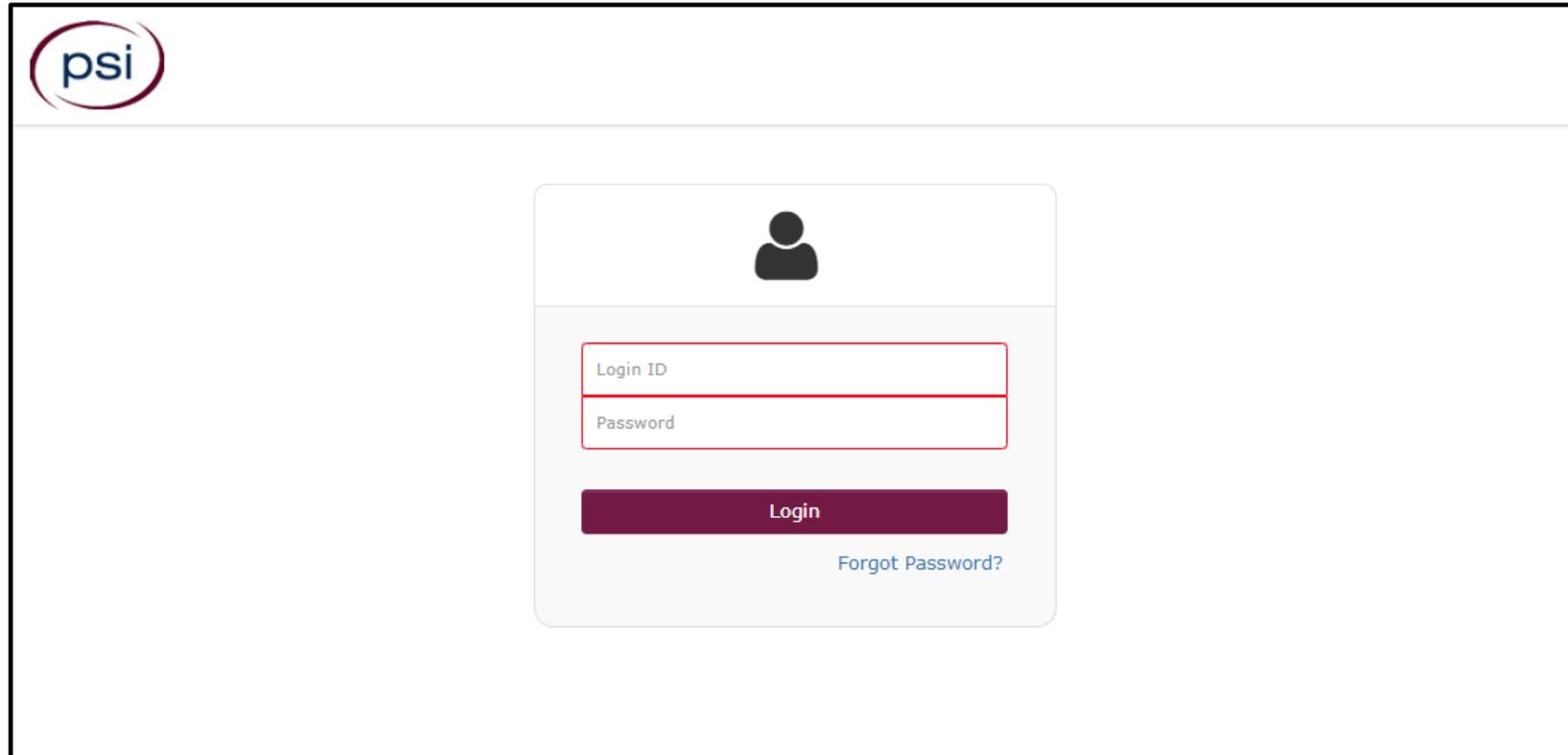


# Session Self Serve

GPS Training Module

# Login to the GPS Portal

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



The screenshot shows the login interface for the GPS Portal. In the top left corner, there is a logo for 'psi' inside a circular emblem. The central part of the page is a light gray rounded rectangle containing a dark gray user icon. Below the icon are two input fields: the top one is labeled 'Login ID' and the bottom one is labeled 'Password'. Underneath these fields is a dark purple button with the text 'Login'. To the right of the button is a blue link that says 'Forgot Password?'.

