

**HiSET**<sup>®</sup>

powered by 



[hiset.org](https://hiset.org)

# Test Taker Bulletin

Version: 1.0  
Date: Sept 2022  
Classification: Public

**The HiSET® test is a high school equivalency testing program that will help you take the next step toward a college degree or a rewarding career. The HiSET program was created to provide you with a more affordable, more accessible alternative to other high school equivalency tests. You can earn the credentials you need to continue your education or to succeed in the workplace.**

**More flexible.** The HiSET is available in English or Spanish and in at-home live online proctored or computer-based format in a physical test center. A paper-based option is also available for those needing accommodations. The program offers additional accommodations for test takers with disabilities and health-related needs.

**More accessible.** You can take the HiSET test at any of your state or jurisdiction's existing test centers or online in your own home, so you can choose the modality that is most convenient for you. Please refer to your state or jurisdiction's requirements at [URL](#) to determine which options are available to you.

**More affordable.** The HiSET test costs less than other tests, and you get two retests within a 12-month period of your original subtest purchase date.

# Table of Contents

<b>Examinations by PSI Services LLC</b>	<b>5</b>
<b>Registering for the test</b>	<b>6</b>
<b>Payment Policy</b>	<b>9</b>
<b>Refund Policy</b>	<b>10</b>
Refund rules	10
Exception cases	10
<b>Test Scheduling Procedures</b>	<b>11</b>
Telephone Registration	15
Cancelling a Test Appointment	15
Missed Appointment or Late Cancellation	15
Scheduling a Retake	16
Scheduling with Accommodations	16
Testing Concerns	17
Test Site Closing for an Emergency	17
<b>Identification and Security</b>	<b>18</b>
Required Identification	18
Supplemental ID documents	18
Unacceptable ID document	19
Driver's license renewals	19
Security Procedures	20
Cancellation of scores by PSI	21
Testing irregularities	22
Plagiarism	22
Invalid scores	22
Breaks	23
<b>Test Center Administration</b>	<b>24</b>
<b>Live Online Proctoring</b>	<b>26</b>
Before Your Test	26
Accessing Your Test	26

Authenticate your identity	27
Take your test	27
<b>Taking the Test by Computer</b>	<b>29</b>
Tutorial	29
Test Question Screen	29
Test Review	29
Scoring	29
<b>Tips for Preparing for Your Test</b>	<b>33</b>
Study companion	33
Practice exams	33
<b>Description of Tests</b>	<b>34</b>
<b>Test Accommodation Instructions</b>	<b>35</b>
<b>State and Jurisdiction Information</b>	<b>36</b>

# Examinations by PSI Services LLC

All questions and requests for information about the HiSET test should be directed to PSI. Each state has its own requirements about who can take the HiSET test. Be sure to check your state's requirements before preparing for or scheduling your test.

This Test Taker Bulletin provides you with information about the HiSET. Contact PSI if you need further assistance, including help signing into your account or resetting your password.

To confirm your identity with PSI customer service representatives you will need to provide your name, address, date of birth and phone number as well as one of the following:

- Test Taker ID
- email address

PSI cannot give personal information to anyone other than the test taker, including relatives or friends. Privacy laws require that requests to update or release information of a PERSONAL nature (such as identification, address, and account history) come directly from the test taker only. If you are NOT the test taker, our representatives must limit their assistance to GENERAL information.

## PSI

**Toll Free Telephone:** 1-855-MyHiSET (1-855-694-4738)

**M-F:** 6:30 am – 5:00 pm CT.

**Sat and Sun:** 8:00 am – 4:30 pm CT

**Email:** [HiSETsupport@psionline.com](mailto:HiSETsupport@psionline.com)

<http://hiset.org>

# Registering for the test

Before you schedule an appointment to take the HiSET test, please read the following information carefully so you understand the process and policies.

## 1. Check to see if your state or jurisdiction offers the HiSET

Please visit the HiSET website (<http://HiSET.org>) and check to be sure the HiSET test is offered in your state or jurisdiction. You should also review your state or jurisdiction's eligibility requirements, which are available on the same website. Some states or jurisdictions require you to be a minimum age or a resident of that state or jurisdiction, or to take a preparation course before taking the test. In addition, fees and retesting rules will vary by state or jurisdiction.

**NOTE: Before you schedule a test, it is important that you read and understand the policies for the state or jurisdiction where you plan to take it.** If you do not see your state or jurisdiction listed on the HiSET website, your state or jurisdiction may not offer the HiSET test yet.

Check with your state or jurisdiction's high school equivalency office to see what your options are.

## 2. Create a My HiSET account

However you plan to schedule your appointment, we encourage you to create an account through the HiSET Information and Registration Portal at URL. Creating a My HiSET account gives you quick, easy access to all your HiSET test information.

