



HiSET[®]

TCA Portal Training

REVISED JANUARY 2023



CONFIDENTIAL 1

Hello, and Welcome to the HiSet training for the Test Center Associate (TCA) Portal training.

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 training should take approximately 20 to 25 minutes to complete.

Let's get started!

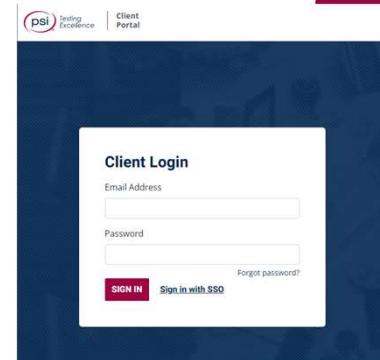
Please click the Play or Forward button to advance the slide to the next page.

The TCA Portal



The TCA Portal is the system used for TCAs to register their Test Takers for their exams

- If you are currently using the TCA Portal, you will continue to use the new PSI version of the TCA Portal
- The registration process is the same
- General registration questions are the same
- Login credentials will be emailed to you (must login with 24-hours of receipt of email)



CONFIDENTIAL 2

The TCA Portal.

The TCA Portal is the system that is used for TCA's to register their Test Takers for their exams.

If you are a TCA and you are currently using the TCA Portal, you will continue to use the new PSI version of the TCA Portal to register your Test Takers for their exams.

The registration process remains pretty much the same. There may be a few new items (like SSN is optional and not required), and the general registration questions are the same as before. No changes there.

Login credentials will be emailed to you, as you must login with 24-hours of receipt of that email).

The TCA Portal



If you do not use the TCA Portal to register Test Takers, then you will not need to use it going forward...

- ✓ Your process does not change
- ✓ No need to register Test Takers
- ✓ Test Takers will still be able to self-register at HiSET.org

Important Note:

- ✓ State rules/policies, including Test Taker eligibility, registration, retesting, and fees... **Do Not Change**

CONFIDENTIAL 3

The TCA Portal.

If you do not use the TCA Portal to register Test Takers, then you will not need to use it going forward. Your process does not change.

There is no need to register Test Takers in the TCA Portal if you do not currently do this; and yes, the Test Takers will still be able to self-register via the HiSet.org website.

Also, your state rules and policies do not change, neither to the Test Taker eligibility rules, or registration, retesting policies, or fees, these Do Not Change!

TCA Portal



The PSI TCA Portal is the internet-based system that HiSET Test Center Associates (TCAs) will be using to register their Test Takers

<https://client.psiexams.com/login>

The screenshot shows the PSI Client Portal interface for HiSET Montana. The page title is "Test Takers" and there is a "+ ADD TEST TAKER" button. Below the title is a "Search Test Takers" section with input fields for "HiSET_ID_Number", "First Name", "Last Name", "Email", "Eligibility ID", and "Phone Number". There is a "Clear" button and a "SEARCH" button. Below the search fields is a table with columns for "Test Taker", "ID", "Email", and "Phone". The table is currently empty. At the bottom right of the table area, it says "Rows per page: 10" and "Page 1 of 0".

(Users will receive a system-generated email for their HiSET site/state)

TCA Portal.

The PSI **TCA Portal** is the internet-based system that all HiSET Test Center Associates will be using to register the Test Takers.

All new users will receive a system-generated email for the HiSET state and site they have been registered for.

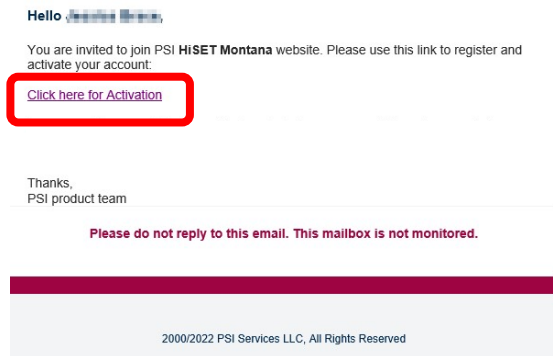
Activate/Registration



New users will receive a system-generated email for the HiSET site/state they have been registered for

To activate their account:

Click on:
Click here for Activation



**** NOTE:** *the TCA Portal is an internet-based platform and operates via a web browser*

TCA Portal Registration.

