



Self-Service Event Testing

PROCTOR TRAINING

MARCH 2024



Training Overview



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GPS Overview



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

- ✓ Searching candidates and viewing specific information
- ✓ Event testing set-up and proctoring
- ✓ Accessing relevant documents for testing

Account Login



Proctor Portal User URL:

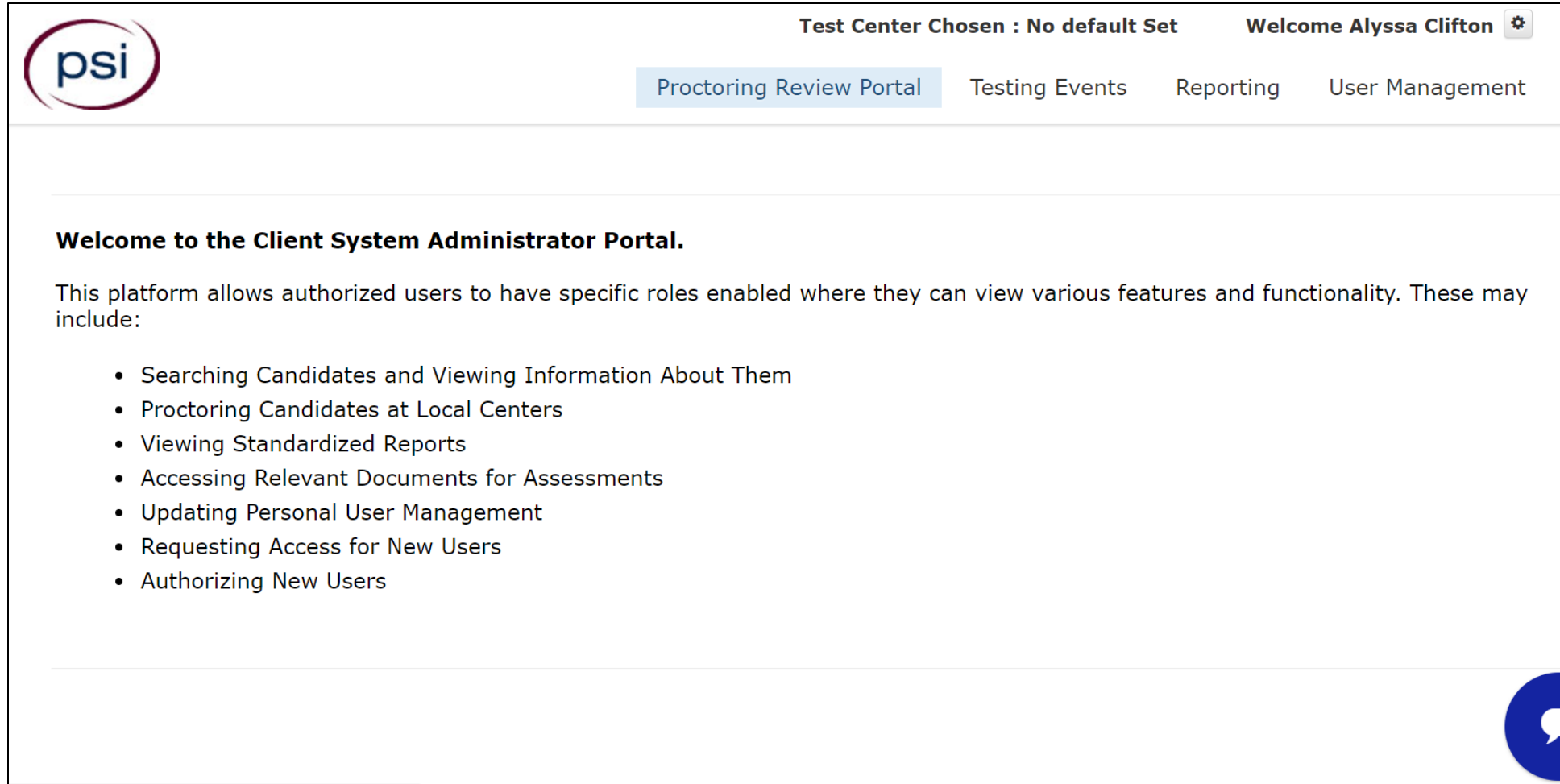
<https://console.psiexams.com/portal/index.jsp>

Account ID, Login ID and Password will be provided before training

A screenshot of a web login form. At the top center is a black silhouette icon of a person. Below the icon are three stacked text input fields. The first field is labeled "Account ID", the second "Login ID", and the third "Password". Below these fields is a wide, grey "Login" button. At the bottom right of the form is a blue, underlined link that says "Forgot Password?".

Account ID
Login ID
Password
Login
Forgot Password?

Welcome Page



The screenshot shows the Proctor Portal interface. At the top left is the psi logo. To its right, the text "Test Center Chosen : No default Set" and "Welcome Alyssa Clifton" with a settings gear icon are displayed. Below this is a navigation menu with four items: "Proctoring Review Portal" (highlighted in light blue), "Testing Events", "Reporting", and "User Management". The main content area features a heading "Welcome to the Client System Administrator Portal." followed by a paragraph explaining the platform's purpose and a bulleted list of features. A blue speech bubble icon is visible in the bottom right corner of the screenshot.

Test Center Chosen : No default Set **Welcome Alyssa Clifton** ⚙️

[Proctoring Review Portal](#) [Testing Events](#) [Reporting](#) [User Management](#)

Welcome to the Client System Administrator Portal.

This platform allows authorized users to have specific roles enabled where they can view various features and functionality. These may include:

- Searching Candidates and Viewing Information About Them
- Proctoring Candidates at Local Centers
- Viewing Standardized Reports
- Accessing Relevant Documents for Assessments
- Updating Personal User Management
- Requesting Access for New Users
- Authorizing New Users

Account Access Issues

The GPS Portal will lock a user out of their account after three (3) failed login attempts.

How to Access a Locked Account:

- Reach out to one of your Administrators to reset your account credentials
- Use the temporary login credentials to update your account password

Other Account Support:

- Reach out to the PSI Support Team:
ITclientservices@psionline.com



Proctor Access & Expectations



Proctor Role Overview



Responsibilities of the Proctor include:

- ✓ Managing the test event from start to finish
- ✓ Maintaining a secure, clean and quiet testing environment
- ✓ Monitoring the Candidates while taking the exam

Proctors may also:

- ✓ Assist with troubleshooting minor technical issues
- ✓ Handle possible misconduct (cheating) issues
- ✓ Report security incidents

Proctor Pre-Exam Duties



Proctors should arrive 45-60 minutes before the testing event begins.

Pre-Exam checklist of proctor duties include:

- ☑ Print out the roster for the testing event
- ☑ Power on and ensure every computer station is working
- ☑ Ensure all computers are clean and free from clutter
- ☑ Ensure temperature of testing room is comfortable (not too hot or cold)
- ☑ Check that any permitted exam supplies are available
 - Ex: scratch paper, pencils, calculators
- ☑ Write the Group Unlock Code on the board or print on paper
- ☑ Be ready to greet candidates

Proctor Pre-Exam Duties

Please keep in mind...

