



HiSET[®]

Global Proctoring System (GPS) Training

SEPTEMBER / OCTOBER 2022



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Hello, and Welcome to the HiSET training for the Global Proctoring System (GPS).

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 25 to 30 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.

What is GPS?



The **GLOBAL PROCTORING SYSEM (GPS)** platform allows authorized users to have specific roles enabled, where they can view various features and functionality, which includes:

- ✓ Test Taker Proctoring
- ✓ Viewing Test Takers Proctoring Sessions
- ✓ Accessing Relevant Reporting

***Note:** All systems are internet based,
No VPN or other servers are required*



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What is GPS?

The Global Proctoring System (GPS), is the system that TCAs use to check-in Test Takers at Testing center. In its simplest form, GPS is a testing administration system.

The Global Proctoring System (GPS) platform allows authorized users to have specific roles enabled where they can view various feature and functionality which includes: Test Taker Proctoring, viewing Test Takers proctoring videos, and accessing relevant Reporting.

Of special note: all systems are internet based, VPN is not needed, nor any other servers are required.

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Global Proctoring System



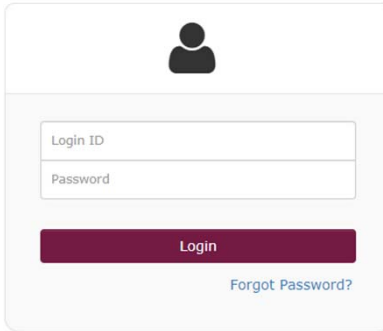
Login URL

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

(Account ID, Login ID and Password will be provided before training)



Home Login Screen



The login form contains a user icon at the top, followed by two input fields labeled 'Login ID' and 'Password'. Below these fields is a dark red 'Login' button and a blue link for 'Forgot Password?'.

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Global Proctor System.

To open GPS, click on the link listed on the screen. For best results use Google Chrome as the internet browser. After the site has loaded, login by entering the login credentials provided by the Site Administration team. If this is the first-time logging in, you will be prompted to reset your password. Once you have entered your credentials, select Login.

First Time Login



Logging in for the first time requires a password reset

- All passwords must meet these requirements
- 8-32 characters long
- Must contain one uppercase and lowercase letter
- Must contain one number and special character
- Not contain the login ID
- The security question is a required field



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First Time Login.

First time logging in requires all admin and TCA's to reset the password. All passwords must meet these requirements. 8 to 32 characters long. Must contain one uppercase and lowercase letter. Must contain one number and special character and must not contain the login ID. The security question is a required field.

GPS Landing Page



This is the landing homepage



Test Center Chosen : No default Set Welcome

Proctoring Review Portal Reporting

Welcome to the Client System Administrator Portal.

This platform allows authorized users to have specific roles enabled where they can view various features and functionality. These may include:

- Searching Candidates and Viewing Information About Them
- Proctoring Candidates at Local Centers
- Viewing Standardized Reports
- Accessing Relevant Documents for Assessments
- Updating Personal User Management
- Requesting Access for New Users
- Authorizing New Users

GPS Landing Page.

This is the GPS Landing page. You will see this screen every time you log in to GPS. Tabs may appear different based on account specific roles.

Technical Support



If locked-out of the account or need assistance with GPS, please contact:

 **PSI Helpdesk**
1-844-562-0512

*Accounts will be locked out after 3 unsuccessful login attempts
or if user fails to login within 30-days*

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For Technical Support – Contact the PSI Helpdesk.

Accounts will be locked after 3 unsuccessful login attempts or if a user fails to login within 30-days.

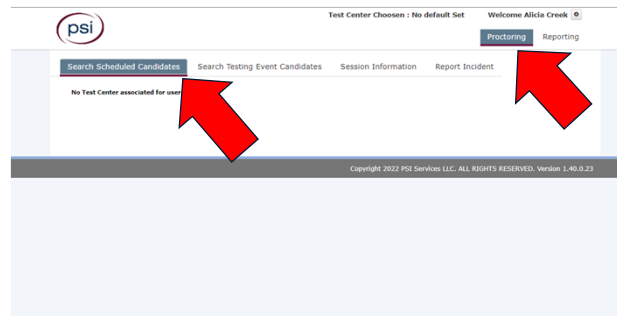
Technical Support is available to help reset those passwords and unlock accounts. Call the PSI Helpdesk at the number shown on the screen 1-844-562-0512. It would be helpful to write this number down and have it readily available for use.