New users will receive a system-generated email for the HiSet site and state they have been registered for. To activate their account: Click on the “**Click Here for Activation**” hyperlink.

Just an FYI to note: the TCA Portal is an internet-based platform and does not need a server, as is operates fully via a simple web browser internet connection.

TCA Portal



<https://client.psiexams.com/login>

PSI Testing Excellence | Client Portal

Client Login

Email Address

Password

[SIGN IN](#) [Sign in with SSO](#) [Forgot password?](#)

CONFIDENTIAL 6

The TCA Portal.

After you have received your initial instructions to login, to create a password, bookmark this site on your computer as a “favorite” so you will have easy access to go back and login.

Confirm Account Information



To confirm the account, enter the following:

- Email Address
- Password
- Confirm Password

Once the Password is confirmed, select **Confirm**



The screenshot shows a web form titled "Confirm Account". It contains three input fields: "Email Address", "Password", and "Confirm Password". To the right of the Password field is a grey box with the heading "Your password must contain:" and a list of requirements: "At least one capital letter A-Z", "At least one lower case letter a-z", "At least one number 0-9", "At least one special character", and "At least 8 and up to 32 characters". Below the input fields is a red "CONFIRM" button and a link that says "Already have an account? Sign in".

CONFIDENTIAL 7

Confirm Account.

The system will prompt the TCA to Confirm their Account information.

To confirm the account, the TCA will enter their email address, create a Password and then confirm the password. Once the Password is confirmed select Confirm.

TCA Portal Login



To Login, enter the following:

- Email Address
- Password

Once Email and Password are entered, Click **Sign In**

The screenshot shows a 'Client Login' form with the following elements:

- Client Login** (Section Header)
- Email Address (Text label above an input field)
- Password (Text label above an input field)
- Forgot password? (Text link)
- SIGN IN** (Red button)
- [Sign in with SSO](#) (Text link)

A large blue arrow points from the text 'Click Sign In' to the 'SIGN IN' button.

CONFIDENTIAL 8

TCA Portal Login.

To login to the TCA portal enter the email address and the password that was used when registering for the account. Once the Email and Password are entered, Click on **Sign In**.

It would be a good idea to “bookmark” this site as a “favorite” on your computer.

Technical Support



Experiencing difficulties logging in?

Contact PSI Helpdesk

1-844-562-0512



CONFIDENTIAL 9

If experiencing difficulties with log in, please contact the PSI Helpdesk, toll free at: 1-844-562-0512.

Assistance is available 24 hours a day, 7 days a week, 365 days a year.

Test Takers - Search



Search for existing Test Takers using one or more of the following:

- HiSET ID Number (if known)
- First and Last Name
- Email Address
- Phone Number

Once search fields have been entered, Click: **SEARCH**

Search for Test Takers.

TCA's can search for existing Test Takers using one or more of the following: HiSET ID Number (if known), First and Last Name, Email Address, or Phone Number.

Once search fields have been entered, Click the **search** box to search for results.

Test Taker Search



From the list that populates
select the Test Taker by clicking on their name

Test Taker	ID	Email	Phone
Alicia creek	000	acreek@psionline.com	
Alicia Creek	0000	acreek@psionline.com	
alicia Creek	00000	acreek@psionline.com	

Test Taker Search.

From the list that populates, select the Test Taker by clicking on their name.

Test Taker – Add New



If the Test Taker does not have a profile, TCAs can create one

To add a new Test Taker:

- Click the **Add Test Taker** button
(located in the upper right-hand corner of the screen)

The screenshot shows a web interface titled "Test Takers". In the top right corner, there is a button labeled "+ ADD TEST TAKER" which is highlighted with a red rectangular box. A large blue arrow points downwards from above the box towards the button. Below the button is a search section titled "Search Test Takers" containing several input fields: "HISET_ID_Number", "First Name", "Last Name", "Email", "Eligibility ID", and "Phone Number". There is also a "Clear" link and a "SEARCH" button. Below the search fields is a table with columns for "Test Taker", "ID", "Email", and "Phone". At the bottom right of the table area, there is a "Rows per page" dropdown set to "10", "Page 1 of 0", and navigation icons.

Adding a new Test Taker.

If the Test Taker does not have a profile, TCAs can create one. To add a new Test Taker, Click the **Add Test Taker** button, which is located in the upper right-hand corner of the screen.

