



Test Taker Bulletin 2026



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Classification
Public

The HiSET® is a high school equivalency testing program designed to help you take the next step in your educational or career journey. It provides an affordable, accessible pathway to earning your high school equivalency (HSE).

Why Choose HiSET?

Accepted

Your state-issued official high school equivalency credential is recognized nationwide. No matter where you earned it, your credential is valid and will be accepted in any state by employers and academic institutions—so you don't need to take the test again.

Flexible

Available to test taker either on computer or paper options are available; test at home with a remote proctor or at a designated-on site proctored testing center. Visit hiset.org to see what options best suit you and your testing situation.

Accessible

The program offers accommodations for test takers with disabilities and health-related needs.

Affordable

The HiSET test fees are lower than other providers. As part of the test fees, you will receive two free retests (retakes) within a 12-month period of your original subtest purchase date.

Contact Us

Phone 1-855-MyHiSET (1-855-694-4738)

Hours (Mon–Fri) 6:30 AM – 5:00 PM Central Time

Hours (Sat–Sun) 8:00 AM – 4:30 PM Central Time

Email hisetsupport@psionline.com

Website hiset.org

NOTE: PSI cannot share personal information with anyone other than the registered test taker — including relatives or friends. Privacy laws require requests to update or release personal information must come directly from the registered test taker.

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PART 1: BEFORE YOUR TEST

Step 1 — Check Eligibility & State Requirements

Before scheduling, confirm HiSET is offered in your state or territory and review your testing state's specific [eligibility requirements](#) such as:

- minimum age
- residency
- preparation course requirements
- fees
- retesting rules

It is important that you read and understand the policies for the state or jurisdiction where you plan to take the HiSET

NOTE: If your state/territory is not listed on the HiSET website, it may not yet offer the test. Yes, you can take the HiSET exam out-of-state. Several states do not have [residency requirements](#) and if you can meet their other state requirements, will allow you to cross state borders to test in-person or take an online- remote proctored test from your location.

Step 2 — Create Your My HiSET Account

Create an account on the [HiSET website](#) under the “About” tab. You can either select your state or select to [“Create Your Account Tab”](#) to start creating an account. There are step by step directions and/or watch this easy how-to video: [Create a HiSET Account - Video](#)

Your account lets you:

- Schedule and pay for each subtest
- View appointment confirmations
- Reschedule or cancel a test
- View your scores
- Review your account history
- Update your profile information

IMPORTANT: Register with your FIRST and LAST NAME exactly as written on your government-issued ID. A name mismatch on test day means you cannot test and fees will not be refunded.

NOTE: If you tested before October 1, 2022, use your existing account — do NOT create a new one, as this will prevent your prior HiSET results from associating with the new account. If you don't know your previous account email, contact Test Taker Services.

Step 3 — Review Fees & Payment

Test costs vary by state/territory and test site. Check the [state requirement page](#) for your state's fees.

Payment Policies

Review payment policies on the HiSET website under the “About” tab, in “[Get Started](#)” scroll to “Schedule a Test” and you will find the following information:

If You Schedule Online

Payment options:

- Credit/debit cards (American Express®, Discover®, MasterCard®, VISA®, PayPal ® or JCB)
- HiSET Test Voucher

If paying with cash, purchase a prepaid gift card that allows online transactions.

If You Schedule by Phone

Payment options:

- Credit/debit cards (American Express, Discover, MasterCard, VISA, or JCB)
- HiSET Test Voucher

If You Schedule at a Test Center

Payment policies vary by test center. Contact your test center for accepted payment methods.

NOTE: Testing fees and registrations are NOT exchangeable between computer-based, remote online proctoring, and paper-based testing. All fees are in U.S. dollars. Services may be withheld for non-payment.

Refund Policy

To receive a refund on your fee, you must cancel at least 24 hours before your scheduled time. You may be able to cancel your test through your HiSET account or you may need to contact Test Taker Services. Local test center and state fees are non-refundable.

If you miss your test appointment without canceling ahead of time, you will forfeit your fee. If you want to reschedule the exam, you will have to pay again and schedule a new test appointment.

How you cancel your test appointment depends on your state requirements and testing location. To find out how to cancel an appointment, check your HiSET account or contact your test center.

