



Hello, and Welcome to the HiSet training for the Test Center Associate (TCA) Portal training.

To view the Speaker Notes and follow along reading with the audio portion during this presentation, click on the NOTE PAPER icon, which is located to the left of the audio speaker volume button, on the menu bar on the lower right-hand side of the viewing screen.

This training should take approximately 20 to 25 minutes to complete.

Let's get started!

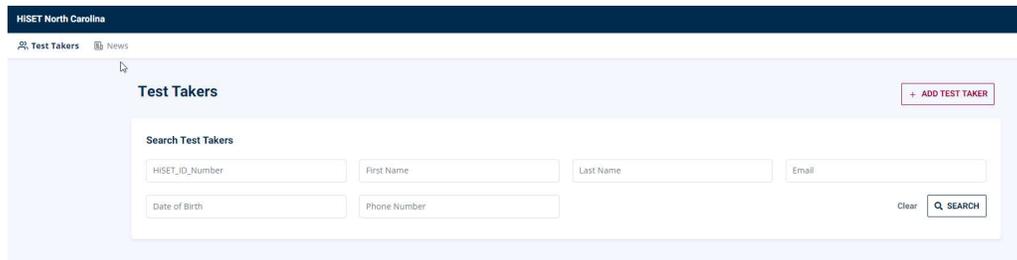
Please click the Play or Forward button to advance the slide to the next page.

TCA/Client Portal

HiSET

The TCA/Client Portal is the system that HiSET Test Center Associates (TCAs) use to register or schedule test takers

<https://client.psiexams.com/login>



The screenshot shows the HiSET North Carolina TCA/Client Portal interface. At the top, there is a dark blue header with the text "HiSET North Carolina". Below the header, there are navigation links for "Test Takers" and "News". The main content area is titled "Test Takers" and features a search form. The search form is titled "Search Test Takers" and contains several input fields: "HiSET_ID_Number", "First Name", "Last Name", "Email", "Date of Birth", and "Phone Number". There is a "Clear" button and a "SEARCH" button with a magnifying glass icon. In the top right corner of the search area, there is a button labeled "+ ADD TEST TAKER".

(Users will receive a system-generated email for their HiSET site/state)

2

TCA Portal.

The **TCA/Client Portal** is the system that all HiSET Test Center Associates use to register or schedule test takers.

All new users will receive a system-generated email for the HiSET state and site they have been registered for.

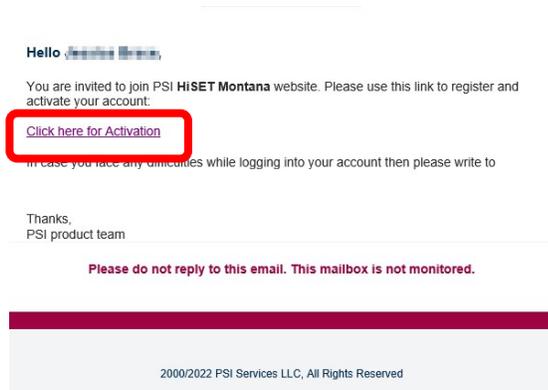
Activate/Registration

HiSET.

New users will receive a system-generated email for the HiSET site/state they have been registered for

To activate their account:

Click on:
Click here for Activation



NOTE: the TCA Portal is an internet-based platform and operates via a web browser

3

TCA Portal Registration.

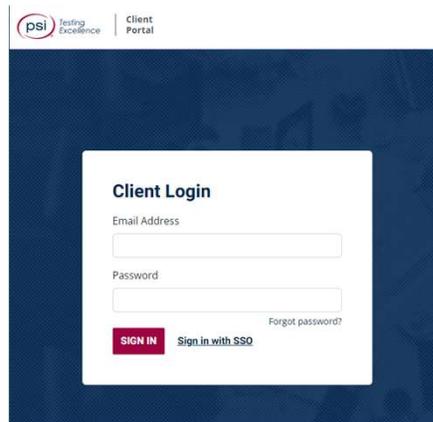
New users will receive a system-generated email for the HiSet site and state they have been registered for. To activate their account: Click on the “**Click Here for Activation**” hyperlink.

