Self-Service Event Testing

PROCTOR TRAINING

MARCH 2024

Training Overview

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
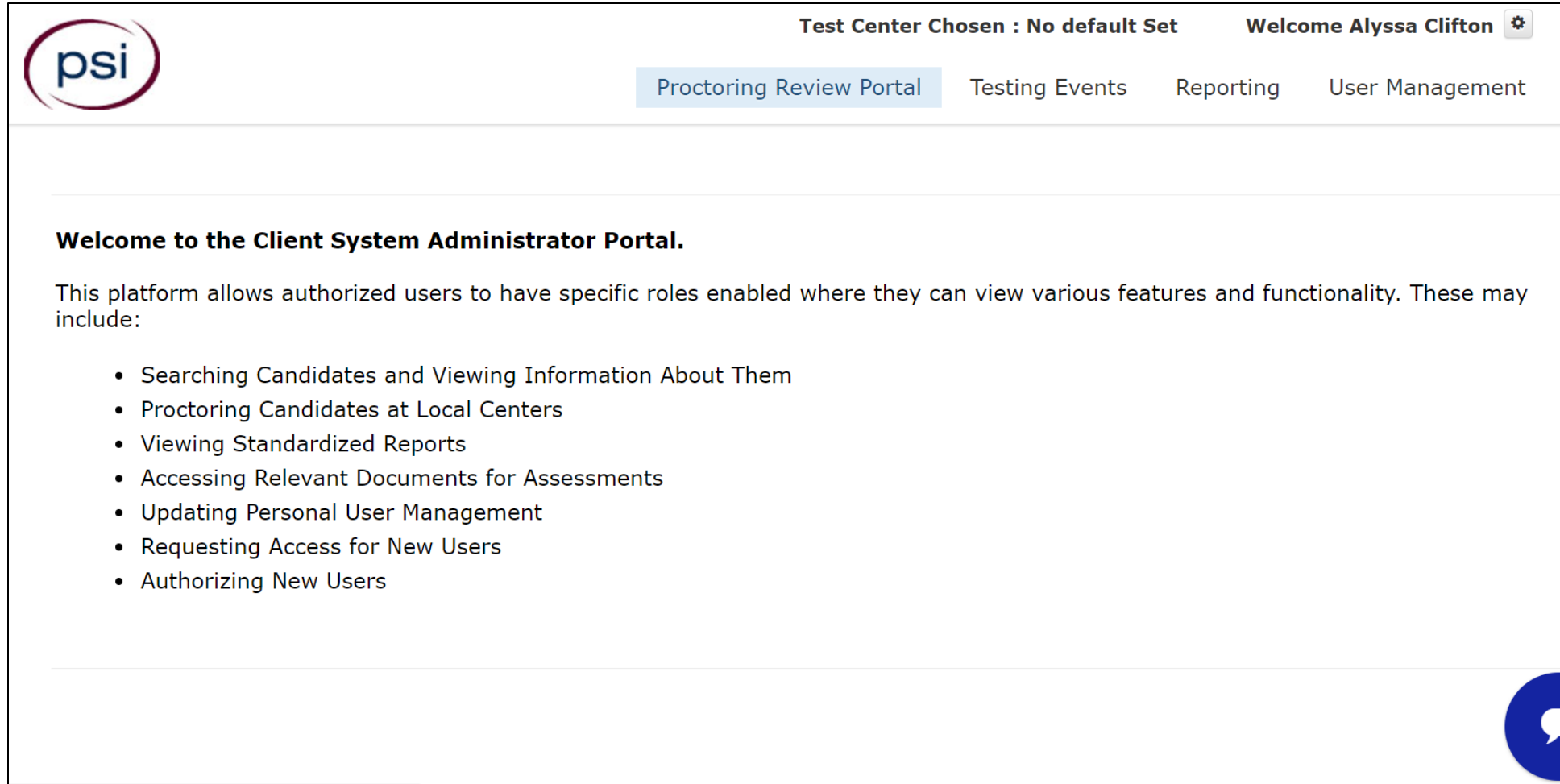
Account Login

Proctor Portal User URL:

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

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

Proctor Portal

Welcome Page

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*

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)

