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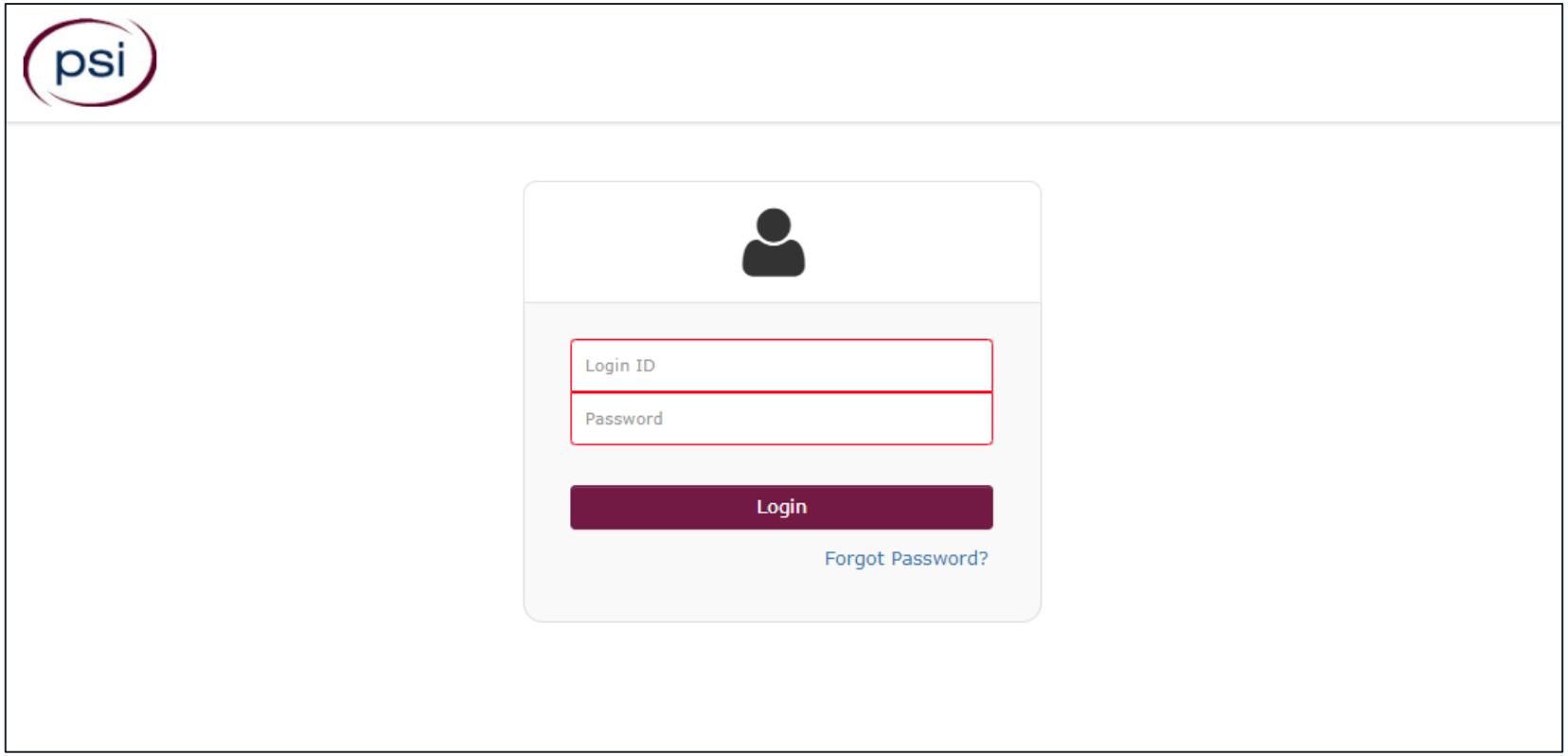
Session Self-Serve

GPS Training Module



Login to the GPS Portal

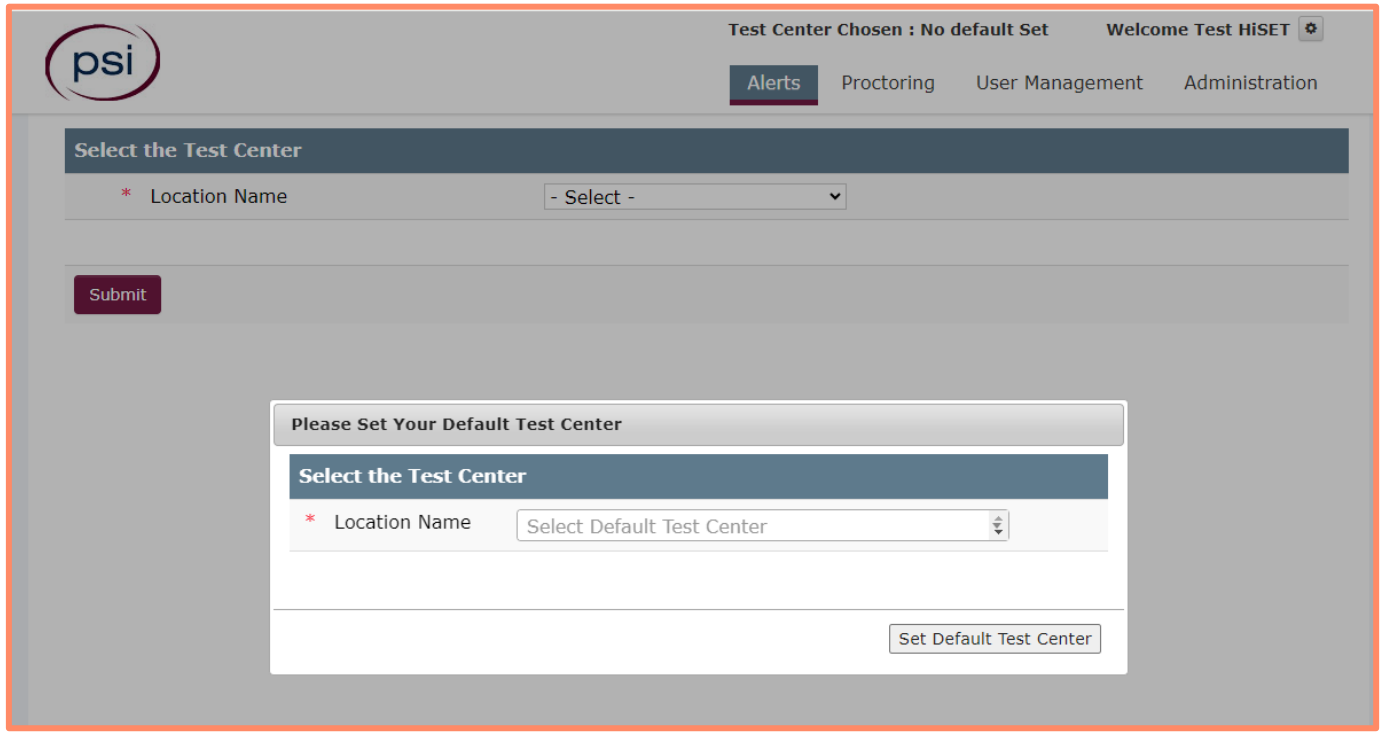
If you need assistance with a password reset for GPS,
please call the help desk at 1-844-562-0512.



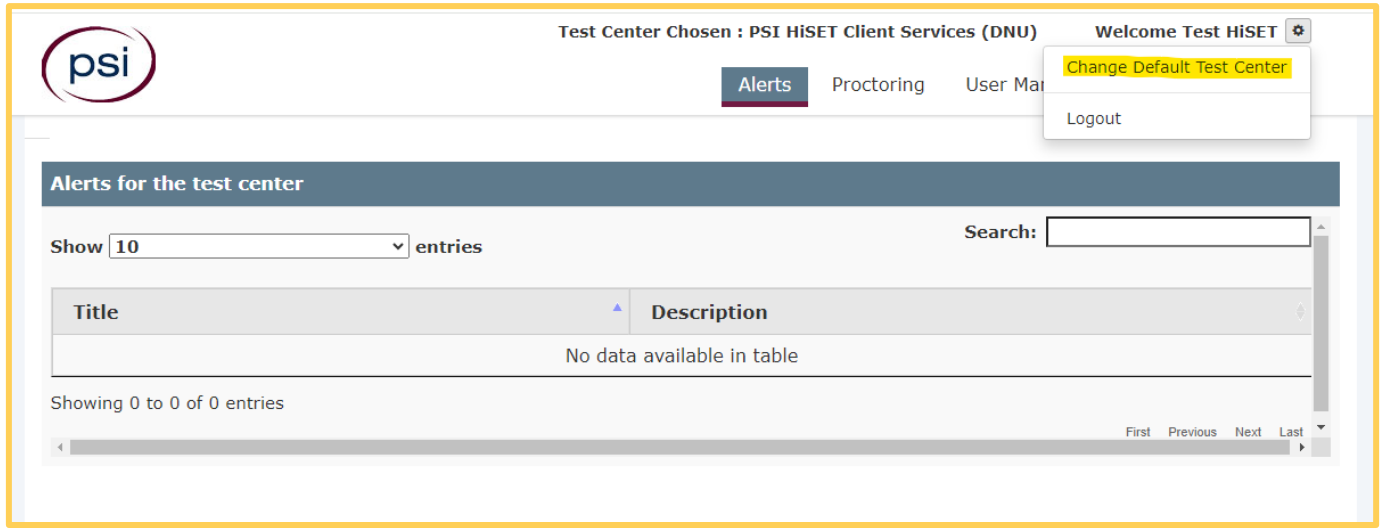
tca.psiexams.com/portal/index.jsp →

Select the Test Center

If you manage multiple sites you will need to select the site you would like to view here.

