

GUIDE

TCA Portal Training



Version
1.0

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Classification
Restricted



TCA Portal Training

Revised August 2024



Hello, and Welcome to the HiSET training for the Test Center Associate (TCA) Portal training.

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 training should take approximately 20 to 25 minutes to complete. Let's get started!

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

TCA/Client Portal

The TCA/Client Portal is the system that HiSET Test Center Associates (TCAs) use to register or schedule test takers

[HTTPS://CLIENT.PSIEXAMS.COM/LOGIN](https://client.psiexams.com/login) →

(Users will receive a system-generated email for their HiSET site/state)

2

TCA Portal.

The TCA/Client Portal is the system that all HiSET Test Center Associates use to register or schedule test takers.

All new users will receive a system-generated email for the HiSET state and site they have been registered for.

Activate/Registration

New users will receive a system-generated email for the HiSET site/state they have been registered for

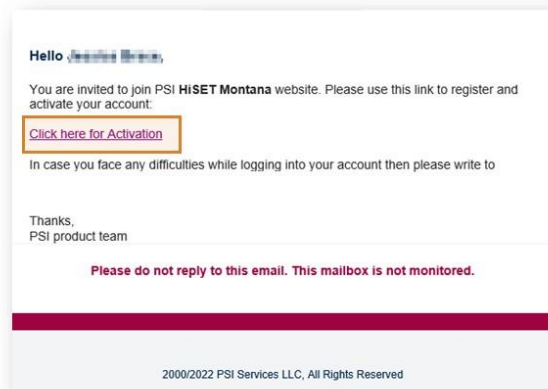
To activate their account:

Click on:

Click here for Activation



NOTE: the TCA Portal is an internet-based platform and operates via a web browser



3

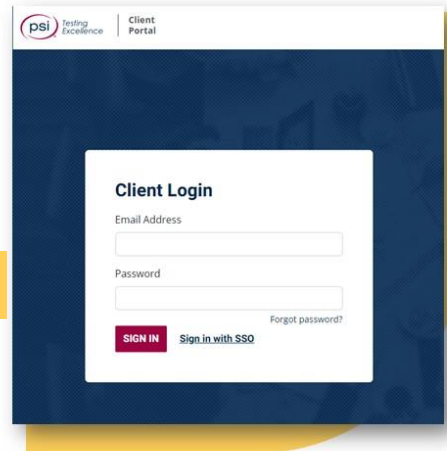
TCA Portal Registration.

New users will receive a system-generated email for the HiSET site and state they have been registered for. To activate their account: Click on the "Click Here for Activation" hyperlink.

Just an FYI to note: the TCA Portal is an internet-based platform and does not need a server, as it operates fully via a simple web browser internet connection.

TCA/Client Portal

[HTTPS://CLIENT.PSIEXAMS.COM/LOGIN](https://client.psiexams.com/login) →



The screenshot shows the 'Client Login' page of the TCA/Client Portal. The page has a dark blue background with a white login form in the center. The form includes fields for 'Email Address' and 'Password', a 'SIGN IN' button, and a link for 'Sign in with SSO'. A 'Forgot password?' link is also present. The top of the page features the 'psi Testing Excellence' logo and the text 'Client Portal'.

4

The TCA Portal.

After you have received your initial instructions to login, to create a password, bookmark this site on your computer as a "favorite" so you will have easy access to go back and login.

Confirm Account Information

To confirm the account, enter the following:

- Email Address
- Password
- Confirm Password

Once the Password is confirmed, select **Confirm**



Confirm Account

Email Address

Password

Confirm Password

Your password must contain:

- × At least one capital letter A-Z
- × At least one lower case letter a-z
- × At least one number 0-9
- × At least one special character !@#\$%^&*~.
- × At least 8 and up to 32 characters

CONFIRM [Already have an account? Sign in](#)

Confirm Account.

The system will prompt the TCA to Confirm their Account information.

To confirm the account, the TCA will enter their email address, create a Password and then confirm the password. Once the Password is confirmed select Confirm.