Just an FYI to note: the TCA Portal is an internet-based platform and does not need a server, as is operates fully via a simple web browser internet connection.

TCA/Client Portal

HiSET®

<https://client.psiexams.com/login>



The screenshot shows the 'Client Login' page. At the top left, there is a logo for 'psi Testing Excellence' and the text 'Client Portal'. The main content area is a white box with a dark blue background. It contains the title 'Client Login', an 'Email Address' field, a 'Password' field, and a 'SIGN IN' button. There is also a link for 'Sign in with SSO' and a 'Forgot password?' link.

4

The TCA Portal.

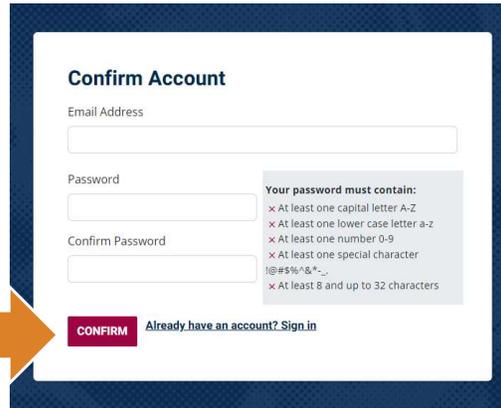
After you have received your initial instructions to login, to create a password, bookmark this site on your computer as a “favorite” so you will have easy access to go back and login.

Confirm Account Information

To confirm the account, enter the following:

- Email Address
- Password
- Confirm Password

Once the Password is confirmed, select **Confirm**



Confirm Account.

The system will prompt the TCA to Confirm their Account information.

To confirm the account, the TCA will enter their email address, create a Password and then confirm the password. Once the Password is confirmed select Confirm.

TCA Portal Login

To Login, enter the following:

- Email Address
- Password

Once Email and Password are entered, Click **Sign In**

Client Login

Email Address

Password

[Forgot password?](#)

SIGN IN [Sign in with SSO](#)

TCA Portal Login.

To login to the TCA portal enter the email address and the password that was used when registering for the account. Once the Email and Password are entered, Click on **Sign In**.

It would be a good idea to “bookmark” this site as a “favorite” on your computer.

Deactivation Due to Inactivity

HiSET

Users are required to login at least every 60 days for the username to remain active.

- If your username becomes deactivated/blocked due to inactivity or you are having login issues:
 - Submit a [Test Center Support Form](#)
 - Select the area of need as TCA Client Portal Access Issues

7

Deactivation Due to Inactivity.

Users are required to login at least every 60 days for the username to remain active.

If your username becomes deactivated/blocked due to inactivity or you are having login issues, submit a Test Center Support Form with the area of need as TCA Client Portal Access Issues.

Test Taker - Search

Search for existing Test Takers using one or more of the following:

- HiSET ID Number (if known)
- First and Last Name*
- Email Address*
- Phone Number*

Once search fields have been entered, Click: **SEARCH**

*Please Note: The ability to search by name, email or phone is limited to test takers that have tested at your site previously.

The screenshot shows a web interface for searching test takers. At the top right, there is a '+ ADD TEST TAKER' button. Below this is a search form titled 'Search Test Takers'. The form contains several input fields: 'HiSET_ID_Number', 'First Name', 'Last Name', 'Email', 'Date of Birth', and 'Phone Number'. There is also a 'Clear' button next to the 'Email' field. A red box highlights the 'SEARCH' button, and a large orange arrow points down towards it.

Search for Test Takers.

TCA's can search for existing Test Takers using one or more of the following: HiSET ID Number (if known), First and Last Name, Email Address, or Phone Number.

Once search fields have been entered, Click the **search** box to search for results.

*Please Note: The ability to search by name, email or phone is limited to test takers that have tested at your site previously.

