

Welcome to the HiSET training for the Global Proctoring System (GPS).

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.

The Automatic Advance to the next slide has been turned off to allow the learner more time to review the content on each page. You will need to click the Play or Forward button to advance the slides to the next page.

This training should take approximately 15 to 20 minutes to complete. Let's get started!

Please click the <u>Play</u> or <u>Forward</u> button to advance the slide to the next page.

What is GPS?	HiSET
The <b>GLOBAL PROCTORING SYSEM (GPS)</b> platform allows authorized users to have specific roles enabled, where they can view various features and functionality, which includes:	d
✓ Test Taker Proctoring	
✓ Viewing Test Takers Proctoring Sessions	
✓ Accessing Relevant Reporting	
Note: All systems are internet based, No VPN or other servers are required	

What is GPS?

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The Global Proctoring System (GPS), is the system that TCAs use to check-in Test Takers at Testing center. In its simplest form, GPS is a testing administration system.

The Global Proctoring System (GPS) platform allows authorized users to have specific roles enabled where they can view various feature and functionality which includes: Test Taker Proctoring. viewing Test Takers proctoring videos, and accessing relevant Reporting. Features depend on your role.

Of special note: all systems are internet based, VPN is not needed, nor any other servers are required.

https://tca.psiexams.com/portal/index.jsp	
https://tca.psiexams.com/portal/index.jsp	
(Login ID and Password will be provided after this training is completed)	

Global Proctor System.

To open GPS, click on the link listed on the screen. For best results use Google Chrome as the internet browser. After the site has loaded, login by entering the login credentials provided by the Site Administration team. If this is the first-time logging in, you will be prompted to reset your password. Once you have entered your credentials, select Login.

First Time Login Logging in for the first time requires a password reset • All passwords must meet these requirements	HiSET.
<ul><li>8-32 characters long</li><li>Must contain one uppercase and lowercase letter</li></ul>	
<ul> <li>Must contain one number and special character</li> <li>Not contain the login ID</li> <li>The security question is a required field</li> </ul>	Parameter finitia 1. Proof Bestehenerik 12: Characters bala 2. Proof sectors and approximation of the encoder inter- 3. Proof sectors in the sector and environment possibility interactors diversed assent diverse mentioner and possibility interactors diversed assent diverse assent assent assent assent assent assent diversed assent diverse assent assent assent assent diversed assent diverse assent assent diversed assent diverse assent assent diverse assent assent assent diverse assent assent assent diverse assent assent diverse assent assent diverse assent assent diverse assent di
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First Time Login.

First time logging in requires all admin and TCA's to reset the password. All passwords must meet these requirements. 8 to 32 characters long. Must contain one uppercase and lowercase letter. Must contain one number and special character and must not contain the login ID. The security question is a required field.



For Technical Support – Contact the HiSET Helpdesk.

Accounts will be locked after 3 unsuccessful login attempts or if a user fails to login within 30days.

Technical Support is available to help reset those passwords and unlock accounts. Call the PSI Helpdesk at the number shown on the screen 1-844-562-0512. It would be helpful to write this number down and have it readily available for use.

Login Page	Conter Chosen I Aniorican Career College - Orange Courser Canages Exet Center Chosen I Aniorican Career College - Orange Courser Canages Center Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Conter Con	PET Welcome Ashley King C. Proclaring User Menagement	HiSET	

Login Page: Alerts.

If you only have one test center, when you first login you will be taken to the Alerts page. Any messages or alerts HiSET needs to make you aware of will show up on this page for you to review.



Setting Your Default Test Center

If you have more than one test center assigned to your role, you must set your default test center each time you login to GPS. Use the drop down to select the test center name and then click Set Default Test Center. You will then be placed onto the Alerts page.

To change your default test center click the button next to your name in the upper right hand corner and choose "Change Default Test Center" to choose a different test center.

• Pro	ctoring: Search Scheduled Candidates	
•	Generate Rosters Check Test Takers In/Out Check Session Information Report Incidents	
• Use •	<b>Pr Management:</b> Change your password Update your account information	
Test	Center Chosen : PSI HiSET Client Services (DNU) Welcome Ashley King	

Available User Tabs.

Within GPS, all users will have 2 tabs to utilize: Proctoring and User Management.

Under the Proctoring tab, users can search scheduled candidates, generate rosters, check scheduled test takers in and out for exams, check their test centers session information, and report all incidents.

Under the User Management tab, users can change their password and update their account information.



Search Scheduled Candidates.

To search scheduled candidates by day or session, start by clicking on the Proctoring Tab. The search scheduled candidates tab is automatically selected and the location is already set to the default test center.