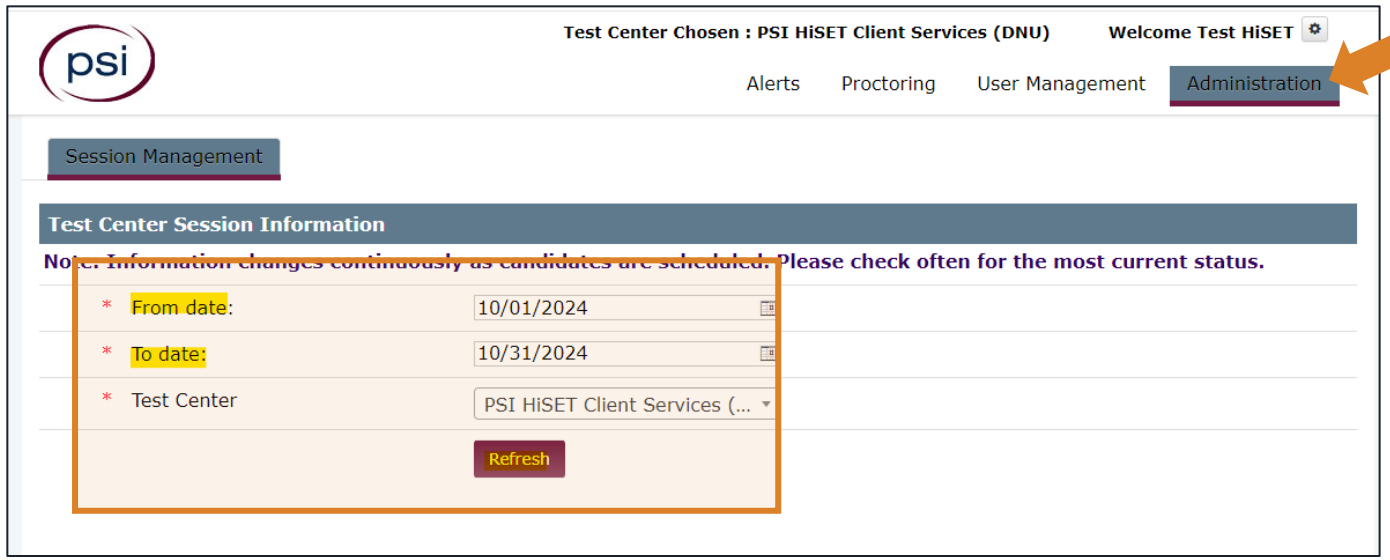


To change the selected site at any time, go to the top right of the screen as shown.

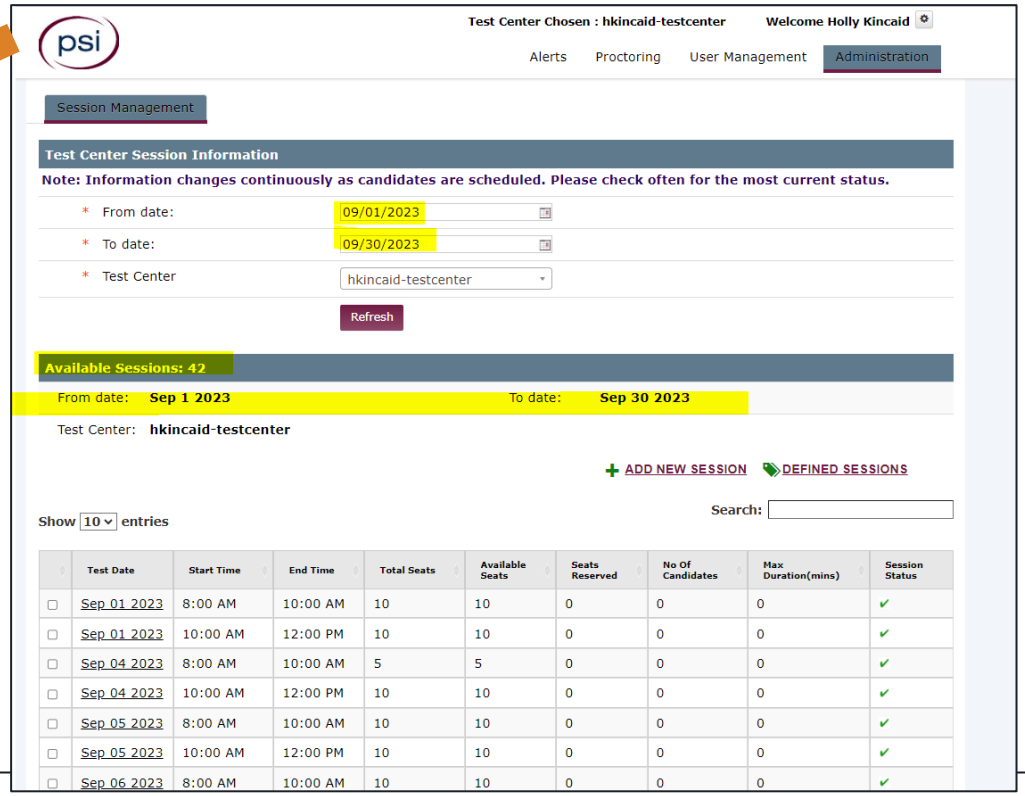


Viewing Existing Sessions

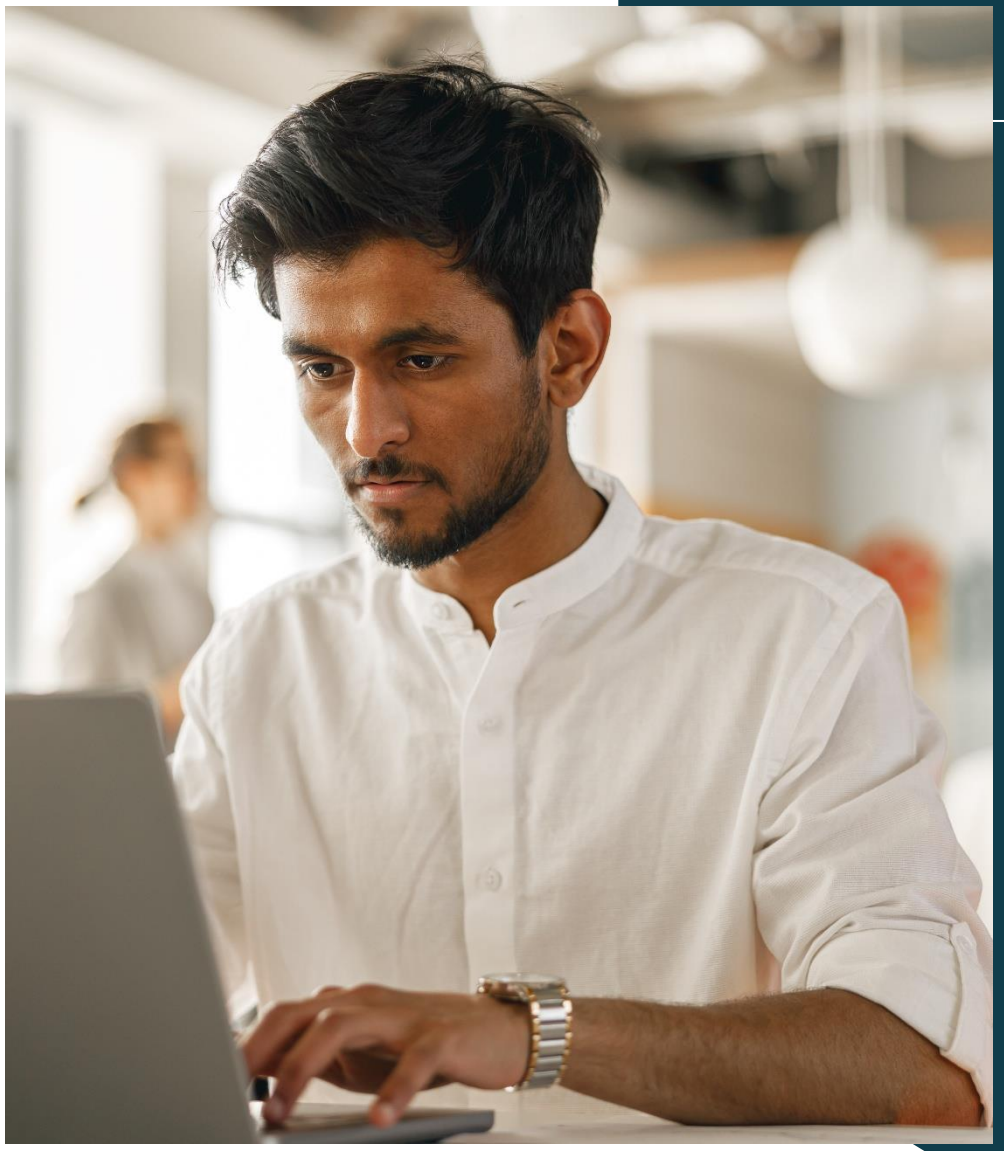
Click on “Administration”