TCA Portal Login

To Login, enter the following:

- Email Address
- Password

Once Email and Password are entered, Click **Sign In**

A screenshot of the 'Client Login' form. The form has a white background with a dark blue border. It contains two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a link that says 'Forgot password?'. At the bottom left of the form is a red button labeled 'SIGN IN'. To the right of the 'SIGN IN' button is a link that says 'Sign in with SSO'. The form is set against a background with red and dark blue geometric shapes.

6

TCA Portal Login.

To login to the TCA portal enter the email address and the password that was used when registering for the account. Once the Email and Password are entered, Click on Sign In.

It would be a good idea to "bookmark" this site as a "favorite" on your computer.

<h2>Deactivation Due to Inactivity</h2>	<p style="text-align: right;">*hiset.</p> <p>Users are required to login at least every 60 days for the username to remain active.</p> <p>If your username becomes deactivated/blocked due to inactivity or you are having login issues:</p> <ul style="list-style-type: none"> • Submit a Test Center Support Form • Select the area of need as TCA Client Portal Access Issues <p style="text-align: right;">7</p>
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Deactivation Due to Inactivity.

Users are required to login at least every 60 days for the username to remain active.

If your username becomes deactivated/blocked due to inactivity or you are having login issues, submit a Test Center Support Form with the area of need as TCA Client Portal Access Issues.

Search for existing Test Takers using one or more of the following:

- HiSET ID Number (if known)
- First and Last Name*
- Email Address*
- Phone Number*

Once search fields have been entered, Click: **SEARCH**

Test Takers

+ ADD TEST TAKER

Search Test Takers

HiSET_ID_Number

First Name

Last Name

Email

Date of Birth

Phone Number

Clear

Q SEARCH

*Please Note: The ability to search by name, email or phone is limited to test takers that have tested at your site previously.


TCA's can search for existing Test Takers using one or more of the following: HiSET ID Number (if known), First and Last Name, Email Address, or Phone Number.

Once search fields have been entered, Click the search box to search for results.

*Please Note: The ability to search by name, email or phone is limited to test takers that have tested at your site previously.

Test Taker - Search

From the list that populates
select the Test Taker by clicking on their name



Test Taker	ID	Email	Phone
Alicia Creek	000	acreek@psionline.com	
Alicia Creek	0000	acreek@psionline.com	
Alicia Creek	00000	acreek@psionline.com	

Rows per page: 10 Page 1 of 1

Test Taker Search.

From the list that populates, select the Test Taker by clicking on their name.

If the Test Taker does not have a profile, TCAs can create one

Click the **Add Test Taker** button
(located in the upper right-hand corner of the
screen)



Test Takers

+ ADD TEST TAKER

Search Test Takers

HiSET_ID_Number

First Name

Last Name

Email

Date of Birth

Phone Number

Clear


Q SEARCH


If the Test Taker does not have a profile, TCAs can create one. To add a new Test Taker, Click the Add Test Taker button, which is located in the upper right-hand corner of the screen.

Test Taker – Add New

To register a New Test Taker, enter the following:

- First Name
- Last Name
- Email
- Country
- Date of Birth
- Phone/SMS (Optional)





Register New Test Taker

First Name *

Middle Name

Last Name *

Suffix ▼

Email *

Country * ▼

Date of Birth * mm/dd/yyyy

☐ Phone/SMS Contact
Mobile Number
We will only use your phone number for test instructions and scheduling updates relating to your account.

☐ Marketing Communications
Allow Psi and affiliates to send me emails with useful information related to my career, including promotional offers, products, and services (Test Taker may unsubscribe at any time).

☐ Send Test Taker Invite (requires unique email address if checked)

REGISTER

Cancel

Note:
If the same email is needed for multiple Test Takers UNCHECK, Send Test Taker Invite

Once all required information has been entered, click **Register**

To register a New Test Taker, enter the following: First Name is required, the Middle name is optional, and Last Name is required.

Enter the Email, and Country both of which are required. The Phone Mobile Number (is Optional).

Only enter the mobile number if they wish to opt-in to receive phone calls and text messages.

