TCA Portal Training

Revised August 2024

HiSET®

powered by psi

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.
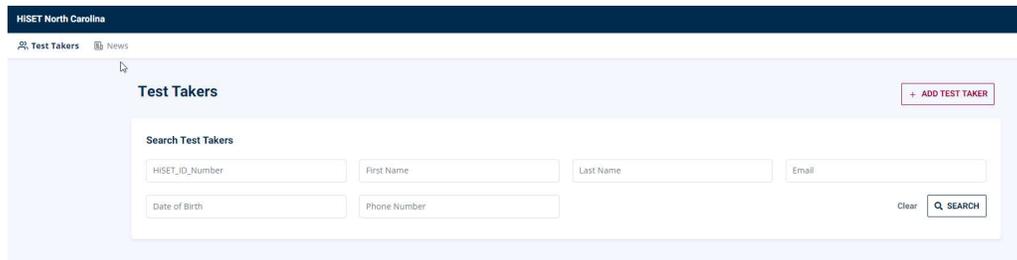
Let's get started!
Please click the Play or Forward button to advance the slide to the next page.

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

HiSET North Carolina
Test Takers   News

Test Takers   + ADD TEST TAKER

Search Test Takers

HiSET_ID_Number | First Name | Last Name | Email

Date of Birth | Phone Number | Clear | Q SEARCH

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

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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.
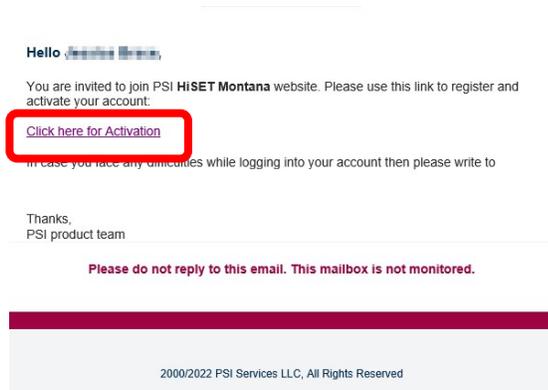
Activate/Registration

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

Hello ~~Jennifer Brown~~,

You are invited to join PSI **HiSET Montana** website. Please use this link to register and activate your account:

Click here for Activation

In case you face any difficulties while logging into your account then please write to

Thanks,
PSI product team

Please do not reply to this email. This mailbox is not monitored.

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

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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
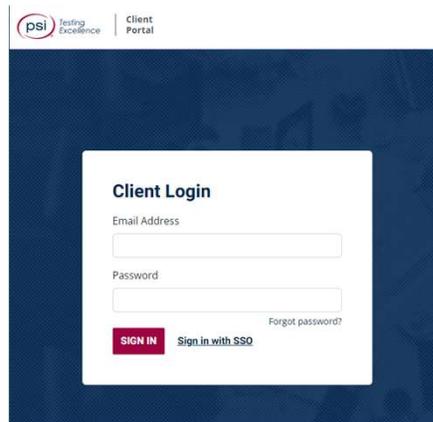
HiSET.

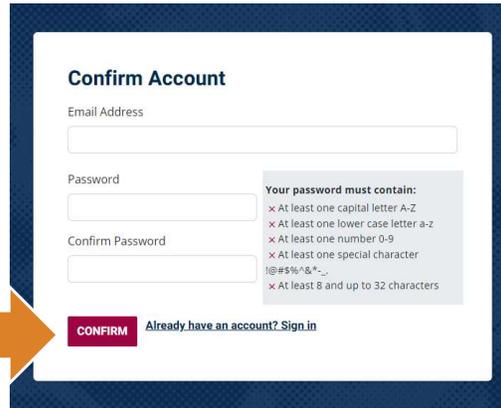https://client.psiexams.com/login

Client Login

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

Email Address

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 8 and up to 32 characters

Confirm Password

CONFIRM   Already have an account? Sign in

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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

HiSET.

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

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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

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

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.

Test Takers

+ ADD TEST TAKER

Search Test Takers

| HiSET_ID_Number | First Name | Last Name | Email |
| Date of Birth | Phone Number | | Clear Q SEARCH |

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 |< < > >|

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Test Taker Search.

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

Test Taker – Add New

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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   Q 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.

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

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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

HiSET.

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	HIS053	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.

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

HiSET.

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
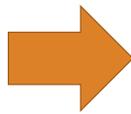
Test

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

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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

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Review the following information for the booking:

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

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

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

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

Tests **Registrations** Comments

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)

Once reviewed, click on **Continue Booking**

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

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Complete all the required fields

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

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

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

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

Additional steps are needed for you to continue scheduling this exam.

For HiSET, please review your state's minimum age requirements and options to apply for an age waiver at HiSET.org

For HiSET Proficiency, please complete the form available here and attach your most recent high school transcript.
0HN514HTOGL4K:0000002D
BookingService.MinimumAgeNotMetHiSet

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.

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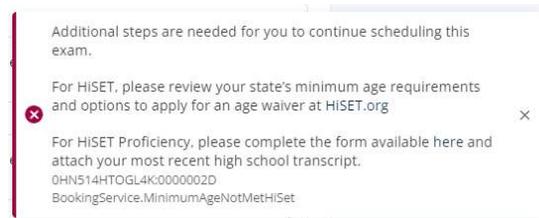
Age Warning Pop-Up.

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**

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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

HiSET

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

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

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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 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

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

Return to the Home Screen

To return to the Home screen:

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

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.

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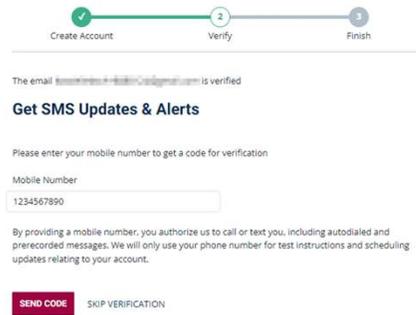
Send Test Taker Invite – Next Steps
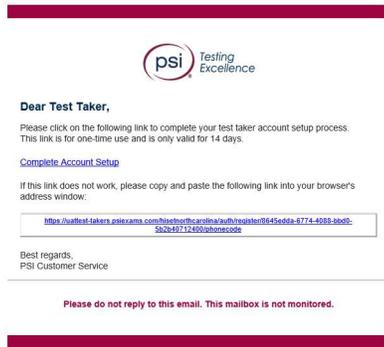
The test taker will receive an email to complete account setup for the test taker portal. After clicking the Complete Account Setup link in the email, the test taker will be prompted to send code to their mobile number to verify. The phone/SMS verification may also be skipped.

Send Test Taker Invite – Next Steps

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Verify Mobile Number

Finish Account Set Up

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

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.

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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.