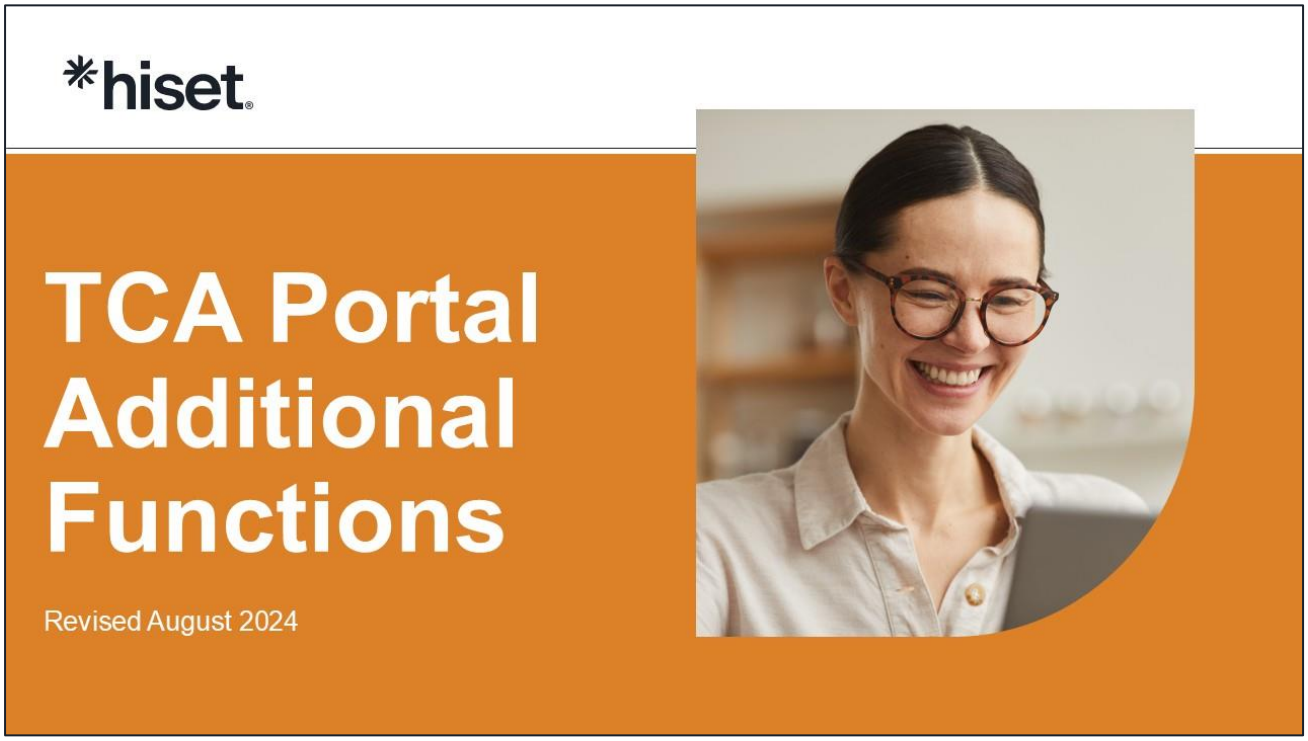
hiset®

GUIDE

TCA Portal Additional Functions



Version	Date	Classification
1.0	**Monday, August 4, 2025**	**Restricted**



Welcome to the HiSET training for the Test Center Associate (TCA) Portal Additional Functions.

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.

Tests Tab

On the Tests tab TCAs can:

- Review the Exams the Test Taker is scheduled for
- Reschedule any exams
- Cancel any exams



When a test taker's profile is populated in the portal you have 3 tabs: tests, registrations and comments. On the tests tab, you can review the exams the Test Taker is scheduled for, Reschedule any exams, or cancel any exams the Test Taker is currently scheduled for.

Cancellations

To cancel a booking:

- Click on the ellipsis to populate the sub-menu
- Select Cancel Booking

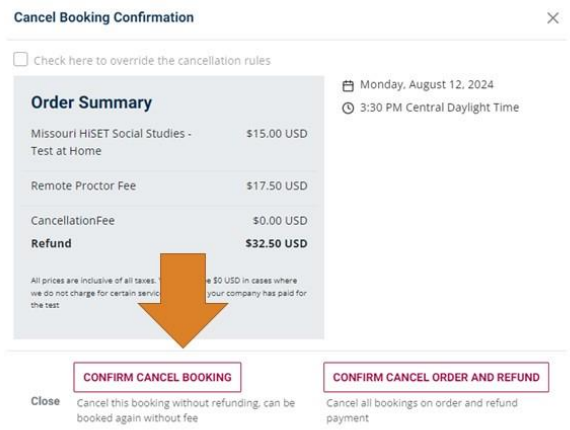


To cancel a booking, in the registrations tab, Click on the ellipsis (the three vertical dots) next to the exam you wish to cancel. This will populate the sub-menu.