Candidates may be nervous and have various levels of test taking anxiety

Proctors can help put them at ease by employing the following tips:

- Greet the candidates with an energetic, warm welcome
- Be courteous, patient, and professional
- Provide site info (location of restrooms, water fountain)
- Keep the check-in area clean, organized, and free of clutter



Proctor Exam Day Duties

Upon arrival of candidates to the testing location, proctors begin the check-in process by:

- ☑ Conducting security checks of each candidate
- ☑ Confirming identification for each candidate
- ☑ Checking in and providing the Candidate ID, One-Time Passcode (OTP), and optional Group Unlock Code to each candidate
- ☑ Monitor the testing area by conducting walk-throughs
- ☑ Submitting Incident Report (IR) tickets for testing misconduct
- ☑ Checking out candidates upon completion of their exam

Proctoring Procedures



- 1) Login to <https://console.psiexams.com/portal/index.jsp>
- 2) Click on the **Proctoring** tab
- 3) Click on **Search Testing Event Candidates** using the Invitation or the Event Code

Note: *proctor will only be able to search for the events associated with their assigned proctor group*

A screenshot of the PSI Proctoring console interface. At the top left is the PSI logo. To the right of the logo are two tabs: "Proctoring" (which is selected and highlighted with a dark red underline) and "User Management". Below the tabs is a header bar with the text "Search Testing Event Candidates" in a light blue box. Underneath this is a section titled "Testing Event Candidates" in a blue header. This section contains two input fields: "Invitation Code" and "Event Code". Below these fields is a large, empty white rectangular area. At the bottom left of this section is a dark red button labeled "Search".

Proctoring Procedures



Search for the **Testing Event Candidates** using the Invitation or the Event Code.

Shown are:

- Test Event Details
- Proctored Candidate List

(all candidates scheduled for this testing event will appear on this page)

The screenshot displays the PSI Proctoring interface. At the top, there is a navigation menu with options: Alerts, Candidates, Testing Events, Proctoring (highlighted), Reporting, Voucher Management, and User Management. Below this is a search bar with options: Search Scheduled Candidates, Search Testing Event Candidates (highlighted), Session Information, and Report Incident. The main content area is divided into two sections: Test Event Details and Proctored Candidate List.

Test Event Details

Event Name	2-4 event	Date	2019-02-04
Proctor Group	PSI-dao-test	Event Code	feb 4 event
Invitation Code	G953M5P7	Group Event Unlock Code	N/A

Proctored Candidate List

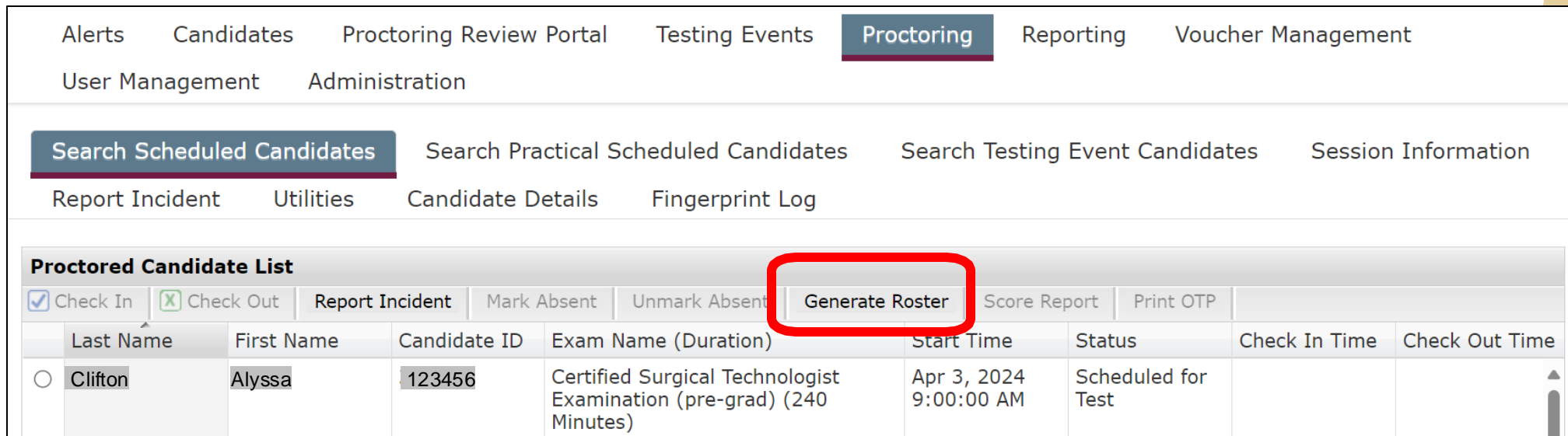
Actions: Check In, Check Out, CheckIn All, Report Incident, Mark Absent, Unmark Absent, Generate Roster, Score Report

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Dao	Test	201901002	Experience Manager Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Scheduled for Test		

Generate a Roster

Proctors should generate the exam roster prior to the testing event.

- 1) Log into your Proctor Portal.
- 2) Select the **Proctoring** tab
- 3) Under **Search Scheduled Candidates**, input the correct testing event information
- 4) Select **Generate Roster**



The screenshot shows the Proctoring tab selected in the Proctor Portal. The navigation menu includes Alerts, Candidates, Proctoring Review Portal, Testing Events, Proctoring (selected), Reporting, and Voucher Management. Below the navigation menu, there are several search and utility options: Search Scheduled Candidates (selected), Search Practical Scheduled Candidates, Search Testing Event Candidates, Session Information, Report Incident, Utilities, Candidate Details, and Fingerprint Log. The main content area displays a 'Proctored Candidate List' table with a 'Generate Roster' button highlighted in a red box. The table has columns for Last Name, First Name, Candidate ID, Exam Name (Duration), Start Time, Status, Check In Time, and Check Out Time. A single candidate is listed: Clifton, Alyssa, with Candidate ID 123456, Exam Name 'Certified Surgical Technologist Examination (pre-grad) (240 Minutes)', and Start Time 'Apr 3, 2024 9:00:00 AM'. The Status is 'Scheduled for Test'.

Proctored Candidate List							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Report Incident	Mark Absent	Unmark Absent	Generate Roster	Score Report	Print OTP
Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Clifton	Alyssa	123456	Certified Surgical Technologist Examination (pre-grad) (240 Minutes)	Apr 3, 2024 9:00:00 AM	Scheduled for Test		

Pre-Exam Security Check



Security checks are a necessary step in maintaining the integrity and security of testing certifications.

The proctor must conduct the security check to ensure there are:

- No prohibited items
- No hidden devices
- No hidden cameras
- No hidden cell phones
- No hidden notes or cheat sheets

ASK THE CANDIDATE:

“As a required part of our Check-In Procedures,
we must check for any possible hidden notes or devices.
Would you please...”