You are now viewing existing sessions for the selected date range



Enter the date range you want to view and click on “refresh”



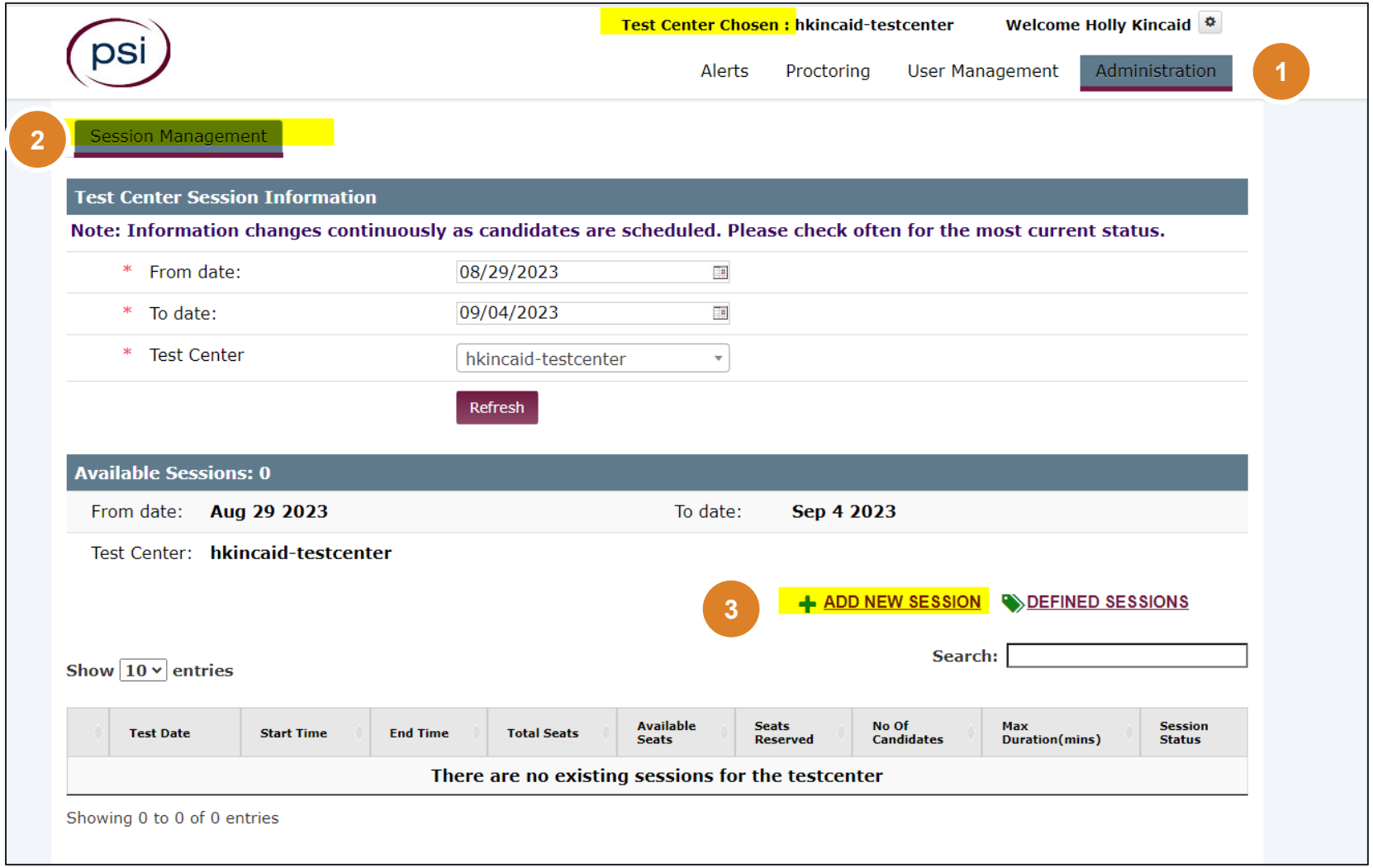
Adding a New Session

1

Select “Administration” and then “Session Management”

3

Click on the plus sign next to “Add New Session”



Session Details

1. Select the Month and Year

2. ScheduleType:

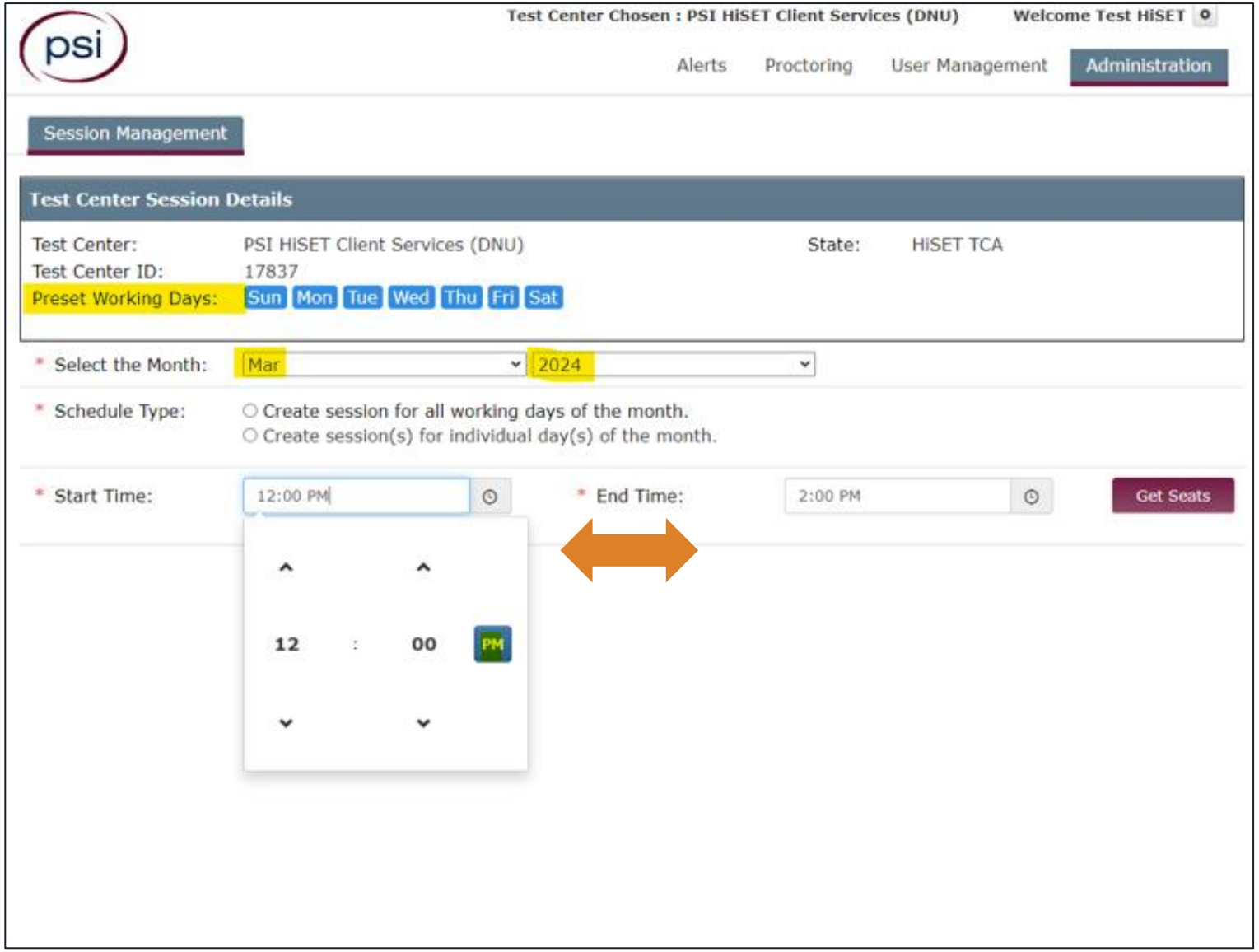
-**ALL working days of month**
You can see your Preset Working Days under Session Details

This will auto select the session dates that currently show as open dates for your site.