### With a My HiSET account, you can also:

- schedule and pay for each subtest
- view your appointment confirmation
- reschedule or cancel a test
- view your account history
- view your scores
- update your profile information

**NOTE: When you create your My HiSET account you must register with your first and last name exactly as it is written on the identification that you bring with you on test day.**

In some states and jurisdictions test center personnel can help you create your account. Please refer to your state or jurisdiction's requirements at <http://HiSET.org> to find out where you need to register.

**If you are unable to create an account or need help, contact PSI Customer Service at 1-855-MyHiSET or 1-855-694-4738. You will need the following information when you contact PSI: your name, your date of birth and your PSI test taker ID # if one has been assigned to you.**

**3. Review all the information on fees and refunds**

You should review the HiSET testing fees, see which forms of payment are accepted and read the refund policies before you schedule a test. Fees and other policies may vary by state or jurisdiction. See the Requirements by State section on the website for more information. You can also review the "Refund Policy?" section in this Bulletin.

**4. Select a testing modality and schedule**

In most states or jurisdictions, you can find available test dates and times online through your My HiSET account. You can search for a test center in your state or jurisdiction or an online proctored session on our website at <http://HiSET.org>. You can also search by test center name if you are looking for a specific location.

**5. Request disability accommodations if necessary**

If you have a disability or health-related need and require testing accommodations, you may be required to request your accommodations through PSI before you can schedule an appointment. Please note that the approval process can take six weeks or more, so be sure to allow enough time before your desired test date. Some accommodations do not require pre-approval and can be requested upon test appointment arrival. Please refer to the section on "Scheduling with Accommodations" below for more details.

## 6. **Schedule your test**

You can schedule the subtests in any order you choose and at your own pace, so you have time to prepare for each test or take all five HiSET subtests on the same day. Please note this option may not be available for testers with approved accommodations or in some states or jurisdictions.

Scheduling options vary depending on the state or jurisdiction in which you are taking the test. In some states and jurisdictions, your test center administrator can schedule the test for you. For most states and jurisdictions, you may:

- schedule online through your My HiSET account
- call PSI customer service at 1-855-MyHiSET or 1-855-694-4738

**NOTE:** You must contact PSI to schedule your appointment if you have a disability or health-related need and require testing accommodations, unless otherwise noted.

**Be sure to read the policies in this bulletin on rescheduling, cancelling, or retaking the test as well.**



# Payment Policy

The cost of the HiSET test varies by state, jurisdiction and/or test center. To learn more about your state or jurisdiction's fees and policies, please check the Requirements by State section online at <https://test-takers.psiexams.com/browse/HiSET>.

**You must pay for the test at the time you schedule it**, CASH is not accepted. Accepted forms of payment include debit or credit card (American Express, Discover, MasterCard, VISA and JCB).

**Please note:**

- All fees are stated in U.S. dollars.
- Services may be withheld for non-payment of fees.
- Taxes must be included where applicable. In the United States test and test-related fees are exclusive of any sales, use, value-added or similar taxes and will be added to the order when it is placed.

PSI reserves the right to add or remove online payment methods at its own discretion and without notice.

**NOTE: TEST FEES ARE NOT EXCHANGEABLE.** Testing fees and registrations are not exchangeable between computer-based tests, Live Online Proctoring, and paper-based testing.

# Refund Policy

Refund policies may vary by state or jurisdiction. For more information, view your state's requirements at <http://HiSET.org/>

Appointments may be cancelled or rescheduled due to events outside your control. Please refer to the section on "Exception cases" for more information about refund eligibility when this happens.

## Refund rules

**You are eligible for a full refund of your test fee if you cancel 24 hours before your appointment.**

If you are absent from or arrive too late to take the test at the test administration for which you are scheduled, you are not entitled to a refund. If the missed appointment, was one made using one of your retake credits, the credit will not be returned to you.

All refunds are in U.S. dollars.

## Exception cases

**Exception cases refer to:**

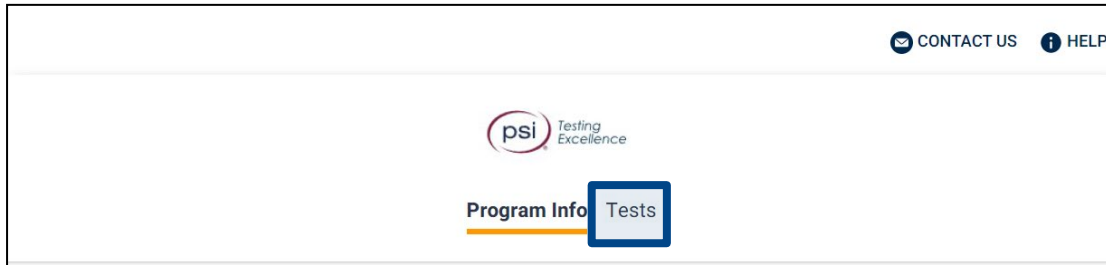
- events caused by PSI or the test center
- events beyond the control of all parties

Exception cases are handled and evaluated for refund eligibility on a case-by-case basis. PSI understands events may occur outside of the test taker's control and has processes in place to evaluate and approve refunds for PSI-collected HiSET test fees.