***If you need assistance with a password reset for GPS,  
please call the help desk at 1-844-562-0512.***

# Select the Test Center

*If you manage multiple sites you will need to select the site you would like to view here.*

The screenshot shows the PSI HISET interface. At the top left is the PSI logo. The top right shows the text "Test Center Chosen : No default Set" and "Welcome Test HISET" with a gear icon. Below this are navigation tabs: "Alerts" (highlighted), "Proctoring", "User Management", and "Administration". The main content area has a header "Select the Test Center" and a form with a label "\* Location Name" and a dropdown menu currently set to "- Select -". A "Submit" button is located below the form. A modal dialog box is open in the center, titled "Please Set Your Default Test Center". It contains a sub-header "Select the Test Center", a label "\* Location Name", and a dropdown menu set to "Select Default Test Center". A "Set Default Test Center" button is at the bottom right of the modal.

*To change the selected site at any time, go to the top right of the screen as shown.*

The screenshot shows the PSI HISET interface with the "Alerts for the test center" page. The top right shows "Test Center Chosen : PSI HISET Client Services (DNU)" and "Welcome Test HISET" with a gear icon. A dropdown menu is open, showing "Change Default Test Center" (highlighted in yellow) and "Logout". Below the header is a section "Alerts for the test center" with a "Show 10 entries" dropdown and a "Search:" input field. A table with columns "Title" and "Description" is shown, with the text "No data available in table" in the center. At the bottom, it says "Showing 0 to 0 of 0 entries" and has pagination links: "First", "Previous", "Next", "Last".

# Viewing Existing Sessions

Click on "Administration"

Test Center Chosen : PSI HiSET Client Services (DNU) Welcome Test HiSET

Alerts Proctoring User Management **Administration**

Session Management

**Test Center Session Information**

Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.

\* From date: 10/01/2024

\* To date: 10/31/2024

\* Test Center: PSI HiSET Client Services (...)

Refresh

Enter the date range you want to view and click on "refresh"

You are now viewing existing sessions for the selected date range

Test Center Chosen : hkincaid-testcenter Welcome Holly Kincaid

Alerts Proctoring User Management **Administration**

Session Management

**Test Center Session Information**

Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.

\* From date: 09/01/2023

\* To date: 09/30/2023

\* Test Center: hkincaid-testcenter

Refresh

**Available Sessions: 42**

From date: Sep 1 2023 To date: Sep 30 2023

Test Center: hkincaid-testcenter

+ ADD NEW SESSION DEFINED SESSIONS

Show 10 entries Search:

	Test Date	Start Time	End Time	Total Seats	Available Seats	Seats Reserved	No Of Candidates	Max Duration(mins)	Session Status
<input type="checkbox"/>	Sep_01_2023	8:00 AM	10:00 AM	10	10	0	0	0	✓
<input type="checkbox"/>	Sep_01_2023	10:00 AM	12:00 PM	10	10	0	0	0	✓
<input type="checkbox"/>	Sep_04_2023	8:00 AM	10:00 AM	5	5	0	0	0	✓
<input type="checkbox"/>	Sep_04_2023	10:00 AM	12:00 PM	10	10	0	0	0	✓
<input type="checkbox"/>	Sep_05_2023	8:00 AM	10:00 AM	10	10	0	0	0	✓
<input type="checkbox"/>	Sep_05_2023	10:00 AM	12:00 PM	10	10	0	0	0	✓
<input type="checkbox"/>	Sep_06_2023	8:00 AM	10:00 AM	10	10	0	0	0	✓

# *Adding a New Session*

# Select "Administration" and then "Session Management"

psi

Test Center Chosen : hkincaid-testcenter    Welcome Holly Kincaid

Alerts    Proctoring    User Management    **Administration**

**Session Management**

**Test Center Session Information**

**Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.**

\* From date: 08/29/2023

\* To date: 09/04/2023

\* Test Center: hkincaid-testcenter

Refresh

**Available Sessions: 0**

From date: **Aug 29 2023**    To date: **Sep 4 2023**

Test Center: **hkincaid-testcenter**

**+ ADD NEW SESSION**    DEFINED SESSIONS

Show 10 entries    Search:

