

GPS, PSI Bridge Secure Browser and Google Chrome Installation Instructions

January 2025



Hello, and Welcome to the HiSET – GPS, PSI Secure Browser and Google Chrome Installation Instructions training module!

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 general overview training should take approximately 20 to 25 minutes to complete, including a brief 5-question Knowledge Check at the conclusion.

Let's get started!

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

Agenda

- ✓ What is GPS and What is it used for?
- ✓ Google Chrome and PSI Bridge Secure Browser Installation
- ✓ Basic Troubleshooting

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This training will cover: (1) What is GPS, (2) Google Chrome and PSI Bridge Secure Browser installation, and (3) Basic Troubleshooting.

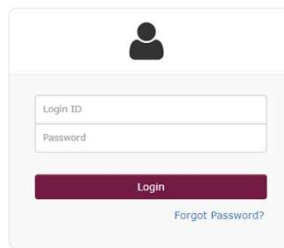
The Hiset training curriculum includes 6 micro-learning training modules. The next module will provide detailed information about GPS, providing a general overview and basic functions the TCA will utilize.

Subsequent modules will cover the **TCA Portal**, a step by step **video of the TCA Portal, Session Management – Completing the Hours of Operation form**, and ends with a general overview of the **Paper Based Test processes**.

What is GPS?

GPS is the name of the [PSI Global Proctoring System](#) (“GPS”) used for testing administration

- GPS is a web-based platform used for a variety of administration tasks
- TCAs (and state admins) will use GPS for all test administration



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What is GPS and What is it used for?

GPS is the name of the PSI Global Proctoring System (“GPS”) used for PSI Hiset testing administration.

GPS is a web-based platform used for a variety of administration tasks.

TCAs (and state admins) will use GPS for test taker administration, TCAs will use GPS to check-in and check-out test takers on exam day, and for reporting.

GPS Administration

The Test Center Associate (TCA) will perform admin tasks using GPS which include some or all the following tasks:

- Print rosters
- Check-in the Test Takers for exams
- Provide a One-Time Password (OTP) code to the Test Taker
- Marking Test Takers absent (if needed)
- Check-out the Test Takers



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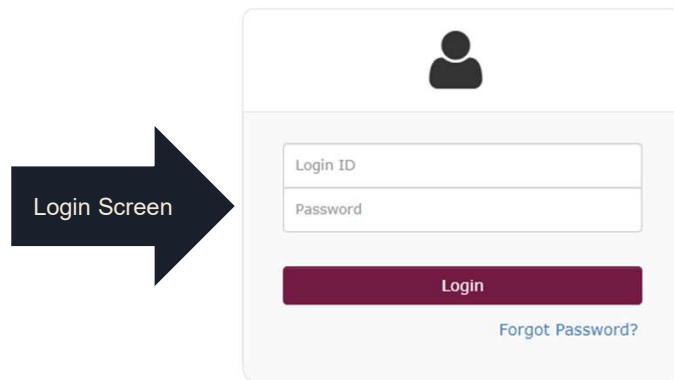
GPS administration.

The Test Center Associate (TCA), will perform their admin tasks using GPS which include some or all of the following tasks: Printing a roster, or Check-in the test takers for their exams, provide them with a one-time password (OTP) code for login; marking Test Takers absent (if needed); to Check-out the test takers at the end of their exam, and Print Score reports (if applicable).

GPS Home Screen

Global Proctoring System ("GPS")

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



A screenshot of the GPS login screen. On the left, a large black arrow points to the right, labeled "Login Screen". The login form itself is a light gray rounded rectangle. At the top center is a black silhouette of a person's head and shoulders. Below this are two white input fields: the top one is labeled "Login ID" and the bottom one is labeled "Password". Underneath the input fields is a dark red button with the word "Login" in white. At the bottom right of the form is a blue link that says "Forgot Password?".

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Shown in this example is the landing page, or login screen, for GPS.

Login credentials will be sent to each Test Center Associate, (and State Admin), from the PSI Site Administration team.

To navigate to this page, click the link or the picture (the site will open up in a new webpage), or copy and paste the link into the Google Chrome browser and login with the PSI provided login credentials.

It would be a good idea for the TCA to create a bookmark, or a shortcut, on the TCA workstation computer to add the GPS Logion link to their saved favorites.