-**Individual Days**
Select on the calendar specific dates.

3. Start Time /End Time

Enter your start and end time for the session. Please pay attention to AM or PM selection.



Get Seats

1

The next step would be to click on “Get Seats”

2

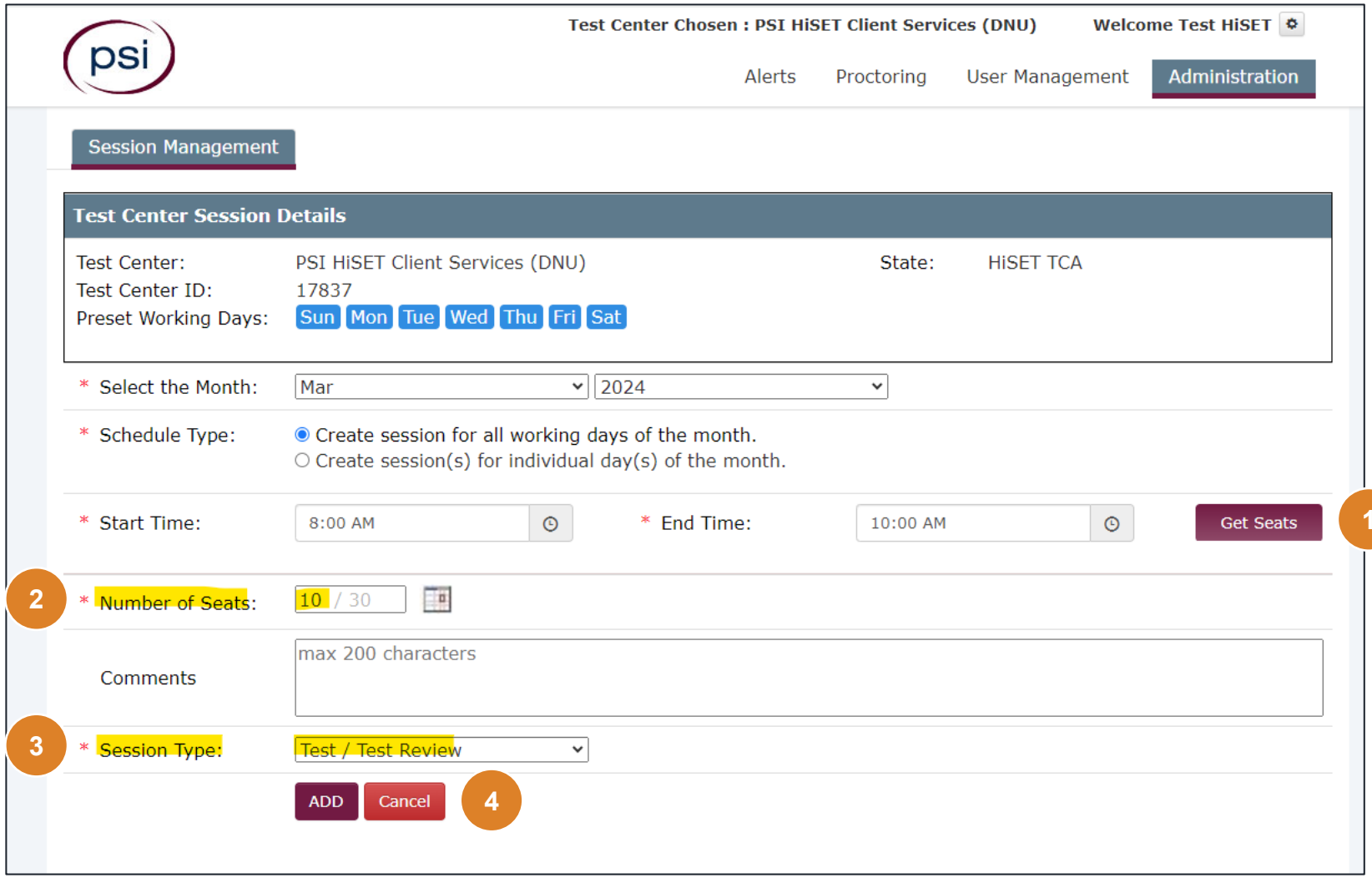
The available seats will show here. I chose only 10 out of the 30 allowed. Number of seats is pre-determined by your current site set up.

3

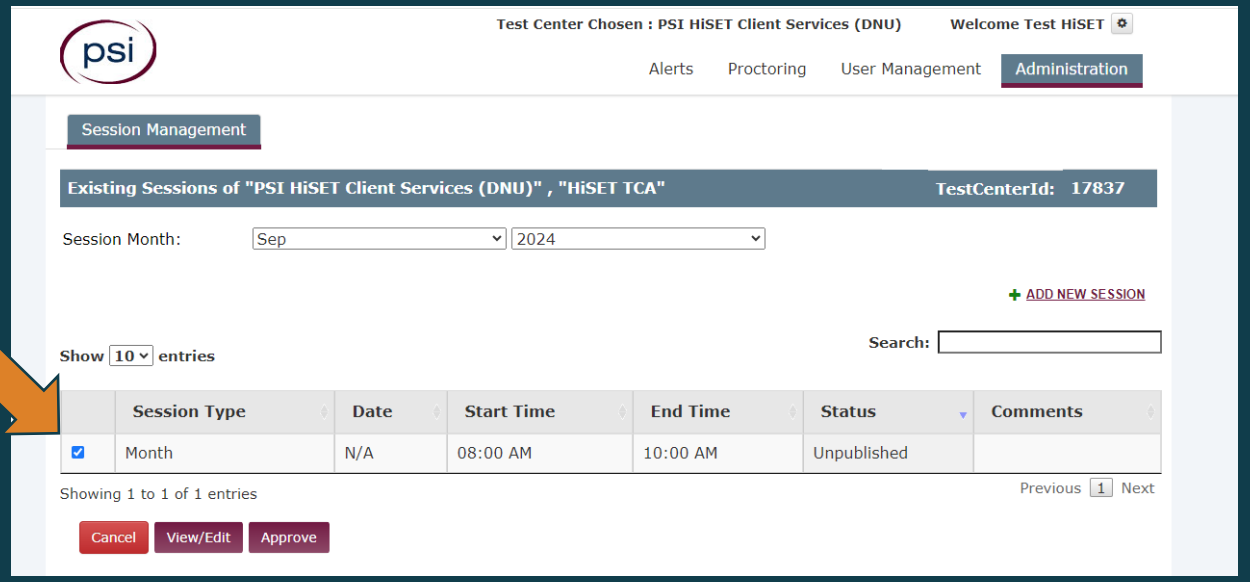
Session type will be Test/Test Review. This is a default. Please do not change this.

4

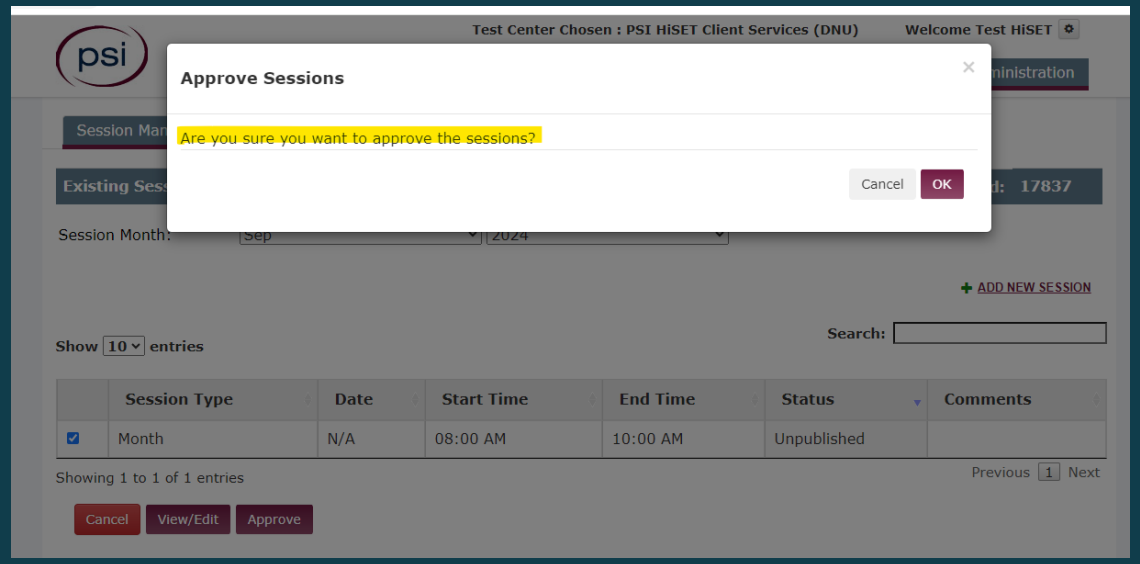
Click on “Add”



You will then be directed to the screen to "Cancel, View/Edit or Publish"



After selecting "Approve" you will receive a message to approve.