Note:

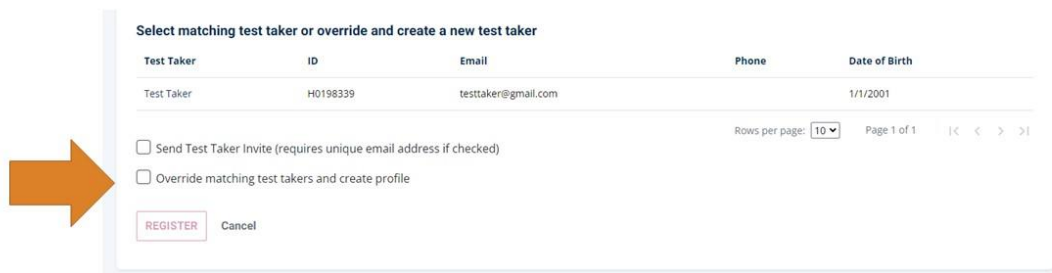
If the same email is needed for multiple Test Takers UNCHECK, Send Test Taker Invite (requires unique email address if checked).

Once all required information has been entered, Select Register.

Test Taker – Add New

If the system identifies a potential matching test taker to the information entered, the following screen will appear:

- If this is the same test taker, please cancel the new account creation and search for the test taker using the ID provided
- If not the same test taker, click the Override check box and then Register



Select matching test taker or override and create a new test taker

Test Taker	ID	Email	Phone	Date of Birth
Test Taker	H0198339	testtaker@gmail.com		1/1/2001

Rows per page: 10 Page 1 of 1 |< < > >|

☐ Send Test Taker Invite (requires unique email address if checked)
☐ Override matching test takers and create profile

REGISTER Cancel

If the system identifies a potential matching test taker to the information entered, the following screen will appear. If this is the same test taker, please cancel the new account creation and search for the test taker using the ID provided. If this is not the same test taker, click the Override checkbox and then Register button.

Test Taker – Add New

After selecting **Register**, the system creates a profile for the Test Taker!

- Additional information on the Test Taker must still be entered
- Click on the **Test Taker's Name** to continue with booking an exam



Test Taker	ID	Email	Phone
Alison Mayberry	HS053	acreek@psonline.com	

Rows per page: 10 Page 1 of 1

After selecting Register, the system creates a profile for the Test Taker. Additional information on the Test Taker must still be entered (this will be covered in the pages ahead). Click on the Test Taker's Name to continue with booking an exam.

Create a New Registration

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To Create a New Registration for the Test Taker:

- Option #1 -- Click on the Registrations tab, then Create a new registration Hyperlink
- Option #2 -- Select the Action button, then New Registration



Let's continue with the next step, which is "Creating a New Registration." Once the Test Taker profile is open, they can now have a registration created.

Creating a new registration for a Test Taker can be done in 1 of 2 ways.

Option Number 1. To Create a new registration for the Test Taker: Click on the Registrations tab, then Create a new new registration Hyperlink (shown circled in red at the bottom of Test Taker page). **OR**

Option Number 2. Select the Action button (found in the upper right-hand side of the portal screen), and then Select New Registration.

Either way is okay, to create a registration for the Test Taker.

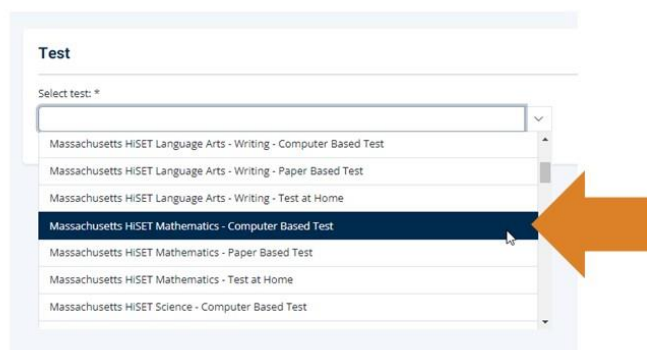
Selecting the Test to Register

NEXT STEP:

- Click on the drop-down arrow
- Select the test to schedule at this time

Note:

TCA Portal only allows for one test to be scheduled at a time; must repeat the process to schedule each test



The screenshot shows a web form titled 'Test'. Below the title is a label 'Select test: *' followed by a dropdown menu. The dropdown is open, displaying a list of test options. The options are:

- Massachusetts HISET Language Arts - Writing - Computer Based Test
- Massachusetts HISET Language Arts - Writing - Paper Based Test
- Massachusetts HISET Language Arts - Writing - Test at Home
- Massachusetts HISET Mathematics - Computer Based Test** (highlighted in blue)
- Massachusetts HISET Mathematics - Paper Based Test
- Massachusetts HISET Mathematics - Test at Home
- Massachusetts HISET Science - Computer Based Test

An orange arrow points to the highlighted option.