Test Date	Start Time	End Time	Total Seats	Available Seats	Seats Reserved	No Of Candidates	Max Duration(mins)	Session Status
There are no existing sessions for the testcenter								

Showing 0 to 0 of 0 entries

Click on the plus sign next to "Add New Session"

# Session Details

## 1. Select the Month and Year

## 2. ScheduleType:

### -ALL working days of month

You can see your Preset Working Days under Session Details

*This will auto select the session dates that currently show as open dates for your site*

### -Individual Days

*Select on the calendar specific dates.*

## 3. Start Time /End Time

*Enter your start and end time for the session. Please pay attention to AM or PM selection.*

psi Test Center Chosen : PSI HISET Client Services (DNU) Welcome Test HiSET

Alerts Proctoring User Management Administration

Session Management

### Test Center Session Details

Test Center: PSI HISET Client Services (DNU) State: HISET TCA  
Test Center ID: 17837  
Preset Working Days: Sun Mon Tue Wed Thu Fri Sat

\* Select the Month: Mar 2024

\* Schedule Type:  
 Create session for all working days of the month.  
 Create session(s) for individual day(s) of the month.

\* Start Time: 12:00 PM \* End Time: 2:00 PM [Get Seats](#)

12 : 00 PM

# Get Seats

psi

Test Center Chosen : PSI HiSET Client Services (DNU) Welcome Test HiSET

Alerts Proctoring User Management Administration

Session Management

**Test Center Session Details**

Test Center: PSI HiSET Client Services (DNU) State: HISET TCA  
Test Center ID: 17837  
Preset Working Days: Sun Mon Tue Wed Thu Fri Sat

\* Select the Month: Mar 2024

\* Schedule Type:  Create session for all working days of the month.  
 Create session(s) for individual day(s) of the month.

\* Start Time: 8:00 AM \* End Time: 10:00 AM **Get Seats**

\* Number of Seats: 10 / 30

Comments max 200 characters

\* Session Type: Test / Test Review

ADD Cancel

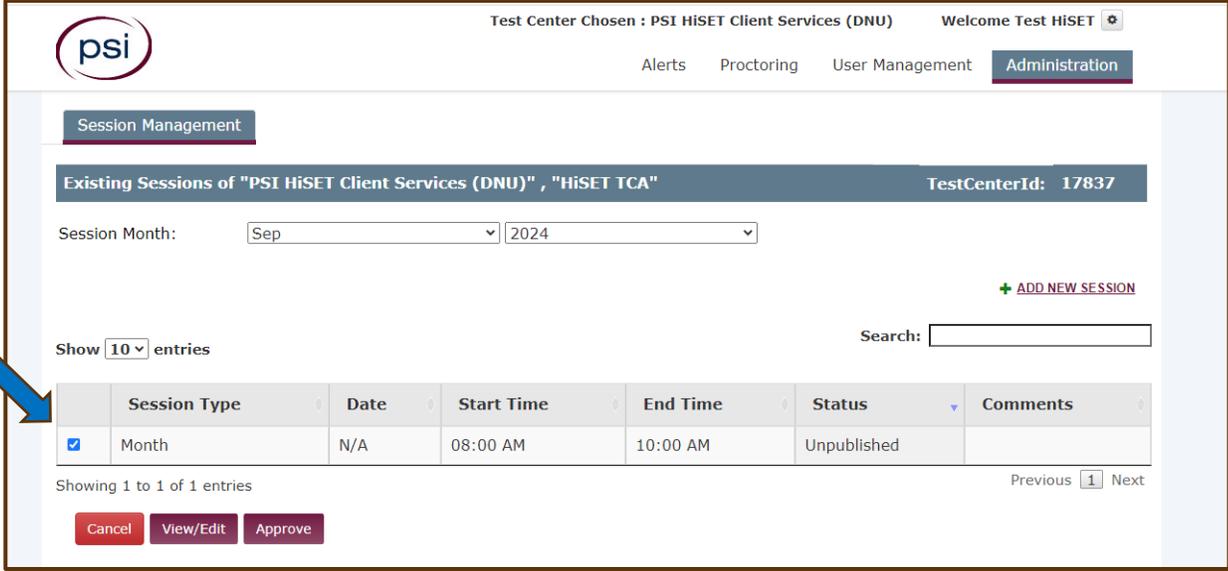
1. The next step would be to click on "Get Seats"

2. The available seats will show here. I chose only 10 out of the 30 allowed. Number of seats is pre-determined by your current site set up.