From this menu, select Cancel Booking.

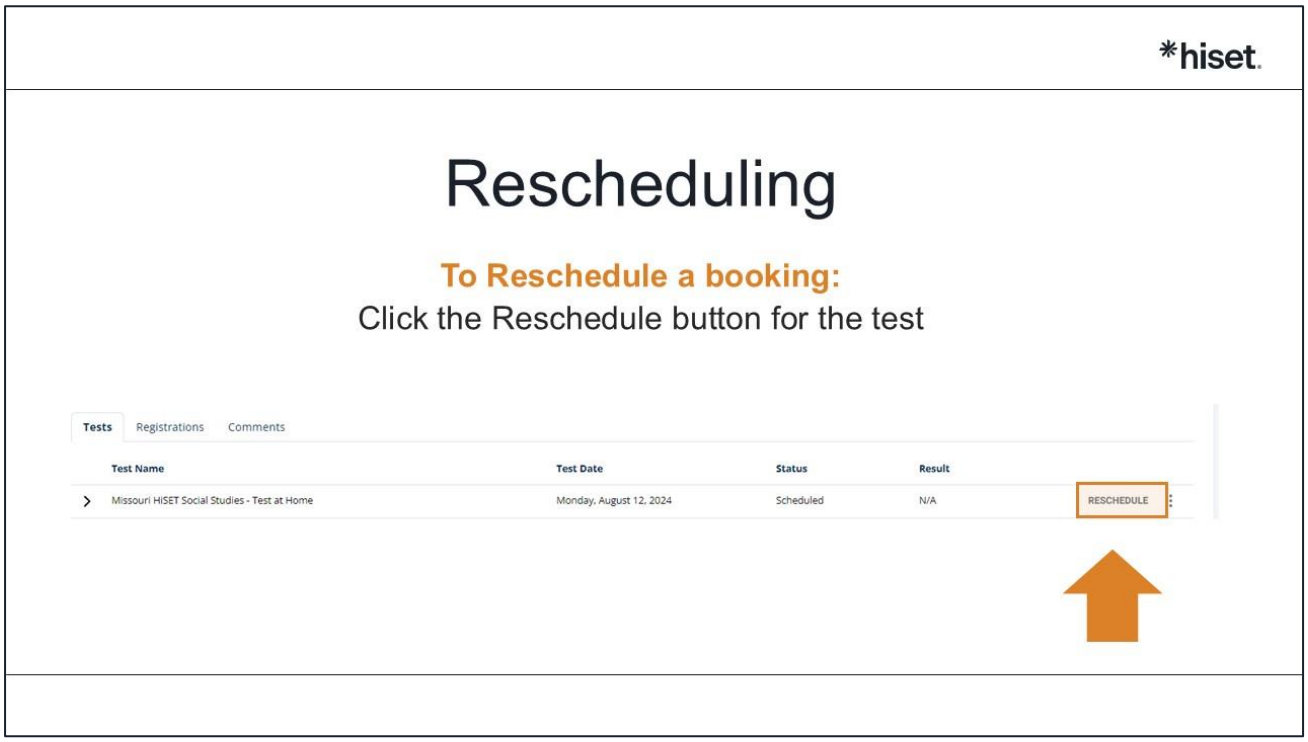
Cancellations

- Review the Cancel Booking Confirmation
- Select Confirm Cancel
- Booking or Confirm Cancel Order and Refund



Cancellations must be completed more than 24 hours prior to scheduled test

A pop-up box will appear. Review the information for the exam you wish to cancel. Select, Confirm Cancel Booking or Confirm Cancel Order and Refund. Cancellations must be completed more than 24 hours prior to scheduled test.