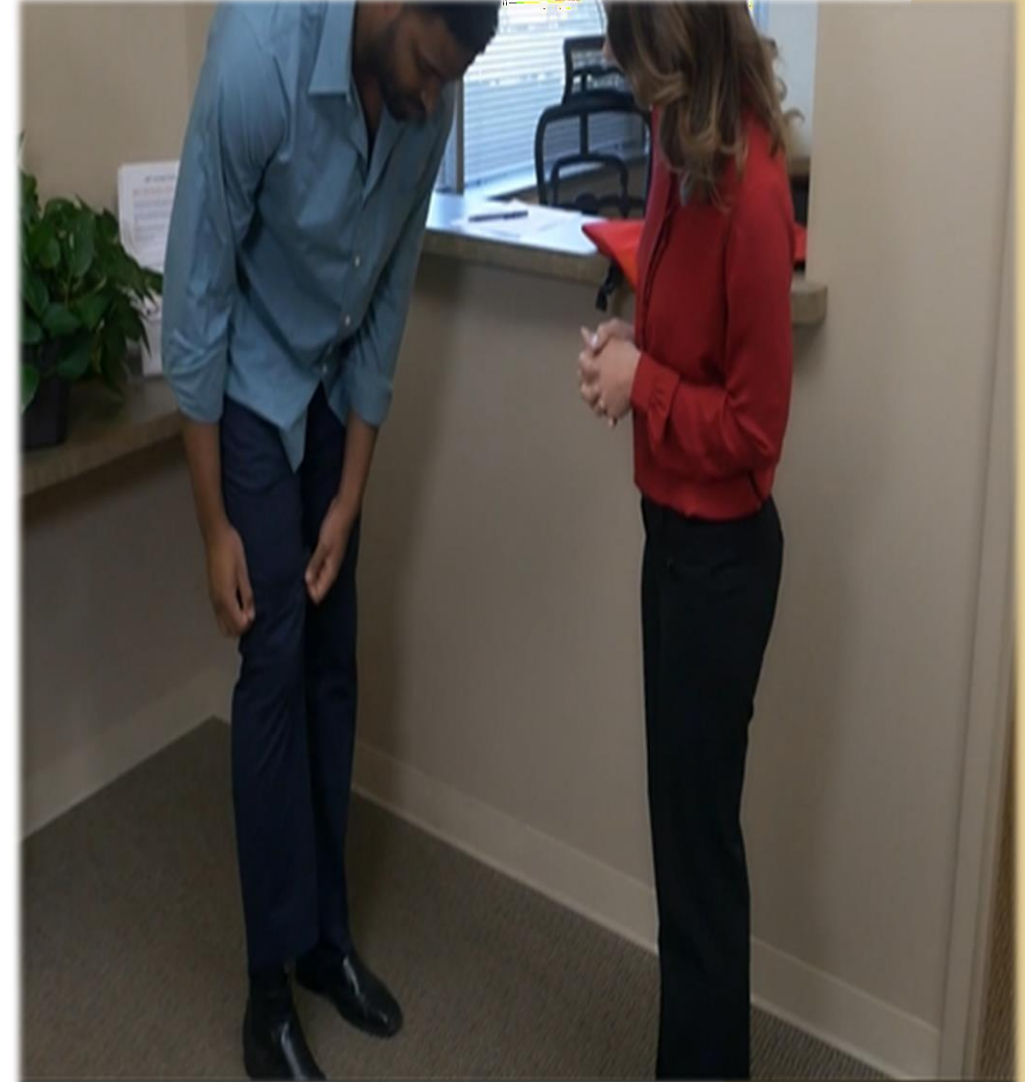
Pre-Exam Security Check



As a required part of our check-in procedures, we must check for any possible hidden notes or devices. Would you please ...

- turn your trouser pockets inside out
- roll up your sleeves to the elbow
(to ensure no writing is visible on the forearms)
- if sleeves are folded, ask to unfold sleeves
(to ensure no cheat sheets or hidden notes)
- turn around to check back pockets
(to ensure no papers in pockets)
- remove glasses for a quick visual look
(to ensure no Bluetooth or camera device)

IMPORTANT: Never Touch the Candidate!



Prohibited Items


Electronic Items	Study Materials	Other Items
Mobile Phones	Text Books	Fire Arms and Knives
MP3 Players & Digital Cameras	Notes and Bus/Rail Tickets	Watches and Personal keys
Smart glasses, Pen drives and Bluetooth devices	Notepads	Bag packs, Suitcases, Handbags, Food and Water bottle
Handsfree and Earphones	Personal Stationery	Jackets, Scarfs, Coats and hoodies
Personal Noise Cancellation Devices	Calculators (unless specified for the exam)	Pictures and idols of religious deities
Laptops and Mobile Tablets	Any other written or printed material	Baseball Caps, hats & Sunglasses

Prohibited Items – Exceptions



Exceptions to the list of Prohibited Items include:

- Religious Headwear - is allowed to be worn for the duration of exam
- Handkerchief or Tissues - check for any notes written therein
- Medicine – allowed only if it is required to take during the exam time
(may be kept at testing desk/station, but must be taken outside the testing room)



A collage of images showing various types of religious headwear, including hijabs, turbans, and kippot, arranged in a grid. To the right of the grid is a larger, close-up photograph of a man with a beard wearing a blue turban. Below the images is a black banner with white and yellow text.

RELIGIOUS HEADWEAR

- **ALLOWED** – do NOT ask Candidate to remove
- **VERIFY** – only if needed (use script below)

“ Will you please, kindly confirm your headwear is for religious purposes? ”

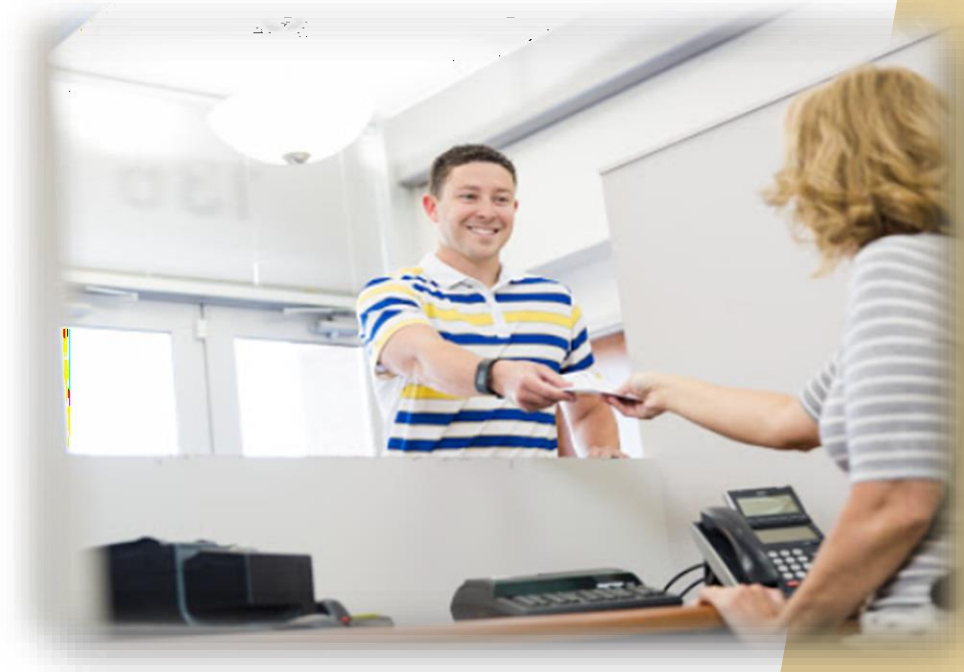
Pre-Exam Identification Verification



Verify Identification

- Candidate is required to show a valid and current government-issued ID
- Name and picture on the ID must match the Candidate
- ID must have photo, date of birth, residential address, and signature

If acceptable identification is not provided, admission to the exam must be denied.