There are a few exceptions to the above refund policy that are evaluated case-by-case and will require supporting documentation (e.g., a doctor's note):

- Events caused by PSI or the test site
- Car accident
- Illness of test taker or immediate family member
- Death of an immediate family member
- Jury duty or military duty
- Weather-related concerns

Step 4 — Request Accommodations (If Needed)

PSI is committed to serving test takers with disabilities or health-related needs in accordance with the Americans with Disabilities Act (ADAAA, 2008). Visit the [HiSET accommodations](#) page for more information.

NOTE: Creation of a myHiSET account is required before accommodations can be approved.

Accommodations are available for test takers with diagnosed disabilities that include, but are not limited to:

- Attention deficit/hyperactivity disorder
- Psychological or psychiatric disorders
- Learning and other cognitive disabilities
- Physical disorders/chronic health disabilities
- Intellectual disabilities
- Hearing and visual impairment

Accommodations Available Without Prior Approval

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

- Transparent overlays
- 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 non-electronic 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. Pills must be unwrapped and not in a bottle/container. Test Takers may bring pills that are still in the packaging if the packaging states they **MUST** remain in the packaging, such as nitroglycerin pills that cannot be exposed to air. (Packaging will be inspected by test center administrators and an Incident Report will be submitted)
- 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

Accommodations Requiring Prior Approval

Test takers must request these accommodations and get approval prior to scheduling their test appointments. This list includes some, but not all, of the available accommodations.

- Extended time
- Separate room
- Audio cassette or other form of recorded audio
- Large print

- Screen magnification
- Calculator/talking calculator
- Scribe or keyboard entry aide
- Additional supervised break time
- Sign language-interpreted instructions for test takers who are deaf or hard of hearing

NOTE: Expired IEPs are acceptable. Once approved, you **MUST** schedule through the PSI Test Accommodations team. Failure to submit complete documentation will delay the process and may result in denial.

How to Request Accommodations

To request accommodations, submit documentation from a medical authority or learning institution describing the disability or limitation and the accommodation being requested.

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

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

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.

All 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. Please note, requests cannot be submitted by phone.

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

Phone: [800-367-1565](tel:800-367-1565) x 6750

Email: eaalerts@psionline.com

Step 5 — Schedule Your Test

You can schedule subtests in any order and at your own pace. It is possible to take all five subtests in one day, if you want (total testing time of 7.5 hours). However, this is not recommended as ideal testing readiness to do your best. Also note, that taking all five in one day may not be available to all test takers or in all locations.

Scheduling Options

Online:

Log in to your [myHiSET](#) account and select VIEW AVAILABLE TESTS

By phone:

Call 1-855-MyHiSET (1-855-694-4738), Mon–Fri 6:30 AM–9:00 PM or Sat–Sun 8:00 AM–4:30 PM Central Time

NOTE: If you have an approved accommodation, you **MUST** contact PSI to schedule — you may not schedule online.

Scheduling at a Test Site

1. Search for a test site at hiset.org “Find a Test Center” tab.
2. Select your preferred test site and view available time slots
3. Select a date and time and book the slot
4. Enter payment information and confirm the booking

Scheduling Remote Proctor

1. Select your time zone and choose a date and time (be aware of am/pm designations since testing is allowed 24 hours a day)
2. Complete payment and confirm your booking
3. Run the system compatibility check before test day — visit syscheck.bridge.psiexams.com
4. Note: Chromebooks and iPads are NOT permitted for remote proctor testing
5. Schedule at least 24 hours in advance

IMPORTANT: Complete the compatibility check (Audio/Video, Webcam, and System Check) before test day at syscheck.bridge.psiexams.com. Technical issues on test day may result in forfeiture of your fee.

Cancelling or Rescheduling

You may cancel or reschedule without forfeiting your fee if you provide at least 24 hours notice before your scheduled appointment. To cancel or reschedule, call PSI at (855) 694-4738 or log in to your My HiSET account.

NOTE: A voicemail message is NOT an acceptable form of cancellation.

You will forfeit your fee and registration if you:

- Do not cancel at least 24 hours before your test
- Do not appear for your test appointment
- Do not arrive on time
- Do not present proper ID

Scheduling a Retake

If you need to reschedule a retake, wait at least 24 hours after the unsuccessful attempt. You can reschedule within your myHiSET Account or call HiSET Test Taker Support at (855) 694-4738.

