

GUIDE

Global Proctoring System (GPS)



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1.0

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Classification
Restricted



Global Proctoring System (GPS)

Revised August 2024



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

What is GPS?



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The **Global Proctoring System (GPS)** platform allows authorized users to have specific roles enabled, where they can view various features and functionality, which includes:

- 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?

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.


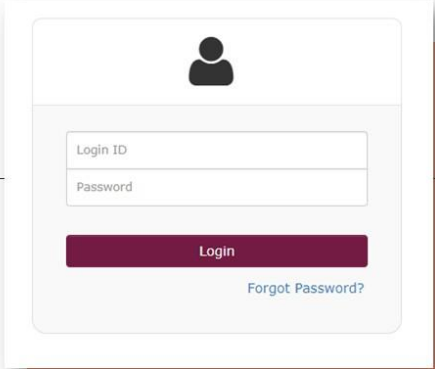
Of special note: all systems are internet based, VPN is not needed, nor any other servers are required.



Login URL

Login ID and Password will be provided after this training is completed

tca.psiexams.com/portal/index.jsp →



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
- 8-32 characters long
- Must contain one uppercase and lowercase letter
- Must contain one number and special character
- Not contain the login ID
- The security question is a required field

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.

Technical Support

If locked-out of the account or need assistance with GPS, please contact:

PSI Helpdesk

1-844-562-0512

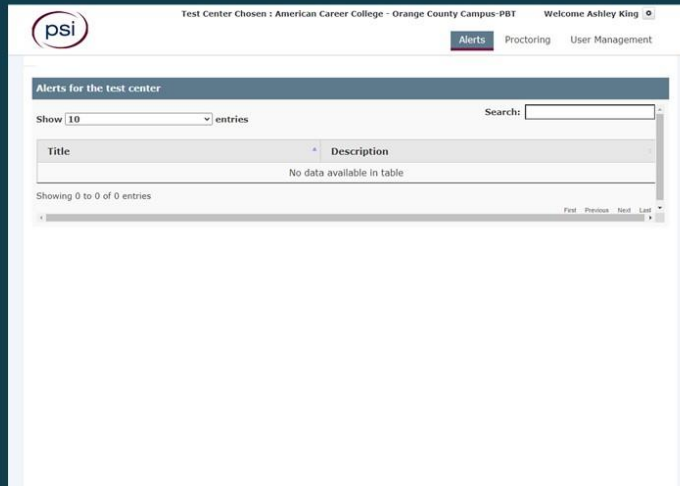
Accounts will be locked out after 3 unsuccessful login attempts
or if user fails to login within 30-days

For Technical Support – Contact the HiSET Helpdesk.

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

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.

This is the Alerts Page



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 Default Test Center

Set your default Test Center if you have more than one center.

To change your default test center click the button next to your name and choose "Change Default Test Center".

The screenshot shows two parts of the interface. The top part is a form titled "Select the Test Center" with a dropdown menu for "Location Name" and a "Submit" button. Below this is a modal window titled "Please Set Your Default Test Center" which contains the same "Select the Test Center" form and a "Set Default Test Center" button. The bottom part of the screenshot shows a user profile dropdown menu with the text "Test Center Chosen : Adult and Family Education-Testing Center - CBT", "Welcome Ashley King", and options for "Alerts", "Proc", "Change Default Test Center", and "Logout".

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.

Available User Tabs

GPS users will have 2 tabs to utilize: Proctoring and User Management

Proctoring:

- Search Scheduled Candidates
- Generate Rosters
- Check Test Takers In/Out
- Check Session Information
- Report Incidents

User Management:

- Change your password
- Update your account information

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

Alerts
Proctoring
User Management

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 session:

- Click on the Proctoring Tab
- Under the Search Scheduled Candidates tab the Location is already set to the default test center.
- Select the Date. Select the Timeslot to narrow down results further.

The screenshot displays the PSI HISET Client Services (DNU) Proctoring interface. At the top, the PSI logo is on the left, and the text "Test Center Chosen : PSI HISET Client Services (DNU)" and "Welcome Ashley King" are on the right. Below this is a navigation bar with "Alerts", "Proctoring" (highlighted), and "User Management". The main content area has a tabbed interface with "Search Scheduled Candidates" (selected), "Session Information", "Report Incident", "Utilities", and "Fingerprint Log". Under the "Search Scheduled Candidates" tab, there is a section titled "Scheduled Candidates" with three input fields: "Location Name" (set to "PSI HISET Client Services (...)", "Date" (set to "07/23/2024"), and "Timeslot" (set to "-Select-"). Below these fields are "Search" and "Clear" buttons. At the bottom, there is a note: "* Mandatory Fields".