Test Taker – Add New



To register a New Test Taker, enter the following:

- First Name
- Last Name
- Email
- Country
- Mobile Number (Optional)

Register New Test Taker

First Name * Middle Name Last Name * Generation

Email * Country *

Phone/SMS Contact
Mobile Number

We will only use your phone number for test instructions and scheduling updates relating to your account.

Marketing Communications
Allow PSI and affiliates to send me emails with useful information related to my career, including promotional offers, products, and services (Test Taker may unsubscribe at any time).

Create test taker login and send forgot password email (requires unique email address if checked)

REGISTER Cancel

Note:

If the same email is needed for multiple Test Takers UNCHECK, create Test Taker login and send forgot password email.

Once all required information has been entered, click **Register**

CONFIDENTIAL 13

To register a New Test Taker, enter the following: First Name is required, the Middle name is optional, and Last Name is required. Generation means Suffix, like Senior or Junior.

Enter the Email, and Country both of which are required. The Phone Mobile Number (is Optional).

Only enter the mobile number if they wish to opt-in to receive phone calls and text messages.

Note:

If the same email is needed for multiple Test Takers UNCHECK, create Test Taker login and send forgot password email.

Once all required information has been entered, Select **Register**.

Test Taker – Add New



After selecting **Register**, the system creates a profile for the Test Taker!

- Additional information on the Test Taker must still be entered
- Click on the **Test Taker's Name** to continue with booking an exam

The screenshot shows a web interface for managing test takers. At the top right, there is a '+ ADD TEST TAKER' button. Below it is a search section titled 'Search Test Takers' with input fields for HSET ID Number (containing 'H15053'), First Name, Last Name, Email, Eligibility ID, and Phone Number. A 'SEARCH' button is located to the right of the search fields. Below the search section is a table with the following data:

Test Taker	ID	Email	Phone
Allison Mayberry	H15053	acreek@psionline.com	

At the bottom of the table, there is a 'Rows per page' dropdown set to '10' and 'Page 1 of 1' with navigation arrows. A red box highlights the 'Allison Mayberry' entry in the 'Test Taker' column, and a blue arrow points to it from the left.

After selecting **Register**, the system creates a profile for the Test Taker. Additional information on the Test Taker must still be entered (this will be covered in the pages ahead). Click on the **Test Taker's Name** to continue with booking an exam.

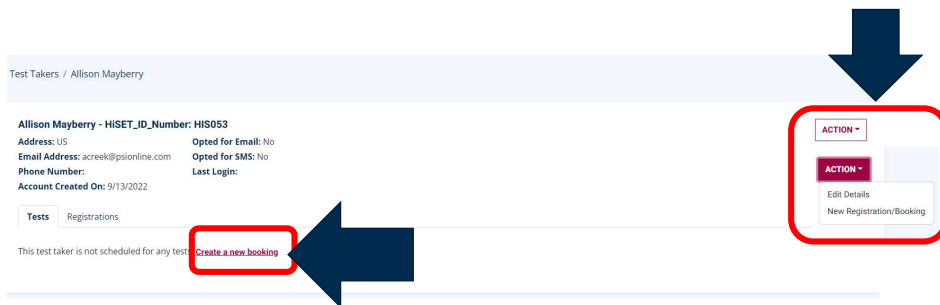
Create a booking



Once the Test Taker profile is open, they can be booked for an exam

To Create a booking for the Test Taker:

- Option #1 -- Click the Create a new booking Hyperlink
- Option #2 -- Select the Actions Tab, then New Registration/Booking



Let's continue with the next step, which is "Creating a Booking."

Once the Test Taker profile is open, they can now be booked for an exam.

Creating a new booking for a Test Taker can be done in 1 of 2 ways. Option Number 1. To Create a booking for the Test Taker: Click on the Create a new booking Hyperlink (shown circled in red at the bottom of Test Taker page). Or Option Number 2. Select the Action Tab (found in the upper right-hand side of the portal screen), and then Select New Registration Booking.

Either way is okay, to create a booking for the Test Taker.

