

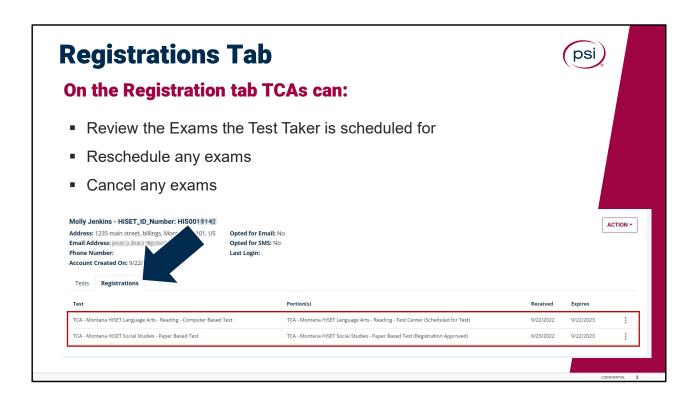
Welcome to the HiSET training for the Test Center Associate (TCA) Portal Additional Functions.

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 <u>Play</u> or <u>Forward</u> button to advance the slides to the next page.

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

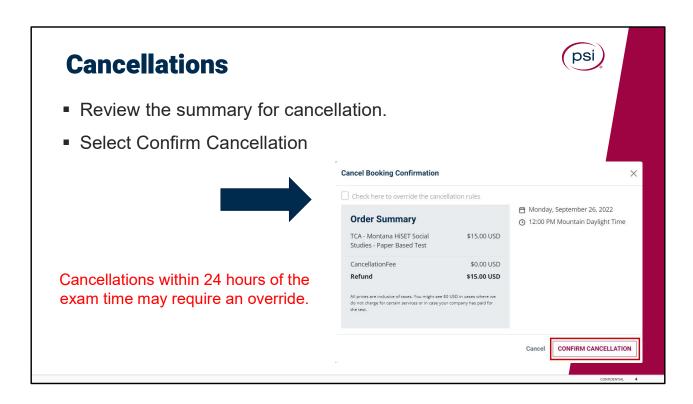
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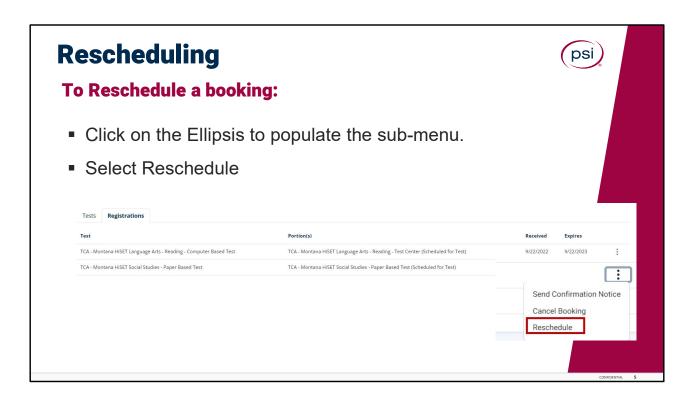
When a test taker's profile is populated in the portal you have 2 tabs, tests and registrations. On the registrations tab you can review the exams the Test Taker is scheduled for, Reschedule any exams, or cancel any exams the Test Taker is currently scheduled for.



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.

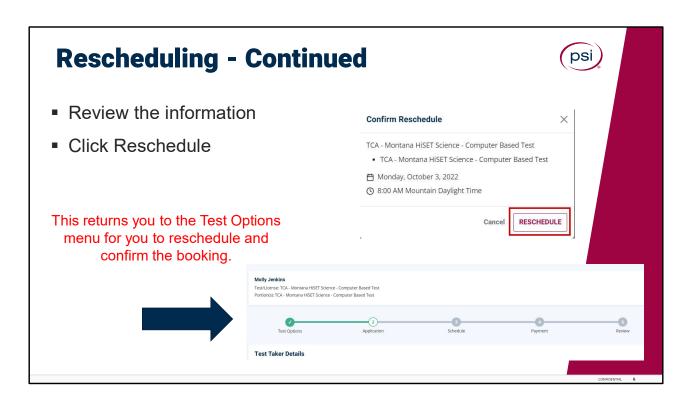


A pop-up box will appear. Review the information for the exam you wish to cancel. Select, Confirm cancellation. Cancellations within 24 hours of the exam time may require an override.