Create a GPS Bookmark

Create a bookmark to quickly access the GPS login page

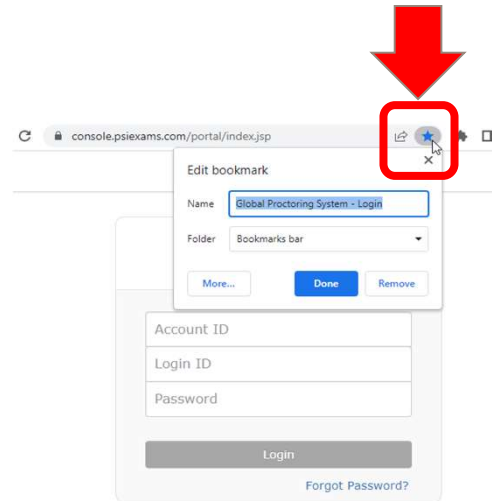
Step 1:

Click on the star (Bookmark this tab)
it will turn blue when clicked

Step 2:

Edit the Name to "GPS Login"
or leave the name as is
Click Done

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Create a GPS bookmark.

It would be helpful to create a bookmark for the GPS site, to be able to quickly navigate to and access this page.

Begin by clicking the link or picture here (a new webpage will open); or copy and paste the link into the Google Chrome browser.

Once on the GPS login page, follow these steps to create a bookmark for this site.

Step 1. Click on the star, located in the upper right-hand corner of the menu bar (highlighted here and circled in red). The star will read "bookmark this tab," and it will turn blue when clicked. The edit bookmark window will pop open as shown. You have the option to edit the name, for example, making it shorter.

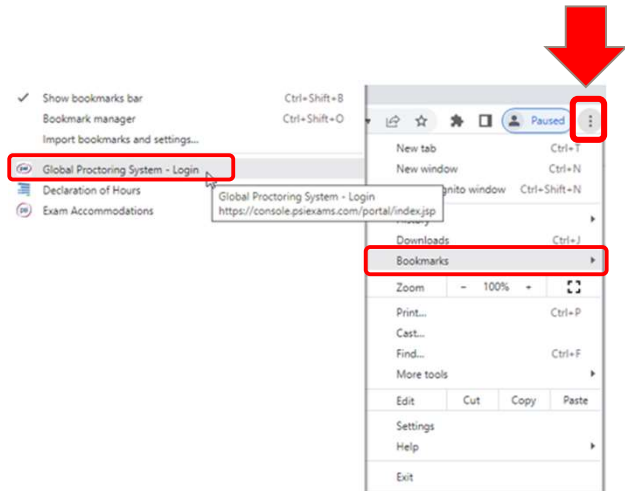
Step 2. If you choose to edit the name, a good recommendation to rename it would be simply "GPS Login," and then click done.

GPS Login Bookmark

Bookmarks can be found under the Menu bar:

Click on the 3 dots

- Next: Scroll down
- Click on “Bookmarks”
- More items are displayed
- View all saved bookmarks
- **GPS Login** bookmark



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GPS Login Bookmark.

To find the GPS Login bookmark just created, bookmarks are found under Menu bar. On the upper left-hand corner of the screen, click on the menu bar, which is the 3 dots.

The menu items will be displayed. Next, Scroll down until you see Bookmarks (highlighted and circled in the example in red). Click on Bookmarks.

More items will be displayed. View all of the saved bookmarks, by scrolling either up or down until the GPS Login bookmark is found. In the list shown here, there are only 3 bookmarks and the Global Proctoring System Login is displayed as the first bookmark.

Google Chrome Installation

All computers must have Google Chrome installed, as GPS works best using Google Chrome as its internet browser

Before Installing Google Chrome:

- Ensure that the equipment meets minimum specifications; see the GPS requirements document



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Google Chrome Installation.

All computers must have Google Chrome installed, as GPS works best using Google Chrome as its internet browser.

Before installing GPS, ensure that the testing center's equipment meets minimum specifications; see the GPS requirements document. Ensure that programs like Deep Freeze and Carbonite Backup, that revert a computers' state to an earlier time, are not installed or are currently disabled. (There is no harm in using programs like this after Google Chrome installation is complete.)