Selecting the Exam

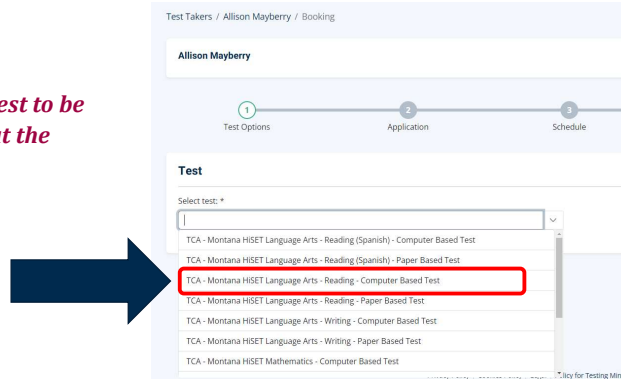


NEXT STEP:

- Click on the drop-down arrow
- Select the test the Test Taker wants to schedule at this time

Note:

TCA Portal only allows for one test to be scheduled at a time; must repeat the process to schedule each test



Selecting the Exam.

Click on the Drop-down arrow to Select test.

From the Dropdown, Select the test the Test Taker wants to take. Please be very thorough to read through and select the correct test! There are several tests listed, in various settings and various languages.

Of note, the TCA Portal allows for only one test to be scheduled at a time. The process must be completed for the one test being scheduled, and the repeat the process to schedule the next test.

Exam Review



Review the following information for the booking:

- Test Name
- Fee
- Language
- Test Portions

The screenshot shows a booking form with two identical sections. Each section contains the following fields:

- Test:** A dropdown menu with the selected option 'TCA - Montana HSEET Language Arts - Reading - Computer Based Test'.
- Fee:** A field showing '\$10,750 USD' and a 'View Fee Policy' link.
- Language:** A dropdown menu with the selected option 'English'.
- Test Portions:** A section with a radio button for 'TCA - Montana HSEET Language Arts - Reading - Test' and a 'View Test Portions' link.
- Comments to Proctor:** A text area for providing additional information.

A blue arrow points from the 'Comments to Proctor' field to a red-bordered 'CONTINUE BOOKING' button.

Once reviewed, click on **Continue Booking**

Exam Review.

When booking, please take the time to completely review the following information for the booking shown on the page: the Test Name (to ensure the correct test has been selected), the Fee, Language, and Test Portions. Once the review is complete, click on Continue Booking if no changes need to be made.

If the incorrect test or language was selected, click on the drop-down box to review again and select the correct test.

Test Taker Details



Complete all of the required fields for the Test Taker

The screenshot shows two identical forms for 'Allison Mapberry'. Each form has a progress bar at the top with five steps: Test Center, Application, Schedule, Payment, and Review. The 'Application' step is currently active. Below the progress bar, the form is titled 'Test Taker Details' and contains the following fields:

- Date of Birth* (text input)
- Home Phone (text input)
- Cell Phone / Pager (text input)
- Address* (text input)
- City* (text input)
- Postal Code* (text input)
- Country* (dropdown menu)
- State* (dropdown menu)
- Zip (text input)
- Gender* (dropdown menu)
- Did you use an adult education program to prepare for the HiSET Test? (dropdown menu)

Fields with a red asterisk (*) are required. A 'CONTINUE REQUIRED' button is located at the bottom right of each form.

Only fields that have a red asterisk (*) are required

Test Taker Details.

Complete all of the **required** fields for the Test Taker. Date of Birth, Email (should be populated already); Home phone, office phone and cell phone pager are all optional fields and not required to complete.

Only fields that have a red asterisk are required.

Complete the required fields for the Address, including Street, City, State, Postal Code and Country.

Don't forget the required response needed for the question: "did you use an adult education program to prepare for the HiSET test." It has a drop-down box to select the response. The last question this page is the required "Gender" selection drop-down box.

Age Warning

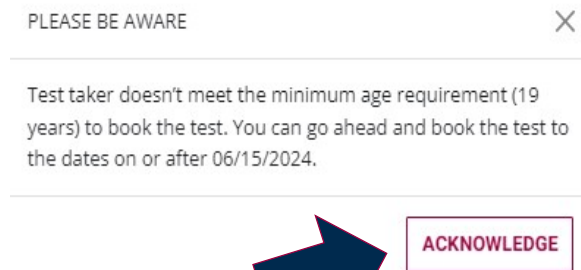


There maybe a pop-up box that reads: **PLEASE BE AWARE**

If the Test Taker is under the state age requirement, this pop-up warning may appear

Click on: **Acknowledge**
to continue with scheduling

***Note:** this is a reminder, and it will not hinder or restrict access to scheduling the Test Taker



CONFIDENTIAL 19

Age Warning Pop-Up.