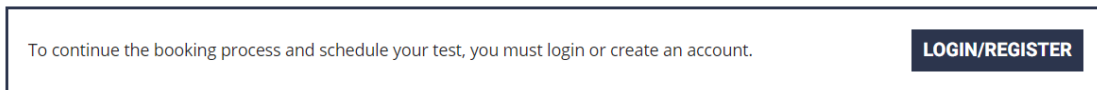
# Test Scheduling Procedures

For the fastest and most convenient test scheduling process, register for your examinations online by your state-specific registration Website (.

1. Select **TESTS** to create an account.

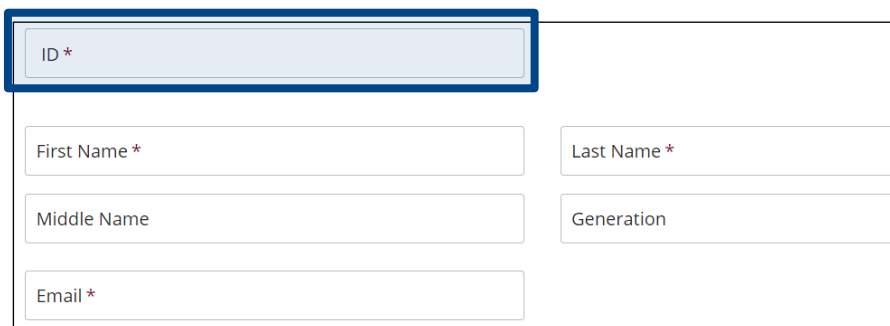


2. Select the test and you are ready to create an account. Select **LOGIN/REGISTER**.





3. You will be prompted to **CREATE AN ACCOUNT** with PSI.

The first and last name must match exactly with your current, valid, government-issued ID. Please enter your **HiSET\_ID\_Number** if one has been issued to you.

A screenshot of a registration form. The form contains several input fields: 'ID \*' (highlighted with a blue border), 'First Name \*', 'Last Name \*', 'Middle Name', 'Generation', and 'Email \*'. The 'ID \*' field is the first and largest field in the form.

4. Select your test format: (Test Center) or (Remote Proctored).

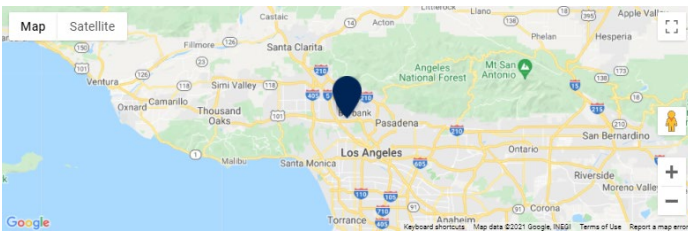
Modality

 Site Proctored <b>SELECTED</b>	 Atlas Remote Proctored SELECT
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### Scheduling at a Test Center

1. Enter the "City or Postal Code" and select **FIND**.

Search Test Center Location



2. Select a date and time to book an appointment.

Choose a Date and Time

<p>&lt; <b>October 2021</b> &gt;</p> <table border="1"><tr><th>Sun</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td><b>8</b></td><td>9</td></tr><tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr><tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr><tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr><tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> <p><input type="radio"/> Available <input checked="" type="radio"/> Selected</p>							Sun	Mon	Tue	Wed	Thu	Fri	Sat						1	2	3	4	5	6	7	<b>8</b>	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							<p>Time slots available for October 08, 2021</p> <input type="text" value="08:00 AM"/> <input type="text" value="01:30 PM"/>
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3. You are now ready to pay.

<b>Payment</b> <b>Billing Address</b> Address 1 * Address 2 Address 3	<b>Order Summary</b> Commercial Contractor Practice Test Mechanical Bus and Law \$100.00 USD <b>Total Price</b>
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**CONTINUE**

4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

**Booking Confirmed!!** [Print Confirmation](#)

Email Address: asingja81@psionline.com	Home Phone: 111224444	Office Phone: 2221112345
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## Scheduling via Remote Proctor

1. Select a date and time to book an appointment.

Choose a Date and Time

<p>October 2021</p> <table><tr><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr><tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr><tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr><tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr><tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> <p><input type="radio"/> Available <input checked="" type="radio"/> Selected</p>	Sun	Mon	Tue	Wed	Thu	Fri	Sat						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							<p>Time slots available for October 08, 2021</p> <p>08:00 AM</p> <p>01:30 PM</p>
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2. You are now ready to pay.