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.

Proctored Candidate List

On the Proctored Candidate List:

- All test takers listed along with test taker name, ID, Exam Name, Time of Exam, and Status.
- Buttons to Check In, Check Out, Report Incident, Mark Absent, and Generate Roster.
- Fields showing Check In Time, Check Out Time, and upon scrolling to the right the Stream Name/Result ID show for Paper Based Tests.

The screenshot displays the 'Proctored Candidate List' interface. At the top, there are navigation tabs: 'Search Scheduled Candidates', 'Session Information', 'Report Incident', 'Utilities', and 'Fingerprint Log'. Below these, a row of action buttons includes 'Check In', 'Check Out', 'Report Incident', 'Mark Absent', 'Unmark Absent', 'Generate Roster', 'Score Report', and 'Print OTP'. The main area contains a table with the following columns: 'Last Name', 'First Name', 'Candidate ID', 'Exam Name (Duration)', 'Start Time', 'Status', 'Check In Time', and 'Check Out Time'. The table lists four candidates, all with a status of 'Scheduled for Test'. A sidebar on the right, under the 'Utilities' tab, shows a 'Fingerprint Log' table with columns for 'Check In Time', 'Check Out Time', and 'Stream Name/ Result Id'. The bottom of the interface shows a pagination bar indicating 'Page 1 of 1' and 'Displaying 1 to 4 of 4 items'.

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Taker	Test	H0117915	Montana HiSET Language Arts - Writing - Computer Based Test (120 Minutes)	Jul 23, 2024 8:00:00 AM	Scheduled for Test		
Tester	Demo	H0093112	Missouri HiSET Mathematics - Computer Based Test (90 Minutes)	Jul 23, 2024 8:00:00 AM	Scheduled for Test		
Tester	Demo	H0200922	North Carolina HiSET Social Studies - Computer Based Test (70 Minutes)	Jul 23, 2024 8:00:00 AM	Scheduled for Test		
TesterCA	Demo	H0162566	California HiSET Language Arts - Reading - Computer Based Test (66 Minutes)	Jul 23, 2024 8:00:00 AM	Scheduled for Test		

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.

Generating A Roster

Generate a Roster to view all Test Takers scheduled for the day

- Search scheduled Test Takers
- Select **Generate Roster**
- The Test Center is prefilled with the Default Test Center. Select the Date. Select a Session if wanting to narrow down further.
- Choose the Roster Type.

The top screenshot shows the 'Proctored Candidate List' interface. It has a navigation bar with 'Search Scheduled Candidates', 'Session Information', 'Report Incident', 'Utilities', and 'Fingerprint Log'. Below the navigation bar, there are buttons for 'Check In', 'Check Out', 'Report Incident', 'Mark Absent', 'Unmark Absent', 'Generate Roster', 'Score Report', and 'Print OTP'. An orange arrow points to the 'Generate Roster' button.

The bottom screenshot shows the 'Roster Criteria' form. It has a navigation bar with 'Search Scheduled Candidates', 'Session Information', 'Report Incident', 'Utilities', and 'Fingerprint Log'. The form has the following fields:

- Test Center:** PSI HISET Client Services (DN)
- Date:** 07/23/2024
- Session:** All Candidates for Day
- Roster Type:** Standard Form (selected), Short Form

At the bottom of the form, there are buttons for 'Generate Roster' and 'Back'.

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.

Choose your Roster Type



Standard Form

PSI EXAMINATION SERVICES
Examination Roster

Test Date : 07/23/2024
☐ DAR Complete
 Proctor : Ashley King
 Test Center : PSI HSET Client Services (DNU)

ID	Candidate Name	OTP	Extended Time	ResultID	StreamName
H0117915	Tester, Test		0		

Exam Portion(s) : Montana HSET Language Arts - Writing - Computer Based Test - Montana HSET Language Arts - Writing - Computer Based Test (120 Minutes)

Card Number: _____
 Amount of Charge: _____
 Date of Charge: _____
 All sales are final. No credits or refunds will be given.
 I agree to pay the above amount according to the card issuer agreement.

• # of CDs needed : _____
 • Open/Closed book : _____
 • Locker Key/Bag Returned : _____

Session Time : 8:00:00 AM - 10:00:00 AM
 Session #: 19485122

Examinee Signature: _____
 Figure Booklet/Plan Set: _____
 Proctor Verification: _____

H0162566 TesterCA, Demo 0

Exam Portion(s) : California HSET Language Arts - Reading - Computer Based Test - California HSET Language Arts - Reading - Computer Based Test (60 Minutes)

Card Number: _____
 Amount of Charge: _____
 Date of Charge: _____
 All sales are final. No credits or refunds will be given.
 I agree to pay the above amount according to the card issuer agreement.