Pre-Exam Identification Verification



It is important to verify that the photo on the candidate's ID match the candidate standing in front of you!

The candidate's appearance may differ slightly from photograph due to:

- Date when the ID was issued
- Hair changes
ex: different hair color, length or loss
- Weight loss or weight gain
- Wearing glasses

**Take a close look at the ID and the candidate –
the picture must match the person standing in front of you**



Candidate Check-In

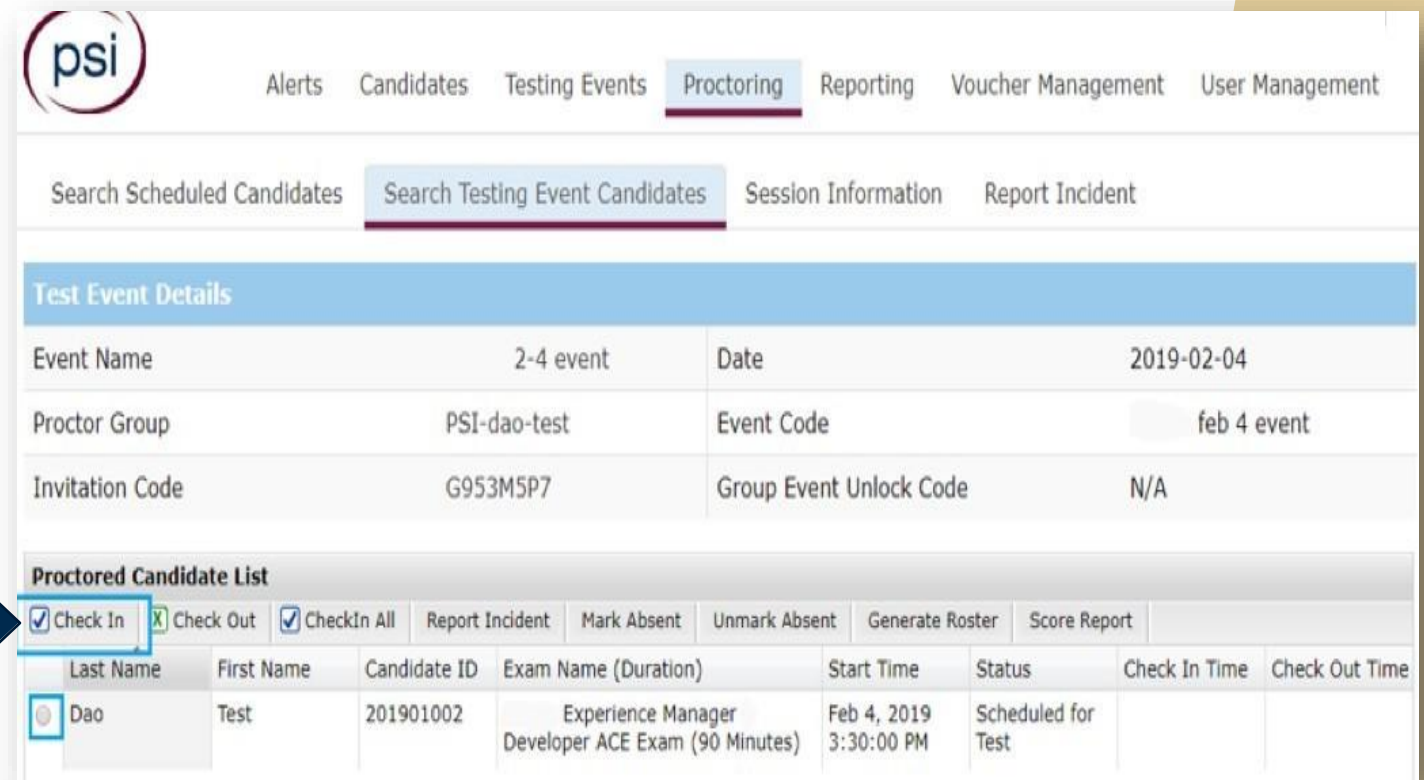
Check-In

- 1) Select the Candidate from the list
- 2) Click on **Check-In**
- 3) Click **OK** to confirm

WARNING:

Check-in each candidate individually.

DO NOT SELECT the **Check In All** button.



The screenshot shows the PSI Proctoring interface. The 'Proctoring' tab is selected in the top navigation bar. Below the navigation bar, there are search options: 'Search Scheduled Candidates', 'Search Testing Event Candidates' (which is highlighted), 'Session Information', and 'Report Incident'. The 'Test Event Details' section shows the following information:

Event Name	2-4 event	Date	2019-02-04
Proctor Group	PSI-dao-test	Event Code	feb 4 event
Invitation Code	G953M5P7	Group Event Unlock Code	N/A

The 'Proctored Candidate List' section shows a table with the following data:

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Dao	Test	201901002	Experience Manager Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Scheduled for Test		