3. Session type will be Test/Test Review. This is a default. Please do not change this.

4. Click on "Add"

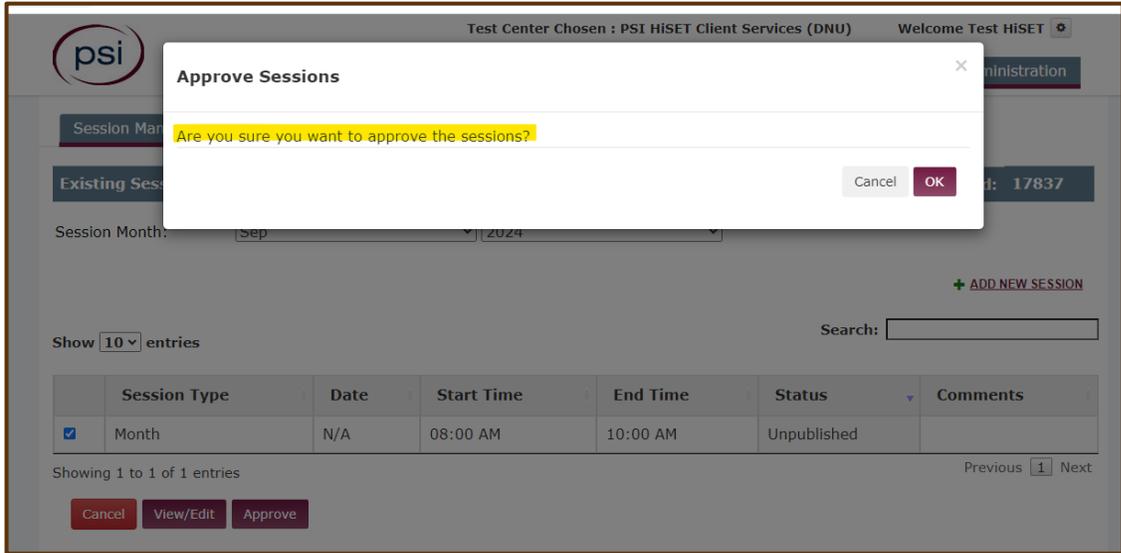
## You will then be directed to the screen to “Cancel, View/Edit or Publish”



The screenshot shows the PSI HiSET Client Services (DNU) Administration interface. The top navigation bar includes "Alerts", "Proctoring", "User Management", and "Administration". The "Administration" tab is active. Below the navigation bar, there is a "Session Management" section. The main content area displays "Existing Sessions of 'PSI HiSET Client Services (DNU)', 'HiSET TCA'" with a "TestCenterId: 17837". The "Session Month" is set to "Sep" for the year "2024". There is a "+ ADD NEW SESSION" link and a search bar. A table lists session entries with columns: Session Type, Date, Start Time, End Time, Status, and Comments. The first entry is "Month" with a checked checkbox, "N/A" for Date, "08:00 AM" for Start Time, "10:00 AM" for End Time, and "Unpublished" for Status. Below the table are "Cancel", "View/Edit", and "Approve" buttons. A blue arrow points to the "Approve" button.

Session Type	Date	Start Time	End Time	Status	Comments
<input checked="" type="checkbox"/> Month	N/A	08:00 AM	10:00 AM	Unpublished	

After selecting “Approve” you will receive a message to approve.



The screenshot shows the same PSI HiSET Client Services (DNU) Administration interface as the previous one, but with an "Approve Sessions" dialog box open. The dialog box contains the text "Are you sure you want to approve the sessions?" and has "Cancel" and "OK" buttons. The background interface is dimmed, showing the same session management options and table as before.