Search Scheduled Candidates



GPS users will have 2 tabs to utilize: Proctoring and Reporting

- Click on Proctoring
- **Search Scheduled Candidates** tab will look up specific a Test Taker
- Enter the Candidate ID, Name and/or Test Name to view Test Taker records



Search Scheduled Candidates.

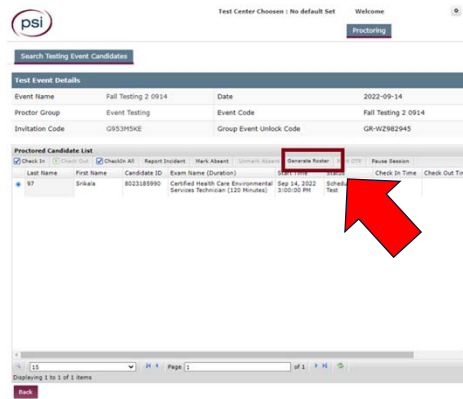
Under the Search Scheduled Candidates tab proctors can locate specific test takers. Enter the candidate ID, Name or Test name to view Test Taker records.

Generating a Roster



Generate a Roster to view all Test Takers scheduled for the day

- Search scheduled Test Takers
- Select **Generate Roster**



Generating a Roster.

The screenshot may reflect additional tabs that you may not see on your screen. TCA's will generate a roster to view all the Test Takers scheduled for the day. Search scheduled test takers. Select "Generate Roster" to print the roster.

Test Taker Check-In



- Select Test Taker
- Click Check-in

The screenshot shows the PSI Proctoring interface. At the top, there is a navigation bar with the PSI logo and a user greeting 'Welcome Alicia Creek'. Below this is a menu with options like Alerts, Candidates, Proctoring Review Portal, Results Hold Portal, Testing Events, Proctoring (highlighted), and Reporting. A search bar is present with options for 'Search Scheduled Candidates', 'Search Practical Scheduled Candidates', 'Search Testing Event Candidates', and 'Session Information'. The main content area is titled 'Proctored Candidate List' and contains a table with columns: Last Name, First Name, Candidate ID, Exam Name (Duration), Start Time, Status, Check In Time, and Check Out Time. The table has one row for candidate 'Shah Akash' with ID 'AWS0291945' and exam 'AWS Certified Solutions Architect - Associate (130 Minutes)'. A red arrow points to the 'Check In' button in the table's header, and a red circle highlights the radio button next to the candidate's name.

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Shah	Akash	AWS0291945	AWS Certified Solutions Architect - Associate (130 Minutes)	Aug 28, 2022 10:00:00 AM	Scheduled for Test		

Test Taker Check-In.

The screenshot may reflect additional tabs that you may not see on your screen.

Test Takers will report to the Test Site and be checked in by the onsite TCA.

Locate the Test Taker by clicking the round radio button next to their name, and then and click Check In box.

Confirm Test Taker Check In



- Type Yes in the field
- Click OK to continue

Check In

Are you sure you want to check in candidate?

Yes |

Comments:

OK Cancel

Confirm Test Taker Check In.

To confirm the test taker check in, type the word **Yes** into the text box as shown, and **“OK”** to continue.