Selecting the Test.

Click on the Drop-down arrow to Select the test.

From the Dropdown, Select the test the Test Taker wants to take. Please be very thorough to read through and select the correct test! There are several tests listed, in various settings and various languages.

Of note, the TCA Portal allows for only one test to be scheduled at a time. The process must be completed for the one test being scheduled, and the repeat the process to schedule the next test.

Registration Review

Review the following information for the booking:

- Test Name
- Fee
- Language (if Reading)
- Test Taker Information

The screenshot shows a registration review form. At the top, it says 'Test' and 'Select test *'. Below that, it shows 'Massachusetts HSET Mathematics - Computer Based Test'. There's a 'Candidates Subject' section with a fee of '\$115.00 USD' and a 'No Refund Fee: \$15.00 USD'. The 'Test Portions' section shows 'Massachusetts HSET Mathematics - Computer Based Test' with a 'MANDATORY' label and a 'Right Click' button. The 'Test Accommodations' section has a question 'Does the candidate need any special accommodations?' and a 'Request Accommodation' button. The 'Comments to Proctor' section has a text area for 'Record any helpful information for proctors here.' The 'Application' section has fields for 'First Name *', 'Middle Name', 'Last Name *', 'Suffix', 'Title', 'Email *', 'Phone *', 'Country *', and 'License Number'. A red box highlights the 'CREATE REGISTRATION' button at the bottom right, with an orange arrow pointing to it.

Once reviewed, click on **Create Registration**

Exam Review.

When creating the registration, please take the time to completely review the following information for the booking shown on the page: the Test Name (to ensure the correct test has been selected), the Fee, Language (if Reading), and Test Taker information. Once the review is complete, click on Create Registration if no changes need to be made.

If the incorrect test or language was selected, click on the drop-down box to review again and select the correct test.

Scheduling the Test

Once the registration has been created, the test may be scheduled

- On the Registrations tab, click the Schedule button next to the test

Tests	Registrations	Comments
Test	Portion(s)	Received Expires
> Massachusetts HISET Mathematics - Computer Based Test	Massachusetts HISET Mathematics - Computer Based Test (Registration Approved)	7/12/2024 7/12/2025

SCHEDULE

- Verify the test name and click Schedule

Confirm Schedule

Massachusetts HISET Mathematics - Computer Based Test

- Massachusetts HISET Mathematics - Computer Based Test

Cancel SCHEDULE

Scheduling the Test.

Once the registration has been created, the test may be scheduled. In the Registrations tab, click the Schedule button next to the test name that you would like to schedule. Then, verify the test name and click Schedule

Test Review

Review the following information for the test:

- Test Name
- Fee
- Language (if Reading)

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Massachusetts HISET Mathematics - Computer Based Test

[Candidate Bulletin](#)

Fee: \$15.00 USD | Re-take Fee: \$0.00 USD [Fee Policy](#)

Test Portions (Total Price \$15.00 USD)

☒ Massachusetts HISET Mathematics - Computer Based Test

MANDATORY

English Unit: N/A

Duration: 90 minutes

Extra Duration: none

RA Duration: N/A

Booking Mode

☐ Phone ☐ Mail ☐ Express Mail

Test Accommodations

Does the candidate need any special accommodations? [Request Accommodation](#)

Comments to Proctor

Record any helpful information for proctors here.

CONTINUE BOOKING

Once reviewed, click on **Continue Booking**

Exam Review.

When creating the registration, please take the time to completely review the following information for the booking shown on the page: the Test Name (to ensure the correct test has been selected), the Fee, Language (if Reading), and Test Taker information. Once the review is complete, click on Create Registration if no changes need to be made.

If the incorrect test or language was selected, click on the drop-down box to review again and select the correct test.