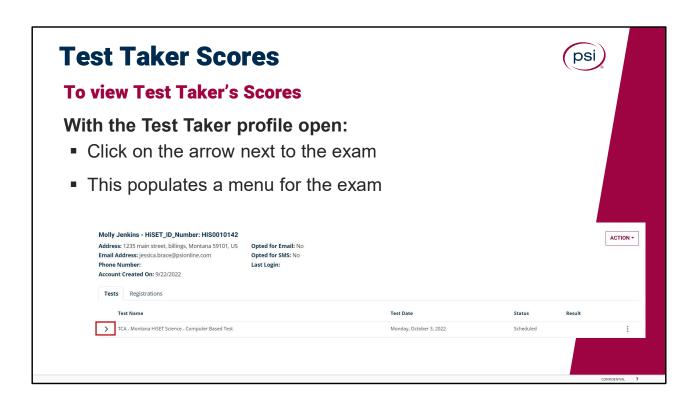
Rescheduling. To reschedule a booking, in the registrations tab, click on the ellipsis (the three vertical dots) next to the exam you wish to reschedule to populate the sub-menu.

Select reschedule from this menu.



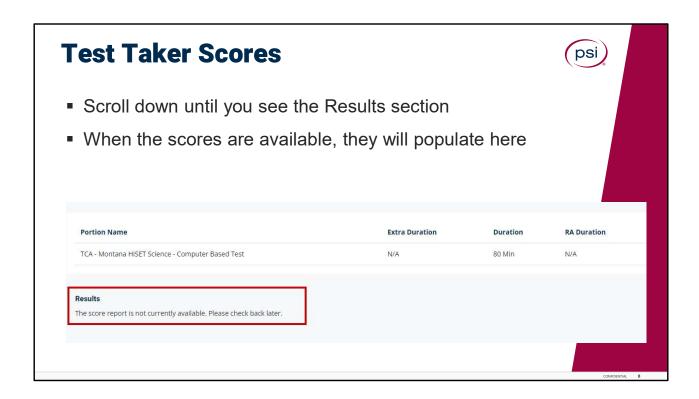
Rescheduling continued.

Review the information 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.



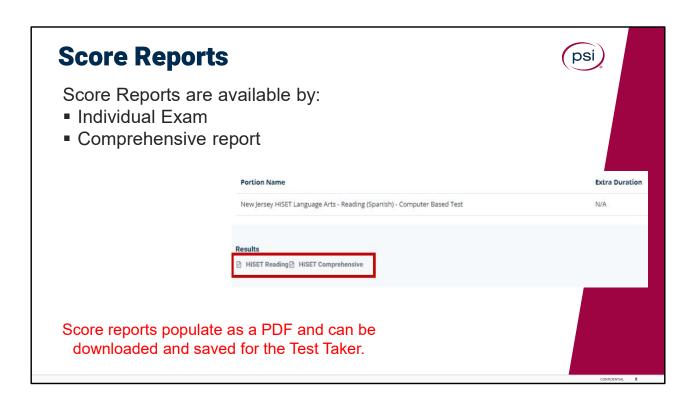
## Test Taker Scores.

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.

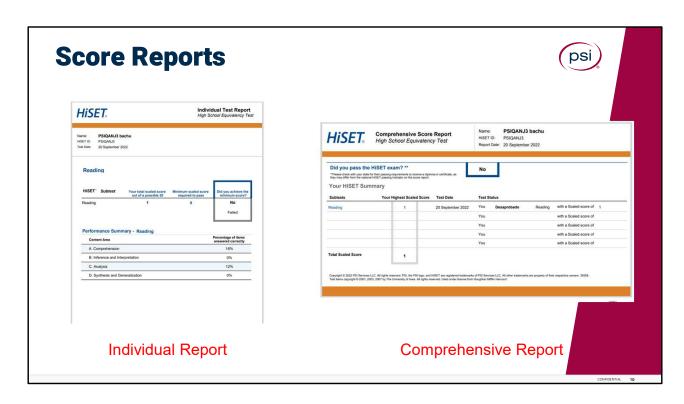


Test Takers Scores.

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



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.



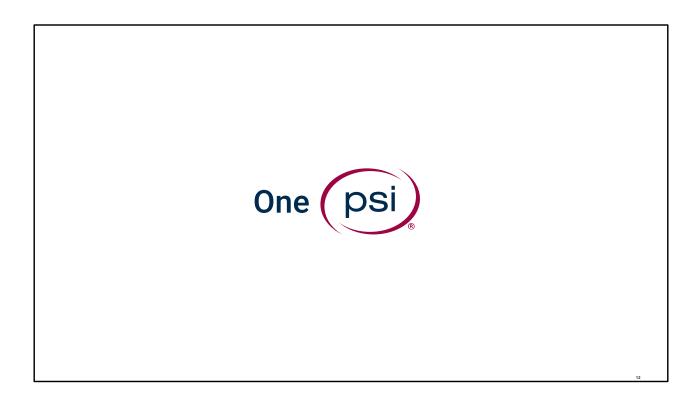
Shown is an example of the Individual Exam Report and the Comprehensive Report.



## 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!



TRAINING IS COMPLETE. THANK YOU!