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**

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!
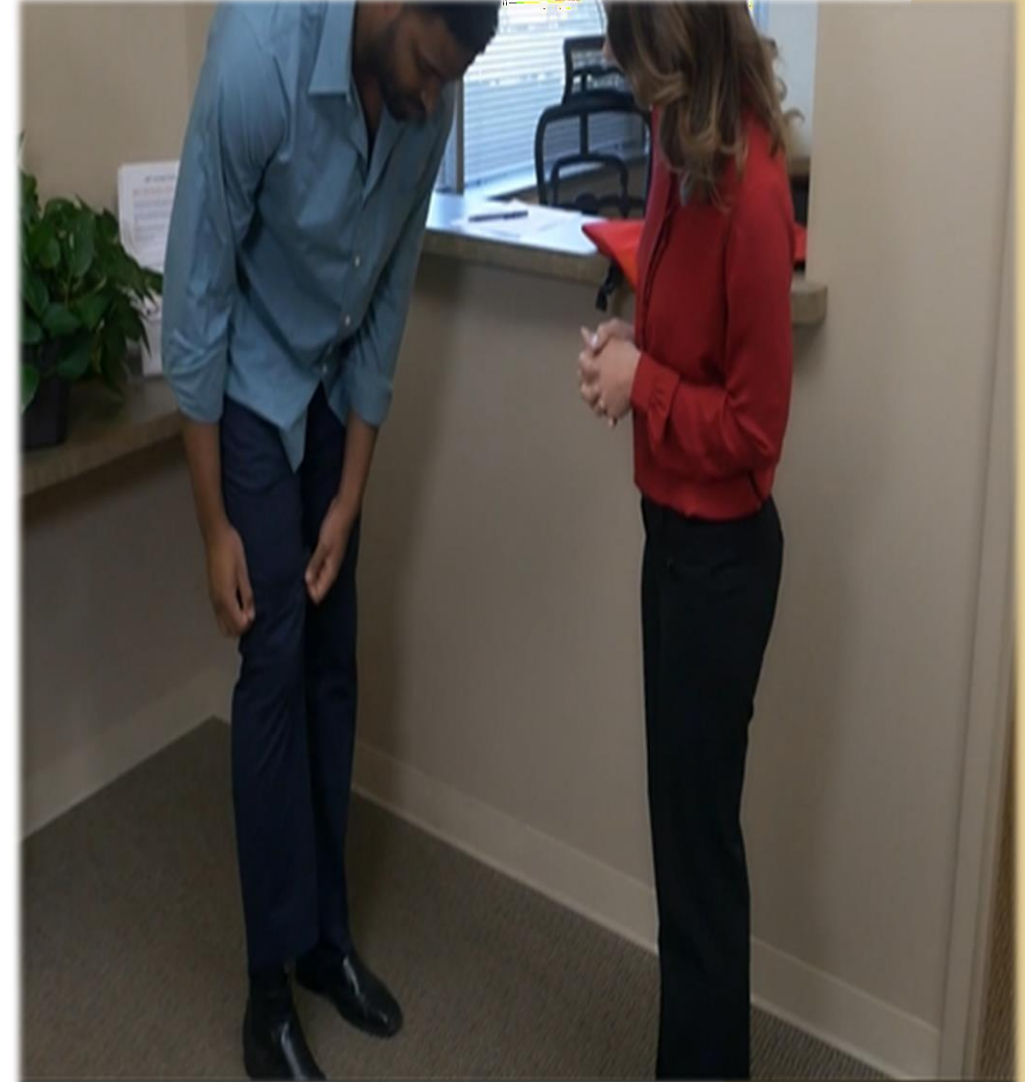
Prohibited Items

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)
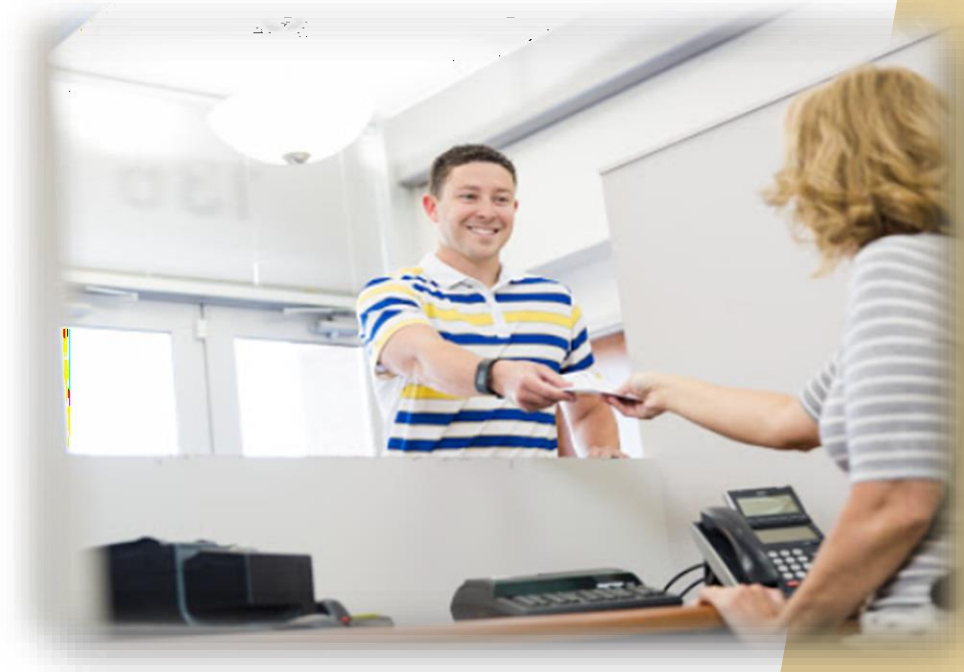
Pre-Exam Identification Verification