Test Taker Details

Complete all the required fields

***hiset.**

The screenshot shows a web form titled "Test Taker Details" with the following sections and fields:

- Application**
 - Select test language: * (dropdown menu)
 - License Number (text input)
- Test Taker Details**
 - Date of Birth* (text input, value: 01/01/2001)
 - Email Address* (text input, value: test.taker@psonline.com)
 - Telephone Numbers
 - Home Phone (text input)
 - Office Phone (text input)
 - Cell Phone / Pager (text input)
 - Primary Contact Address
 - Street Address1* (text input)
 - Address2 (text input)
 - City* (text input)
 - State* (dropdown menu)
 - Country* (dropdown menu, value: US)
 - Postal Code* (text input)

CONTINUE BOOKING

Once all required fields are completed, click on **Continue Booking** at the bottom of the page

Only fields that have a red asterisk (*) are required

Test Taker Details.

Complete all the required fields for the Test Taker including the Test Language for all test except Reading. Date of Birth and Email should be populated already. Only fields that have a red asterisk are required. Once all required fields are completed, click on Continue Booking at the bottom of the page.

<h2 style="color: #C85A3D;">Age Warning</h2> <p>If the Test Taker is under the state age requirement and does not have an age waiver, you will receive an error when scheduling</p>	<div style="text-align: right;">*hiset.</div> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p>Additional steps are needed for you to continue scheduling this exam.</p> <p>For HISET, please review your state's minimum age requirements and options to apply for an age waiver at HISET.org</p> <p>For HISET Proficiency, please complete the form available here and attach your most recent high school transcript.</p> <p>0HN514HTOGL4K:0000002D BookingService.MinimumAgeNotMetHiSet</p> </div> <p>Review your state's age requirements and options to apply for an age waiver on hiset.org. Once an age waiver has been applied for the test taker, you will be able to continue with scheduling.</p>
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Age Warning Pop-Up.

If the Test Taker is under the state age requirement and does not have an age waiver, you will receive an error when scheduling.

Review your state's age requirements and options to apply for an age waiver on hiset.org. Once an age waiver has been applied for the test taker, you will be able to continue with scheduling.



Finding a Test Center

To locate a Test Center where the Test Taker would like to take the test, enter the following:

1. Enter City, Province, or Postal Code
2. Select a city or postal code from the list that populates
3. Enter the radius to the city or postal code to search
4. Click **Search**

The screenshot shows the hiset portal interface. At the top right is the hiset logo. Below it is a progress bar with five steps: Test Options, Application, Schedule, Payment, and Review. The 'Schedule' step is currently active. Below the progress bar, there are sections for 'Override Schedule Rules', 'Modality' (with 'Site Proctored' selected), and 'Test Portions' (showing 'Massachusetts HSET Mathematics - Computer Based Test' with durations). The 'Find Test Center' section is at the bottom, featuring a label 'Use a test center code', an input field for 'City, province or postal code' (containing 'Eureka, CA'), a 'Radius' field (set to '10 Miles'), and a 'SEARCH' button. An orange arrow points to the input field.

Finding a Test Center.

To locate a Test Center where the Test Taker would like to take the test enter the following: the City, Province, or Postal Code. Then select a city or Postal Code from the list that populates.

Next, enter the radius to the city or Postal Code that the Test Taker would like the Test Center location to be within, then click Search.



Scheduling the Test

To complete scheduling for the Test Taker, select the following:

- Test Site
- Date
- Time

*hiset.

PSI HISET Client Services (DNU) (0.60 MI)
1234 Fake Road, Eureka, CA, US
View available time slots
First date in July: Sunday July 14

July 2024

SUN	MON	TUE	WED	THU	FRI	SAT
20	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Time slots available for: Sunday July 14

12-HOUR FORMAT 24-HOUR FORMAT

12:00 AM

BOOK THIS TIME SLOT

Click **Book This Time Slot** to continue

Scheduling the Test.

To scheduling the Test Taker, Select the following: the Preferred Test Site, Preferred Date and the Available time. Click Book This Time Slot to continue the scheduling process.