Test Taker - Search

From the list that populates
select the Test Taker by clicking on their name



Test Taker	ID	Email	Phone
Alicia creek	000	acreek@psionline.com	
Alicia Creek	0000	acreek@psionline.com	
alicia Creek	00000	acreek@psionline.com	

Rows per page: 10 Page 1 of 1

Test Taker Search.

From the list that populates, select the Test Taker by clicking on their name.

Test Taker – Add New

If the Test Taker does not have a profile, TCAs can create one

To add a new Test Taker:

- Click the **Add Test Taker** button
(located in the upper right-hand corner of the screen)



Test Takers

+ ADD TEST TAKER

Search Test Takers

HISET_ID_Number First Name Last Name Email

Date of Birth Phone Number Clear SEARCH

Adding a new Test Taker.

If the Test Taker does not have a profile, TCAs can create one. To add a new Test Taker, Click the **Add Test Taker** button, which is located in the upper right-hand corner of the screen.

Test Taker – Add New

To register a New Test Taker, enter the following:

- First Name
- Last Name
- Email
- Country
- Date of Birth
- Phone/SMS (Optional)

Register New Test Taker

First Name * Middle Name Last Name * Suffix

Email * Country * Date of Birth *

Phone/SMS Contact
Mobile Number

Marketing Communications
Allow PSI and affiliates to send me emails with useful information related to my career, including promotional offers, products, and services (Test Taker may unsubscribe at any time).

Send Test Taker Invite (requires unique email address if checked)

REGISTER Cancel

Note:
If the same email is needed for multiple Test Takers UNCHECK, Send Test Taker Invite

Once all required information has been entered, click **Register**

To register a New Test Taker, enter the following: First Name is required, the Middle name is optional, and Last Name is required.

Enter the Email, and Country both of which are required. The Phone Mobile Number (is Optional).

Only enter the mobile number if they wish to opt-in to receive phone calls and text messages.

Note:

If the same email is needed for multiple Test Takers UNCHECK, Send Test Taker Invite (requires unique email address if checked).

Once all required information has been entered, Select **Register**.

Test Taker – Add New

If the system identifies a potential matching test taker to the information entered, the following screen will appear:

- If this is the same test taker, please cancel the new account creation and search for the test taker using the ID provided
- If not the same test taker, click the Override check box and then Register

Select matching test taker or override and create a new test taker

Test Taker	ID	Email	Phone	Date of Birth
Test Taker	H0198339	testtaker@gmail.com		1/1/2001

Rows per page: 10 Page 1 of 1

Send Test Taker Invite (requires unique email address if checked)

Override matching test takers and create profile

REGISTER Cancel

If the system identifies a potential matching test taker to the information entered, the following screen will appear. If this is the same test taker, please cancel the new account creation and search for the test taker using the ID provided. If this is not the same test taker, click the Override checkbox and then Register button.

Test Taker – Add New

After selecting **Register**, the system creates a profile for the Test Taker!

- Additional information on the Test Taker must still be entered
- Click on the **Test Taker's Name** to continue with booking an exam



Test Taker	ID	Email	Phone
Allison Mayberry	HS053	acreek@psionline.com	

Rows per page: 10 Page 1 of 1

After selecting **Register**, the system creates a profile for the Test Taker. Additional information on the Test Taker must still be entered (this will be covered in the pages ahead). Click on the **Test Taker's Name** to continue with booking an exam.

Create a New Registration

To Create a New Registration for the Test Taker:

- Option #1 -- Click on the Registrations tab, then Create a new registration Hyperlink
- Option #2 -- Select the Action button, then New Registration



Let's continue with the next step, which is "Creating a New Registration."

Once the Test Taker profile is open, they can now have a registration created.

Creating a new registration for a Test Taker can be done in 1 of 2 ways. Option Number 1. To Create a new registration for the Test Taker: Click on the Registrations tab, then Create a new new registration Hyperlink (shown circled in red at the bottom of Test Taker page). Or Option Number 2. Select the Action button (found in the upper right-hand side of the portal screen), and then Select New Registration.

Either way is okay, to create a registration for the Test Taker.