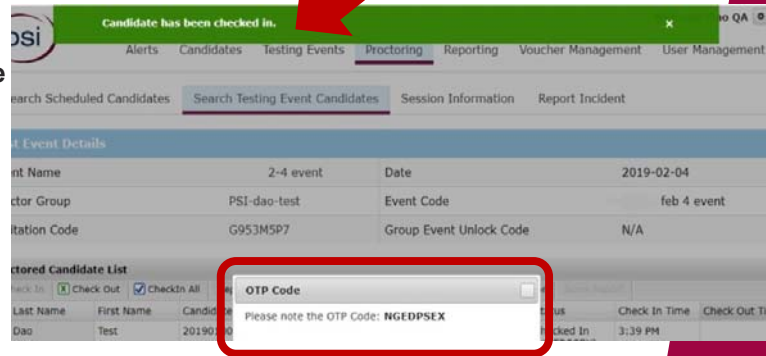
Test Taker Check In



A green pop-up message will appear across the top of the screen to confirm successful check-in

A pop-up message at the bottom displays the **OTP Code** (One Time Password)

TCA gives the **OTP Code** to the Test Taker to launch the test



Test Taker Check In.

A green pop-up message will appear across the top of the screen to confirm a successful check-in.

The OTP code (One Time Password) will display in a pop-up box on the screen. The proctor will provide the OTP code to the test taker at the time of the test.

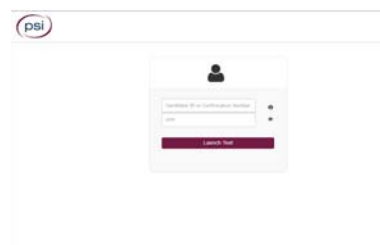
Launch the Test



- Once the Test Taker has been checked In, they launch the exam using the PSI Exam Browser shortcut on the Test center computer



- Once the ExamBrowser has launched, the Test Taker will login with their Test Taker ID and the OTP code provided during the check-in process



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Launch the Test. Launching the test, is a Test Taker Action.


Once the Test Taker has been checked-in, the PSI Exam Browser can be launched by the desktop shortcut that was installed on the test center computers.

Once the Exam Browser has been launched, the Test Taker will login by using the Test taker ID and OTP code provided during the check-in process.

Launch the Exam!




- Test Taker will verify the information on the Candidate Details page
- Click Submit



Candidate Details	
Candidate Id	201901002
OTP	NGEDPSEX
Test Name	Adobe Experience Manager 6 Developer ACE Exam
First Name	Test
Last Name	Dao

Your details are displayed above. If you are the same candidate, please check the box and click Submit. Otherwise, please contact the proctor.



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The Test Taker will verify the information on the Candidate Details page, making sure they are logging in to the correct test name.

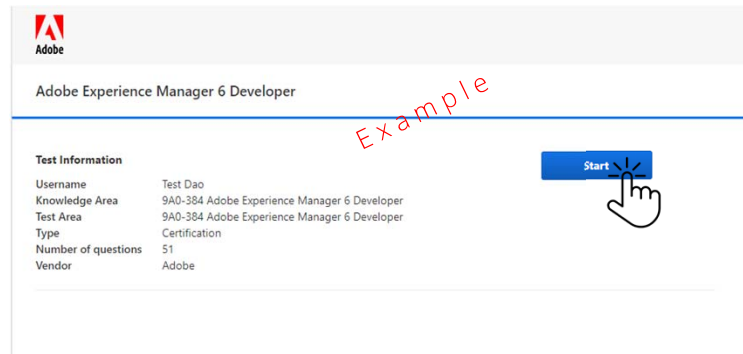
The Test Taker will click on the acknowledgement box, and then click Submit.

If the incorrect test name is showing on this screen, the Test Taker must notify the TCA immediately.

Launch the Exam!



- Exam launch page will be displayed
(each client will have a unique launch page with their logo)
- Click **Start** to begin exam



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Launch the Exam.

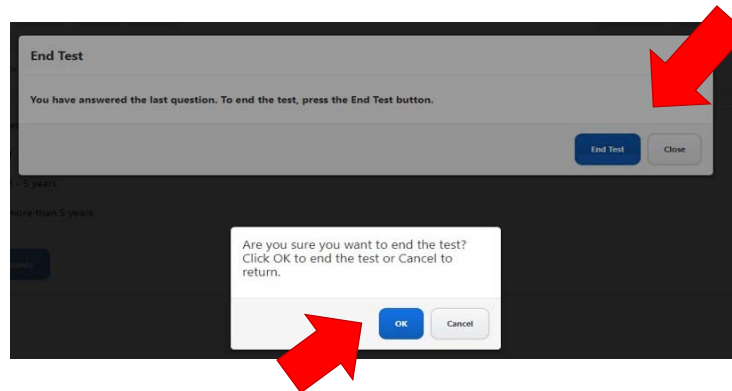
Exam launch page will be displayed. Click Start to begin exam.