Select the date you are wanting to search for. To narrow down the search, also select the timeslot. Then click search.

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Proctored Candidate List.

The search for scheduled candidates brings you to the Proctored Candidate List. This is a comprehensive list of the test centers day or session showing all test takers names, HiSET ID's, Exam Name, Time of the Exam, and each test taker's current status which should be Scheduled for Test at the beginning of each session before being checked in.

At the top of the list, there are action buttons of which you will use that include: Check In, Check Out, Report Incident, Mark Absent, and Generate Roster.

Additional fields in the list that are helpful are Check In Time and Check Out Time. Also, if administering Paper Based Exams scroll to the right to find an additional field labeled Stream Name/Result ID which gives you the information for the answer sheet.

NOTE: For Paper Based Testing, the Stream Name/Result ID is available via the roster 72 hours in advance of the start time if the test taker was scheduled 72 hours in advance.

Generate a Roster to vie	w all Test T	akers schedul	led for the day
<ul> <li>Search scheduled Test<sup>-</sup></li> </ul>	Takers 🛛 💻	ch Scheduled Candidates Session I	information Report Incident Utilities Fingerprint Log
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Generating a Roster.

To Generate a Roster, search scheduled test takers for the date and time you are wanting to generate the roster for. Then Select Generate Roster under the Proctored Candidate List.

Under the Generate Roster page, the Test Center will already be prefilled with the Default Test Center. Select the Date. If wanting to narrow down and pull a roster by session, select a Session.

Choose the Roster Type. Click Generate Roster. The Roster will generate as a PDF.

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Roster Types.

There are two types of rosters to choose from, the Standard Form and the Short Form.

The Standard Form is longer and provides areas to have the test takers sign in and add Locker Key numbers as well as other information.

The Short Form is more concise and provides the basic information that is needed to proctor the exam.



Test Taker Check-In.

The screenshot may reflect additional tabs that you may not see on your screen.

Test Takers will report to the Test Site and be checked in by the onsite TCA.

To check in a test taker in, first search scheduled candidates. Once on the Proctored Candidate List, select the radial button next to the test taker who you are checking in and click the check in button.

NOTE: Each test taker MUST be checked in separately when they arrive at the testing center. If you check in a test taker and they are absent, send in a ticket to the Test Center Support Form and advise this.



Confirm Candidate Test Details.

Confirm the Candidate Name and ID are correct at the top of the page. If they are not, immediately click the back button. If the details match the test taker, continue and check there are no Proctor Alert Messages, check the Test Details to make sure the Exam Name, language, Test Center, Test Mode, and Session times match. Then click the Submit button.

<b>Confirm Registration</b>	Details	HiSET
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correct and matches the ID provided by the test taker, click Next.	<ul> <li>New Automatic</li> <li>Statistical V</li> <li>Attendi</li> <li>* 30</li> <li>* 30</li> <li>* Similaritation</li> <li>* Taple</li> <li>Taple</li> <li>Taple</li> </ul>	*
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Confirm Registration Details.

Confirm the test takers information. Each test taker MUST provide a valid ID upon checking in to test at the test center. Verify that the information on this page matches the test taker's ID.

If any information does NOT match DO NOT change the information on this screen. Send in a demographic change request through the Test Center Support Form including a copy of the ID.

If all information is correct and matches the ID provided, click Next.

GPS will be directed back to the and a new pop up will display the Passcode.	e Proctored Candidate List page ne OTP Code or One Time	2
Record the Candidate ID, OTP (One Time Passcode), and Result ID. Click OK.	Secure Schedule (and charge)         Secure Information         Report Inclaim         Others	Invent Log Invention
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Record OTP Code for Testing.

GPS will be redirected back to the Proctored Candidate List Page. A new pop up will display the OTP Code or One Time Passcode.

Record the Candidate ID, OTP Code, and Result ID then click OK. Do this for each test taker you check in.

NOTE: For Paper Based Testing no OTP Code will be provided.

Launch the Secur	e Browser	HiSET.
<ul> <li>Once all test takers have been checked launch the PSI Secure Browser for the Assist each test taker in logging into their exams on the browser by putting in their Candidate ID and the OTP Code provided.</li> <li>Note: OTP Codes are case sensitive</li> </ul>	ed in, enter the testing room and e test takers.	
		сомялитсялитов, 17

Launch the Secure Browser.

Once the Test Takers have all been checked in, enter the testing room and launch the PSI Secure Browser on all computers.

Provide all test takers with their Candidate ID and OTP Codes for the exams.

NOTE: All OTP Codes are cases sensitive.

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<ul> <li>Test Taker will read and acknowledge Confidentiality agreement by clicking Continue to start the exam.</li> </ul>	HISET.           Image: Instance       Image: Im

Verifying Test Details.