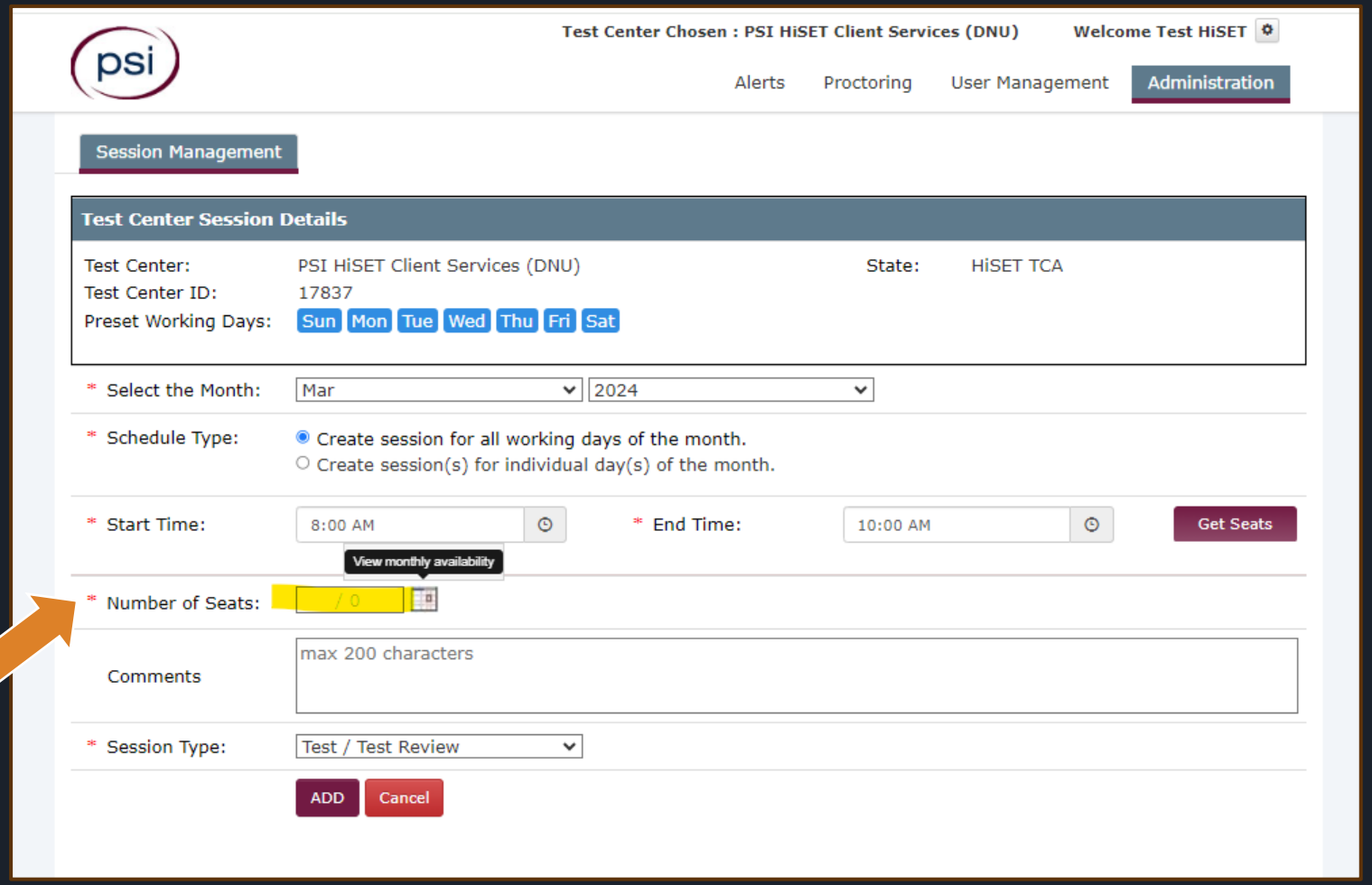


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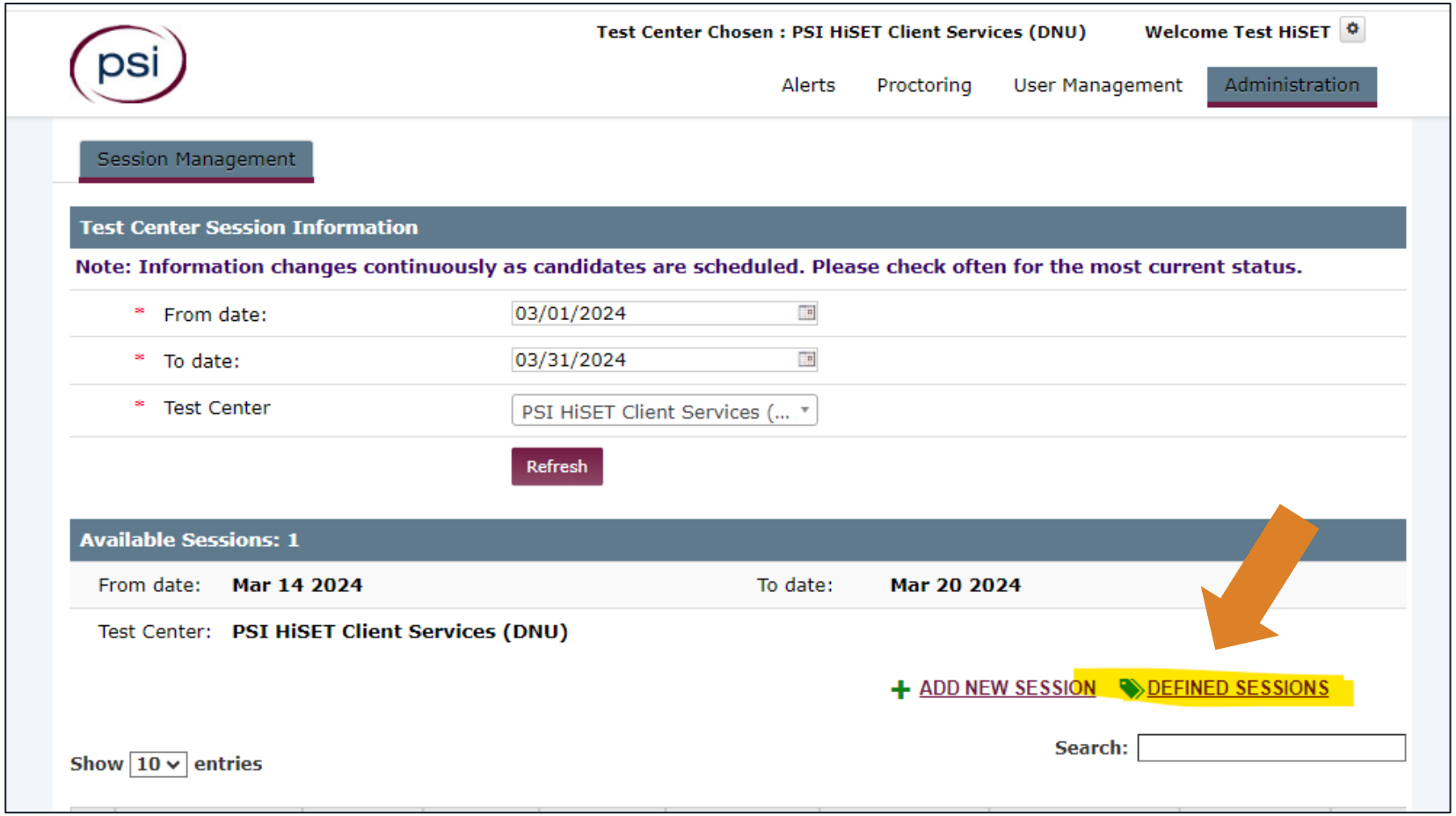


“No Seats Available”