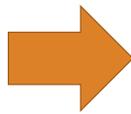
Selecting the Test to Register

NEXT STEP:

- Click on the drop-down arrow
- Select the test to schedule at this time

Note:

TCA Portal only allows for one test to be scheduled at a time; must repeat the process to schedule each test



Test

Select test: *

Massachusetts HiSET Language Arts - Writing - Computer Based Test
Massachusetts HiSET Language Arts - Writing - Paper Based Test
Massachusetts HiSET Language Arts - Writing - Test at Home
Massachusetts HiSET Mathematics - Computer Based Test
Massachusetts HiSET Mathematics - Paper Based Test
Massachusetts HiSET Mathematics - Test at Home
Massachusetts HiSET Science - Computer Based Test

Selecting the Test.

Click on the Drop-down arrow to Select the test.

From the Dropdown, Select the test the Test Taker wants to take. Please be very thorough to read through and select the correct test! There are several tests listed, in various settings and various languages.

Of note, the TCA Portal allows for only one test to be scheduled at a time. The process must be completed for the one test being scheduled, and the repeat the process to schedule the next test.

Registration Review

HiSET®

Review the following information for the booking:

- Test Name
- Fee
- Language (if Reading)
- Test Taker Information

The screenshot shows a registration review form with the following sections:

- Test:** A dropdown menu showing "Massachusetts HiSET Mathematics - Computer Based Test".
- Candidate Bulletin:** A link to view the bulletin.
- Fee:** \$15.00 USD, with a link to "See Policy".
- Test Portions:** Total Price \$15.00 USD. A checkbox is checked for "Massachusetts HiSET Mathematics - Computer Based Test".
- Test Accommodations:** A section for requesting accommodations.
- Comments to Proctor:** A text area for providing additional information.
- Application:** Fields for First Name, Middle Name, Last Name, Suffix, Title, Gender, Country, Email, and License Number.

A red box highlights the "CREATE REGISTRATION" button at the bottom right of the form.

Once reviewed, click on **Create Registration**



Exam Review.

When creating the registration, please take the time to completely review the following information for the booking shown on the page: the Test Name (to ensure the correct test has been selected), the Fee, Language (if Reading), and Test Taker information. Once the review is complete, click on Create Registration if no changes need to be made.

If the incorrect test or language was selected, click on the drop-down box to review again and select the correct test.

Scheduling the Test

Once the registration has been created, the test may be scheduled

- On the Registrations tab, click the Schedule button next to the test

Test	Portion(s)	Received	Expires	
> Massachusetts HISET Mathematics - Computer Based Test	Massachusetts HISET Mathematics - Computer Based Test (Registration Approved)	7/12/2024	7/12/2025	SCHEDULE

- Verify the test name and click Schedule

Confirm Schedule ×

Massachusetts HISET Mathematics - Computer Based Test

- Massachusetts HISET Mathematics - Computer Based Test

Cancel SCHEDULE

Scheduling the Test.

Once the registration has been created, the test may be scheduled. In the Registrations tab, click the Schedule button next to the test name that you would like to schedule. Then, verify the test name and click Schedule

Test Review



Review the following information for the test:

- Test Name
- Fee
- Language (if Reading)

Massachusetts HiSET Mathematics - Computer Based Test

[Candidate Bulletin](#)

Fee: \$15.00 USD | Re-take Fee: \$0.00 USD [Fee Policy](#)

Test Portions (Total Price \$15.00 USD)

Massachusetts HiSET Mathematics - Computer Based Test

MANDATORY

Eligible Until: N/A

Duration: 90 minutes

Start Duration: None

RV Duration: N/A

Booking Mode

Phone Mail Express Mail

Test Accommodations

Does the candidate need any special accommodations? [Request Accommodation](#)

Comments to Proctor

Record any helpful information for proctors here.

CONTINUE BOOKING

Once reviewed, click on **Continue Booking**



CONFIDENTIAL 18

Exam Review.