If the Test Taker is under the state age requirement you may receive a pop-up warning. Select Acknowledge, to move forward in the process and continue with scheduling.

Please note, this is just a reminder and will not restrict your access to scheduling the Test Taker.

Finding a Test Center



To locate a Test Center where the Test Taker would like to take their test, enter the following:

- 1) Enter City, Province, or Postal Code
- 2) Select a city or postal code from the list that populates
- 3) Enter the radius to the city or postal code the Test Taker would like the Test Center to be within
- 4) Click **Search**

The screenshot shows a multi-step process: Test Options, Application, Schedule, Payment, and Review. The 'Find Test Center' section includes a search bar for 'City, province or postal code' with a dropdown menu showing 'SP106' and 'SP108' (Billings, MT, USA). A 'Radius' dropdown is set to '10' miles. A 'SEARCH' button is highlighted with a red box and a blue arrow. A 'CONTINUE BOOKING' button is also visible.

Finding a Test Center.

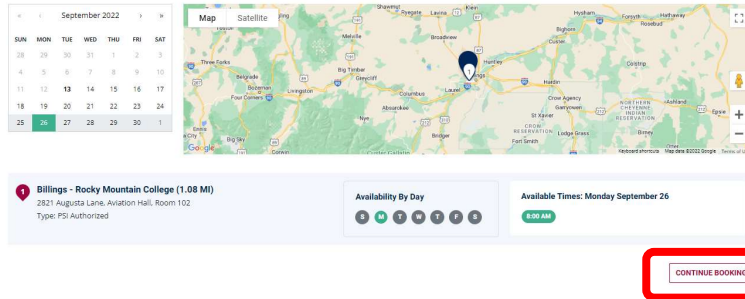
To locate a Test Center where the Test Taker would like to take the test enter the following: the City, Province, or Postal Code. Then select a city or Postal Code from the list that populates. Next, enter the radius to the city or Postal Code that the Test Taker would like the Test Center location to be within, then click Search.

Scheduling the Test



To complete scheduling for the Test Taker, Select the following:

- Preferred Date
- Available Time



Click **Continue Booking** to complete the process

Scheduling the Test.

To complete scheduling for the Test Taker, Select the following: the Preferred Date requested and the Available time. Click Continue Booking to complete the process.

Payment



To complete Payment complete the following:

- Enter a Coupon or Voucher Code, if applicable
- Click Apply

If no Coupon or Voucher Code, leave the box blank

Allison Mayberry
Test/License: TCA - Montana HSET Language Arts - Reading - Computer Based Test
Portion(s): TCA - Montana HSET Language Arts - Reading - Test Center

Test Options Application Schedule Payment Review

Coupon or Voucher Code APPLY

CONTINUE

Order Summary
TCA - Montana HSET Language Arts - Reading - Computer Based Test \$10.75 USD
Total Price \$10.75 USD

All prices are inclusive of taxes. You might see \$0 USD in cases where we do not charge for certain services or in case your company has paid for the test.

CONTINUE

CONFIDENTIAL 22

Payment.

To complete Payment complete the following: Enter a Coupon or Voucher Code, if applicable, and click Apply.

If no Coupon or Voucher Code, leave the box blank. To move forward, Click Continue.

Review booking and Accept Terms



Review the Booking Details and complete the following:

- 1) Review details of the booking for accuracy
- 2) Select the checkbox to accept the terms and conditions

Once the review is complete,
Click:
Complete Purchase

The screenshot shows a multi-step booking process. The 'Review' step is highlighted with a green checkmark. The page is divided into three main sections: Candidate Details, Order Summary, and a Terms & Conditions section.

Candidate Details:

Date of Birth: 06/15/2005	Email Address: acreek@psionline.com
Home Phone:	Office Phone:
Cell Phone / Pager:	Street Address: 1325 main street
Address:	State: Montana
State (if not USA):	City: billings
Country: US	Postal Code: 59101
SSN:	What is your current citizenship status?:
What is your ethnicity?:	What is your Hispanic origin?:
What is your race? Select all that apply:	Do you communicate better (or so well) in English than in any other language?:
Which of the following best describes your current employment status?:	Are you planning on going to a further training, development, educational program?:
What was the name of last K-12 school you attended?:	Please indicate the highest level of education completed by your nonmother/tongue:
State of last K-12 school attended:	
What type of training, development, or educational program do you plan on attending?:	

Order Summary:

TCA - Montana HISET Language Arts - Reading - Computer Based Test	\$10.75 USD
TCA - Montana HISET Language Arts - Reading - Test Center Scheduled	
Total Price	\$10.75 USD

All prices are inclusive of taxes. You might see \$0.00 in sales where we do not charge for certain services or in some jurisdictions based on the sale.