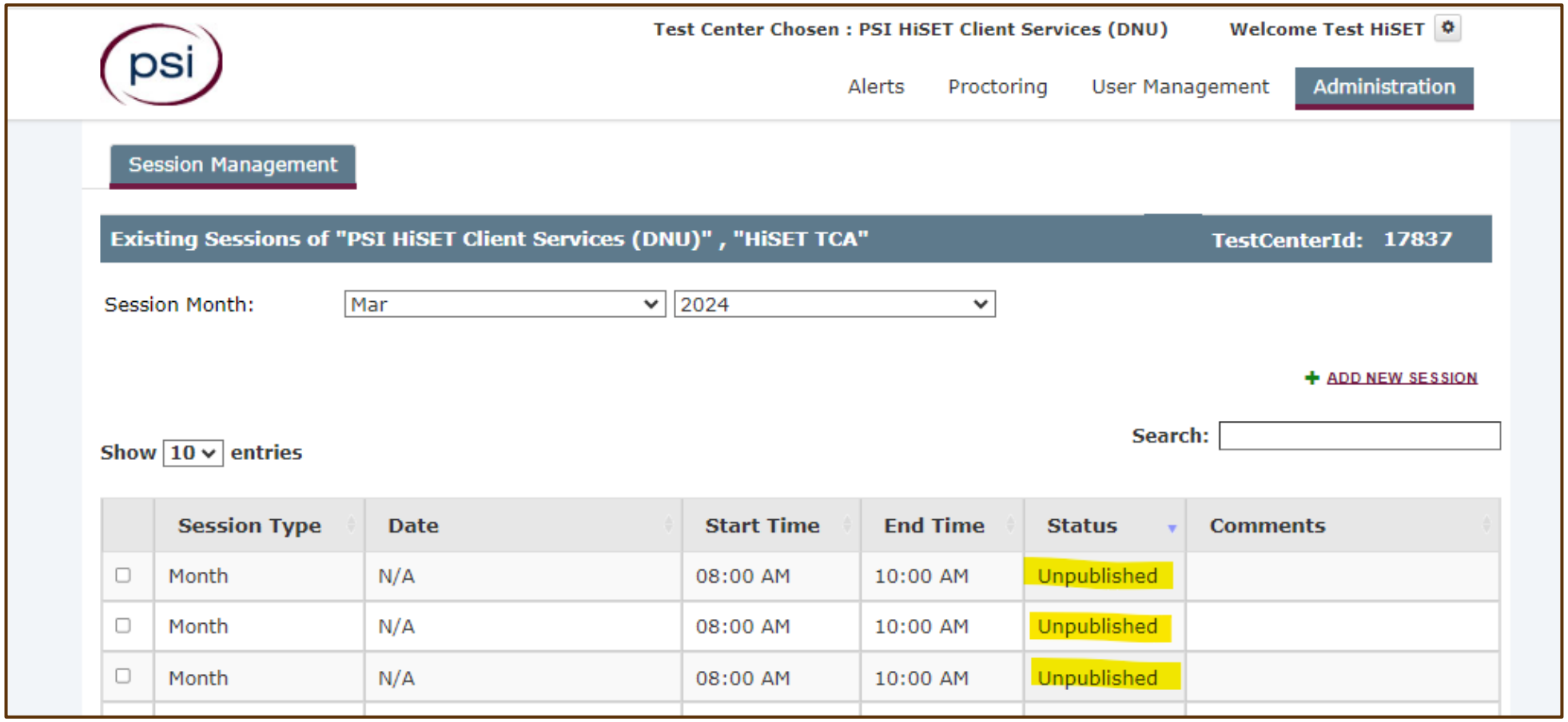


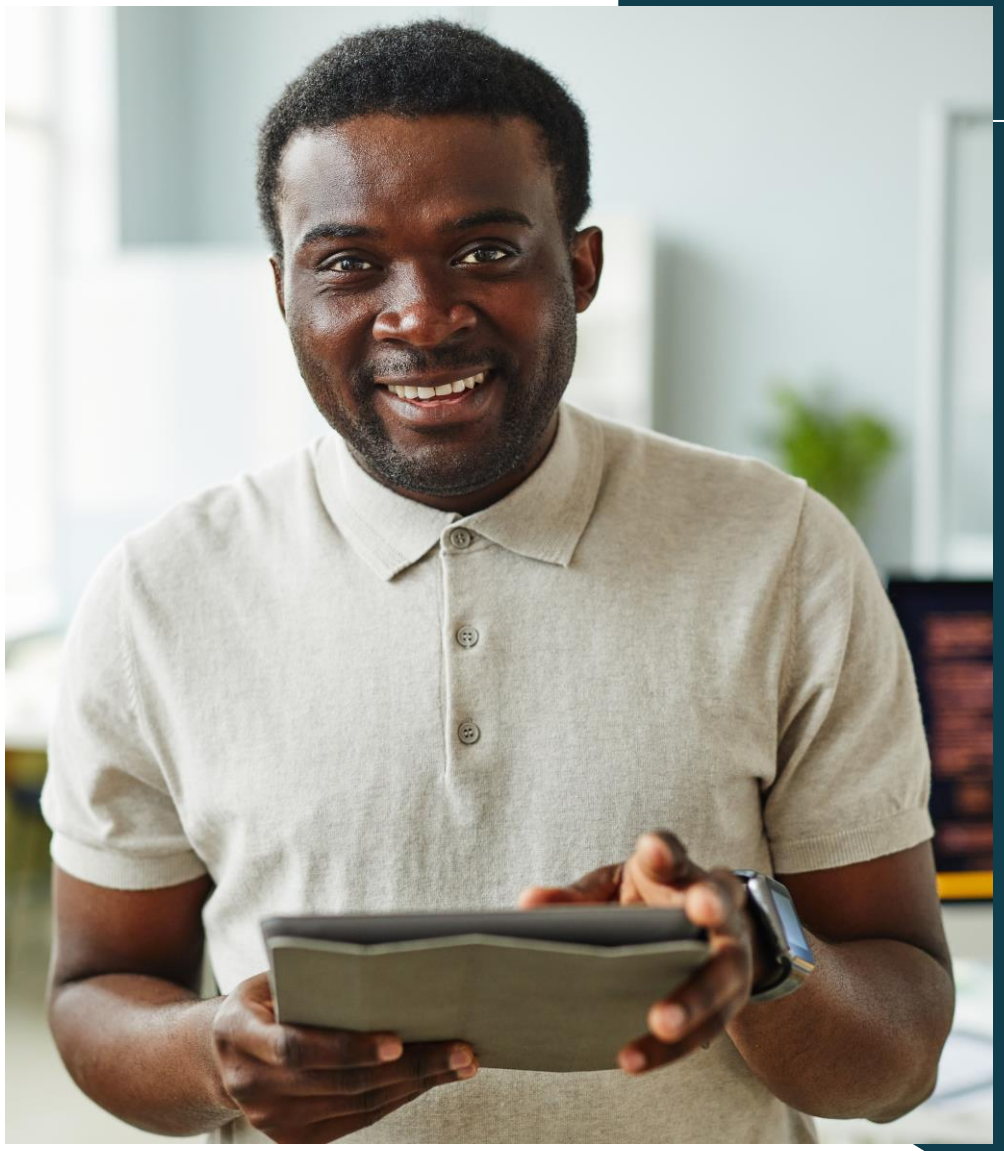
If you are adding a session and the seats available show “0”.

You need to check the “Defined Sessions Tab”



Any sessions showing as “unpublished” are holding your available seats and need to be published and/or edited and then published.

