interpretation	0%
C. Analysis	12%
D. Synthesis and Generalization	0%

Individual Report

HiSET Comprehensive Score Report
High School Equivalency Test

Name: **PSIQANJ3 bachu**
 HiSET ID: **PSIQANJ3**
 Report Date: **20 September 2022**

Did you pass the HiSET exam? ** No

**Please check with your state for their passing requirements to receive a diploma or certificate, as they may differ from the national HiSET passing indicator on the score report.

Your HiSET Summary

Subtests	Your Highest Scaled Score	Test Date	Test Status
Reading	1	20 September 2022	You Desagrobado Reading with a Scaled score of 1
			You with a Scaled score of
			You with a Scaled score of
			You with a Scaled score of
			You with a Scaled score of
Total Scaled Score	1		

Copyright © 2022 PSI Services LLC. All rights reserved. PSI, the PSI logo, and HiSET are registered trademarks of PSI Services LLC. All other trademarks are property of their respective owners. 30568. Test items copyright © 2001, 2003, 2007 by The University of Iowa. All rights reserved. Used under license from Houghton Mifflin Harcourt.

Comprehensive Report

Shown is an example of the Individual Exam Report and the Comprehensive Report.

PSI Excellence

Attentive Knowledgeable
Supportive RESPONSIVE Kind
Accommodating Patient problem solver
Considerate Prudent
Understanding Helpful Professional



COMPANY CONFIDENTIAL 11

PSI Excellence.

Let your professionalism shine through, utilizing these skills, attributes and behaviors associated with the PSI culture of operational excellence in customer service.

What you do is vitally important, and we appreciate all you do to provide a world-class Test Taker exam experience!



12

TRAINING IS COMPLETE. THANK YOU!