Step 6 — Prepare for Your Test

What to Study

Visit the HiSET website under “[Prepare for your Test](#)” for easy to follow steps in preparing for your HiSET. As a test taker you can also use the [Test Taker toolkit](#) webpage to find everything you need to get to work!

- Review the [HiSET Test at a Glance](#) to see how long you have to take your subtest, the number and types of questions, and the content tested.
- Check out [sample questions](#) for your test.
- Practice writing your essay by using the [Writing Response Scoring Guide](#) and [Scored Sample Responses](#).
- Practice with the free [HiSET practice tests](#).
- See some helpful [test taking tips and strategies](#).

At a quick glance, the HiSET consists of five subtests:

Subject Area	Question Format	What It Tests
Language Arts – Reading	50 multiple-choice questions	Comprehension, interpretation, and analysis of reading material
Language Arts – Writing	60 multiple-choice questions + 1 essay	Editing/revision skills and written communication
Mathematics	55 multiple-choice questions	Quantitative problem-solving using fundamental concepts and reasoning skills
Science	60 multiple-choice questions	Application of scientific knowledge, inquiry principles, and evaluation of scientific information
Social Studies	60 multiple-choice questions	Ability to analyze and evaluate social studies information

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

Study Tips

1. Review the [HiSET Study Companion](#)
2. Use the [free](#) and [paid practice tests](#) to test your knowledge and skills to help assess if you are ready for the HiSET
3. Find an [Adult Education](#) program near you
4. Read study materials covering all topics in the content outline
5. Take notes — writing information down helps commit it to memory
6. Discuss terms and concepts with colleagues to reinforce understanding
7. Study in focused sessions of 45–60 minutes for best results

PART 2: ON TEST DAY

Identification Requirements

You must present ONE valid, government-issued photo ID that includes your signature and has not expired. Your registered name must match your ID exactly (first and last name).

IMPORTANT: If your name does not match or you don't have proper ID, you will NOT be allowed to test and your fees will NOT be refunded.

Acceptable Primary ID

- Valid unexpired Passport
- Valid unexpired Passport Card (U.S. only; must be accompanied by a supplemental photo ID)
- Driver's license or temporary license from any U.S. State or Territory (temporary license must have a photo)
- State or Province ID card (including those from motor vehicle agencies)
- National ID card
- Military ID card (not accepted for Remote Procor)
- Tribal Enrollment/Education Card
- School ID with photo AND an original birth certificate (photocopies not accepted)
- Judicial Institutions/Corrections ID, Medicaid ID, or any other government-issued photo ID with date-of-birth

NOTE: See your [state/territory requirements](#) for additional acceptable forms of ID.

Supplemental ID

A supplemental ID may be requested if your primary ID lacks your full name, date of birth, photo, or signature. Acceptable supplemental IDs include any government-issued ID or a student ID card.

NOTE: Supplemental IDs cannot resolve last name discrepancies — your last name on your primary ID must match your registration (excluding hyphens, accents, and spaces).

Unacceptable ID (Primary or Supplemental)

- Photocopied documents or IDs displayed on a phone/electronic device
- International driver's license or international student ID
- Draft classification card
- Credit or debit card
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Any document not recognized by a government agency

Driver's License Renewals

An expired driver's license paired with your original Department of Public Safety renewal certificate is acceptable if names match exactly. A temporary paper license is acceptable only with a supplemental ID.

NOTE: Acceptance of expired IDs varies by state/territory. Military IDs are never accepted for Remote Proctor.

Security Procedures & Prohibited Items

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.

Prohibited Items (All Testing Formats)

- Reference materials of any kind
- Electronic devices — cell phones, cameras, laptops, tablets, iPads, earbuds, electronic games, electronic watches, handheld calculators, headsets, music players, pagers, radios, recording devices, smart watches, etc.
- Hats or headgear not worn for religious reasons

Prohibited Behaviors (All Testing Formats)

- Giving or receiving assistance on a test
- Copying or communicating test content
- Using outside references or resources (internet, other programs, notepad, etc.)
- Leaving the room without proctor approval
- Reading questions out loud, speaking aloud, or whispering
- Using instant messaging or other electronic communication
- Taking screenshots or photos of test items or results
- Obstructing the proctor's view (camera or in-person)
- Changing spaces during the test without proctor approval
- Not keeping eyes on the screen

Testing at a Test Site

Arrival

Arrive at least 30 minutes before your appointment. This time is for sign-in, ID verification, and test orientation. Arriving late may result in denial of admission and forfeiture of your fee.