<b>Payment</b> <b>Billing Address</b> Address 1 * Address 2 Address 3 City *	<b>Order Summary</b> Commercial Contractor Practice Test Mechanical Bus and Law \$100.00 USD <b>Total Price</b>
---	--

**CONTINUE**

3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.

**Review Booking:**

Email Address: asingla81@psionline.com	Home Phone: 111224444	Office Phone: 2221112345
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📅 Wednesday, October 06, 2021

🕒 5:30 PM Pacific Time

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

By continuing, you agree to The Company's [Conditions of Use And Privacy Notice](#).

**CONFIRM**

4. Your booking will now display in your account. You will be able to **LAUNCH** your test within 30 minutes of your booked test time.

**Bookings:** ⓘ

1 DAYS 0 HOURS 22 MINUTES until test

📅 Wednesday, October 06, 2021 [Add to Calendar](#) ▾

🕒 5:30 PM Pacific Time

🖨️ [Print Receipt](#)

📄 [More Information](#)

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

👤 Online Proctored (Live).  
Click the Launch button at your scheduled test time.

**LAUNCH**

**IMPORTANT: BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, CLICK HERE.**

If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may initiate a chat with PSI's technical support team after you close the Secure Browser Software by clicking here.

## Telephone Registration

PSI registrars are available at **1-800-367-1565 (ext. 7193)** to receive payment and to schedule your appointment for the test. Please call Monday through Friday between 6:30 am and 9:00 pm, or Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

To register by phone, you will need a valid credit card (VISA, MasterCard, or American Express.)

## Cancelling a Test Appointment

You may cancel and reschedule a test appointment without forfeiting your fee **if your cancellation notice is received 24 hours before the scheduled test date**. For example, for a Monday appointment at 1:00 PM, the cancellation notice would need to be received on Sunday by 12:59 PM. To cancel or reschedule and you must call PSI at (855) 694-4738 or log in to your My HiSET account.

**Note: A voice mail message is NOT an acceptable form of cancellation.**

## Missed Appointment or Late Cancellation

Your registration will be invalid, you will not be able to take the test as scheduled, and you will forfeit your test fee, if you:

- Do not cancel your appointment 24 hours before the scheduled test date;
- Do not appear for your test appointment;
- Do not arrive on time for your test;
- Do not present proper identification when you arrive for the test.
- Testing fees and registrations are not exchangeable between computer-based tests, Live Online Proctoring, and paper-based testing. For instance, if you scheduled a paper-based test and need to take a computer-based test instead, you must cancel the paper-based test and schedule a new computer-based testing appointment.

**NOTE: Not all test centers offer computer-based tests.**

Please confirm that your testing center offers computer-based testing before you cancel your paper-based test.

## Scheduling a Retake

In most states and jurisdictions, an applicant who tests unsuccessfully can call that day, and schedule to retest as soon as 24 hours later, depending upon space availability. Some states or jurisdictions require a waiting period between testing attempts. Refer to URL for more information on waiting periods and additional requirements. You may access a registration form at <https://test-takers.psiexams.com/browse/HiSET>. You may also call PSI at (855) 694-4738.

## Scheduling with Accommodations

PSI is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) of 1990.

**Some test takers with disabilities or who would otherwise have difficulty taking the test may utilize the following accommodations without prior approval:**

- Transparent overlays (for paper-delivered testing only).
- Scratch paper (to be collected by test center personnel at end of testing session).
- Earplugs (not attached to any electronic device).
- Plain, unmarked straightedge to assist with keeping place while reading. You may use a piece of scrap paper for this purpose, but it must be returned at the end of the testing session.
- Handheld nonelectronic magnifying device (without memory or camera).
- Seat cushion/back pillow, or footstool. Item will be inspected by test center personnel before and after testing.
- Prescription medication. Must be in the prescription bottle with a label indicating your name, dosage, and directions.
- Service animals.
- Medical devices (e.g., asthma inhaler, hearing aid, pacemaker, insulin pump on vibrate or silent, oxygen tank, TENS stimulator).
- Highlighter or black felt pen for essays and scratch work only.

All other requests for accommodations must be approved in accordance with PSI's policies and procedures and must be made online using the [PSI Accommodations Request Form](#) prior to scheduling.

**Test takers granted accommodation in accordance with the ADA, MUST work with PSI's Exam Accommodations team to schedule their test.**

See "Test Accommodations Instructions" below for details and requirements.