By continuing, you agree to The Company's Conditions of Use and Privacy Notice.

COMPLETE PURCHASE

CONFIDENTIAL 23

Review the Booking Details and complete the following: Review details of the booking for accuracy. Select the checkbox to accept the terms and conditions. Once the review is complete, Click **Complete Purchase**.

Booking Confirmation



The booking confirmation will show the following:

- Test Taker Details
- Test Center Selected
- Order Summary

Booking Confirmed!

Candidate Details

Name: Allison Mayberry
Date of Birth: 06/15/2005
Home Phone:
Cell Phone / Pager:
Address:
State (if not USA):
Country: US
SSN:
Gender: Female
statement "I sometimes blame others for mistakes I make."
Thinking about yourself: to what extent do you agree with the statement "I tend to give up easily."
Thinking about yourself: to what extent do you agree with the statement "I keep my promises."
Thinking about yourself: to what extent do you agree with the statement "I tend to rush into things."
If you have been provided with a state ID enter it here:

HISET_ID_Number: H15053
Email Address: acreek@psionline.com
Office Phone:
Street Address: 1235 main street
State: Montana
City: Billings
Postal Code: 59101
Did you use an adult education program to prepare test?: Yes
What is your current citizenship status?:
statement "I get chores done right away."
Thinking about yourself: to what extent do you agree with the statement "I work on tasks until everything is perfect."
Thinking about yourself: to what extent do you agree with the statement "I often do things at the last minute."
Thinking about yourself: to what extent do you agree with the statement "I make plans and stick to them."

Order Summary

TCA - Montana HISET Language Arts - Reading - Computer Based Test	\$10.75 USD
TCA - Montana HISET Language Arts - Reading - Test Center Scheduled	
Total Price	\$10.75 USD

All prices are inclusive of taxes. You might see \$0 USD in cases where we do not charge for certain services or in case your company has paid for the test.

Booking Information

TCA - Montana HISET Language Arts - Reading - Test Center

English
Monday, September 26, 2022
8:00 AM Mountain Daylight Time
Billings - Rocky Mountain College, 2821 Augusta Lane, Billings, MT 59102, US

The booking confirmation screen will show the following: Test Taker Details, Test Center Selected, and the Order Summary.

Return to Home Screen



**To return to the Home screen:
Click on the Test Taker Icon**

Test Taker icon is located at the top left of the screen on the menu bar



And that's it!
Booking a test for the Test Taker is complete.

To return to the Home screen, click on the Test Taker icon on the blue menu bar. The Test Taker Icon is located at the top left of the screen.

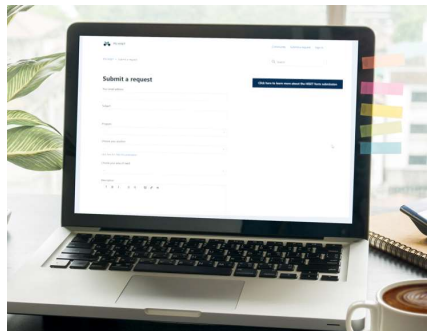
If the Test Taker wants to schedule additional tests, start over by clicking on the Test Takers icon to repeat the steps to schedule additional tests for the Test Taker.

Need Assistance?



If you need assistance, contact your assigned
Regional Site Supervisor using the

[HiSET RSS Contact Form](#)



CONFIDENTIAL 26

Need Assistance?

If you need assistance, contact your assigned Regional Site Supervisor using the [HiSET RSS Contact Form](#). You can access the form by clicking the link on the screen.

PSI Excellence

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



COMPANY CONFIDENTIAL 27

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 an outstanding Test Taker exam experience!

This concludes the training for the TCA Portal training module.

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 then retake the knowledge check assessment.



28

TRAINING IS COMPLETE. THANK YOU!