Download Google Chrome

For each TCA workstation computer:

Step 1 - Install Google Chrome (64-bit) if not already installed

- Standard 64-bit version required may be downloaded and installed from <https://www.google.com/chrome/>
- Complete the Google Chrome installation using the default options



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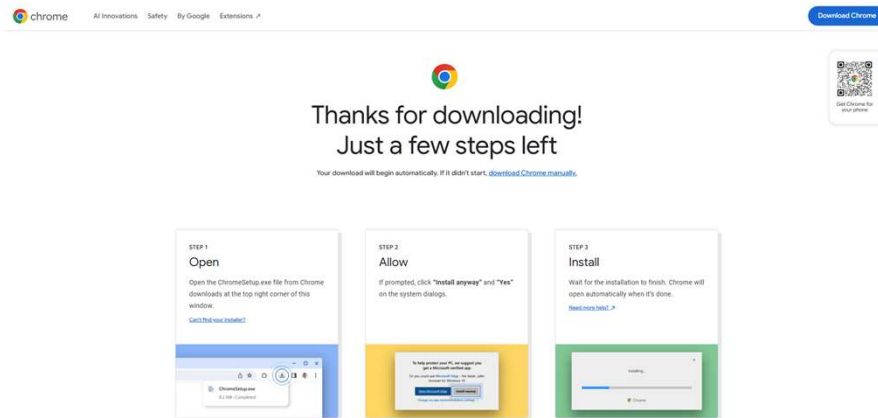
Downloading Google Chrome.

For each TCA workstation computer, follow the steps to download Google Chrome (if it is not already installed).

Step 1. The standard 64-bit version required may be downloaded and installed from the Google website. To begin, type in “google” on your computer browser, to get to the Google homepage (or click the onscreen link). Click on Download Chrome and the Installation execution file will download. Complete the Google Chrome installation using the default options.

Download Google Chrome

May see a screen like this pop-up, simply follow the steps to open, allow the program to run and install on the computer



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Downloading Google Chrome.

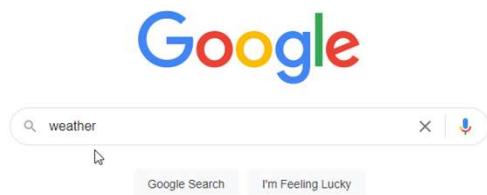
After clicking the download button, you may see a screen like the one shown here pop-up on the computer screen, that is okay! It is correct. The Chrome installation setup file, may be located in the upper-right hand side of the screen under “Recent Downloads” (as seen in the screenshot). Click on the link to begin the installation.

Or you may be prompted to follow the steps to “Open,” and follow the prompts to “Allow” the install to run on the computer, then wait for the installation to finish (as shown onscreen).

If correctly installed, Chrome will open automatically when it’s done, to the Google search landing page (sometimes called the Google homepage).

Google Chrome

When complete, click on the Google Chrome shortcut icon to go the Google homepage – type in something generic like “weather” and hit Enter



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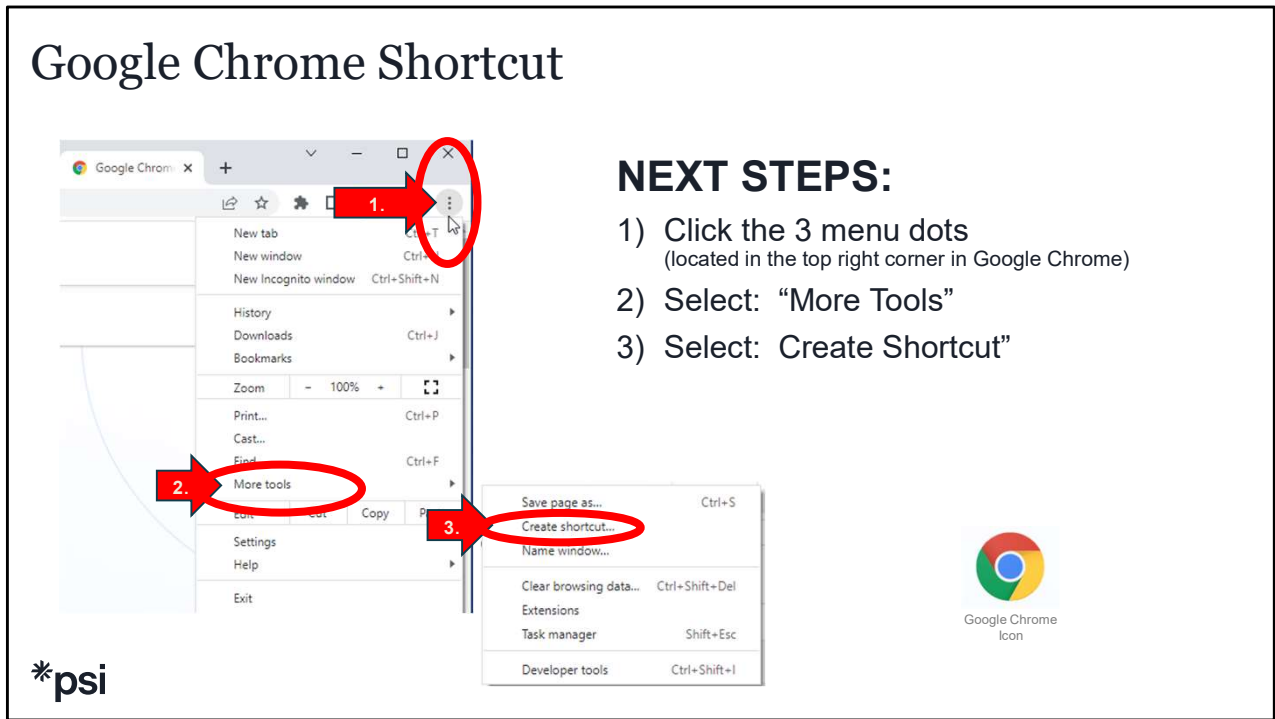
To verify and check to ensure Google is installed properly, type the word “weather” into the search bar and click enter.

