



HiSET[®] **TCA Portal Training**

SEPTEMBER / OCTOBER 2022



CONFIDENTIAL 1

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!

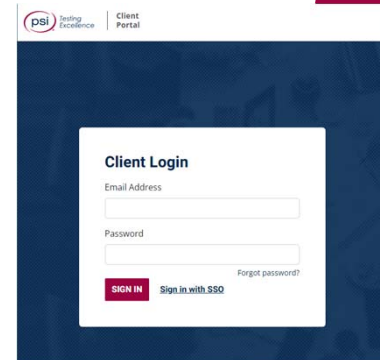
Please click the Play or Forward button to advance the slide to the next page.

The TCA Portal



The TCA Portal is the system used for TCAs to register their Test Takers for their exams

- If you are currently using the TCA Portal, you will continue to use the new PSI version of the TCA Portal
- The registration process is the same
- General registration questions are the same
- Login credentials will be emailed to you (must login with 24-hours of receipt of email)



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The TCA Portal.

The TCA Portal is the system that is used for TCA's to register their Test Takers for their exams.

If you are a TCA and you are currently using the TCA Portal, you will continue to use the new PSI version of the TCA Portal to register your Test Takers for their exams.

The registration process remains pretty much the same. There may be a few new items (like SSN is optional and not required), and the general registration questions are the same as before. No changes there.

Login credentials will be emailed to you, as you must login with 24-hours of receipt of that email).

The TCA Portal



If you do not use the TCA Portal to register Test Takers, then you will not need to use it going forward...

- ✓ Your process does not change
- ✓ No need to register Test Takers
- ✓ Test Takers will still be able to self-register at HiSET.org

Important Note:

- ✓ State rules/policies, including Test Taker eligibility, registration, retesting, and fees... **Do Not Change**

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The TCA Portal.

If you do not use the TCA Portal to register Test Takers, then you will not need to use it going forward. Your process does not change.

There is no need to register Test Takers in the TCA Portal if you do not currently do this; and yes, the Test Takers will still be able to self-register via the HiSet.org website.

Also, your state rules and policies do not change, neither to the Test Taker eligibility rules, or registration, retesting policies, or fees, these Do Not Change!

TCA Portal



The PSI TCA Portal is the internet-based system that HiSET Test Center Associates (TCAs) will be using to register their Test Takers

<https://client.psiexams.com/login>

The screenshot shows the PSI TCA Portal interface. At the top, there is a navigation bar with the PSI logo, 'HiSET Montana', and 'Test Takers'. Below this is a 'Test Takers' section with a '+ ADD TEST TAKER' button. A 'Search Test Takers' form contains input fields for 'HiSET_ID Number', 'First Name', 'Last Name', 'Email', 'Eligibility ID', and 'Phone Number'. A 'Clear' button and a 'SEARCH' button are also present. Below the form is a table header with columns for 'Test Taker', 'ID', 'Email', and 'Phone'. At the bottom right of the table, there is a 'Rows per page' dropdown set to '10', 'Page 1 of 1', and navigation arrows.

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

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TCA Portal.

The PSI **TCA Portal** is the internet-based system that all HiSET Test Center Associates will be using to register the Test Takers.

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

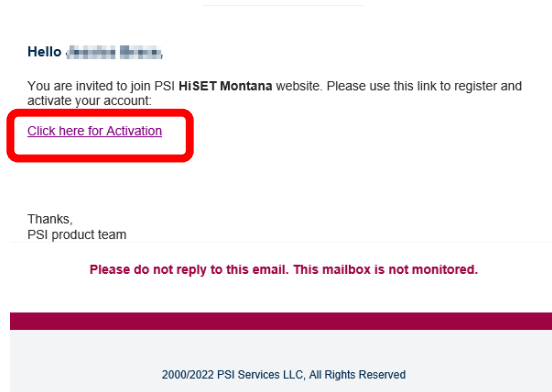
Activate/Registration



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*

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 is operates fully via a simple web browser internet connection.