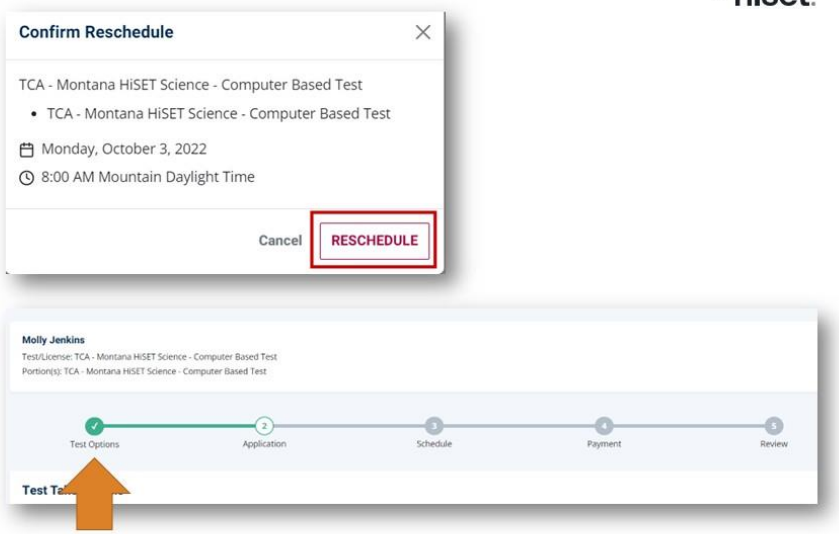


Rescheduling.

To reschedule a booking, in the tests, click on Reschedule button for the test. Or click on the ellipsis (the three vertical dots) next to the exam you wish to reschedule to populate the sub-menu and select reschedule from this menu.

Rescheduling

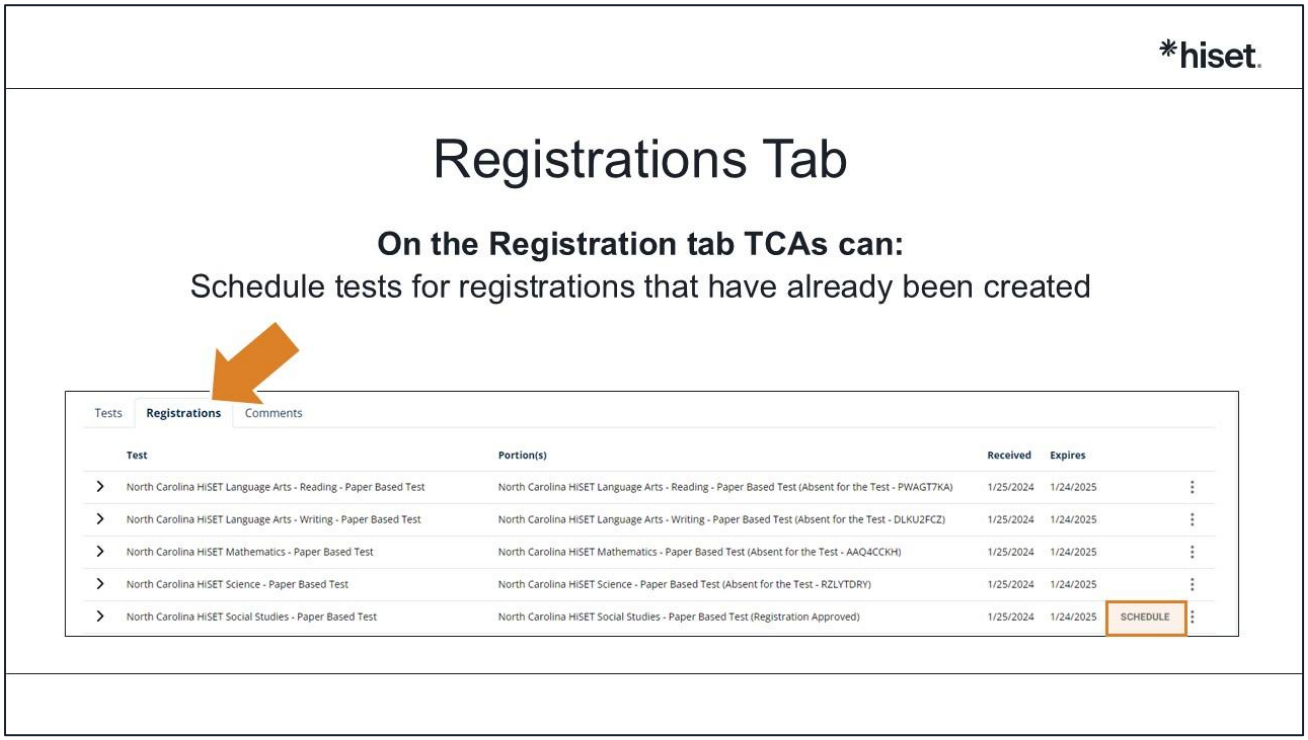
- Review the information
- Click Reschedule