- Each test taker will have to verify the information on the Candidate Details page, check the box verifying those details then click Submit.
- On the next page, test takers must verify test information and agree to the Confidentiality agreement. To agree the test taker will click continue.
- From here, the test taker will enter the exam starting with the practice questions and the help screen information followed by the exam.

Test	Taker Finish	es Exan	HiSET.
When the Test Ta end their exam b After Ending the Results Screen.	aker is finished with thei by clicking " <b>Yes, End Th</b> Exam they are taken to	r exam, they ar <b>le Section</b> " the	E prompted to End Section Confirmation × Now have ensured the last question in 1946 section. Do you with to more to the next? Now will not be able to recome it.
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Test Taker Finishes Exam.

When the Test Taker has completed their exam, they are prompted to end the exam by clicking "Yes, End The Section".

The Test Taker is then taken to the results screen where they are now complete.



Test Taker Check Out.

The TCA will check out each test taker after they finish the exam. Search scheduled candidates. Click the radial button next to the test taker's name and click check out.

A pop up box will appear asking "Are you sure you want to check out?" Click OK.

Under the Proctoring Tab click Session Information.		(psi) <sup>1</sup>				Test Center Chosen 1 PST HISE'T Client Services (DHU) Alerts Tooch			
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Enter the From date and To dates.	Test Session I Note: Informa	Information tion changes	continuous	ly as cand	dates are sch	eduled. Pleas	e check often fo	r the most current st	tatus.
The Test Center will automatically populate to the default test center.	<ul> <li>From date:</li> <li>To date:</li> <li>To date:</li> <li>Test Center</li> </ul>			07/22/2 08/21/2 PS1 HIS	07/22/2024 [] 05/21/2024 [] PSI HISET Client Services ( *				
Click Refresh.				Hefresh					
All available sessions will populate. Each test date will show the start time of the session, end time of the session,	From date: Test Center: Sessions:	Jul 22 2024 PSI HISET C 37	lient Service	5 (DNU)()	7837)	To date:	Aug 21 2024		
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Looking Up Session Information.

Under the Proctoring Tab click Session Information.

Enter the From date and the To date. The test center will automatically populate to the default test center. Click Refresh.

For each day within the dates specified, the page will show: the date of each session, the start and end time for each session, the total number of seats, the total number of available seats, the number of seats reserved, the number of candidates currently scheduled, and the maximum duration of the longest exam currently scheduled.

The page will also show the status of each session.

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Submitting Incident Reports.

To submit an Incident Report or a Security Incident Report click on Report Incident under the Proctoring tab.

Click the Incident Report button. A new window will open to submit a new request. Under the category choose either Incident Report or Security Incident Report.

NOTE: Regular incident reports are NOT monitored however all security incident reports are monitored.

Enter all of the viable information you have. Required information is full test taker information including test taker name, HiSET ID, and exam date. Full test center information, and include as much information as you have about the occurrence.



Regular Incident versus Security Incident.

Examples of all incidents can be found in the HiSET Program Manual on hiset.org.

Some examples of regular incidents are if the test taker arrives late and is not permitted to test, if the test taker is turned away because of an unacceptable ID, loud noise which did not affect other test takers and wasn't a big disturbance caused by one test taker, or if a test taker becomes ill during an exam.

Some examples of security incidents are removal of test questions from the testing room, use of prohibited aids, impersonating a test taker, cheating in any way, or use of electronic devices in the testing room.

NOTE: Even if an incident report or security incident report has been filed, submitting a Test Center Support Form ticket is highly advised as it will get eyes on the situation.

If any issues happen during testing please submit a ticket to the Test Conter Support Form at the link below:				
to the fest center Support Form at the link below:	No. of Control again			
Test Center Support Form	Submit a request			
Issues can include the following: • Test taker are absent				
Emergency site closure				
<ul><li>Any security incidents</li><li>Disruptions in testing</li></ul>	Proce superior			
<ul><li>Test taker becomes ill during exam</li><li>Incident was reported</li></ul>	1 b r = a a d =			

No Show or Absent Tester Takers.

If the Test Taker does not show up for the test, the TCA must mark them Absent in GPS.

Locate the Test Taker name and then select the name, by clicking on the small radio button next to their name. Next, on the menu status bar, Click on Mark Absent, then Click OK.



PSI Excellence.

Let your professionalism shine through, utilizing these skills, attributes and behaviors associated with the PSI culture of operational excellence.

What you do is vitally important, and we appreciate all you do to provide an outstanding Test Taker exam experience!

This concludes the training for the GPS Training Overview 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.