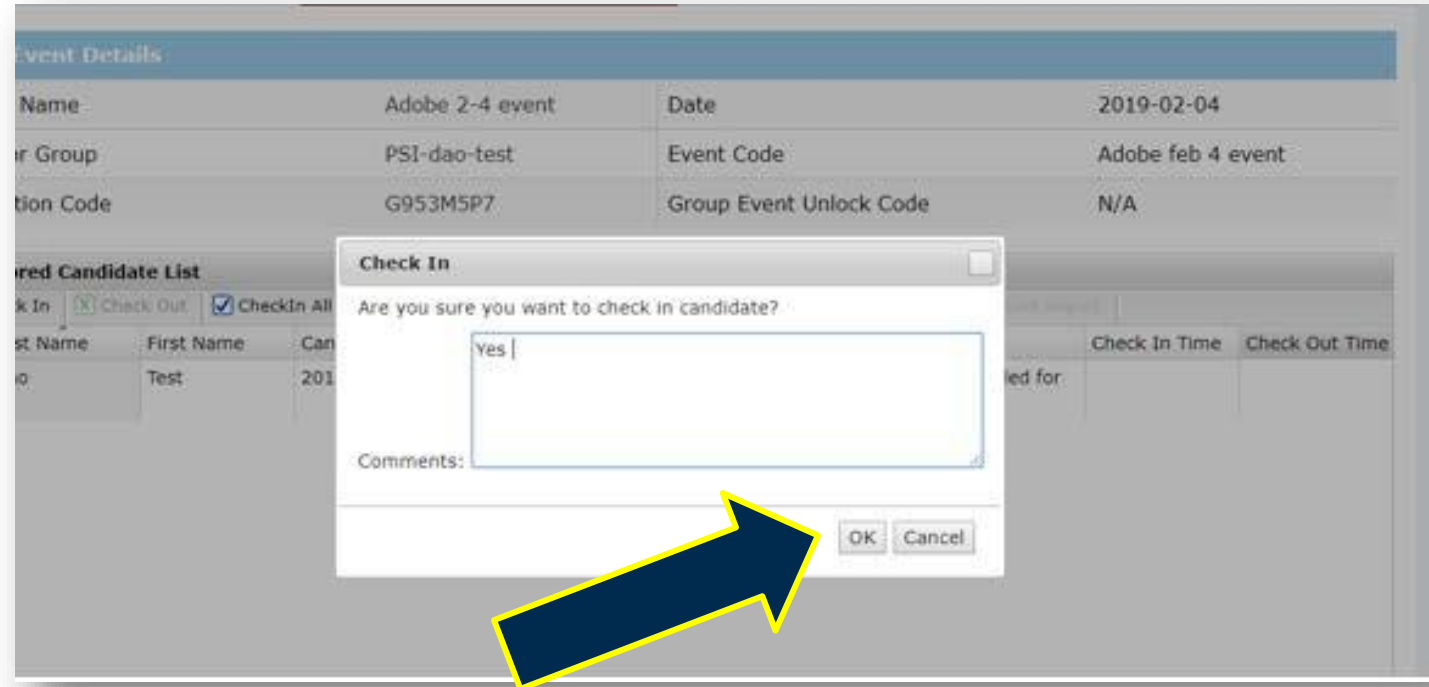
Below the table, there are several action buttons: 'Check In' (highlighted with a blue box and a red circle), 'Check Out', 'Check In All', 'Report Incident', 'Mark Absent', 'Unmark Absent', 'Generate Roster', and 'Score Report'. A large blue arrow points from the warning text to the 'Check In' button.

Candidate Check-In



Check-In

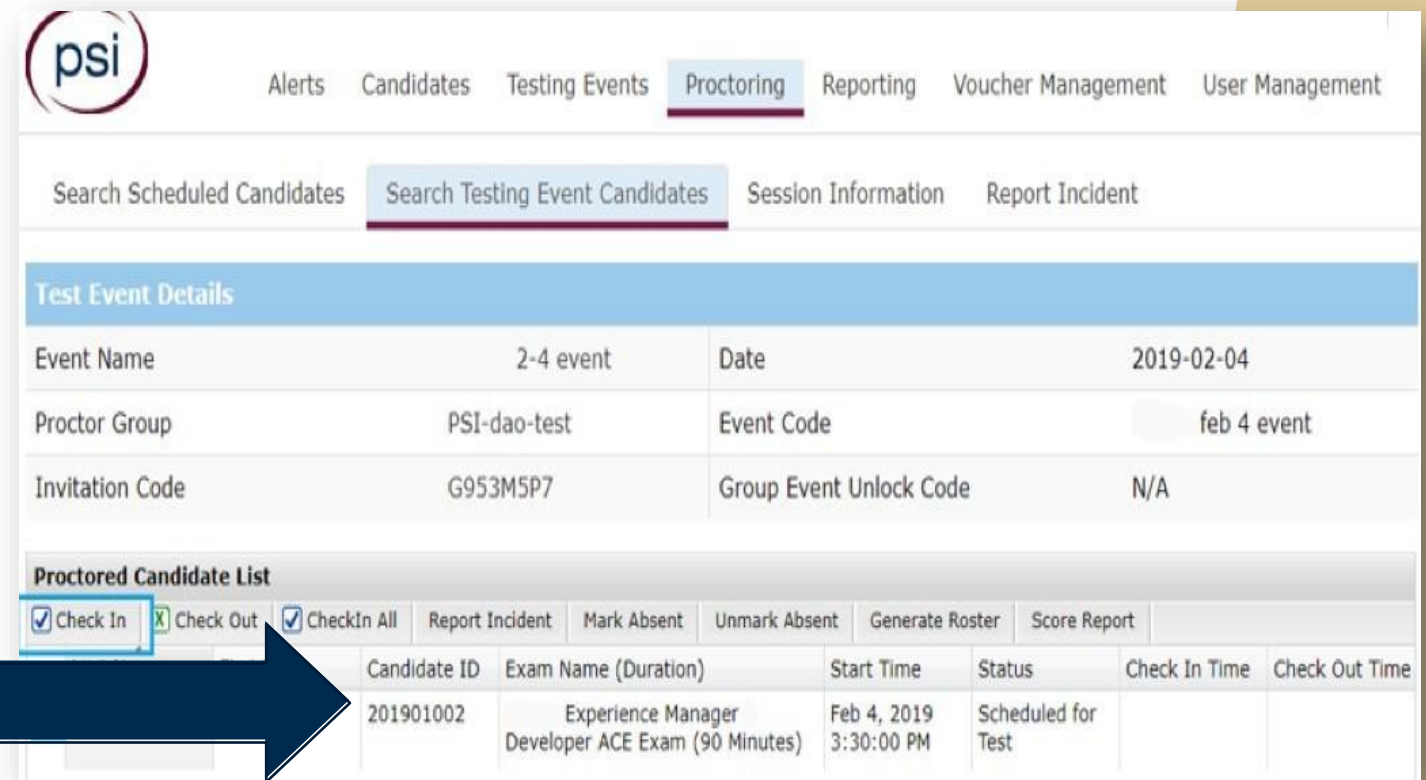
- Click on **Check-In**
- Click **OK** to confirm



- ✓ Candidates can be checked-in as early as 1-hour before the exam start
- ✓ Candidates can be checked-in as late as 15-minutes after the exam start time

Candidate Check-In: Candidate ID

Upon check-in, proctors must provide candidates with their unique Candidate ID, their One-Time Passcode (OTP), and the optional Group Unlock Code.



The screenshot shows the PSI Proctoring interface. At the top, there are navigation tabs: Alerts, Candidates, Testing Events, Proctoring (selected), Reporting, Voucher Management, and User Management. Below these are search options: Search Scheduled Candidates, Search Testing Event Candidates (selected), Session Information, and Report Incident. The main content area is titled "Test Event Details" and contains a table with the following information:

Event Name	2-4 event	Date	2019-02-04
Proctor Group	PSI-dao-test	Event Code	feb 4 event
Invitation Code	G953M5P7	Group Event Unlock Code	N/A

Below the test event details is a "Proctored Candidate List" section. It includes a toolbar with buttons: Check In, Check Out, Check In All, Report Incident, Mark Absent, Unmark Absent, Generate Roster, and Score Report. The candidate list table has the following data:

Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
201901002	Experience Manager Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Scheduled for Test		

Candidate ID:



Candidate Check-In: OTP



A green pop-up message will appear across the top of the screen to confirm successful check-in

A small pop-up message displays the **OTP code** (One Time Password).