Payment

To complete Payment:

- Enter a Coupon or Voucher Code, if applicable, and Click Apply
- Enter the Billing Address
- Click Continue



The screenshot shows the hiset payment interface. At the top, a progress bar indicates the steps: Test Options, Application, Schedule, Payment (current), and Review. Below the progress bar, a message states: "This time slot is reserved for you until 12:10 PM (28 minutes and 11 seconds). Please complete your booking by then." The main form is divided into two sections. The left section, titled "Coupon or Voucher Code", contains a text input field for the code, an "APPLY" button, and a close button (X). Below this is the "Billing Address" section, which includes fields for Address *, Address 2, City *, Administrative Region (State/Province) *, State (dropdown), Zip/Postal Code *, and Country *. A small note at the bottom of this section says: "Please confirm with the test taker that the above address is correct." The right section, titled "Order Summary", displays the following items and prices:

Item	Price
Massachusetts HSET Mathematics - Computer Based Test	\$15.00 USD
Massachusetts HSET Mathematics - Computer Based Test	\$9.00 USD
Total Price	\$24.00 USD

Below the summary, there is a "CONTINUE" button. A large orange arrow points up towards this button.

Payment.

To complete Payment complete the following: Enter a Coupon or Voucher Code, if applicable, and click Apply.

If no Coupon or Voucher Code, leave the box blank. To move forward, Click Continue.

Review Booking and Accept Terms

Review the Booking Details and complete the following:

- 1) Review details of the booking for accuracy
- 2) Select the checkbox to accept the terms and conditions

Once the review is complete,
Click: **Complete Purchase**

The screenshot displays the 'Review Booking' page with a progress bar at the top indicating steps: Test Options, Application, Schedule, Payment, and Review (current step). The page is divided into two main sections: 'Candidate Details' and 'Order Summary'.

Candidate Details:

Date of Birth: 06/15/2005	Email Address: acreeed@psnline.com
Home Phone:	Office Phone:
Cell Phone / Pager:	Street Address: 1235 main street
Address2:	State: Montana
State (if not USA):	City: billings
Country: US	Postal Code: 59101
SSN:	What is your current citizenship status?:
What is your ethnicity?:	What is your Hispanic origin?:
What is your race? Select all that apply:	Do you communicate better (or as well) in English than in any other language?:
Which of the following best describes your current employment status?:	Are you planning on going to a further training, development, educational program?:
What was the name of last K-12 school you attended?:	Please indicate the highest level of education completed by your household member:
State of last K-12 school attended:	
What type of training, development, or educational program do you plan on attending?:	

Order Summary:

TCA - Montana hiSET Language Arts - Reading - Computer Based Test	\$10.75 USD
TCA - Montana hiSET Language Arts - Reading - Test Center Scheduled	
Total Price	\$10.75 USD

At prices are inclusive of taxes. This might add \$1.00 to your invoice as we do not charge for order processing or it may vary depending on the state you are in.

☒ By continuing, you agree to The Company's Conditions of Use and Privacy Notice.

COMPLETE PURCHASE

Review the Booking Details and complete the following: Review details of the booking for accuracy. Select the checkbox to accept the terms and conditions. Once the review is complete, Click Complete Purchase.

Booking Confirmation

The booking confirmation will show the following:

- Test Taker Details
- Test Center Selected
- Order Summary

Booking Confirmed!

Candidate Details

Name: Allison Mayberry
Date of Birth: 06/15/2005
Home Phone:
Cell Phone / Pager:
Address2:
State (if not USA):
Country: US
SSN:
Gender: Female
statement "I sometimes blame others for mistakes I make."
Thinking about yourself: to what extent do you agree with the statement "I tend to give up easily."
Thinking about yourself: to what extent do you agree with the statement "I keep my promises."
Thinking about yourself: to what extent do you agree with the statement "I tend to rush into things."
If you have been provided with a state ID enter it here:

HISET_ID Number: H15053
Email Address: acreek@psionline.com
Office Phone:
Street Address1: 1235 main street
State: Montana
City: billings
Postal Code: 59101
Did you use an adult education program? Yes
What is your current citizenship status?
statement "I get chores done right away."
Thinking about yourself: to what extent do you agree with the statement "I work on tasks until everything is perfect."
Thinking about yourself: to what extent do you agree with the statement "I often do things at the last minute."
Thinking about yourself: to what extent do you agree with the statement "I make plans and stick to them."