## Testing Concerns

If you have concerns with the conditions at your test center and believe they prevented you from performing adequately during your test you should contact PSI and describe the problem. Complaints communicated to the test center staff only will not receive a response from PSI. Please provide a detailed description of your complaint. Complaints must be received no later than seven (7) business days after the testing date involved.

If you think there is an error in a test question that affects your response, tell the test administrator as soon as you finish the test and immediately contact PSI. Please have the following information available: section, number, and content of the question(s).

### **Please have the following information available when you contact PSI:**

- Name and address of the test center
- Test date
- Name of test and which subject

**Phone:** 1-855-MyHiSET

**Email:** [HiSETsupport@psionline.com](mailto:HiSETsupport@psionline.com)

## Test Site Closing for an Emergency

If severe weather or another emergency forces the closure of a test site on a scheduled test date, your test will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your test schedule by calling (855) 694-4738. Every effort will be made to reschedule your test as soon as possible, and you may also check their website at <https://test-takers.psiexams.com/browse/HiSET> for the next available appointment.

# Identification and Security

## Required Identification

As a test taker, you must register for the test with your LEGAL first and last name as it appears on your government issued identification. You must provide 1 form of identification. It must be a VALID form of a government issued identification which bears your signature and has your photograph. If the test taker fails to bring proper identification or the names do not match, the test taker will not be allowed to test and their test fee will not be refunded.

The following government-issued ID documents are acceptable ID for admission to a testing session:

- Passport
- Passport Card (U.S. only; must be accompanied by a supplemental ID)
- Driver's license or temporary license
- State or Province ID card (including those issued by the motor vehicle agencies)
- National ID card
- Military ID card (not applicable for live online proctored tests)
- Tribal Enrollment/Education Card

**Please see your state or jurisdiction's requirements for additional acceptable forms of ID.**

## Supplemental ID documents

You should provide a supplemental ID if the proctor questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not have your full name, date of birth, photograph, or signature.

- Supplemental ID documents may not be used to resolve last name discrepancies. The last name on a test-taker's primary ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.
- The following ID documents are acceptable as supplemental ID:
  - Government-issued ID card (including, but not limited to, those listed under Primary ID requirements earlier in this section)
  - Student ID card

## Unacceptable ID document

The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or produced on a phone or other electronic device.
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Any document that is not recognized by a government agency
- any ID document presented on a phone or other electronic device

## Driver's license renewals

If your driver's license has expired, but you present it along with your original Department of Public Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly. If you are issued a temporary paper license in lieu of a renewal certificate, it is acceptable only if it is accompanied by a supplemental ID.

**Acceptance of expired IDs vary by state or jurisdiction. See your state or jurisdiction's requirements for details.**

If you obtain a U.S. military ID, and the expiration of your driver's license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with your U.S. Military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

**Please note, Military IDs are never accepted for Live Online Proctoring.**

# Security Procedures

The following test protocols apply during any test. PSI may pause or terminate a test at any time. Failure to follow the test protocol, may result in the cancellation of scores, prohibition from taking future tests, and may lead to legal action.

**Termination of your test for cause will result in the forfeiture of your test registration fee, or if the appointment was one made using one of your retake credits, forfeiture of the credit.**

## Prohibited Items:

- Reference materials of any kind.
- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, handheld calculators, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.

## Prohibited Behavior:

- Giving or receiving assistance on a test.
- Copying or communicating test content.
- Using outside references or resources during a test, examples:
  - Browsing other local resources.
  - Browsing the internet.
  - Attempting to use a computer or computer program not provided or approved by PSI.
  - Attempting to use a telephone or mobile device.
  - Using notepad on the computer.
  - Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during a test, examples:
  - Acting in an inappropriate manner.
  - Using abusive language.
  - Speaking aloud.
  - Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during a test, examples:
  - Reading questions out loud.
  - Leaving the room without proctor approval.

- Using instant messaging, or other electronic communication.
- Capturing a picture or video of test items.
- Attempting to use telephone or mobile device.
- Obstructing the proctor's view (camera or in person).
- Having inappropriate materials on desktop (explicit).
- Changing spaces during the test without proctor approval.
- Not focusing eyes on the screen.

Any test taker seen giving or receiving assistance on a test, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her test terminated, will be asked to surrender all test materials, and will have their score cancelled by PSI.