The proctor must provide the candidate with the OTP in order to launch their exam.

The screenshot shows the PSI Proctoring interface. At the top, a green notification bar reads "Candidate has been checked in." with a close button. Below this, the navigation menu includes Alerts, Candidates, Testing Events, Proctoring (highlighted), Reporting, Voucher Management, and User Management. The main content area shows "Search Testing Event Candidates" and "Session Information". Under "Event Details", the following information is displayed:

Event Name	2-4 event	Date	2019-02-04
Proctor Group	PSI-dao-test	Event Code	feb 4 event
Registration Code	G953M5P7	Group Event Unlock Code	N/A

Below the event details is a "Stored Candidate List" table with columns for Last Name, First Name, Candidate ID, and Status. A small pop-up window titled "OTP Code" is overlaid on the table, displaying the message: "Please note the OTP Code: **NGEDPSEX**".

Candidate Check-In: Group Unlock Code



For larger exams where the testing event was set up with the **Enable Self Check-In** box selected, there will be a **Group Event Unlock Code** available upon check-in.

Proctors have the option to share this code with all testing candidates, along with their Candidate ID and OTP during the check-in process.

On the Proctoring Tab

- Click **Search Testing Event Candidates**
- The **Group Unlock Code** is found in **Test Event Details** box at the top of the page

The screenshot shows the PSI Proctoring Tab interface. At the top, there are four tabs: "Search Scheduled Candidates", "Search Testing Event Candidates" (which is selected and underlined), "Session Information", and "Report Incident". Below the tabs is a "Test Event Details" section with a light blue header. This section contains a table with the following information:

Event Name	adobe 9 feb	Date	2019-02-08
Proctor Group	PSI-dao-test	Event Code	adobe 9 feb
Invitation Code	M8ABXAJR	Group Event Unlock Code	GR-BMY5NYQ6

The "Group Event Unlock Code" field is highlighted with a blue border, and a red arrow points to it from the right. Below the "Test Event Details" section is a "Proctored Candidate List" section. It features a row of action buttons: "Check In" (checked), "Check Out" (checked with an 'X'), "CheckIn All" (checked), "Report Incident", "Mark Absent", "Unmark Absent", "Generate Roster", and "Score Report". Below these buttons is 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 contains one row of data:

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
test	dao	201901005	Adobe Experience Manager 6 Developer ACE Exam (90 Minutes)	Feb 8, 2019 3:15:00 PM	Test Schedule Completed	3:24 PM	

Candidate Check-In: Absent Candidates



If a candidate does NOT attend the testing event, they must be marked as **Absent**.

- 1) Select the box next to the correct candidate.
ENSURE YOU SELECT THE CORRECT CANDIDATE.
- 2) Click on **Mark Absent**
- 3) Click **OK**

The screenshot shows the PSI Proctoring interface. At the top, there is a navigation bar with the PSI logo and tabs for Alerts, Candidates, Testing Events, Proctoring (selected), Reporting, Voucher Management, and User Management. Below this is a sub-navigation bar with Search Scheduled Candidates, Search Testing Event Candidates (selected), Session Information, and Report Incident. The main content area is divided into two sections: Test Event Details and Proctored Candidate List.

Test Event Details

Event Name	Adobe 2-4 event	Date	2019-02-04	
Proctor Group	PSI-dao-test	Event Code	Adobe feb 4 event	
Invitation Code	G953M5P7	Group F	Block Code	N/A

Proctored Candidate List

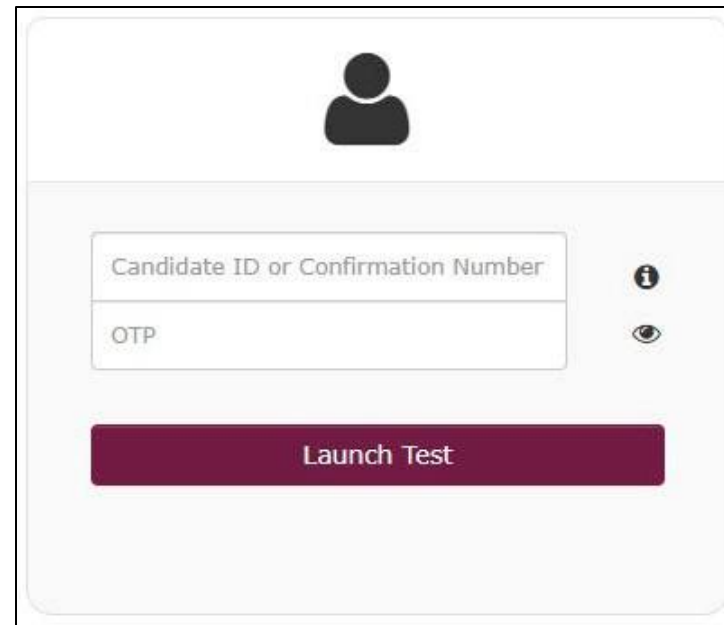
Buttons: Check In, Check Out, CheckIn All, Report Incident, **Mark Absent** (highlighted with a red box and a blue arrow), Unmark Absent, Generate Roster, Score Report

Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
Dao	Test	201901002	Adobe Experience Manager 6 Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Scheduled for Test		

Launch the Exam

- Candidate will need their Candidate ID *and* OTP Code to launch exam
- URL link will be shared by the proctor or preloaded into the computer's browser

