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.

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.
Global Proctoring System

Login URL

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

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

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

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

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
- Processing Candidates at Local Centers
- Viewing Standardized Reports
- Accessing Relevant Documents for Assessments
- Updating Internal 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.

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 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.
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.

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

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

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

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

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 of the test taker.

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

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

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

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)

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

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!