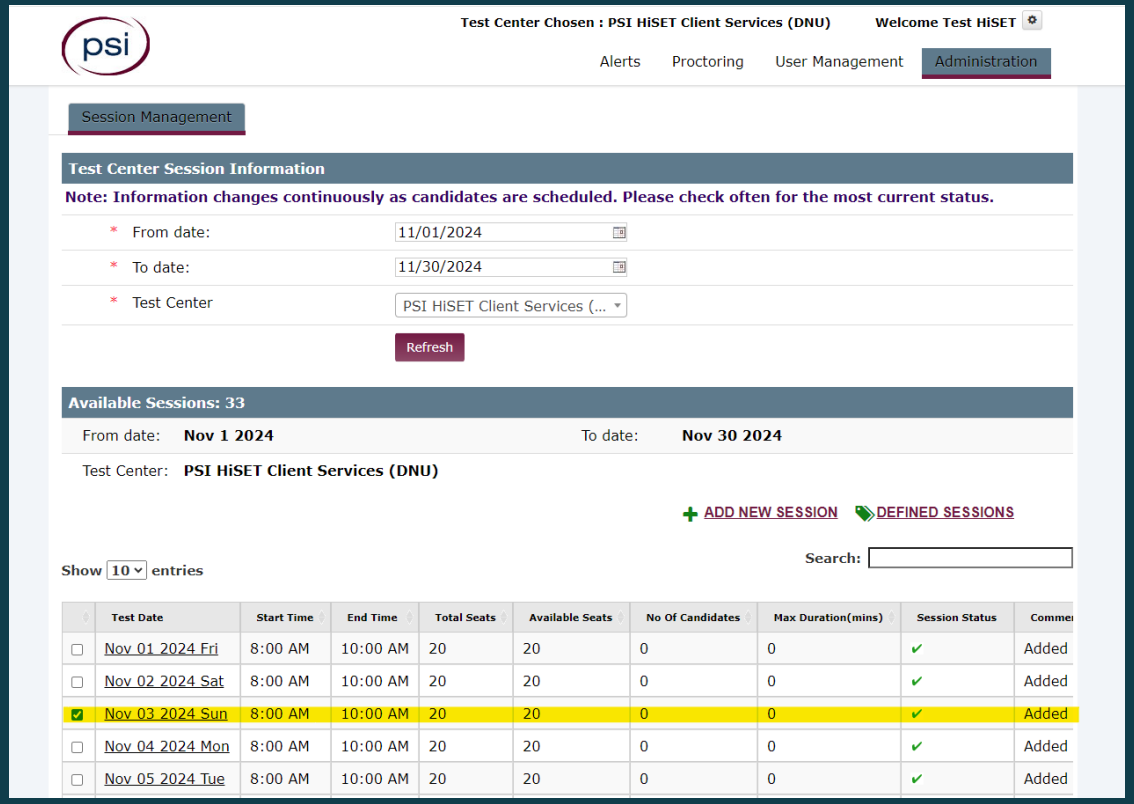




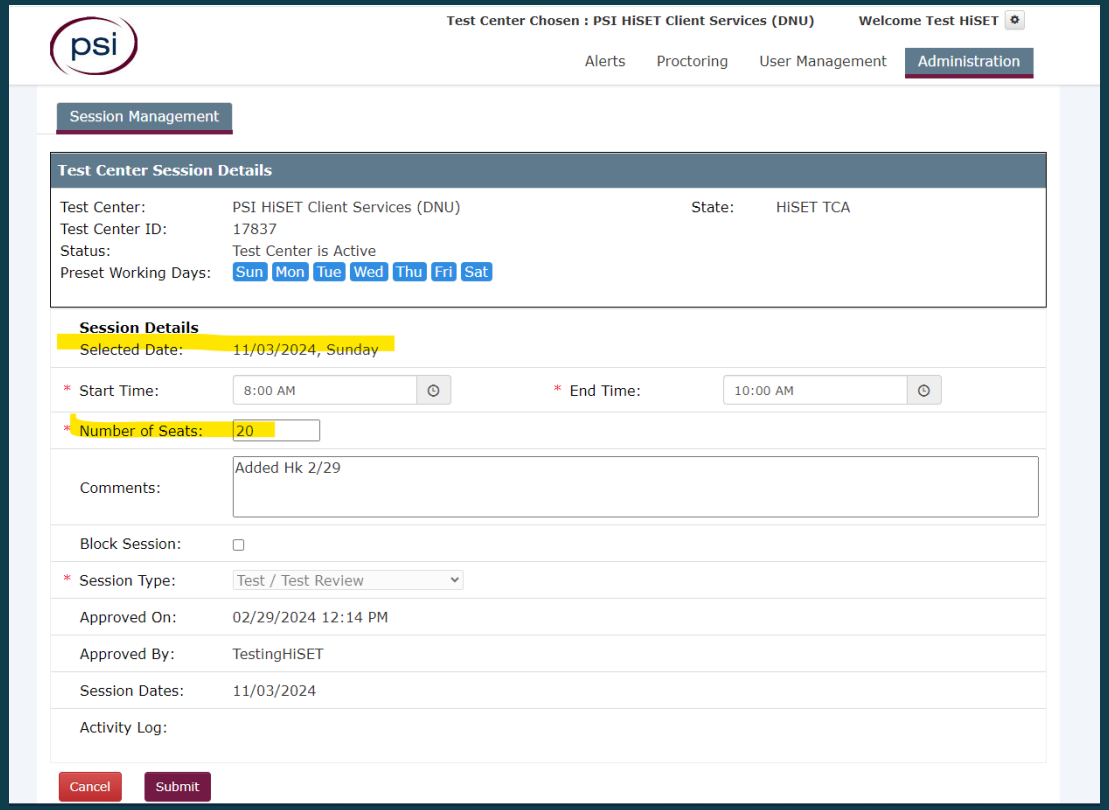
Editing Sessions

Editing a Session : Changing the Number of Available Seats

1. Select the session to edit.

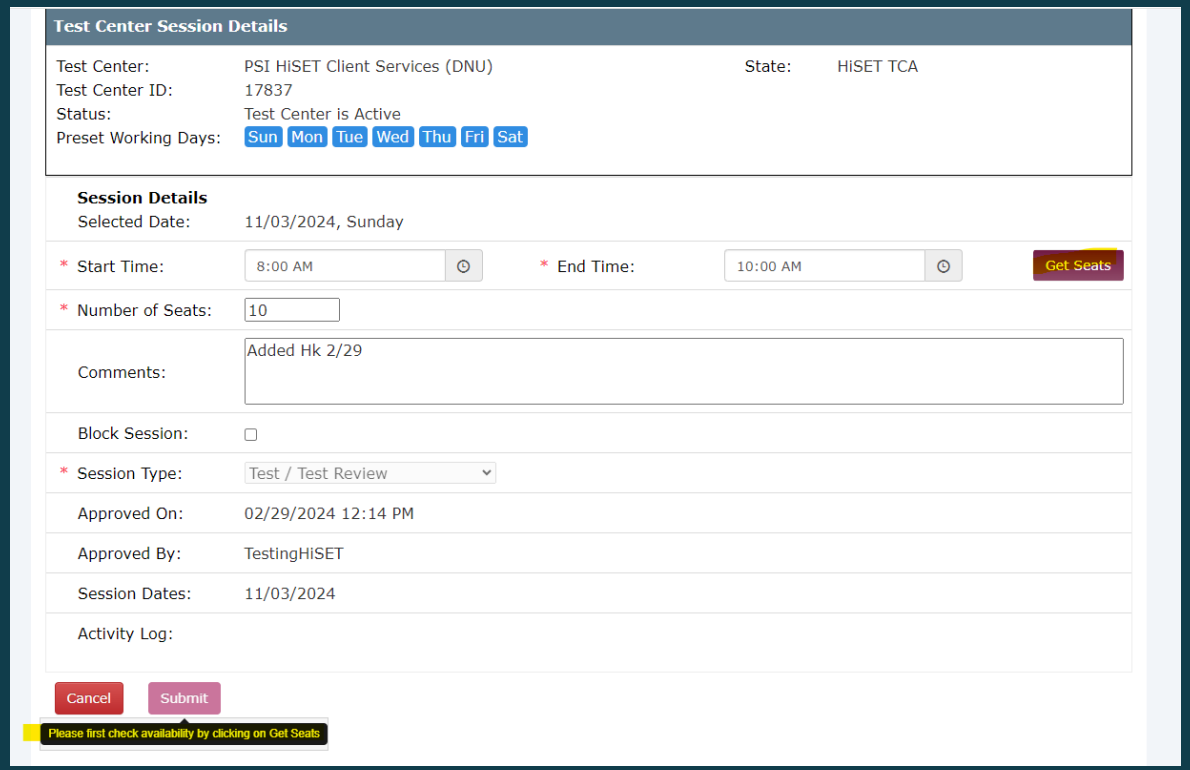


2. Verify this is the correct session to edit.

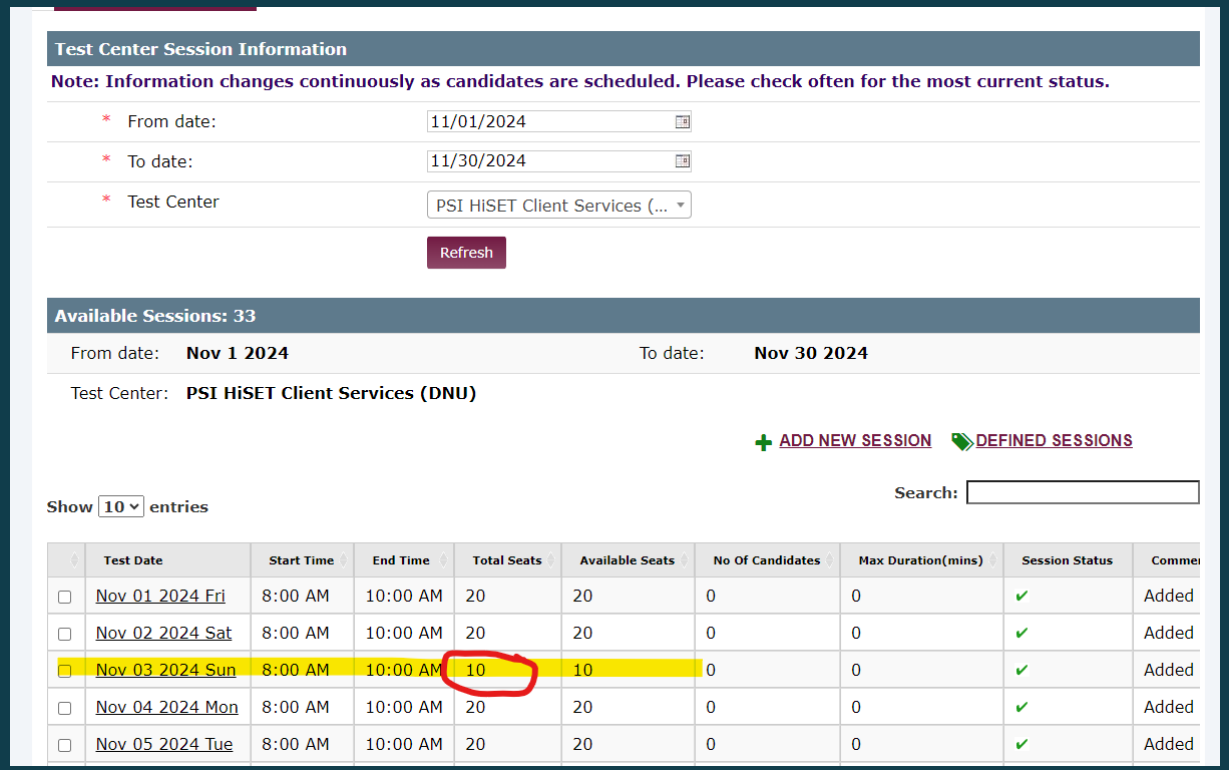


Editing a Session : Changing the Number of Available Seats

3. You will get a reminder to check seats for availability. You may then change the seats and submit.

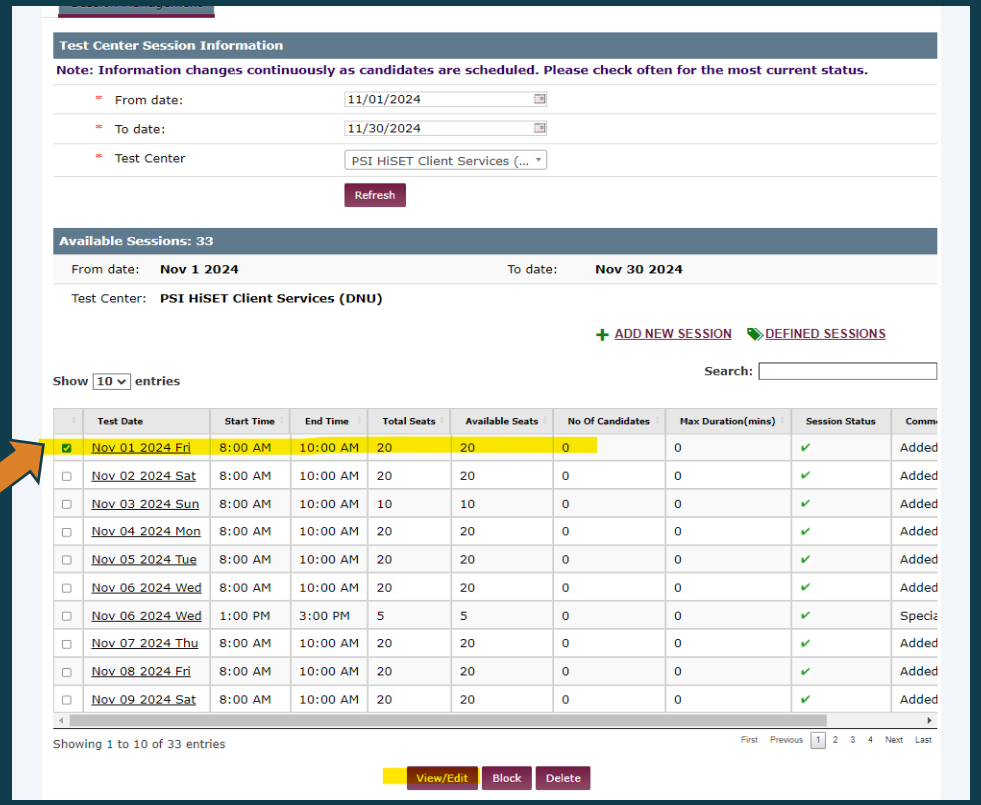


4. Go back into the sessions and verify the change has been made.



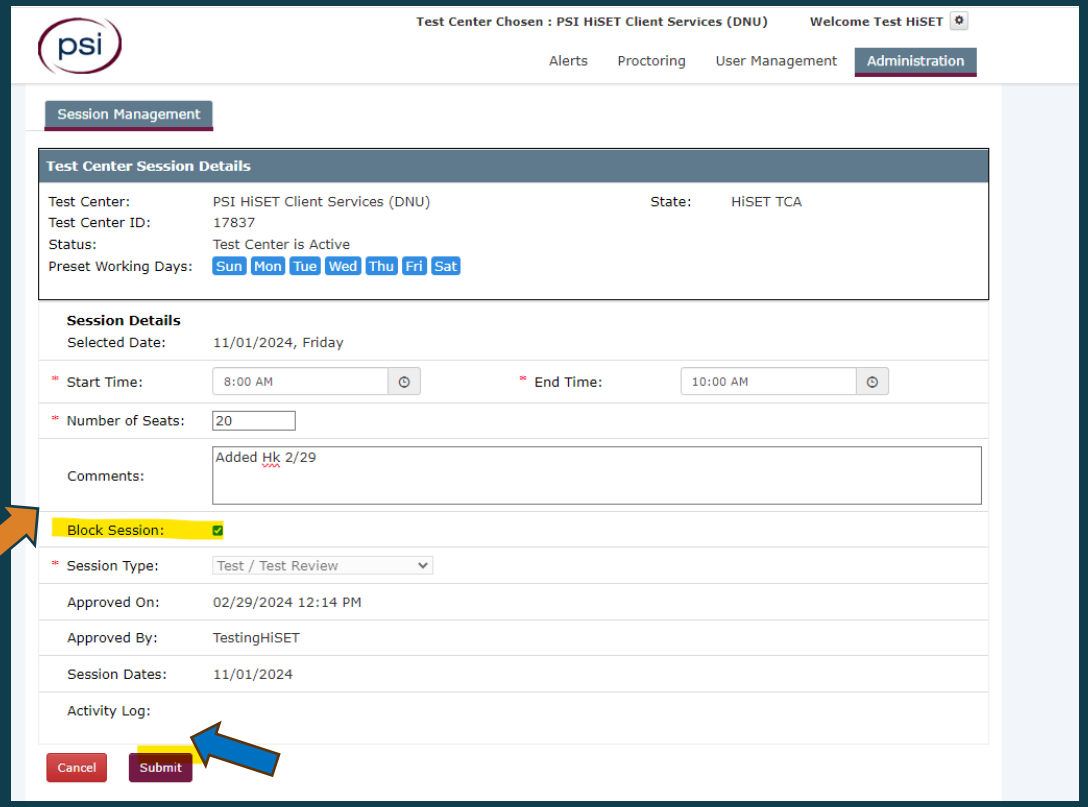
Editing a Session : Blocking or Unblocking a Session

1. Select the Session you would like to block and click on "View/Edit"



3. There will be a Ⓑ
Confirming the session is now blocked

2. You will receive the message "Session updated successfully"



NOTE : You will repeat these steps to "Unblock" a session

PLEASE NOTE:

Unblocking a session that has been blocked By PSI for Scheduled Maintenance will negatively affect your test takers. Do NOT unblock these dates.

Q & A / Reference Notes

1. How long does each session need to be?

Writing is our longest subtest at 2 hours. You will need a session with at least two hours to accommodate writing. Selecting all two-hour sessions allows more flexibility.

If you want to limit the writing to once a day you can make other sessions 1.5 hours instead which will allow for all other subtests.

2. How far in advance do I need to post sessions?

All sessions will need to be posted with a minimum of 24 hours notice. Keep in mind that testers cannot be scheduled within 24 hours/One Day of the exam time.

We advise to try to schedule the sessions 48 hours out, then schedule the testers after the sessions are created.

3. How far out can I schedule a session for my site?

You can schedule one year out for sessions. However, you are not required to schedule any certain length of time.

4. I am a TCA Restricted Site, If I add a session to my site, will that make it public?