## Cancellation of scores by PSI

PSI strives to report scores that accurately reflect the performance of every test taker. Accordingly, PSI's standards and procedures for administering tests have two primary goals: giving test takers equivalent opportunities to demonstrate their abilities and preventing any test takers from gaining an unfair advantage over others. To promote these objectives, PSI reserves the right to cancel any test score when, in its judgment:

- failure to follow PSI identification and security protocol
- a testing irregularity occurs
- the test taker attempts to use the work or ideas of others as his or her own in the essay section of the test
- the score is invalid for another reason

Reviews of scores by PSI are confidential. When, for any of the above reasons, PSI cancels a test score that has already been reported, it notifies score recipients that the score has been cancelled. PSI does not disclose the reason for cancellation to any third party except when authorized to do so by the test taker and in certain cases.

Test takers whose scores are cancelled will forfeit any fees paid and must pay to take the tests again at a future administration. No record of score cancellations, or the reason for cancellation, will appear on their future score reports.

## Testing irregularities

“Testing irregularities” refers to problems with the administration of a test. When this occurs, it may affect an individual or group of test takers. Such problems include, without limitation:

- administrative errors (such as improper timing, improper seating, defective materials, and defective equipment)
- improper access to test content
- other disruptions of test administrations (such as natural disasters and other emergencies)

When testing irregularities occur, PSI may decline to score the test or may cancel the test score. When it is appropriate in PSI’s judgment to do so, PSI gives affected test takers the opportunity to take the test again as soon as possible without charge.

## Plagiarism

PSI or your state or jurisdiction reserve the right to cancel the scores of test takers when, in their judgment, there is evidence that a writing response includes, for example, text that is substantially similar to speech found in other HiSET responses, or quotations or paraphrasing of language or ideas from published or unpublished sources used without attribution. Such responses do not reflect the compositional writing skills that the test seeks to measure.

## Invalid scores

PSI may also cancel scores if, in its judgment, there is substantial evidence that they are invalid for any other reason. Substantial evidence means evidence that is sufficient to persuade a reasonable person; the substantial evidence standard is lower (i.e., requires less proof) than the reasonable doubt, clear and convincing, and preponderance of the evidence standards. Evidence of invalid scores may include, without limitation, discrepant handwriting, unusual answer patterns and/or inconsistent performance on different parts of the test. Before cancelling scores pursuant to this paragraph, PSI notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses PSI’s concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation, a free retest, or a voucher for a future test.

## Breaks

If your test center allows you to take multiple subtests in one day you may take breaks between subtests. Breaks are not standard for individual subtests or live online proctoring. Test takers requiring breaks for medical reasons should refer to the section on “How to request accommodations” for details and instructions.

# Test Center Administration

Multiple test center locations are available in most states and jurisdictions and many offer live online proctoring options.

Go to <http://HiSET.org> or call PSI at 1-855-MyHiSET or 1-855-694-4738 to find available options.

On the day of the test, you should arrive 30 minutes before your appointment. This extra time is for the sign-in, identification process, and familiarizing you with the test process.

**If you arrive late, you may not be admitted to the test site and you will forfeit your test registration fee, or if the appointment was one made using one of your retake credits, you will forfeit the credit.**

During the check in process, all test takers will be asked if they possess any prohibited items. Test takers may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask test takers to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.

Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in test takers' pockets.

No prohibited items are allowed within the test taker's reach or line of sight. If prohibited items are found during check-in, test takers shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

## Prohibited items:

- Bulky or loose clothing or coats including but not limited to; open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
  - In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.



### **Additional protocols for testing at a testing center, include but not limited to:**

- Person(s) accompanying a test taker may not wait in the test center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- Once test takers have been seated and the test begins, they may leave the test room only to use the restroom, and only after obtaining permission from the proctor. Test takers will not receive extra time to complete the test. If you take an unscheduled break, you will not be able to access the following items: phones, calculators, books, pamphlets, notes, watches, dictionaries, translators and papers of any kind.
- You will receive three pieces of scratch paper and a pencil paper before you begin the test. You cannot remove a page or a portion of the scratch paper and must return the pencil and all three pieces in their entirety during check-out.

# Live Online Proctoring

Be sure to download the secure browser with plenty of time before the test starts; at least 30 minutes prior to testing is recommended.

**If you attempt to start your test more than 30 minutes after your scheduled start time you may not be admitted into the testing session and you will forfeit your test registration fee, or if the appointment was one made using one of your retake credits, you will forfeit the credit.**

## Before Your Test

- Clear your desk and work area of any unnecessary items or clutter
- Have available everything you need to take the test, including identification, white board, and dry erase marker
- Review video walk-through of the testing experience
- Run the compatibility check available in your account or at <https://syscheck.bridge.psiexams.com/>

## Accessing Your Test

Log into your My HiSET account and launch your test via the link provided in your account or as part of your booking confirmation email