# *Common Solutions*

# "No Seats Available"

 Test Center Chosen : PSI HiSET Client Services (DNU) Welcome Test HiSET 

Alerts Proctoring User Management **Administration**

**Session Management**

**Test Center Session Details**

Test Center: PSI HiSET Client Services (DNU) State: HiSET TCA  
Test Center ID: 17837  
Preset Working Days: **Sun** **Mon** **Tue** **Wed** **Thu** **Fri** **Sat**

\* Select the Month: Mar 2024

\* Schedule Type:  Create session for all working days of the month.  
 Create session(s) for individual day(s) of the month.

\* Start Time: 8:00 AM \* End Time: 10:00 AM **Get Seats**

**View monthly availability**

\* Number of Seats: **0** / 0

Comments: max 200 characters

\* Session Type: Test / Test Review

**ADD** **Cancel**

If you are adding a session and the seats available show "0".  
You need to check the  
***"Defined Sessions Tab"***

The screenshot displays the PSI HiSET Client Services (DNU) Administration interface. At the top left is the PSI logo. The top right shows the user is logged in as 'Welcome Test HiSET' with a settings icon. Below this are navigation tabs: Alerts, Proctoring, User Management, and Administration (which is highlighted). Under Administration, there is a 'Session Management' sub-tab. The main content area is titled 'Test Center Session Information' and includes a note: 'Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.' Below the note are three input fields: 'From date' (03/01/2024), 'To date' (03/31/2024), and 'Test Center' (PSI HiSET Client Services (...)). A 'Refresh' button is located below these fields. A section titled 'Available Sessions: 1' shows a session with 'From date: Mar 14 2024' and 'To date: Mar 20 2024', and 'Test Center: PSI HiSET Client Services (DNU)'. At the bottom of this section are two buttons: '+ ADD NEW SESSION' and 'DEFINED SESSIONS' (which is highlighted in yellow and has a blue arrow pointing to it). At the very bottom, there is a 'Show 10 entries' dropdown and a search box.

Any sessions showing as “unpublished” are holding your available seats and need to be published and/or edited and then published.

The screenshot displays the PSI HiSET Client Services (DNU) Administration interface. At the top, the PSI logo is on the left, and the text "Test Center Chosen : PSI HiSET Client Services (DNU)" and "Welcome Test HiSET" is on the right. A navigation menu includes "Alerts", "Proctoring", "User Management", and "Administration" (which is highlighted). Below this, a "Session Management" button is visible. The main content area shows "Existing Sessions of 'PSI HiSET Client Services (DNU)', 'HiSET TCA'" with a "TestCenterId: 17837". There are dropdown menus for "Session Month" (set to "Mar") and "Year" (set to "2024"). A "+ ADD NEW SESSION" link is present. Below the filters, it says "Show 10 entries" and a "Search:" input field. A table lists three sessions, all with a status of "Unpublished".

	Session Type	Date	Start Time	End Time	Status	Comments
<input type="checkbox"/>	Month	N/A	08:00 AM	10:00 AM	Unpublished	
<input type="checkbox"/>	Month	N/A	08:00 AM	10:00 AM	Unpublished	
<input type="checkbox"/>	Month	N/A	08:00 AM	10:00 AM	Unpublished	

# *Editing Sessions*

# Editing a Session : Changing the Number of Available Seats

## 1. Select the session to edit.

Test Center Chosen : PSI HISET Client Services (DNU) Welcome Test HISET

Alerts Proctoring User Management Administration

Session Management

**Test Center Session Information**

Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.

\* From date: 11/01/2024

\* To date: 11/30/2024

\* Test Center: PSI HISET Client Services (...)

