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)

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

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

(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 it operates fully via a simple web browser internet connection.
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**

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

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

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.
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.
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.
To register a New Test Taker, enter the following:

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

**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**.

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**.
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

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.

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. 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 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

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.

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

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.
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. You can access the form by clicking the link on the screen.
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.
TRAINING IS COMPLETE. THANK YOU!