Check-In Process

- You may be asked to empty your pockets and turn them out for the proctor
- Proctors may ask you to lift sleeve ends and pant legs to ensure no notes or devices are hidden
- Eyeglasses, tie tacks, and other apparel that could harbor recording devices will be inspected
- Prohibited items must be placed in secure storage or returned to your vehicle — PSI is not responsible for personal belongings

Additional Prohibited Items at Test Sites

- Bulky or loose clothing/outerwear including, hoodies, open sweaters, cardigans, shawls, scarves, vests, jackets, and coats (appropriate attire such as a shirt or blouse must be worn underneath)
- Backpacks, briefcases, purses, wallets
- Food, drinks, chewing gum, tobacco products
- Notebooks, paper, pens, pencils, or other writing devices
- Reading material, good luck items

NOTE: Test takers may not have guests wait in the test site, inside the building, or on the building's property — this includes drivers, children, friends, family, colleagues, or instructors.

During the Test

- You may only leave the room to use the restroom with proctor permission — no extra time will be given
- During an unscheduled break you may NOT access: phones, calculators, books, notes, watches, dictionaries, translators, or any papers
- You will receive 3 pieces of scratch paper and a pencil before you begin — all must be returned at check-out
- Breaks between subtests are allowed if taking multiple subtests in one day; breaks are not standard during individual subtests

Remote Proctor

Before You Launch

1. Download the secure browser at least 30 minutes before your test
2. Run the compatibility check at syscheck.bridge.psiexams.com
3. Clear your desk and work area of unnecessary items or clutter
4. Have your ID, whiteboard, and dry erase marker ready

NOTE: Chromebooks and iPads are NOT permitted for Remote Proctor.

Accessing Your Test

1. 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.

If you do not have this link, please contact HiSET Remote Proctor Technical Support at 1-855-340-0029.

2. Download or launch the proctoring software
3. Enter a phone number when prompted (in case you get disconnected, a support agent will call to assist you)
4. Complete the bandwidth and microphone check
5. Close any prohibited processes running on your machine

NOTE: If you start more than 30 minutes after your scheduled start time, you may not be admitted and will forfeit your fee. If you don't have your launch link, contact Remote Proctor Technical Support at 1-855-340-0029.

Identity Verification

1. Take a photo of your government-issued photo ID (Military IDs are NOT accepted for online proctoring)
2. Scan your room — show your desk area, floor, and walls
3. Take a selfie to be compared with your photo ID

Remote Proctor Security Protocols

- Visit [PSI's Guide to Online Proctoring](#)
- Be prepared to set up a 2nd Camera using this guide: [Camera Setup Guide for PSI Online Exams | PSI Exams](#)
- View this quick video to help you prepare for launching your 2nd camera [2nd Camera Monitoring - Test Taker Guide](#)
 - You will need a smartphone, if you do not have a smartphone that connects to Wi-Fi you will not be able to test with a remote proctor
 - You will need a stand to prop up the smartphone for the proctor to view
 - You will need to put your smartphone on do not disturb, including priority contacts
 - Select mobile room scan at check in to streamline your remote proctoring experience
- No scratch paper — use a whiteboard and dry erase marker (or make one with a blank sheet of white paper inside a clear page protector)
- Ensure adequate lighting so the proctor can see your activity
- Your internet connection must be sufficient to administer the test
- Position your webcam for ideal viewing by the proctor
- You may not change computers or spaces during the test
- Follow all proctor instructions — keep hands on the desktop, eyes on screen, hands away from face, and avoid covering your mouth
- Talking, whispering, and mouthing are **NOT** allowed
- Breaks are **NOT** allowed during remote online proctored exams

The proctor will end the test if the test taker violates any of the above outlined protocols. The proctor may or **may not** provide the test taker with a warning depending on the violation observed.

IMPORTANT: Under no circumstances may you take a screenshot or photo of the test or results at any time during or after the session.

Taking the Test by Computer

Before the Test Begins

A tutorial is provided on screen before you start. Time spent on the tutorial (up to 15 minutes) does **NOT** count as part of your test time. Sample questions are included so you can practice answering and reviewing.