Refresh

**Available Sessions: 33**

From date: Nov 1 2024 To date: Nov 30 2024

Test Center: PSI HISET Client Services (DNU)

+ ADD NEW SESSION DEFINED SESSIONS

Show 10 entries Search:

	Test Date	Start Time	End Time	Total Seats	Available Seats	No Of Candidates	Max Duration(mins)	Session Status	Commer
<input type="checkbox"/>	Nov 01 2024 Fri	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/>	Nov 02 2024 Sat	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input checked="" type="checkbox"/>	Nov 03 2024 Sun	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/>	Nov 04 2024 Mon	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/>	Nov 05 2024 Tue	8:00 AM	10:00 AM	20	20	0	0	✓	Added

## 2. Verify this is the correct session to edit.

Test Center Chosen : PSI HISET Client Services (DNU) Welcome Test HISET

Alerts Proctoring User Management Administration

Session Management

**Test Center Session Details**

Test Center: PSI HISET Client Services (DNU) State: HISET TCA

Test Center ID: 17837

Status: Test Center is Active

Preset Working Days: Sun Mon Tue Wed Thu Fri Sat

**Session Details**

Selected Date: 11/03/2024, Sunday

\* Start Time: 8:00 AM \* End Time: 10:00 AM

\* Number of Seats: 20

Comments: Added Hk 2/29

Block Session:

\* Session Type: Test / Test Review

Approved On: 02/29/2024 12:14 PM

Approved By: TestingHISET

Session Dates: 11/03/2024

Activity Log:

Cancel Submit

## Editing a Session : Changing the Number of Available Seats

3. You will get a reminder to check seats for availability. You may then change the seats and

**Test Center Session Details**

Test Center: PSI HISET Client Services (DNU)      State: HISET TCA  
 Test Center ID: 17837  
 Status: Test Center is Active  
 Preset Working Days: Sun Mon Tue Wed Thu Fri Sat

**Session Details**  
 Selected Date: 11/03/2024, Sunday

\* Start Time:        \* End Time:        Get Seats

\* Number of Seats:

Comments:

Block Session:

\* Session Type:

Approved On: 02/29/2024 12:14 PM

Approved By: TestingHISET

Session Dates: 11/03/2024

Activity Log:

Cancel    Submit

Please first check availability by clicking on Get Seats

4. Go back into the sessions and verify the change has been made.

**Test Center Session Information**

**Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.**

\* From date:

\* To date:

\* Test Center:

Refresh

**Available Sessions: 33**

From date: **Nov 1 2024**      To date: **Nov 30 2024**

Test Center: **PSI HISET Client Services (DNU)**

[+ ADD NEW SESSION](#)    [📌 DEFINED SESSIONS](#)

Show  entries      Search:

Test Date	Start Time	End Time	Total Seats	Available Seats	No Of Candidates	Max Duration(mins)	Session Status	Comme
<input type="checkbox"/> <a href="#">Nov 01 2024 Fri</a>	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> <a href="#">Nov 02 2024 Sat</a>	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input checked="" type="checkbox"/> <a href="#">Nov 03 2024 Sun</a>	8:00 AM	10:00 AM	10	10	0	0	✓	Added
<input type="checkbox"/> <a href="#">Nov 04 2024 Mon</a>	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> <a href="#">Nov 05 2024 Tue</a>	8:00 AM	10:00 AM	20	20	0	0	✓	Added

# Editing a Session : Blocking or Unblocking a Session

1. Select the Session you would like to block and click on "View/Edit"

Test Center Session Information

Note: Information changes continuously as candidates are scheduled. Please check often for the most current status.

From date: 11/01/2024  
To date: 11/30/2024  
Test Center: PSI HISET Client Services (...)

Refresh

Available Sessions: 33  
From date: Nov 1 2024 To date: Nov 30 2024  
Test Center: PSI HISET Client Services (DNU)

+ ADD NEW SESSION DEFINED SESSIONS

Show 10 entries Search:

Test Date	Start Time	End Time	Total Seats	Available Seats	No Of Candidates	Max Duration(mins)	Session Status	Comm
<input checked="" type="checkbox"/> Nov 01 2024 Fri	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 02 2024 Sat	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 03 2024 Sun	8:00 AM	10:00 AM	10	10	0	0	✓	Added
<input type="checkbox"/> Nov 04 2024 Mon	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 05 2024 Tue	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 06 2024 Wed	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 06 2024 Wed	1:00 PM	3:00 PM	5	5	0	0	✓	Speciz
<input type="checkbox"/> Nov 07 2024 Thu	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 08 2024 Fri	8:00 AM	10:00 AM	20	20	0	0	✓	Added
<input type="checkbox"/> Nov 09 2024 Sat	8:00 AM	10:00 AM	20	20	0	0	✓	Added