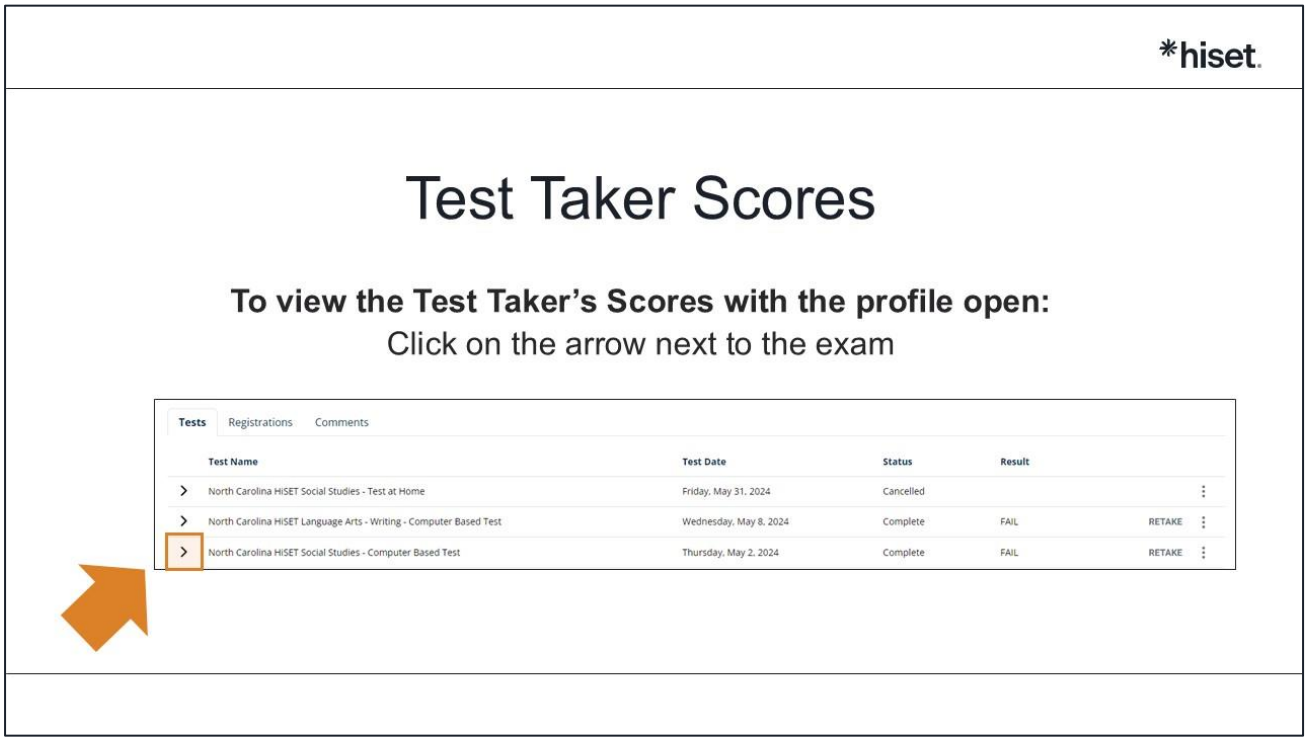
This returns you to the Test Options menu for you to reschedule and confirm the booking.

Rescheduling continued.

Review the information for the exam you would like to reschedule, and then click reschedule. This takes you to the test options menu, step one, Test taker details. complete the steps to reschedule the booking.

