



Submitting an Incident Report or Security Incident Report

1. Log in to GPS.
2. Select the “Proctoring” tab.

The screenshot shows the PSI Proctoring interface. At the top, the text reads "Test Center Chosen : PSI HISET Client Services (DNU)" and "Welcome Roger Creek". There are navigation links for "Alerts", "Proctoring" (highlighted with a red box), and "User Management". Below this is a menu with "Search Scheduled Candidates", "Session Information", "Report Incident", "Utilities", and "Fingerprint Log". The main content area is titled "Scheduled Candidates" and contains three input fields: "Location Name" (set to "PSI HISET Client Services (...)", "Date", and "Timeslot" (set to "- Select -"). There are "Search" and "Clear" buttons at the bottom, and a note for "Mandatory Fields".

3. Click on the “Report Incident” tab.

The screenshot shows the PSI Proctoring interface with the "Report Incident" tab selected (highlighted with a red box). The top navigation links are "Alerts", "Proctoring", and "User Management". The menu below now highlights "Report Incident". The "Scheduled Candidates" section below is identical to the previous screenshot, with "Location Name" set to "- Select -", "Date", and "Timeslot" set to "- Select -".

4. Click on the “Incident report” button.
5. A new page will load to Submit a request. On this page you will need to fill in the details regarding the issue. Please include as much information and details as possible.

The screenshot shows the "Submit a request" form. At the top, there are links for "Submit a request" and "Sign in". The breadcrumb trail is "Site Management > Submit a request". A search bar is present. The form title is "Submit a request". The first field is "Please choose a ticket category:" with a dropdown menu set to "Incident Report". Below are text input fields for "Your email address", "TCA Name", and "Name of the TCA reporting this incident". There are two dropdown menus for "International Test Center (optional)" and "National Test Center (optional)", both set to "-". Small text below each dropdown says "If this incident occurred at an international location, please select the location above" and "If this incident occurred at a location in the United States, please select the location above". The final field is "Subject" with a text input box.

6. Under the **“Please choose a ticket category”** you will need to select the type of report you are submitting. You will need to select one of the two options below:

- a. **Incident Report** – used to document minor incidents that might impact or disrupt test administration.

NOTE: Incident Reports are not proactively reviewed and are primarily used for documentation purposes.

- b. **Security Incident Report** – used to provide a written record of security incidents, misconduct, and other out-of-the-ordinary situations that impact exam integrity.

NOTE: Each Security Incident Report is proactively reviewed and actioned based on the individual scenario reported.



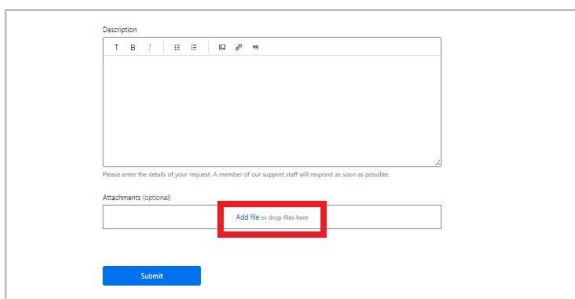
The screenshot shows a web interface for submitting a request. At the top left is the PSI logo. To the right are links for 'Submit a request' and 'Sign in'. Below the logo is a breadcrumb trail 'Site Management > Submit a request' and a search bar. The main heading is 'Submit a request'. Below this is a dropdown menu labeled 'Please choose a ticket category:'. The dropdown is open, showing four options: 'Incident Report', 'Security Incident', 'Displacement Report', and 'Support Request Form'. The 'Incident Report' and 'Security Incident' options are highlighted with red boxes.

7. Complete all of the questions on the form. Please review the tips below:

- a. Include all Test Taker information (Test Taker Name, ID, Exam Name, etc...)
- b. Be sure to include as much detail as possible.
- c. Should be clear, objective, and professional.
- d. Focus on facts and details and avoid opinions and speculation.

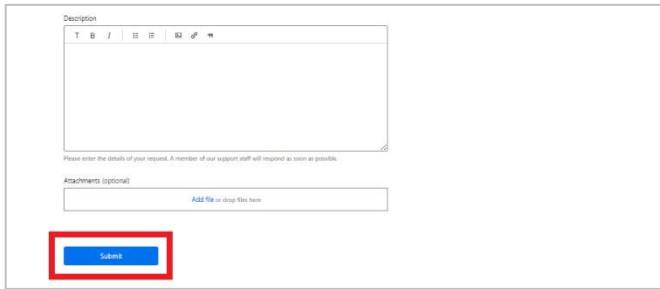
8. Click **“Add file”** to attach any accompanying documents, photos, videos that provide details of the incident.

NOTE: DO NOT take or send photos or video of exam content under any circumstances.



The screenshot shows the 'Description' section of the form. It features a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, and list. Below the editor is a text prompt: 'Please enter the details of your request. A member of our support staff will respond as soon as possible.' Underneath is an 'Attachments (optional)' section with a text input field and a button labeled 'Add file or drag files here'. The button is highlighted with a red box. At the bottom of the form is a blue 'Submit' button.

9. Once you verify you have entered all information and confirmed you are ready to submit the report, please click **“Submit”**.



The screenshot shows a web form for submitting a report. At the top, there is a text area labeled "Description" with a rich text editor toolbar containing icons for bold, italic, underline, link, and list. Below the text area is a small instruction: "Please enter the details of your request. A member of our support staff will respond as soon as possible." Underneath is an "Attachments (optional)" section with a text box and a link that says "Add file or drag this here". At the bottom left of the form, a blue button labeled "Submit" is highlighted with a red rectangular border.