During the Test

- One question appears on screen at a time
- Remaining minutes are displayed at the top of the screen
- You can return to any question and change your answer at any time before the test ends

Testing Concerns & Emergencies

Concerns About Test Site Conditions

If conditions at your test site prevented you from performing adequately, contact PSI within 7 business days of your test date. Review the [Test Taker FAQ's page](#) for procedures on test site misconduct.

Provide: the name and address of the test center, the test date, and the name of the test/subject. Complaints communicated only to test site staff will not receive a response from PSI.

- **Phone:** 1-855-MyHiSET
- **Email:** HiSETsupport@psionline.com

Test Site Closures

If a test site closes due to an emergency, PSI will attempt to contact you to reschedule. Check your test status in the test taker portal or by calling 855-MyHiSET.

PART 3: AFTER YOUR TEST

Accessing Your Scores

When Will My Scores Be Available?

Scores are accessible through your My HiSET Test Taker Portal account. Review the website [Get Your Scores & Credentials | The HiSET Exam](#) for information on your scores.

Test Type	Multiple Choice	Essay/Writing
Computer-based	3 business days (unofficial score shown immediately after test)	5 business days
Paper-based	3–5 business days	6–10 business days

If you took a paper-based test, score posting may take longer if the test center doesn't send the answer sheets to us promptly.

Understanding Your Score Reports

Two Types of Reports

Your Comprehensive Score Report

is a record that shows your highest scaled score for each subtest and whether or not you passed the HiSET exam. You only have one Comprehensive Score Report. It is updated each time you take a new subtest or each time you retake a subtest and get a better score.

Your Individual Test Reports

are records of each subtest and provide more detailed information that can help you if you want to improve your score. The individual score report also shows your college and career readiness in that particular content area. You have one Individual Test Report each time you take a subtest, so it's possible you may have more than one Report for a subtest if you retake it.

Passing the HiSET

Passing Scores

Each of the five subtests is scored on a scale of 1–20. To pass the full HiSET battery, you must meet ALL THREE of these requirements:

- Score 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
- Achieve a total combined score of at least 45 across all five subtests

NOTE: You can not mix and match Writing scores from different testing dates.

What Passing Means

Test takers who pass the HiSET battery have demonstrated performance that exceeds the minimum level typically required to graduate from high school. If administered to a random sample of high school seniors, it is estimated that 60% would pass on the first attempt — so a score of 45 or higher places you in the top 40% of graduating seniors nationally.

College and Career Readiness

Your Individual Test Report also shows whether you achieved College and Career Readiness — scoring at least 15 out of 20 on any subtest. For the Language Arts–Writing test, you need a total score of at least 15 AND a score of at least 4 on the essay. Test takers at this level have shown performance comparable to what is needed to succeed in college-level credit-bearing courses.

Using Your Score Report to Improve

Your Individual Test Report shows your performance in each content category. This can help you identify areas to focus on if you plan to retake a subtest.

Score Integrity & Cancellations

When PSI May Cancel Scores

PSI may cancel a score if:

- You fail to follow identification and security protocols
- A testing irregularity occurs
- Evidence of plagiarism (e.g., essay text substantially similar to other HiSET responses, or unattributed use of published/unpublished sources)
- The score is found to be invalid for other reasons (discrepant handwriting, unusual answer patterns, inconsistent performance)
- Before cancelling a score for invalidity concerns, PSI will notify you in writing, give you an opportunity to respond, and offer options.

NOTE: Test takers whose scores are cancelled forfeit any fees paid and must pay to retest. No record of score cancellations will appear on future score reports. Reviews are confidential.

Testing Irregularities

A testing irregularity is a problem with the administration of a test, such as:

- Administrative errors (improper timing, seating, defective materials or equipment)
- Improper access to test content
- Other disruptions (natural disasters, emergencies)
- When irregularities occur, PSI may decline to score the test or cancel the score. Where appropriate, affected test takers may be given the opportunity to retest without charge.

Confidentiality & Data Retention

PSI is committed to protecting your personal information. Your score report is intended only for you and your state/territory. Background information from your registration is reported to the state/territory issuing your high school equivalency credential.

NOTE: Your score record, check-in photos, and documents are retained at PSI. Data retention periods may vary based on state requirements.