If you are a restricted site, publishing or approving a session DOES not make it public. It will only show to the public if you are a CSS site.

5. What if I need to close a session due to an emergency?

Blocking Dates **DOES NOT RESCHEDULE THE TESTERS.** Make SURE NO ONE IS SCHEDULED for that session, and you can block it yourself.

IF a test taker is already scheduled for the times you need to block, please follow the protocol of submitting an “emergency site closure” ticket through https://psihiset.zendesk.com/hc/en-us/requests/new PSI will then handle blocking the session and contacting those test takers.

Q & A / Reference Notes

6. What if I want to “un-block” a date?

On the session notes, you will see who blocked the session. If it was blocked by PSI, do NOT unblock this session.

Please reach out to your RSS for clarification.

If the session was blocked by someone within your organization, check with that user before unblocking.

7. When I schedule dates for “all open” days, will it consider my current closures?

NO, The system will not block dates for holidays or other closures. You will need to check those as you are adding sessions and make sure they are blocked or deleted (i.e. Christmas, etc).

8. How do I handle accommodations?

Accommodations requests will still need to go through the Exam Accommodations contact. You cannot use the SSS feature to schedule accommodations yourself.

9. Do I still need to submit my Declaration of Hours?

PSI will no longer send reminder emails to update your sessions.

However, if you need additional assistance adding sessions, you may still send in a DOH via the Test Center Support form.

https://psihiset.zendesk.com/hc/en-us/requests/new

10. What if my pre-set working days and/or my number of available seats are not correct?

Please reach out through the Test Center Support form and choose “Test Center Info Update” as your area of need.

https://psihiset.zendesk.com/hc/en-us/requests/new

Thank you for completing training.

Learn more at hiset.org