TCA Portal



<https://client.psiexams.com/login>

The screenshot shows the Client Login page. At the top left, there is a PSI logo with the tagline "Testing Excellence" and the text "Client Portal". The main content area has a dark blue background with a white login form. The form is titled "Client Login" and contains two input fields: "Email Address" and "Password". Below the "Password" field is a "Forgot password?" link. At the bottom of the form, there is a red "SIGN IN" button and a "Sign in with SSO" link.

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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](#)

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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**

Client Login

Email Address

Password

[Forgot password?](#)

SIGN IN [Sign in with SSO](#)

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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.

Technical Support



Experiencing difficulties logging in?

Contact PSI Helpdesk

1-844-562-0512



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If experiencing difficulties with log in, please contact the PSI Helpdesk, toll free at: 1-844-562-0512.

Assistance is available 24 hours a day, 7 days a week, 365 days a year.

Test Takers - Search



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**

The screenshot displays the 'Test Takers' search interface. At the top, there is a navigation bar with the 'psi' logo and 'Client Portal'. Below this, the 'Test Takers' section is visible. The search form includes fields for 'HiSET ID Number', 'First Name', 'Last Name', 'Email', 'Eligibility ID', and 'Phone Number'. A red arrow points to the 'SEARCH' button, which is highlighted with a red box. The interface also includes a 'Clear' button and a table header for 'Test Takers' with columns for 'ID', 'Email', and 'Phone'. The table is currently empty. At the bottom of the page, there is a footer with the text 'CONFIDENTIAL 10'.

Search for Test Takers.

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.

Test Taker Search



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

Test Takers + ADD TEST TAKER

Search Test Takers

HSET_ID Number: First Name: Last Name: Email:

Eligibility ID: Phone Number: Clear

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: Page 1 of 1 < > << >>

Test Taker Search.

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

Test Taker – Add New



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
(located in the upper right-hand corner of the screen)

Test Takers

+ ADD TEST TAKER

Search Test Takers

HSET_ID Number First Name Last Name Email

Eligibility ID Phone Number Clear SEARCH

Test Taker	ID	Email	Phone
------------	----	-------	-------

Rows per page: 10 Page 1 of 0

Adding a new Test Taker.

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
- Mobile Number (Optional)

Test Takers / Add Test Taker

Register New Test Taker

First Name * Middle Name Last Name * Generation

Email * Country *

Phone/SMS Contact
Mobile Number

Marketing Communications

REGISTER Cancel

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. Generation means Suffix, like Senior or Junior.

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.

Once all required information has been entered, Select **Register**.

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

The screenshot shows a web interface for managing test takers. At the top right is a button labeled '+ ADD TEST TAKER'. Below it is a search section titled 'Search Test Takers' with input fields for 'HSST ID Number' (containing 'H5053'), 'First Name', 'Last Name', 'Email', 'Eligibility ID', and 'Phone Number'. A 'Clear' button and a 'SEARCH' button are also present. Below the search fields is a table with the following data:

Test Taker	ID	Email	Phone
Allison Mayberry	H5053	acreek@pponline.com	

At the bottom right of the table, there is a 'Rows per page' dropdown set to '10' and 'Page 1 of 1' with navigation icons.

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 booking



Once the Test Taker profile is open, they can be booked for an exam

To Create a booking for the Test Taker:

- Option #1 -- Click the Create a new booking Hyperlink
- Option #2 -- Select the Actions Tab, then New Registration/Booking



Let's continue with the next step, which is "Creating a Booking."

Once the Test Taker profile is open, they can now be booked for an exam.

Creating a new booking for a Test Taker can be done in 1 of 2 ways. Option Number 1. To Create a booking for the Test Taker: Click on the Create a new booking Hyperlink (shown circled in red at the bottom of Test Taker page). Or Option Number 2. Select the Action Tab (found in the upper right-hand side of the portal screen), and then Select New Registration Booking.