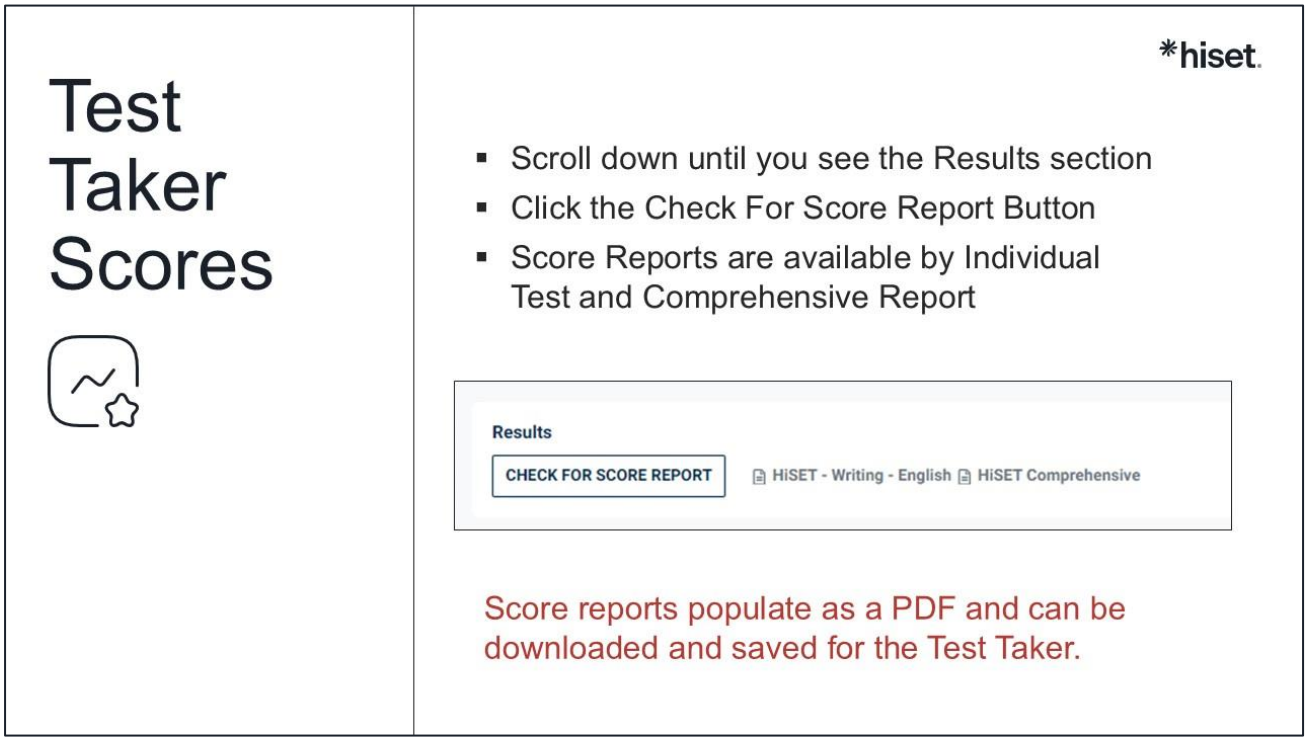


When a test taker's profile is populated in the portal you have 3 tabs: tests, registrations and comments. On the registrations tab, you can schedule tests for registrations that have already been created. If there is already a registration created for the subtest that is ready to schedule, the system will prevent a new registration from being created for the same subtest.



Test Taker Scores.

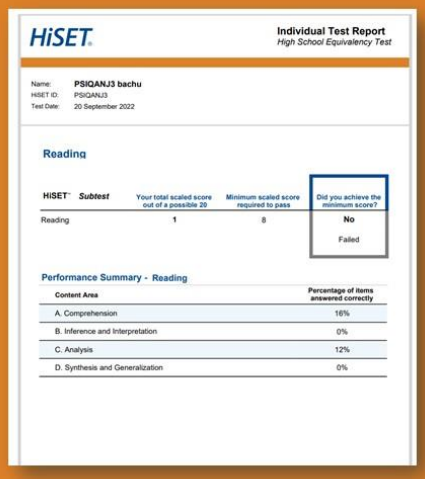
With the test taker's profile populated, under the tests tab, click on the arrow next to the exam you would like the results for.



Test Takers Scores.

Scroll down until you see the results section. Click the Check For Score Report Button. When the scores for the exam are available, they will populate here. Score Reports are available for both individual exams and comprehensive reports. Both reports will populate as a PDF that can be downloaded and saved for the Test Taker.

Score Report Examples


HiSET

Individual Test Report
High School Equivalency Test

Name: PSIQANJ3 bachu
HiSET ID: PSIQANJ3
Test Date: 20 September 2022

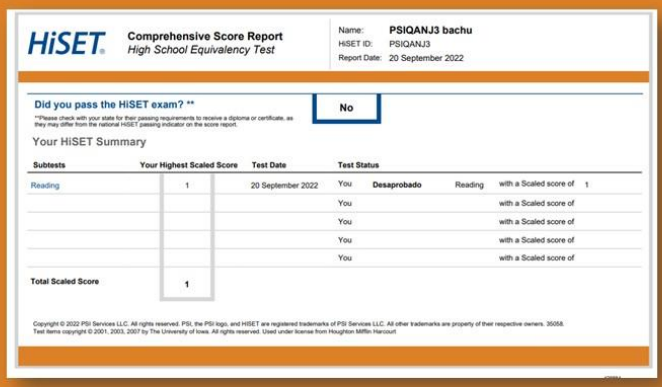
Reading

HiSET Subtest	Your total scaled score out of a possible 20	Minimum scaled score required to pass	Did you achieve the minimum score?
Reading	1	8	No Failed