Test Taker End Test



When the Test Taker is finished with their exam, they are prompted to end their exam by clicking “**End Test**”

They must confirm by clicking **OK**



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Test Taker End Test.

When the Test Taker is done with their test, they are prompted to end their test by clicking End Test button. They must Confirm they wish to end by clicking OK.

Test Taker Check Out



Proctor will check-out the Test Taker:

- 1) Select the Test Taker's Name (click on the small radio button)
- 2) Click: **Check Out**

The screenshot shows the PSI Proctoring interface. At the top, there are navigation tabs: Alerts, Candidates, Testing Events, Proctoring (selected), Reporting, Voucher Management, and User Management. Below these are search options: Search Scheduled Candidates, Search Testing Event Candidates (selected), Session Information, and Report Incident. The main content area displays event details: Event Name, Date (2019-02-04), Proctor Group (PSI-dao-test), Event Code (feb 4 event), Invitation Code (G953M5P7), and Group Event Unlock Code (N/A). Below this is the 'Proctored Candidate List' section. It features a toolbar with buttons: Check In (checked), Check Out (highlighted with a red box and a red arrow), Check In All (checked), Report Incident, Mark Absent, Unmark Absent, Generate Roster, and Score Report. The table below has columns: Name, First Name, Candidate ID, Exam Name (Duration), Start Time, Status, Check In Time, and Check Out Time. The first row shows a candidate named 'Dao' with a radio button next to their name, which is highlighted with a red circle and a red arrow.

Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Dao	Test	201901002	Experience Manager Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Scheduled for Test		

Test Taker Check Out.

The TCA will check-out the Test Taker after the test. Select the Test Taker's name (by clicking on the small radio button next to their name), and then click on "Check Out".

Test Taker Check Out - Continued



Proctor will continue to check out the Test Taker:

Enter any check-out comments: *This is a required field*

Enter: **YES**

Click: **OK**

A green pop-up message appears across the top of the screen confirms a successful check-out

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Dao	Test	201901002	Experience Manager Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Checked Out	3:39 PM	4:52 PM

Test Taker Check Out - continued.

The TCA must confirm the check-out the Test Taker. A pop-up box will appear, enter YES in the text box. This is a required field. Then click on OK.

A green pop-up message will appear on the top of the screen confirms a successful check-out of the test taker. Also, in the Proctored Candidate List, the Test Taker is now listed as "Checked Out" in the Status column.

The Test Taker is now checked out of the Testing Session.

Absent Test Takers



If the Test Taker does **NOT** Show up for their appointment:

Mark the Test Taker as Absent

- 1) Select the Test Taker Name
- 2) Click on Mark Absent
- 3) Click OK

The screenshot shows the PSI Proctoring interface. At the top, there is a navigation bar with tabs for Alerts, Candidates, Testing Events, Proctoring (selected), Reporting, Voucher Management, and User Management. Below the navigation bar, there are search options: Search Scheduled Candidates, Search Testing Event Candidates (selected), Session Information, and Report Incident. The main content area is divided into two sections: Test Event Details and Proctored Candidate List.

Test Event Details:

Event Name	Adobe 2-4 event	Date	2019-02-04
Proctor Group	PSI-dao-test	Event Code	Adobe feb 4 event
Invitation Code	G953MSP7	Group	Check Code
			N/A

Proctored Candidate List:

<input checked="" type="checkbox"/> Check In	<input checked="" type="checkbox"/> Check Out	<input checked="" type="checkbox"/> Check In All	Report Incident	Mark Absent	Unmark Absent	Generate Roster	Score Report
Last Name	First Name	Candidate ID	Ex Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Dao	Test	201901002	Adobe Experience Manager 6 Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Scheduled for Test		

No Show or Absent Tester Takers.