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

Selecting the Exam

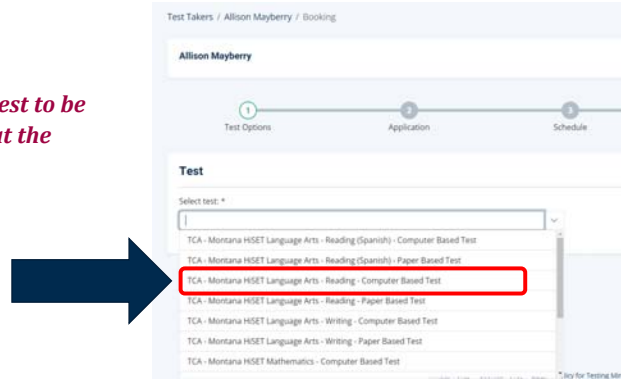


NEXT STEP:

- Click on the drop-down arrow
- Select the test the Test Taker wants 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



Selecting the Exam.

Click on the Drop-down arrow to Select 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.

Exam Review



Review the following information for the booking:

- Test Name
- Fee
- Language
- Test Portions

The screenshot shows a booking form with the following sections:

- Test:** Select test: * TCA - Montana HSET Language Arts - Reading - Computer Based Test
- Fee:** Fee: \$10.75 USD / Retake Fee: \$0.00 USD
- Language:** Select test language: * English
- Test Portions:** TCA - Montana HSET Language Arts - Reading - Test Center
English Level: None
Duration: 85 minutes
Extra Duration: none
NA Duration: None
- Comments to Proctor:** Record any helpful information for proctors here.

A red box highlights the "CONTINUE BOOKING" button, and a blue arrow points to it from the text below.

Once reviewed, click on **Continue Booking**

Exam Review.

When booking, 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, and Test Portions. Once the review is complete, click on Continue Booking 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 of the required fields for the Test Taker

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

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Test Taker Details.

Complete all of the **required** fields for the Test Taker. Date of Birth, Email (should be populated already); Home phone, office phone and cell phone pager are all optional fields and not required to complete.

Only fields that have a red asterisk are required.

Complete the required fields for the Address, including Street, City, State, Postal Code and Country.

Don't forget the required response needed for the question: "did you use an adult education program to prepare for the HiSET test." It has a drop-down box to select the response. The last question this page is the required "Gender" selection drop-down box.

Age Warning

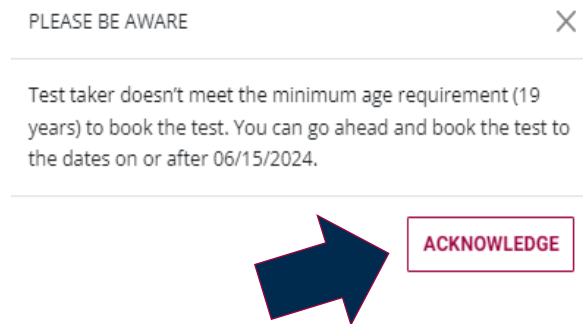


There maybe a pop-up box that reads: **PLEASE BE AWARE**

If the Test Taker is under the state age requirement, this pop-up warning may appear

Click on: **Acknowledge**
to continue with scheduling

***Note:** this is a reminder, and it will not hinder or restrict access to scheduling the Test Taker



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Age Warning Pop-Up.

If the Test Taker is under the state age requirement you may receive a pop-up warning. Select Acknowledge, to move forward in the process and continue with scheduling.

Please note, this is just a reminder and will not restrict your access to scheduling the Test Taker.

Finding a Test Center



To locate a Test Center where the Test Taker would like to take their 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 the Test Taker would like the Test Center to be within
- 4) Click **Search**

The screenshot shows the 'Find Test Center' section of the PSI application. It includes a search bar for 'City, province or postal code' with a dropdown menu showing 'SPIN' and 'SPIN' with 'Wilmington, VT, USA'. A 'Radius' dropdown is set to '10' miles. A 'SEARCH' button is highlighted with a red box and a blue arrow. A 'CONTINUE BOOKING' button is also visible. The interface includes a progress bar at the top with steps: Test Options, Application, Schedule, Payment, and Review. Below the progress bar are sections for 'Override Schedule Rules', 'Modality' (with 'Site Proctored' selected), and 'Test Portions' (with '100 - Montana HSEEP Language Arts - Reading - Test Center' selected).