Order Summary

TCA - Montana HISET Language Arts - Reading - Computer Based Test	\$10.75 USD
TCA - Montana HISET Language Arts - Reading - Test Center Scheduled	
Total Price	\$10.75 USD

All prices are inclusive of taxes. You might see \$0 USD in cases where we do not charge for certain services or in case your company has paid for the test.

Booking Information

TCA - Montana HISET Language Arts - Reading - Test Center
English
Monday, September 26, 2022
8:00 AM Mountain Daylight Time
Billings - Rocky Mountain College, 2821 Augusta Lane, Billings, MT 59102, US

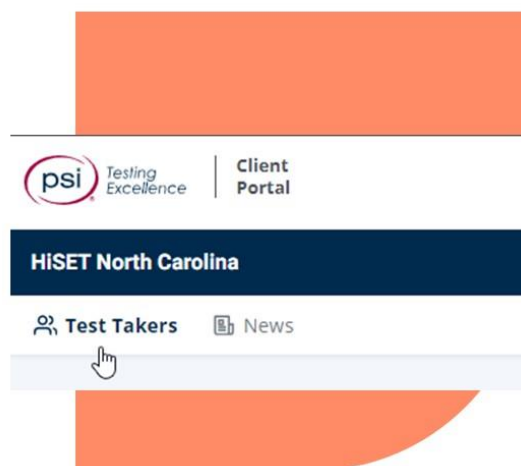
[Get Directions](#)

The booking confirmation screen will show the following: Test Taker Details, Test Center Selected, and the Order Summary.

Return to the Home Screen

To return to the Home screen:

Click on the Test Taker Icon located at the top left of the screen on the menu bar



And that's it!

Booking a test for the Test Taker is complete.

To return to the Home screen, click on the Test Taker icon on the blue menu bar. The Test Taker Icon is located at the top left of the screen.

If the Test Taker wants to schedule additional tests, start over by clicking on the Test Takers icon to repeat the steps to schedule additional tests for the Test Taker.

Register New Test Taker

First Name * Middle Name Last Name * Suffix

Email * Country * Date of Birth *

☐ Phone/SMS Contact
Mobile Number

We will only use your phone number for test instructions and scheduling updates relating to your account.

☐ Marketing Communications
hiset will use the information to send you email with useful information related to your career, including promotional offers, products, and services (Test Taker may unsubscribe at any time).

☐ Send Test Taker Invite (requires unique email address if checked)

REGISTER Cancel

Send Test Taker Invite

If the Send Test Taker Invite was checked during account creation, the test taker will receive an email to complete account setup for the test taker portal.

If the Send Test Taker Invite was checked during account creation (unique email address is required if checked), the test taker will receive an email to complete account setup for the test taker portal.

This should not be checked unless there is a unique email address, and the test taker will be creating a login to the test taker portal.

Send Test Taker Invite – Next Steps

*hiset.

Email to Complete Account Setup

The email template features the PSI Testing Excellence logo at the top. It addresses the recipient as 'Dear Test Taker,' and provides instructions to click a link to complete the account setup, noting the link's one-time use and 14-day validity. A blue 'Complete Account Setup' link is provided. Below, it offers a manual copy-paste link for the same purpose. The email is signed off by 'Best regards, PSI Customer Service' and includes a footer warning not to reply to the email as the mailbox is not monitored.

Dear Test Taker,

Please click on the following link to complete your test taker account setup process. This link is for one-time use and is only valid for 14 days.

[Complete Account Setup](#)

If this link does not work, please copy and paste the following link into your browser's address window:

<https://attest-takers.psisxams.com/hisetchortbcauth/auth/register/0645edda-6174-4033-bb0f-562a47124450?phonecode=>

Best regards,
PSI Customer Service

Please do not reply to this email. This mailbox is not monitored.