• # of CDs needed : _____
 • Open/Closed book : _____
 • Locker Key/Bag Returned : _____

Session Time : 8:00:00 AM - 10:00:00 AM
 Session #: 19485122

Examinee Signature: _____
 Figure Booklet/Plan Set: _____
 Proctor Verification: _____

H0093112 Tester, Demo 0

Exam Portion(s) : Missouri HSET Mathematics - Computer Based Test - Missouri HSET Mathematics - Computer Based Test (90 Minutes)

Short Form

PSI EXAMINATION SERVICES Examination Roster							
Test Date : 07/23/2024				Proctor : Ashley King Test Center : PSI HSET Client Services (DNU)			
LAST, FIRST NAME	ID	OTP	SESSION	SESSION #	EXAM NAME	COMPLETION TIME	RESULT
Tester, Test	H0117915		8:00:00 AM - 10:00:00 AM	19485122	Montana HSET Language Arts - Writing - Computer Based Test		
Tester, Demo	H0093112		8:00:00 AM - 10:00:00 AM	19485122	Missouri HSET Mathematics - Computer Based Test		
Tester, Demo	H0209022		8:00:00 AM - 10:00:00 AM	19485122	North Carolina HSET Social Studies - Computer Based Test		
TesterCA, Demo	H0162566		8:00:00 AM - 10:00:00 AM	19485122	California HSET Language Arts - Reading - Computer Based Test		

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

- Search Scheduled Candidates
- Select the radial button next to the test taker and click the Check In button

Proctored Candidate List							
<input checked="" type="checkbox"/> Check In <input type="checkbox"/> Check Out <input type="button" value="Report Incident"/> <input type="button" value="Mark Absent"/> <input type="button" value="Unmark Absent"/> <input type="button" value="Generate Roster"/> <input type="button" value="Score Report"/> <input type="button" value="Print OTP"/>							
Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Tester	Demo	H0162564	Louisiana HiSET Language Arts - Reading - Computer Based Test (66 Minutes)	Jul 22, 2024 2:30:00 PM	Scheduled for Test		

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

- Check the Candidate Name and Candidate ID match.
- Check for any Proctor Alert Messages.
- Verify the Test Name, language, Test Center, Test Mode, and Session time match. Click Submit.

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The screenshot shows the 'Candidate Test Details' page in the HSET system. At the top, there are navigation links: 'Search Scheduled Candidates', 'Session Information', 'Report Incident', 'Utilities', and 'Fingerprint Log'. A 'Go To Dashboard' link is also present. The main content area is divided into several sections. The 'Candidate Details' section is highlighted with an orange arrow and contains the following information:

Candidate Name	Demo Tester
Candidate ID	H0162564

The 'PROCTOR ALERT MESSAGES' section is collapsed. The 'TEST DETAILS' section is expanded and highlighted with an orange arrow. It contains the following information:

License	Louisiana HSET Language Arts - Reading - Computer Based Test			
Portion name(s)	Name	Language	Actual(mins)	Extended(mins)
	Louisiana HSET Language Arts - Reading - Computer Based Test	English	66	
Test Center	PSI HSET Client Services (DNU)			
Test Mode	Computer / Paper & Pencil			
Session	2:30 pm - 4:30 pm			

The 'PROGRAM INFORMATION' section is collapsed. At the bottom of the page, there are two buttons: 'Submit' and 'Back'.

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.

Confirm Registration Details

Confirm the test takers information.

NOTE: If any information is incorrect **DO NOT CHANGE IT HERE**. Send in a test center support form.

The screenshot shows the 'Registration Details' form in the PSI Global Proctoring System. The form is titled 'Registration Details' and includes a 'Go To Dashboard' link. It contains the following fields:

- Candidate Name: Demo Tester
- Candidate ID: H0162564
- * HSET ID Number: H0162564
- * First Name: Demo
- * Last Name: Tester
- * Date of Birth: 03/11/2000
- * Email Address: ashley.king@psionline.com
- Primary Contact Address:
 - * Street Address1: 123 Main St
 - Address2:
 - * City:
 - * State: Louisiana
 - State (if not USA):
 - * Country: USA
 - * Postal Code: 70002

At the bottom of the form are 'Next' and 'Back' buttons.

*hiset.