When creating the registration, please take the time to completely review the following information for the booking shown on the page: the Test Name (to ensure the correct test has been selected), the Fee, Language (if Reading), and Test Taker information. Once the review is complete, click on Create Registration if no changes need to be made.

If the incorrect test or language was selected, click on the drop-down box to review again and select the correct test.

Test Taker Details

HiSET

Complete all the required fields

Application

Select test language*
License Number

Test Taker Details

Date of Birth* 01/01/2001 Email Address* test.taker@psonline.com

Telephone Numbers
Home Phone Office Phone

Cell Phone / Pager

Primary Contact Address
Street Address1* Address2
City* State*
Country* US Postal Code*

Once all required fields are completed, click on **Continue Booking** at the bottom of the page

CONTINUE BOOKING

Only fields that have a red asterisk (*) are required

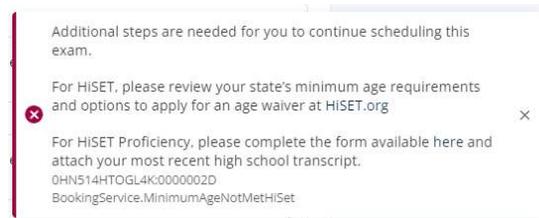
CONFIDENTIAL 19

Test Taker Details.

Complete all the **required** fields for the Test Taker including the Test Language for all test except Reading. Date of Birth and Email should be populated already. Only fields that have a red asterisk are required. Once all required fields are completed, click on Continue Booking at the bottom of the page.

Age Warning

If the Test Taker is under the state age requirement and does not have an age waiver, you will receive an error when scheduling



Review your state's age requirements and options to apply for an age waiver on hiset.org. Once an age waiver has been applied for the test taker, you will be able to continue with scheduling.

Age Warning Pop-Up.

If the Test Taker is under the state age requirement and does not have an age waiver, you will receive an error when scheduling.

Review your state's age requirements and options to apply for an age waiver on hiset.org. Once an age waiver has been applied for the test taker, you will be able to continue with scheduling.

Finding a Test Center

To locate a Test Center where the Test Taker would like to take the test, enter the following:

- 1) Enter City, Province, or Postal Code
- 2) Select a city or postal code from the list that populates
- 3) Enter the radius to the city or postal code to search
- 4) Click **Search**



Portion Name	Duration	Extra Duration	Total Duration
Massachusetts HiSET Mathematics - Computer Based Test	90 Min	0 Min	90 Min

Finding a Test Center.

To locate a Test Center where the Test Taker would like to take the test enter the following: the City, Province, or Postal Code. Then select a city or Postal Code from the list that populates. Next, enter the radius to the city or Postal Code that the Test Taker would like the Test Center location to be within, then click Search.

Scheduling the Test

To complete scheduling for the Test Taker, select the following:

- Test Site
- Date
- Time



Click **Book This Time Slot** to continue

Scheduling the Test.

To scheduling the Test Taker, Select the following: the Preferred Test Site, Preferred Date and the Available time. Click Book This Time Slot to continue the scheduling process.

Payment

To complete Payment:

- Enter a Coupon or Voucher Code, if applicable, and Click Apply
- Enter the Billing Address
- Click Continue



This time slot is reserved for you until 12:10 PM (28 minutes and 11 seconds). Please complete your booking by then.

Test Options Application Schedule **Payment** Review

Coupon or Voucher Code

Coupon/Voucher Code

Billing Address

Address *
18000 W 105th St

Address 2

City * Administrative Region (State/Province) *
Olathe Kansas

Zip/Postal Code * Country *
66061 United States

* Please confirm with the test taker that the above address is correct.

Order Summary

Massachusetts HiSET Mathematics - Computer Based Test	\$15.00 USD
Massachusetts HiSET Mathematics - Computer Based Test	
Test Center Fee	\$9.00 USD
Total Price	\$24.00 USD

All prices are inclusive of all taxes. This might vary by USD or coins where we do not charge for certain currencies or in case your company has a rate for the test.



Payment.

To complete Payment complete the following: Enter a Coupon or Voucher Code, if applicable, and click Apply.