Phone/SMS Verification

The verification interface shows a progress bar with three steps: '1 Create Account' (completed), '2 Verify' (current step), and '3 Finish'. It confirms the email 'testtaker@hiset.com' is verified. The section 'Get SMS Updates & Alerts' prompts the user to enter a mobile number for verification. The number '1234567890' is entered in the field. A disclaimer states that providing a mobile number authorizes calls and texts, including autodialed messages, for test instructions and scheduling. At the bottom, there are two buttons: 'SEND CODE' and 'SKIP VERIFICATION'.

1 Create Account 2 Verify 3 Finish

The email testtaker@hiset.com is verified

Get SMS Updates & Alerts

Please enter your mobile number to get a code for verification

Mobile Number

1234567890

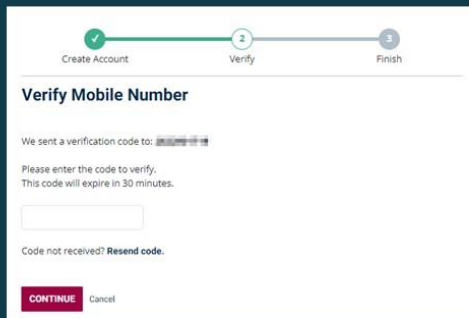
By providing a mobile number, you authorize us to call or text you, including autodialed and prerecorded messages. We will only use your phone number for test instructions and scheduling updates relating to your account.

SEND CODE SKIP VERIFICATION

The test taker will receive an email to complete account setup for the test taker portal. After clicking the Complete Account Setup link in the email, the test taker will be prompted to send code to their mobile number to verify. The phone/SMS verification may also be skipped.

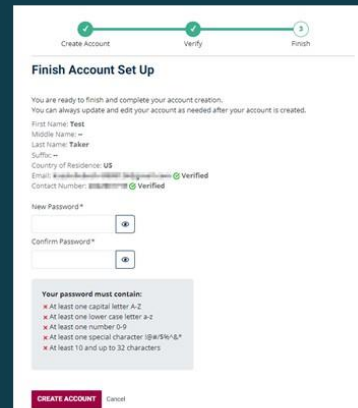
Send Test Taker Invite – Next Steps

Verify Mobile Number



The screen shows a progress bar at the top with three steps: 1. Create Account (checked), 2. Verify (current step), and 3. Finish. Below the progress bar, the title "Verify Mobile Number" is displayed. The main text reads: "We sent a verification code to: [redacted]". Below this, it says: "Please enter the code to verify. This code will expire in 30 minutes." There is a text input field for the code. Below the input field, it says: "Code not received? Resend code." At the bottom, there are two buttons: "CONTINUE" and "Cancel".

Finish Account Set Up



The screen shows a progress bar at the top with three steps: 1. Create Account (checked), 2. Verify (checked), and 3. Finish (current step). Below the progress bar, the title "Finish Account Set Up" is displayed. The main text reads: "You are ready to finish and complete your account creation. You can always update and edit your account as needed after your account is created." Below this, the user's information is listed: "First Name: Test", "Mobile Number: [redacted]", "Last Name: Taker", "Suffix: [redacted]", "Country of Residence: US", "Email: [redacted] @hiset.com Verified", and "Contact Number: [redacted] @ Verified". Below the user information, there are two password fields: "New Password*" and "Confirm Password*", each with a strength indicator icon. Below the password fields, there is a list of password requirements: "Your password must contain: At least one capital letter A-Z, At least one lower case letter a-z, At least one number 0-9, At least one special character !@#%&*~^"~", and At least 10 and up to 32 characters". At the bottom, there are two buttons: "CREATE ACCOUNT" and "Cancel".

The test taker will receive a code to their mobile phone number as an SMS message and will enter the code on the site within 30 minutes to complete the verification. Then the test taker will finish the test taker account setup by creating a password. If the option to Send Code was skipped, the test taker will be directed to the finish account setup page instead of the code verification.

Need Assistance

If you need assistance, contact the
HiSET Support Team using the

HiSET Test Center Support Form →

Choose your area of need

Candidate Scheduling Issues

Need Assistance?

If you need assistance, contact the HiSET Support Team using the HiSET Test Center Support Form. Select the area of need as Candidate Scheduling Issues. You can access the form by clicking the link on the screen.

Thank you for completing training.

Learn more at hiset.org

31

This concludes the training for the TCA Portal training 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.