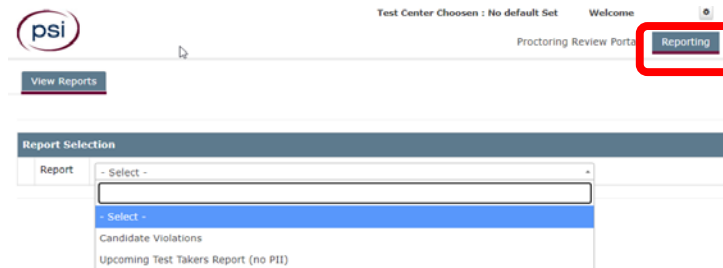
If the Test Taker does not show up for the test, the TCA must mark them Absent in GPS.

Locate the Test Taker name and then select the name, by clicking on the small radio button next to their name. Next, on the menu status bar, Click on Mark Absent, then Click OK.

Reporting



- All reports can be seen under the reporting tab
- Each report will only display information on the state the account is assigned



Reporting.

All reports can be seen under the Reporting tab. Based on your role, some tabs may not be seen. Each report will only display information on the state which the account is assigned.

Reports - Violations



- The first report listed is Candidate violations
- All reports will be downloaded to the computer
- The downloaded file can be either an Excel format or a PDF
- Dates are required but not limited to a specific range

The screenshot shows the 'Reporting' tab in the 'Proctoring Review Portal'. The interface includes a 'View Reports' button, a 'Report Selection' section with a dropdown menu set to 'Candidate Violations', and a 'Report Parameters' section with fields for 'Start Date', 'End Date', 'Violation' (set to 'All'), and 'File Type' (set to 'XLS'). A 'Submit' button is located at the bottom of the form.

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Reporting Violations.

The first report listed in the reporting tab is Candidate Violations. This report will display all violations for the state in the account that is logged in. All reports will be downloaded to the computer. The download file type can be an Excel or PDF file. Dates are required, but not limited to a specific range.

Upcoming Test Takers Report



Use this report for viewing all upcoming exams

To populate this report, enter the following:

- Start and End Date (Max 31-day range)
- File Type (Excel or PDF)

Upcoming Test Takers Report (no PII)										
Exam Name	Exam Code	Exam Language	Schedule Date	Schedule Time	Time Zone	Reservation Status	Test Center Country	Test Center City	Test	
Minnesota HSEET Language Arts - Reading (Spanish) - Paper Based Test	82-P927-MT-C30-43	Spanish	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Texas - Minnesota HSEET Language Arts - Writing - Paper Based Test	92-P927-MT-3L8	English	09/13/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Language Arts - Writing - Paper Based Test	92-P927-MT-C30	English	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Mathematics - Paper Based Test	92-P927-MT-C30	English	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Language Arts - Reading - Computer Based Test	82-C927-MT-C30	English	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Language Arts - Reading (Spanish) - Computer Based Test	82-C927-MT-C30-43	Spanish	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Language Arts - Reading (Spanish) - Paper Based Test	82-P927-MT-C30-43	Spanish	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Science - Paper Based Test	92-P927-MT-C30	English	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Mathematics - Test Center	92-C927-MT-C30	English	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked
Minnesota HSEET Language Arts - Reading - Paper Based Test	82-P927-MT-C30	English	09/14/2022	08:00	America/Los_Angeles	Scheduled for Test	USA	Glendale	9-P927A_HSEET	Site Prechecked

Upcoming Test Takers Report.

The Upcoming Test Takers report is available for showing all upcoming exams. To populate this report, select reporting. Under the report select the Upcoming Test Takers Report. Select the start and end date. The maximum range is 31 days. The file can be downloaded to either an Excel or PDF file for viewing.

PSI Excellence

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



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PSI Excellence.

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

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 GPS Training Overview 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.



TRAINING IS COMPLETE.
THANK YOU!