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

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.

Record OTP Code For Testing

GPS will be directed back to the Proctored Candidate List page and a new pop up will display the OTP Code or One Time Passcode.



The screenshot shows a web application interface for a proctoring system. At the top, there are navigation tabs: 'Search Scheduled Candidates', 'Session Information', 'Report Incident', 'Utilities', and 'Fingerprint Log'. Below these, there's a 'Proctored Candidate List' section with a table of candidates. A pop-up window is displayed over the table, showing details for a specific candidate: Candidate ID: H0162064, First Name: Demo, Last Name: Tester, OTP Code: LAYQWLR, Result ID: 4310202, and Stream Name: The test code for this test taker is Form B5. Below the details, there's a note: 'Note: If this is a Paper-Based Test, please instruct the test taker to bubble in the following numbers on their answer sheet prior to starting the test. For Field 4 Appointment Number, provide the Result ID of 4310202. For Field 7 Test Code, provide the Stream Name of Form B5.' At the bottom of the pop-up are 'OK' and 'Print' buttons. The background table shows columns for 'Last Name' and 'OTP Code'.

Record the Candidate ID, OTP (One Time Passcode), and Result ID. Click OK.

Note: For Paper Based Testing no OTP Code will be provided as it will not be needed.

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.

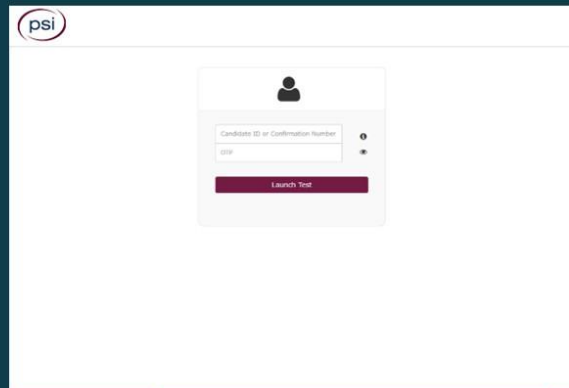
Record the Candidate ID, OTP Code, and Result ID then click OK. Do this for each test taker you check in.

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

Launch the Secure Browser

Once all test takers have been checked in, enter the testing room and launch the PSI Secure Browser for the test takers.

- Assist each test taker in logging into their exams on the browser by putting in their Candidate ID and the OTP Code provided.
- **Note:** OTP Codes are case sensitive



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.

Verifying Test Details

- Test Taker will verify the information on the Candidate Details page
- Test Taker will check the box verifying details and click Submit.
- Test Taker will read and acknowledge Confidentiality agreement by clicking Continue to start the exam.

The screenshot displays two sequential screens from the HSET testing interface. The top screen, titled 'Candidate Details' with a 'psi' logo, shows fields for Candidate Id (H0162564), Test Name (Louisiana HSET Language Arts - Reading - Computer Based Test), First Name (Demo), and Last Name (Tester). It includes a checkbox for verifying details and 'Submit' and 'Cancel' buttons. The bottom screen, titled 'HSET - Reading - English', shows 'Test Information' with fields for Username (Demo Tester), Knowledge Area (HSET Reading), Test Area (HSET Reading), Type (Certification), Number of questions (52), and Vendor (PSI). It also features a 'Confidentiality Agreement' section with a 'Continue' button and a 'Cancel' button.

*hiset.

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.

When the Test Taker is finished with their exam, they are prompted to end their exam by clicking **“Yes, End The Section”**

End Section Confirmation

You have answered the last question in this section. Do you wish to move to the next?
You will not be able to resume it.

YES, END THE SECTION

NO, DON'T END THE SECTION

***hiset.**

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



Test Taker Check Out

Proctor will check-out the Test Taker:

- 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.

Search Scheduled Candidates

Session Information

Report Incident

Utilities

Fingerprint Log

Proctored Candidate List

☒ Check In

☒ Check Out

Report Incident

Mark Absent

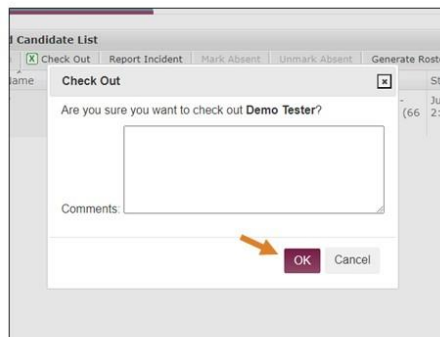
Unmark Absent

Generate Roster

Source Report

Print OTP

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Tester	Demo	H0162564	Louisiana HISET Language Arts - Reading - Computer Based Test (66 Minutes)	Jul 22, 2024 2:30:00 PM	Test Schedule Completed	02:31 PM	



Candidate List

☒ Check Out ☐ Report Incident ☐ Mark Absent ☐ Unmark Absent ☐ Generate Roster

Are you sure you want to check out **Demo Tester**?