Performance Summary - Reading

Content Area	Percentage of items answered correctly
A. Comprehension	16%
B. Inference and Interpretation	0%
C. Analysis	12%
D. Synthesis and Generalization	0%

Individual Report


HiSET

Comprehensive Score Report
High School Equivalency Test

Name: PSIQANJ3 bachu
HiSET ID: PSIQANJ3
Report Date: 20 September 2022

Did you pass the HiSET exam? **

**Please check with your state for their passing requirements to receive a diploma or certificate, as they may differ from the national HiSET passing indicator on the score report.

No

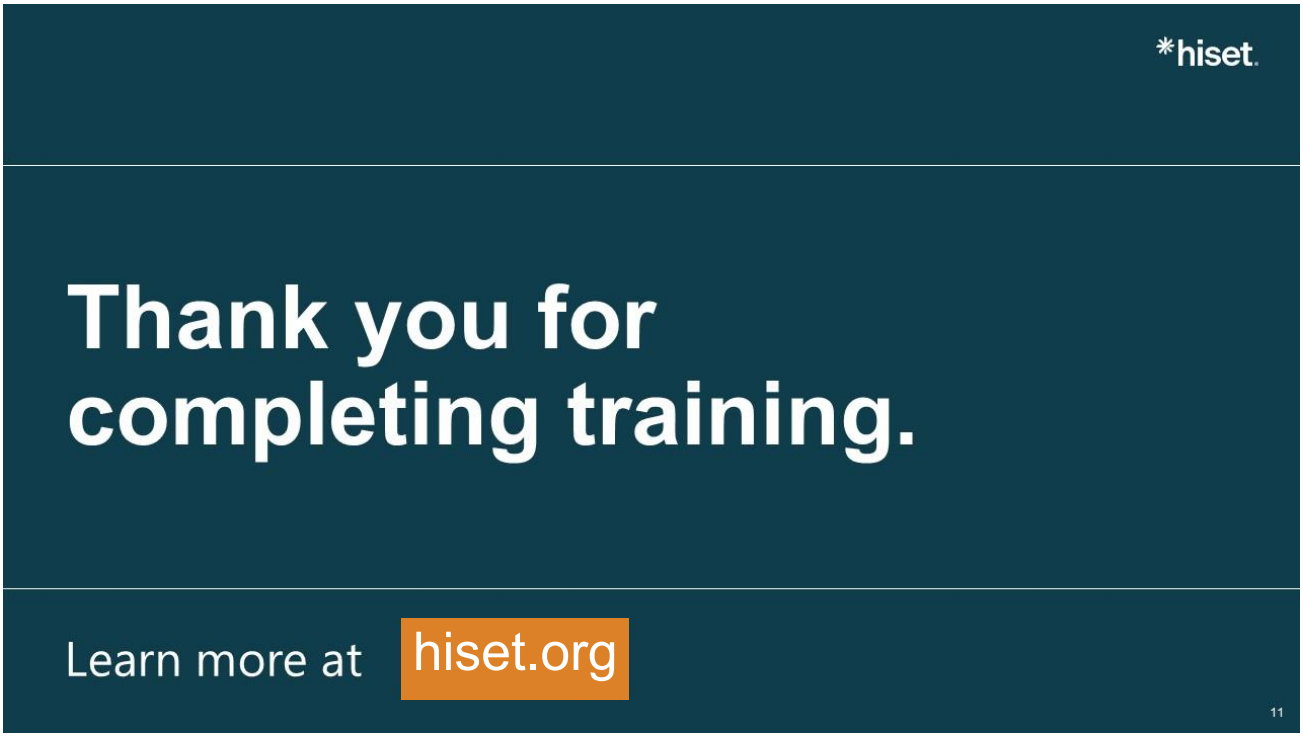
Your HiSET Summary

Subtests	Your Highest Scaled Score	Test Date	Test Status
Reading	1	20 September 2022	You Desaprobado Reading with a Scaled score of 1
			You with a Scaled score of
			You with a Scaled score of
			You with a Scaled score of
			You with a Scaled score of
Total Scaled Score	1		

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Comprehensive Report

Shown is an example of the Individual Exam Report and the Comprehensive Report.



This concludes the training for the TCA Portal training module.