https://tca.psiexams.com/portal/testdelivery/test_entry.jsp

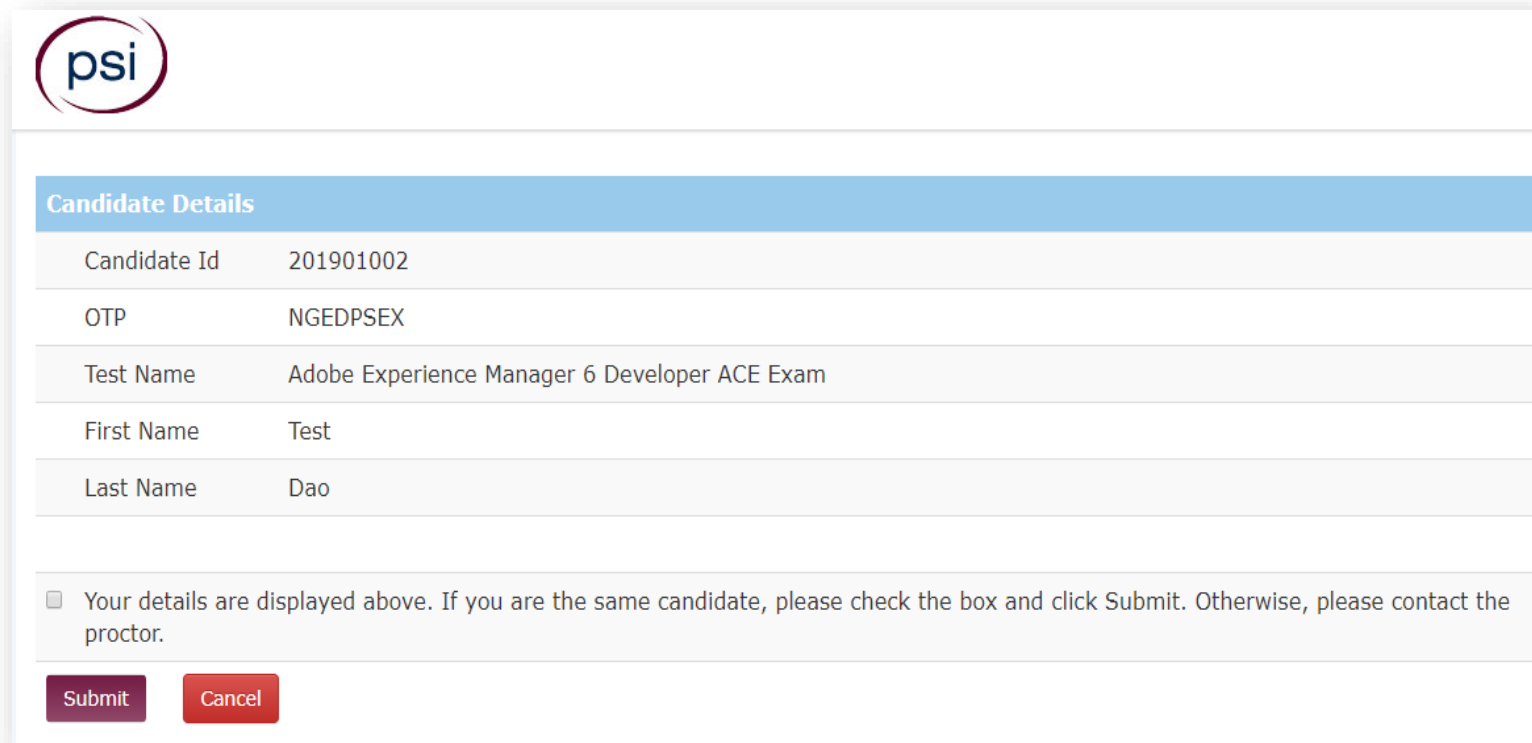


The screenshot shows a user interface for launching an exam. At the top center is a black silhouette icon of a person. Below this is a form with two input fields. The first field is labeled "Candidate ID or Confirmation Number" and has an information icon (i) to its right. The second field is labeled "OTP" and has an eye icon to its right. Below the input fields is a large, dark red button with the text "Launch Test" in white.

Launch the Exam



- Candidate will verify the information on the **Candidate Details** page
- Click **Submit**

A screenshot of a web interface for a candidate. At the top left is the PSI logo. Below it is a blue header bar with the text 'Candidate Details'. The main content area contains a table with the following information:

Candidate Id	201901002
OTP	NGEDPSEX
Test Name	Adobe Experience Manager 6 Developer ACE Exam
First Name	Test
Last Name	Dao

Below the table is a checkbox with the text: 'Your details are displayed above. If you are the same candidate, please check the box and click Submit. Otherwise, please contact the proctor.' At the bottom are two buttons: 'Submit' (dark red) and 'Cancel' (red).

Launch the Exam



- Exam launch page will be displayed
(each client will have a unique launch page with their logo)
- Click **Start** to begin exam

Adobe

Adobe Experience Manager 6 Developer

Test Information

Username	Test Dao
Knowledge Area	9A0-384 Adobe Experience Manager 6 Developer
Test Area	9A0-384 Adobe Experience Manager 6 Developer
Type	Certification
Number of questions	51
Vendor	Adobe

Start

Example

Monitoring the Exam



Proctors should conduct “walk-throughs” of the exam every 5-10 minutes.

During walk-throughs, proctor should observe for:

- Written notes and pieces of paper, if not part of allowable scratch paper
- Accessing a prohibited device [e.g., cell phone, tablet]
- Looking at another candidate’s screen
- Candidates talking to each other
- Extended bathroom break times
- Too many or frequent bathroom breaks
- Looking at ankles, shoes or tattoos
- Profuse sweating



Monitoring the Exam



- Monitor noise levels external to the testing area (hallway, lobby or check-in area)
- Document break times for each candidate
- Candidate should not take more than one (1) bathroom break
- Regular breaks are typically not allowed
- Candidate should not leave the area or building
- Candidates must never be left unmonitored during the testing time



Exam Security



If the proctor suspects or observes candidate misconduct (suspected cheating), always ask a question first and never outright accuse anyone of cheating

Example: Candidate appears to be talking to a neighbor

Proctor should walk over to the area and ask the candidate if they have any questions or if there is anything you can assist them with.

Example: Candidate is taking more than one bathroom break

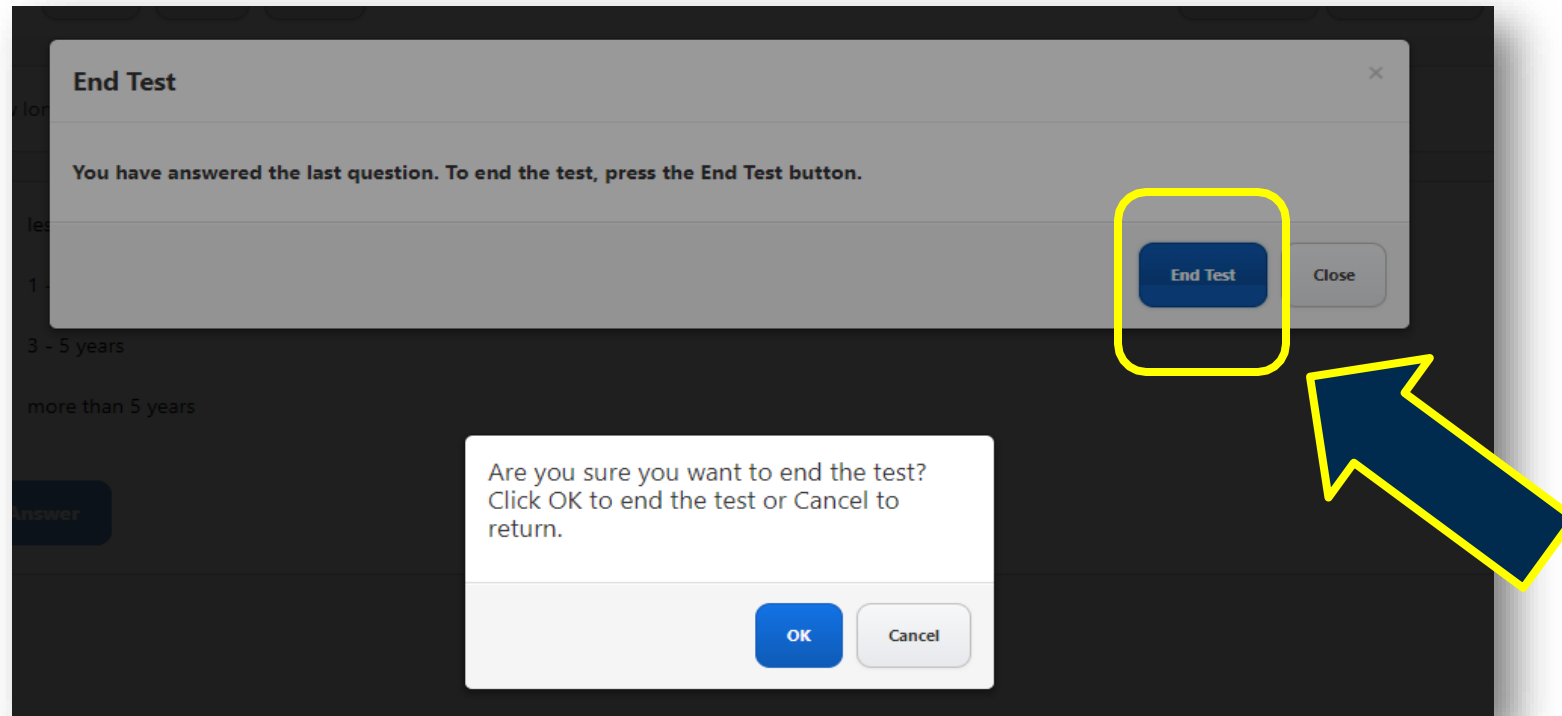
Proctor should kindly ask the candidate if there are any issues, if they are okay or if they are able to continue with the exam.