Did millions of references for weather come up?

Various weather pages should appear, and possibly the local weather in your area!

With that, it appears that Google Chrome has been properly installed on the TCA computer workstation.

Google Chrome Shortcut



Creating the Google Chrome shortcut.

Next complete these 3 steps to create a Google Chrome shortcut on your computer desktop.

Step One. From the Google landing home page, click on the 3 menu dots, located in the upper top right-hand corner of Google Chrome. It will bring up a menu list of items, as shown (new tab, new window, etc.). Scroll down midway through the list to, to find "More Tools."

Step Two. Select, or click on, More Tools. This will display another small menu list of items, as shown (save page as, create shortcut, name window, etc.).

Step Three. Click on "Create Shortcut." And that's it!

The Google Chrome icon (example shown onscreen), will now be displayed on your computer's desktop among the many other shortcuts that are already located on your computer. Please take a moment to look for the Google Chrome logo icon on your computer. If the shortcut installation didn't work, please go through these three steps again.

Test Center Computer Stations

- The testing stations (computer desks / computer workstation) are the computer desks located in the testing room
- PSI Bridge Secure Browser must be downloaded to each computer



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Next, let's transition to review "Test Center Computer Stations."

The test center computer stations, or testing stations, refer to all of the computer desks located in the testing room.

Google Chrome and the PSI Bridge Secure Browser must be downloaded to each testing station computer. The PSI Bridge Secure Browser shortcut (in the example shown above), should also be created for each test center computer.

PSI Bridge Secure Browser

Secure Browser

- For each test station computer:
 - Download and install the PSI Bridge Secure Browser
 - Click on the link to get started

[PSI Bridge Secure Browser \(MSI file type\)](#)



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Test Computer Station Installation.

Moving to the testing room area at your site, it is important to be very organized during this process, to ensure all computers will have the installation completed.

It is important to ensure all computers have the Google Chrome and the PSI Bridge Secure Browser downloaded in advance of the first test day, or otherwise, Test Takers will not be able to use the computer for their exams.

For Each test station computer: download and install Google Chrome per the previous instructions and also download the PSI Bridge Secure Browser. Click on the link to get started. Once the application begins to run, you may be prompted to "Save" or "Run" the file, based on your browser settings.

Download Secure Browser

[PSI Bridge Secure Browser \(MSI file type\)](#)

Open Secure Browser under Recent Downloads to Start Install



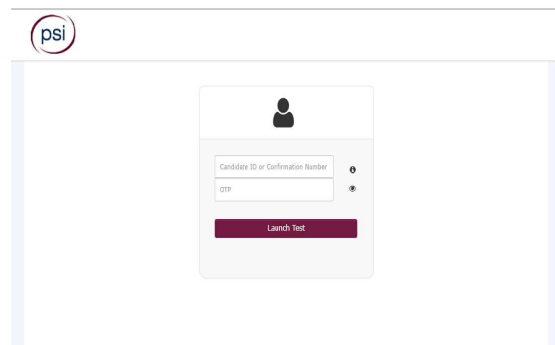
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The PSI Secure Browser installation file, can be found under the Recent Downloads in the upper right corner of the Chrome toolbar (as seen in the screenshot). Open the Recent Downloads and click to install the PSI Secure Browser.