*Your launch link will be activated up to 15 minutes before your assigned appointment time. If you do not have this link, please contact PSI Customer Service at 1-855-MyHiSET or [HiSETsupport@psionline.com](mailto:HiSETsupport@psionline.com).*

- Download or launch the proctoring software
- You will be prompted to enter a phone number. In the event you are disconnected, a support agent will call to assist in troubleshooting
- A bandwidth and microphone check will ensure you meet the technical requirements
- You will be prompted to close any prohibited processes you have running on your machine

# Authenticate your identity

**Note: Military IDs are never accepted for live online proctoring.**

- You will be prompted to take a picture of your photo ID
- Scan your room and workspace – be sure to show your desk area, floor, and walls around you
- Take a selfie to be compared with your photo ID

## Take your test

- A proctor will validate your authentication process
- Take your test and submit your answers in the test driver
- End the proctoring portion by clicking the “End Proctoring Session” button
- Take the anonymous survey to improve future testing experiences

For more information visit [PSI’s Guide to Online Proctoring](#)

### **Additional security protocols for remote online proctored exams include but not limited to:**

- Temporarily moving out of the camera's line of sight.
- Test takers are not allowed to have scratch paper. You can have a whiteboard and dry erase marker. If a whiteboard is unavailable, you may make one by using a blank sheet of white paper and a page protector or large clear plastic bag which you may also use with a dry erase marker.
- Adequate lighting for the proctor to see test taker’s activity.
- Internet service must be sufficient to administer the test.
- Web camera must be placed for ideal viewing by the proctor.
- Test taker may not change computers during the test.
- Test taker may not change spaces during the test.
- Test taker must follow proctor instructions, which may include, but are not limited to:
  - Keeping hands on the desktop.
  - Keeping eyes on the computer screen.
  - Not fidgeting during the test.
  - Keeping hands away from face.

- Please do your best to avoid covering your mouth for the whole duration of test. Be aware that talking/whispering/mouthing is not allowed during test.
- Breaks are NOT allowed during remote online proctored examinations. If you believe you cannot complete your test without a break, please do not register for remote online proctored examinations.
- Also note that under no circumstances are you allowed to take a screenshot or photo of the test or the test results at any time during or after the session.

# Taking the Test by Computer

The test will be administered via computer. You will be using a mouse and computer keyboard.

## Tutorial

Before you start your test, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your test time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

## Test Question Screen

One question appears on the screen at a time. During the test, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

**IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the test time has not run out.**

## Test Review

### Scoring

#### Computer-based test scores

For computer-based tests, official scores are posted on My HiSET within:

- three business days for multiple-choice tests
- six business days for essay tests

When you take a computer-based test, unofficial scores are immediately displayed on the screen after you complete the test for all multiple-choice sections. However, unofficial scores are not displayed for the writing test.

## Paper-based test scores

On average, scores for paper-based tests are usually available within three to five business days after PSI receives your answer sheet for scoring. Scores for tests that include essay questions will be available within six to ten business days.

## How can I access my scores?

Your scores are available through your My HiSET account. They are not sent in the mail.

## Score reports

Your scores are available in two different types of reports — Individual Test Reports and a Comprehensive Score Report.

The report that is listed first in your My HiSET account is your Comprehensive Score Report. It is a cumulative record of your best scores. It only includes the highest score for each subtest you have taken, and it is automatically updated each time you take a subtest.

You can view and print your Comprehensive Score Report through your online account. If you do not see your Comprehensive Score Report in your account, you may have to get it directly from your state or jurisdiction.

If you need an official Score Report sent to a college, scholarship program or other organization, contact PSI at 1-855-MYHiSET or 1-855-694-4738.

The other type of report you will see is an Individual Test Report. The Individual Test Report includes your score for an individual subtest and an explanation of what that score means. You have one of these for each subtest you have taken, so it is possible that you may have several. They are listed by test date.

## How to understand your HiSET score

The following information will help you gain a better understanding of what your scores mean.

### How do I know if I've passed the HiSET battery of five tests?

Each of the five subtests in the HiSET battery is scored on a scale of 1–20. To pass, you must do all three of the following:

- Achieve a score of at least 8 on each of the five individual subtests\*
- Score at least 2 out of 6 on the essay portion of the writing test
- Have a total combined score on all five tests of at least 45

The total score of 8 and essay score of 2 must be earned on the same test date. scores from multiple tests cannot be combined.

**Note: Some states and jurisdictions may set passing scores that are higher, but under no circumstances can you pass with a total score lower than 45 on the full battery of tests.**

### What does my individual test scoring report tell me?

For each individual test scoring report, it indicates:

- Your score, the total possible score, and whether you passed
- The minimum score required to pass
- Performance summary section, which shows how you did on each of the content categories for that subtest
- Your college and career readiness indicator

### What does passing mean?

Test takers who have received a passing score on the HiSET battery of tests have demonstrated a level of performance that exceeds the minimum level of performance typically required to graduate from high school.