Comments:

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.

Test Center Chosen : PSI HSET Client Services (DNU) Welcome Ashley King

Alerts **Proctoring** User Management

Search Scheduled Candidates **Session Information** Report Incident Utilities Fingerprint Log

Test Session Information

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

* From date: 07/22/2024

* To date: 08/21/2024

* Test Center: PSI HSET Client Services (...)

Refresh

From date: Jul 22 2024 To date: Aug 21 2024

Test Center: PSI HSET Client Services (DNU)(17837)

Sessions: 37

Search:

Test Date	Start Time	End Time	Total Seats	Available Seats	Seats Reserved	No Of Candidates	Max Duration(mins)	Session Status
Jul 22 2024	10:00 AM	12:00 PM	20	20	0	0	0	✓
Jul 22 2024	2:30 PM	4:30 PM	1	0	0	1	66	✓
Jul 23 2024	10:00 AM	12:00 PM	20	20	0	0	0	✓

Looking Up Session Information

Under the Proctoring Tab click Session Information.

- Enter the From date and To dates.
- The Test Center will automatically populate to the default test center.
- Click Refresh.
- All available sessions will populate. Each test date will show the start time of the session, end time of the session, total number of seats within that session, available seats, seats currently reserved, number of candidates currently scheduled, the session status, and the max duration of the longest exam scheduled.

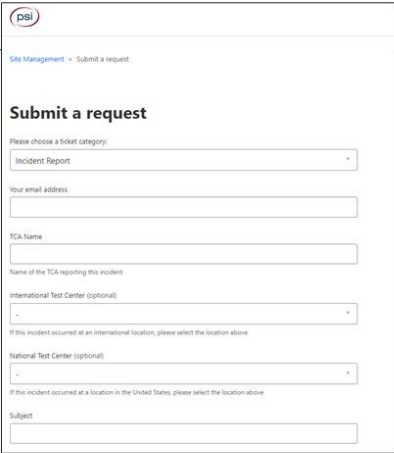
Looking Up Session Information.


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.



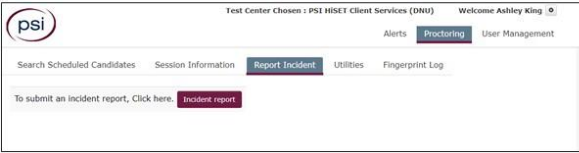


Submitting Incident Reports



To Submit an Incident Report, Click the Report Incident under the Proctoring Tab.

- Click Incident Report.
- A new window will appear to Submit a Request.
- Under ticket category choose Incident Report or Security Incident Report.
 - NOTE: Regular Incident Reports are NOT monitored. Security Incident Reports are.
- Enter all viable information. Make sure to include:
 - Full test taker information including name and ID
 - Test Center information
 - As much information as possible about the occurrence



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 regular Incidents versus Security Incidents (found in the HiSET Program Manual)

Regular Incidents

- Test taker arrives late and is not permitted to take exam
- Test taker is turned away because of unacceptable ID
- Loud noise (doesn't affect exams)
- Test taker becomes ill during the exam
- Emergency closing of the test center
- Test taker complains about the testing process

Security Incidents

- Removal of test questions from the room
- Use of prohibited aids
- Impersonating another test taker
- Tampering with test equipment
- Theft of test equipment or materials
- Cheating in any way
- Use of any electronic devices
- Test taker creating a disturbance
- Test taker having to be escorted from the facility

NOTE:

In all cases, submitting a Test Center Support Form ticket as well as an incident report is advised!


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.



Test Center Support Form

If any issues happen during testing, please submit a ticket to the Test Center Support Form at the link:



PSI-HSET > Submit a request

Submit a request

Your email address:

Subject:

Program:

Choose your position:

Choose your area of need:

Description:

Please enter the details of your request. A member of our support staff will respond as soon as possible.

HiSET Test Center Support Form →

Issues can include the following:

- Test taker are absent
- Emergency site closure
- Any security incidents
- Disruptions in testing
- Test taker becomes ill during exam
- Incident was reported
- Demographics need changed

Make sure to include all test taker and exam information in the ticket!

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.

Thank you for completing training.

Learn more at hiset.org

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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.