GPS Login Screen

The GPS login screen will open when launched and the Test Taker will need to enter:

- Candidate ID or Confirmation Number
- One-Time Password (OTP) Code
- Then Click on: **Launch Test**



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GPS Login Screen.

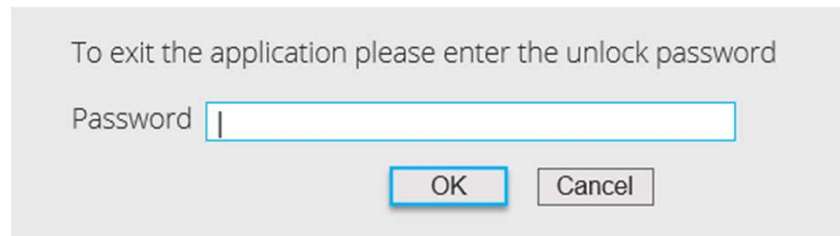
Just as an FYI, this screen is shown so the Test Center Associate (TCA), will know what the GPS home login screen looks like for the Test Taker.

The login screen will open when launched and the Test Taker will need to enter their Candidate ID or Confirmation Number (found in the confirmation email), and the One-Time Password (OTP) code provided by the TCA., then click on Launch Test.

Test Station Installation

To close out of the Secure Browser:

- Click the 'Exit' button in the upper top right-hand corner
- Enter the password: **NjjP2024!**
- Click: OK

A screenshot of a dialog box with a light gray background. At the top, it says "To exit the application please enter the unlock password". Below that is a label "Password" followed by a text input field. At the bottom, there are two buttons: "OK" and "Cancel".

To exit the application please enter the unlock password

Password

OK Cancel

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To close out of the PSI Bridge Secure Browser, click the “**Exit**” button in the upper top right-hand corner. The pop-up screen will appear as shown.

Enter the unlock password: **NjjP2024!** .

It is very important to remember or write down this unlock password and keep it in safe and secure place. The GPS system will not be able to be closed out or shut down without the unlock password.

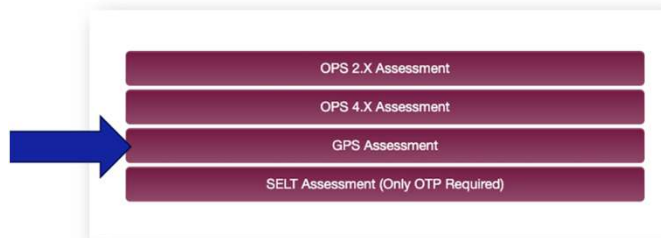
And that’s it!

The installation, setup, and test to open the PSI Bridge Secure Browser, are complete.

Please continue with the installation process on all test station computers at your test center.

PSI Bridge Secure Browser

When the PSI Bridge Secure Browser is launched you must select the proper console to fully launch the exam.



NOTE:

When launching exams click on GPS Assessment
Review your TCA Instructions for the exam for further instructions

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When the PSI Secure Browser is launched you must select the proper console to fully launch the exam.

The proper console is in the example above, "GPS Assessment".

NOTE: Review your TCA Instructions for the exam for further instructions

Exiting the Secure Browser



Congratulations!

Secure Browser setup is complete!

Continue installation of all TCA computers and test computers

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Congratulations! The Proctor station and Test Taker setup is complete!

Please continue and repeat the same steps to setup any additional TCA computer workstations for both the Google Chrome and PSI Bridge Secure Browser installations, and then continue to complete the installation of Google Chrome and PSI Bridge Secure Browser on each of the test center computers.

PSI Helpdesk

PSI Test Center Helpdesk

1-844-562-0512

(Available 24x7, 365 days a year)



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Contact Info.

The PSI Helpdesk can be reached at the number on the screen. Please write down this number or print this page, so the PSI Test Center Helpdesk phone number is always readily available for all Test Center Associates. Assistance for the Test Center Helpdesk is available 24 hours a day, 7 days a week, 365 days a year!

This concludes the training for the PSI Bridge Secure Browser and Google Chrome installation process.

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 retake the knowledge check assessment.

Thank you!

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