### How should I interpret my score?

If the HiSET battery of tests were to be administered to a random sample of high school seniors, it is estimated that 60% would pass on the first attempt. if you receive a score of 45 or higher, we estimate that you would be in the top 40% of graduating high school seniors nationally.

### How are passing rates determined?

a score equivalency table was established between the HiSET and a nationally administered high school equivalency test. passing rates (60%) were chosen to be equivalent to traditional passing rates on other high school equivalency assessments.

### Did you demonstrate college and career readiness?

Your individual test score report also indicates whether you have achieved the score required to demonstrate college and career readiness — with at least 15 out of 20 on any of the subtests. for the language arts–writing test, you must score at least a total score of 15 with a score of 4 on the essay.

### What does college and career readiness mean?

Test takers who have scored at the college and career readiness level have shown a level of performance similar to the minimum level required to succeed in college-level credit-bearing courses.

### What information is provided so I can try to improve my score on the HiSET test?

On the subtests, questions are grouped into content categories. to help you in future study or in preparing to retake the test, your individual test score report shows your performance in each content category. this information might suggest areas where it would be worthwhile to concentrate your efforts.

### **Confidentiality of information**

PSI recognizes your right to control the information about you that is stored by PSI. Its policies are designed to safeguard your information from unauthorized disclosure. Your score report is intended only for you and for your state or jurisdiction. However, background information as on the registration system form is reported to the state or jurisdiction issuing your high school equivalency credential.

**NOTE: Your score record and the documents you completed are retained at PSI, including photos and documents from check-in on test day. Data retention periods may vary based on state requirements.**



# Tips for Preparing for Your Test

## Study companion

Use the HiSET Study Companion to help get ready for test day. You can also visit <https://HiSET.org/test-takers-prepare/> for more information and resources.

## Practice tests

Practice tests can be purchased from PSI at <https://www.psonlinestore.com/HiSET/>.

### **The following suggestions will help you prepare for your test:**

- Only consider the actual information given in the question, do not read into the question by considering any possibilities or exceptions.
- Planned preparation increases your likelihood of passing.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice.
- Discuss new terms or concepts as frequently as you can with colleagues, this will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

# Description of Tests

The HiSET test lets you demonstrate that you have attained the knowledge equivalent to a high school graduate. It consists of five subtests that measure your knowledge in five core areas:

- Language Arts–Reading: contains 50 multiple-choice questions and measures your ability to understand, comprehend, interpret, and analyze a variety of reading material.
- Language Arts–Writing: contains 60 multiple-choice and one essay question and measures your ability to edit and revise written text, and to generate and organize ideas in writing.
- Mathematics: contains 55 multiple-choice questions and assesses your ability to solve quantitative problems using fundamental concepts and reasoning skills.
- Science: contains 60 multiple-choice questions and measures your ability to use science content knowledge, apply principles of scientific inquiry, and interpret and evaluate scientific information.
- Social Studies: contains 60 multiple-choice questions and measures your ability to analyze and evaluate various kinds of social studies information.

**NOTE: Each test may contain some questions that will not count toward your score.**

# Test Accommodation Instructions

Accommodations are available for test takers with diagnosed disabilities.

To request accommodations, submit documentation from a medical authority or learning institution describing the disability or limitation and the accommodation being requested online using the [PSI Accommodations Request Form](#). Please note, requests cannot be submitted by phone.

Verification from the medical authority or learning institution that rendered the diagnosis must be submitted to PSI on letterhead or stationery of the authority or specialist and include all the following:

- Test taker's name
- Description of disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

**Registration for the HiSET test is required before accommodations can be approved.**

Once documentation has been received and reviewed, the test-taker will receive a response notifying them of their approval/denial. The email will include instructions to contact our accommodation department for scheduling if approved or a request for additional information if denied.

*Failure to submit documentation in its entirety will prolong the accommodations approval process and may result in denial.*

## PSI Test Accommodations

Phone: 800-367-1565 x 6750

Email: [eaalerts@psionline.com](mailto:eaalerts@psionline.com)

# State and Jurisdiction Information

Information specific to your state or jurisdiction's HiSET program can be found by following the link to your state's page here:

[California](#)

[Colorado](#)

[Georgia](#)

[Hawaii](#)

[Illinois](#)

[Indiana](#)

[Iowa](#)

[Louisiana](#)

[Maine](#)

[Massachusetts](#)

[Michigan](#)

[Minnesota](#)

[Missouri](#)

[Montana](#)

[Nevada](#)

[New Hampshire](#)

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[Palau](#)