Showing 1 to 10 of 33 entries

View/Edit Block Delete

2. You will receive the message "Session updated successfully"

Test Center Chosen : PSI HISET Client Services (DNU) Welcome Test HISET

Alerts Proctoring User Management Administration

Session Management

Test Center Session Details

Test Center: PSI HISET Client Services (DNU) State: HISET TCA  
Test Center ID: 17837  
Status: Test Center is Active  
Preset Working Days: Sun Mon Tue Wed Thu Fri Sat

Session Details  
Selected Date: 11/01/2024, Friday

\* Start Time: 8:00 AM \* End Time: 10:00 AM

\* Number of Seats: 20

Comments: Added Hk 2/29

Block Session:

\* Session Type: Test / Test Review

Approved On: 02/29/2024 12:14 PM  
Approved By: TestingHISET  
Session Dates: 11/01/2024  
Activity Log:

Cancel Submit

3. There will be a **B** Confirming the session is now blocked

**NOTE : You will repeat these steps to "Unblock" a session**

**CAUTION**

**PLEASE NOTE:**

**Unblocking a session that has been blocked  
By PSI for Scheduled Maintenance  
will negatively affect your test takers.  
Do NOT unblock these dates.**



# Q & A

## Reference Notes

### 1. How long does each session need to be?

*Writing is our longest subtest at 2 hours. You will need a session with at least two hours to accommodate writing. Selecting all two-hour sessions allows more flexibility. If you want to limit the writing to once a day you can make other sessions 1.5 hours instead which will allow for all other subtests.*

### 2. How far in advance do I need to post sessions?

*All sessions will need to be posted with a minimum of 24 hours notice. Keep in mind that testers cannot be scheduled within 24 hours/One Day of the exam time. We advise to try to schedule the sessions 48 hours out, then schedule the testers after the sessions are created.*

### 3. How far out can I schedule a session for my site?

*You can schedule one year out for sessions. However, you are not required to schedule any certain length of time.*

### 4. I am a TCA Restricted Site, If I add a session to my site, will that make it public?

*If you are a restricted site, publishing or approving a session DOES not make it public. It will only show to the public if you are a CSS site.*

### 5. What if I need to close a session due to an emergency?

*Blocking Dates **DOES NOT RESCHEDULE THE TESTERS.** Make SURE NO ONE IS SCHEDULED for that session, and you can block it yourself.*

*IF a test taker is already scheduled for the times you need to block, please follow the protocol of submitting an “emergency site closure” ticket through <https://psihiset.zendesk.com/hc/en-us/requests/new> PSI will then handle blocking the session and contacting those test takers.*

# Q & A

## Reference Notes

### 6. What if I want to “un-block” a date?

*On the session notes, you will see who blocked the session. If it was blocked by PSI, do **NOT** unblock this session.*

*Please reach out to your RSS for clarification.*

*If the session was blocked by someone within your organization, check with that user before unblocking.*

### 7. When I schedule dates for “all open” days, will it consider my current closures?

*NO, The system will not block dates for holidays or other closures. You will need to check those as you are adding sessions and make sure they are blocked or deleted (i.e. Christmas, etc).*

### 8. How do I handle accommodations?

*Accommodations requests will still need to go through the Exam Accommodations contact. You cannot use the SSS feature to schedule accommodations yourself.*

### 9. Do I still need to submit my Declaration of Hours?

*PSI will no longer send reminder emails to update your sessions.*

*However, if you need additional assistance adding sessions, you may still send in a DOH via the Test Center Support form.*

<https://psihiset.zendesk.com/hc/en-us/requests/new>

### 10. What if my pre-set working days and/or my number of available seats are not correct?

*Please reach out through the Test Center Support form and choose “Test Center Info Update” as your area of need.*

<https://psihiset.zendesk.com/hc/en-us/requests/new>