If no Coupon or Voucher Code, leave the box blank. To move forward, Click Continue.

Review Booking and Accept Terms

Review the Booking Details and complete the following:

- 1) Review details of the booking for accuracy
- 2) Select the checkbox to accept the terms and conditions

Once the review is complete,
Click:
Complete Purchase

Review Booking

Candidate Details

Date of Birth: 06/15/2005
Home Phone:
Cell Phone / Pager:
Address:
State (if not USA):
Country: US
SSN:
What is your ethnicity?:
What is your race? Select all that apply:
Which of the following best describes your current employment status?:
What was the name of last K-12 school you attended?:
State of last K-12 school attended:
What type of training, development, or educational program do you plan on attending?:

Email Address: acreek@pstonline.com
Office Phone:
Street Address: 1233 main street
State: Montana
City: billings
Postal Code: 59101
What is your current citizenship status?:
What is your Hispanic origin?:
Do you communicate better (or as well) in English than in any other language?:
Are you planning on going to a further training, development, educational program?:
Please indicate the highest level of education completed by your nonmother/tongue:

Order Summary

TCA - Montana HiSET Language Arts - Reading - Computer Based Test \$10.75 USD
TCA - Montana HiSET Language Arts - Reading - Test Center Scheduled
Total Price \$10.75 USD

All prices are inclusive of taxes. You might see \$0.00 in sales where we do not charge for certain services or in some jurisdictions based on the state.

By continuing, you agree to The Company's Conditions of Use and Privacy Notice.

COMPLETE PURCHASE

Review the Booking Details and complete the following: Review details of the booking for accuracy. Select the checkbox to accept the terms and conditions. Once the review is complete, Click **Complete Purchase**.

Booking Confirmation



The booking confirmation will show the following:

- Test Taker Details
- Test Center Selected
- Order Summary

Booking Confirmed!

Candidate Details

Name: Allison Mayberry
Date of Birth: 06/15/2005
Home Phone:
Cell Phone / Pager:
Address:
State (if not USA):
Country: US
SSN:
Gender: Female

statement "I sometimes blame others for mistakes I make."
Thinking about yourself: to what extent do you agree with the statement "I tend to give up easily."
Thinking about yourself: to what extent do you agree with the statement "I keep my promises."
Thinking about yourself: to what extent do you agree with the statement "I tend to rush into things."
If you have been provided with a state ID enter it here:

HISET_ID Number: HS053
Email Address: acreek@psionline.co
Office Phone:
Street Address1: 1235 main street
State: Montana
City: billings
Postal Code: 59101
Did you use an adult education prog test? Yes
What is your current citizenship stat

statement "I get chores done right away."
Thinking about yourself: to what extent do you agree with the statement "I work on tasks until everything is perfect."
Thinking about yourself: to what extent do you agree with the statement "I often do things at the last minute."
Thinking about yourself: to what extent do you agree with the statement "I make plans and stick to them."

Order Summary

TCA - Montana HISET Language Arts - Reading - Computer Based Test	\$10.75 USD
TCA - Montana HISET Language Arts - Reading - Test Center Scheduled	
Total Price	\$10.75 USD

All prices are inclusive of taxes. You might see \$0 USD in cases where we do not charge for certain services or in case your company has paid for the test.

Booking Information

TCA - Montana HISET Language Arts - Reading - Test Center

English
Monday, September 26, 2022
8:00 AM Mountain Daylight Time
Billings - Rocky Mountain College, 2821 Augusta Lane, Billings, MT 59102, US

CONFIDENTIAL 25

The booking confirmation screen will show the following: Test Taker Details, Test Center Selected, and the Order Summary.

Return to the Home Screen

HiSET®

To return to the Home screen:

- Click on the Test Taker Icon located at the top left of the screen on the menu bar



CONFIDENTIAL 26

And that's it!

Booking a test for the Test Taker is complete.

To return to the Home screen, click on the Test Taker icon on the blue menu bar. The Test Taker Icon is located at the top left of the screen.