Depending on the seriousness of a potential act of misconduct, the proctor may need to call for a Supervisor or Administrator for assistance.

Exam Complete



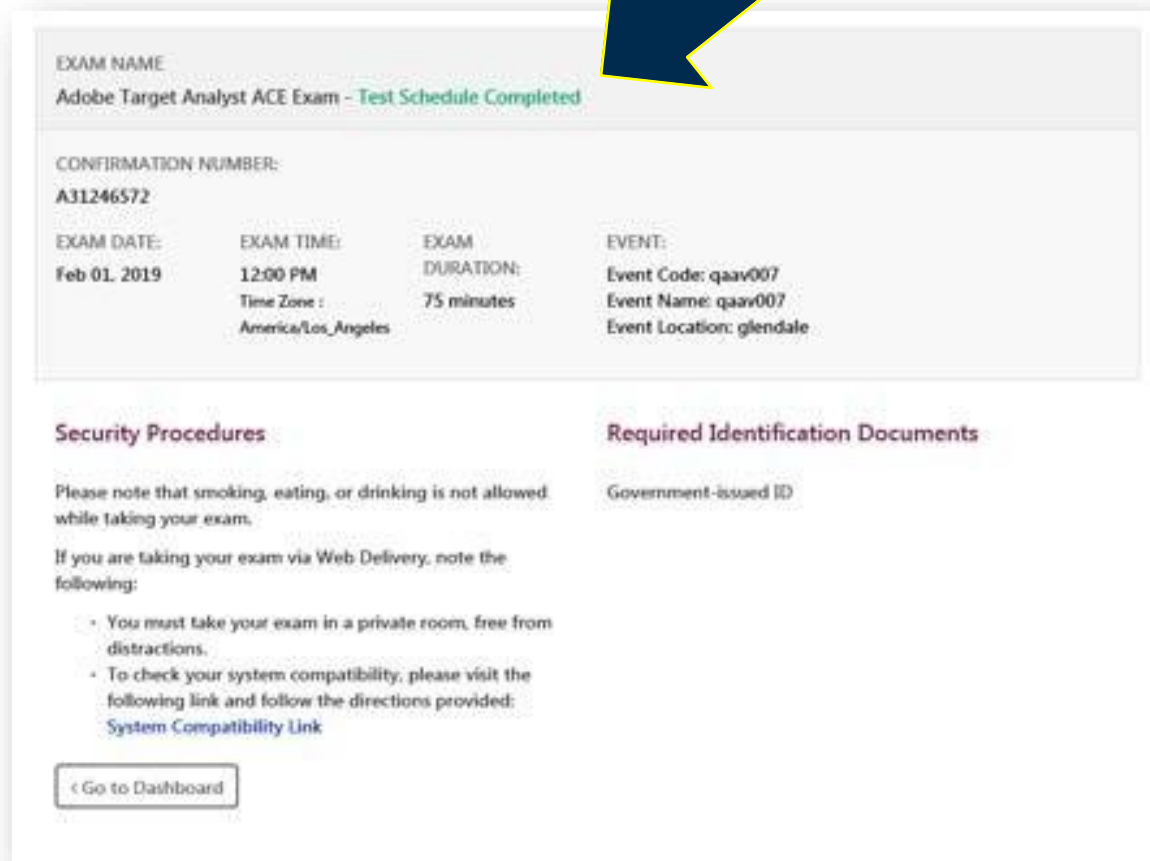
- When exam is complete, candidate will click on **End Test** *(a pop-up confirmation box will be displayed for confirmation to end test)*
- Score Report will be displayed to the candidate



Exam Complete



- On the candidate's dashboard, the exam status will then become **Test Schedule Completed**



EXAM NAME
Adobe Target Analyst ACE Exam - **Test Schedule Completed**

CONFIRMATION NUMBER:
A31246572

EXAM DATE:	EXAM TIME:	EXAM DURATION:	EVENT:
Feb 01, 2019	12:00 PM Time Zone : America/Los_Angeles	75 minutes	Event Code: qaav007 Event Name: qaav007 Event Location: glendale

Security Procedures

Please note that smoking, eating, or drinking is not allowed while taking your exam.

If you are taking your exam via Web Delivery, note the following:

- You must take your exam in a private room, free from distractions.
- To check your system compatibility, please visit the following link and follow the directions provided:
[System Compatibility Link](#)

[Go to Dashboard](#)

Candidate Check-Out



When the candidate completes their exam:

Status changes to **Test Schedule Completed**

Proctor will check out the candidate:

- 1) Select the Candidate Name
- 2) Click on **Check Out**

Optional: Enter any check-out comments

- 3) Click **OK**

A green pop-up message across the top of the screen confirms successful check-out

The screenshot shows the PSI Proctor interface. At the top, a green pop-up message reads "Candidate has been checked out." with a close button (X). Below this is the "Test Event Details" section, which includes the following information:

Test Event Details			
Event Name	Adobe 2-4 event	Date	2019-02-04
Proctor Group	PSI-dao-test	Event Code	Adobe feb 4 event
Invitation Code	G953M5P7	Group Event Unlock Code	N/A

Below the event details is the "Proctored Candidate List" section. It features a toolbar with buttons for "Check In", "Check Out", "Check In All", "Report Incident", "Mark Absent", "Unmark Absent", "Generate Roster", and "Score Report". The "Check Out" button is highlighted with a green 'X'. Below the toolbar is a table with the following data:

	Last Name	First Name	Candidate ID	Exam Name (Duration)	Start Time	Status	Check In Time	Check Out Time
<input checked="" type="radio"/>	Dao	Test	201901002	Adobe Experience Manager 6 Developer ACE Exam (90 Minutes)	Feb 4, 2019 3:30:00 PM	Checked Out	3:39 PM	4:52 PM

Questions?

Email our Support Team:

itclientservices@psionline.com