Finding a Test Center.

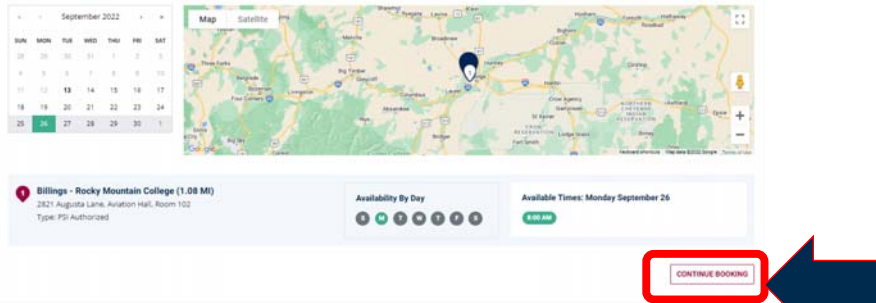
To locate a Test Center where the Test Taker would like to take the test enter the following: the City, Province, or Postal Code. Then select a city or Postal Code from the list that populates. Next, enter the radius to the city or Postal Code that the Test Taker would like the Test Center location to be within, then click Search.

Scheduling the Test



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

- Preferred Date
- Available Time



Click **Continue Booking** to complete the process

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Scheduling the Test.

To complete scheduling for the Test Taker, Select the following: the Preferred Date requested and the Available time. Click Continue Booking to complete the process.

Payment



To complete Payment complete the following:

- Enter a Coupon or Voucher Code, if applicable
- Click Apply

If no Coupon or Voucher Code, leave the box blank

The screenshot shows a payment page for Allison Mayberry. At the top, it lists the test details: "Test/License: TCA - Montana HSET Language Arts - Reading - Computer Based Test" and "Portion(s): TCA - Montana HSET Language Arts - Reading - Test Center". Below this is a progress bar with five steps: "Test Options", "Application", "Schedule", "Payment", and "Review". The "Payment" step is currently active. Under the progress bar, there is a "Coupon or Voucher Code" input field with an "APPLY" button. To the right of this field is a "CONTINUE" button. Below the input field, there is a "CONTINUE" button with a blue arrow pointing to it. On the right side of the page, there is an "Order Summary" section. It lists "TCA - Montana HSET Language Arts - Reading - Computer Based Test" for \$10.75 USD and a "Total Price" of \$10.75 USD. Below the order summary, there is a "CONTINUE" button. At the bottom of the page, there is a small "CONFIDENTIAL 22" watermark.

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 shows a multi-step booking process. The current step is 'Review', indicated by a green checkmark in a circle above the 'Review' label in the top navigation bar. The 'Review Booking' section is divided into two columns. The left column, 'Candidate Details', contains fields for personal and contact information, including name, phone, address, and email. The right column, 'Order Summary', lists the booking items: 'TCA - Montana HISET Language Arts - Reading - Computer Based Test' and 'TCA - Montana HISET Language Arts - Reading - Test Center Scheduled', with a total price of \$10.75 USD. Below the order summary, there is a checkbox that is checked, with the text 'By continuing, you agree to The Company's Conditions of Use and Privacy Notice.' A large blue arrow points from the 'Candidate Details' section towards the 'COMPLETE PURCHASE' button, which is a prominent red button at the bottom right of the form.

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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:
Address:
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 Address: 1235 main street
State: Montana
City: Billings
Postal Code: 59101

Did you use an adult education program to prepare test?: 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 cases 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 Home Screen



**To return to the Home screen:
Click on the Test Taker Icon**

Test Taker icon is 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.

PSI Excellence

Attentive Knowledgeable
Supportive RESPONSIVE Kind
Accommodating Patient problem solver
Considerate Prudent
Understanding Helpful Professional



COMPANY CONFIDENTIAL 26

PSI Excellence.

Let your professionalism shine through, utilizing these skills, attributes and behaviors associated with the PSI culture of operational excellence in customer service.

What you do is vitally important, and we appreciate all you do to provide an outstanding Test Taker exam experience!

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.



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TRAINING IS COMPLETE. THANK YOU!