If the Test Taker wants to schedule additional tests, start over by clicking on the Test Takers icon to repeat the steps to schedule additional tests for the Test Taker.

Send Test Taker Invite

If the Send Test Taker Invite was checked during account creation, the test taker will receive an email to complete account setup for the test taker portal.

Register New Test Taker

First Name * Middle Name Last Name * Suffix

Email * Country * Date of Birth *

Phone/SMS Contact
Mobile Number

Marketing Communications
Allow PSI and affiliates to send me emails with useful information related to my career, including promotional offers, products, and services (Test Taker may unsubscribe at any time).

Send Test Taker Invite (requires unique email address if checked)

REGISTER Cancel

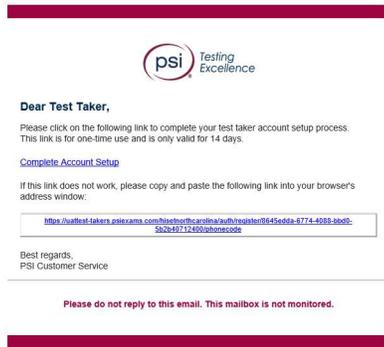
If the Send Test Taker Invite was checked during account creation (unique email address is required if checked), the test taker will receive an email to complete account setup for the test taker portal.

This should not be checked unless there is a unique email address, and the test taker will be creating a login to the test taker portal.

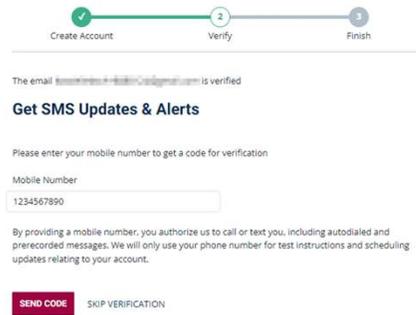
Send Test Taker Invite – Next Steps



Email to Complete Account Setup



Phone/SMS Verification



CONFIDENTIAL 28

The test taker will receive an email to complete account setup for the test taker portal. After clicking the Complete Account Setup link in the email, the test taker will be prompted to send code to their mobile number to verify. The phone/SMS verification may also be skipped.

Send Test Taker Invite – Next Steps



Verify Mobile Number



Verify Mobile Number

We sent a verification code to: [redacted]

Please enter the code to verify.
This code will expire in 30 minutes.

Code not received? [Resend code.](#)

CONTINUE Cancel

Finish Account Set Up



Finish Account Set Up

You are ready to finish and complete your account creation.
You can always update and edit your account as needed after your account is created.

First Name: Test
Middle Name: -
Last Name: Taker
Suffix: -
Country of Residence: US
Email: [redacted] @verified
Contact Number: [redacted] @Verified

New Password*

Confirm Password*

Your password must contain:

- At least one capital letter A-Z
- At least one lower case letter a-z
- At least one number 0-9
- At least one special character !@#\$%^&*'
- At least 10 and up to 30 characters

CREATE ACCOUNT Cancel

The test taker will receive a code to their mobile phone number as an SMS message and will enter the code on the site within 30 minutes to complete the verification. Then the test taker will finish the test taker account setup by creating a password. If the option to Send Code was skipped, the test taker will be directed to the finish account setup page instead of the code verification.

Need Assistance

HiSET®

If you need assistance, contact the
HiSET Support Team using the

[HiSET Test Center Support Form](#)



Choose your area of need

Candidate Scheduling Issues



CONFIDENTIAL 30

Need Assistance?

If you need assistance, contact the HiSET Support Team using the [HiSET Test Center Support Form](#). Select the area of need as Candidate Scheduling Issues. You can access the form by clicking the link on the screen.

Thank you
for completing training.

Learn more at hiset.org

This concludes the training for the TCA Portal training module.

Please continue to the next page, to complete a brief Knowledge Check Assessment.

Passing score is 80%. If a passing score is not reached, please retake the knowledge check again; or feel free to review the training presentation again and then retake the knowledge check assessment.