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 –
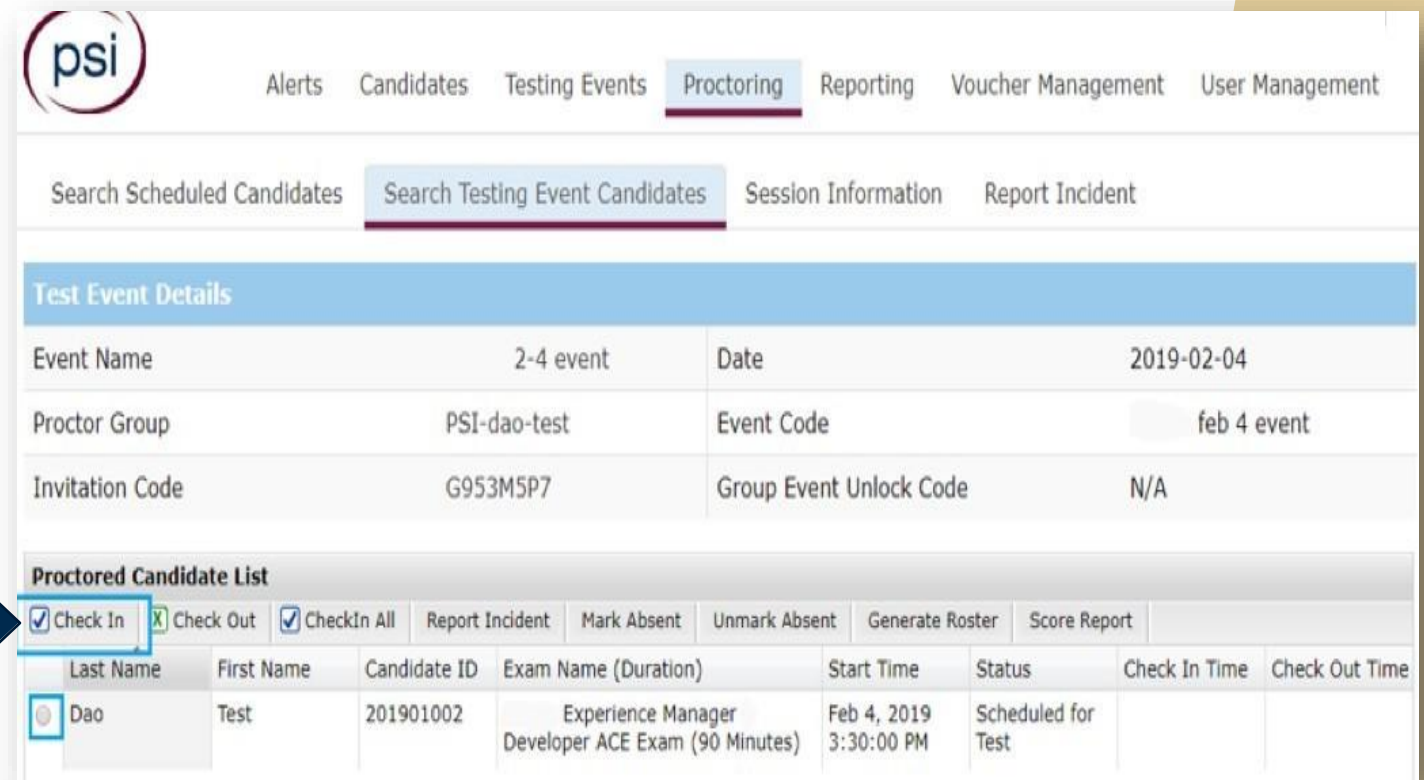the picture must match the person standing in front of you

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.
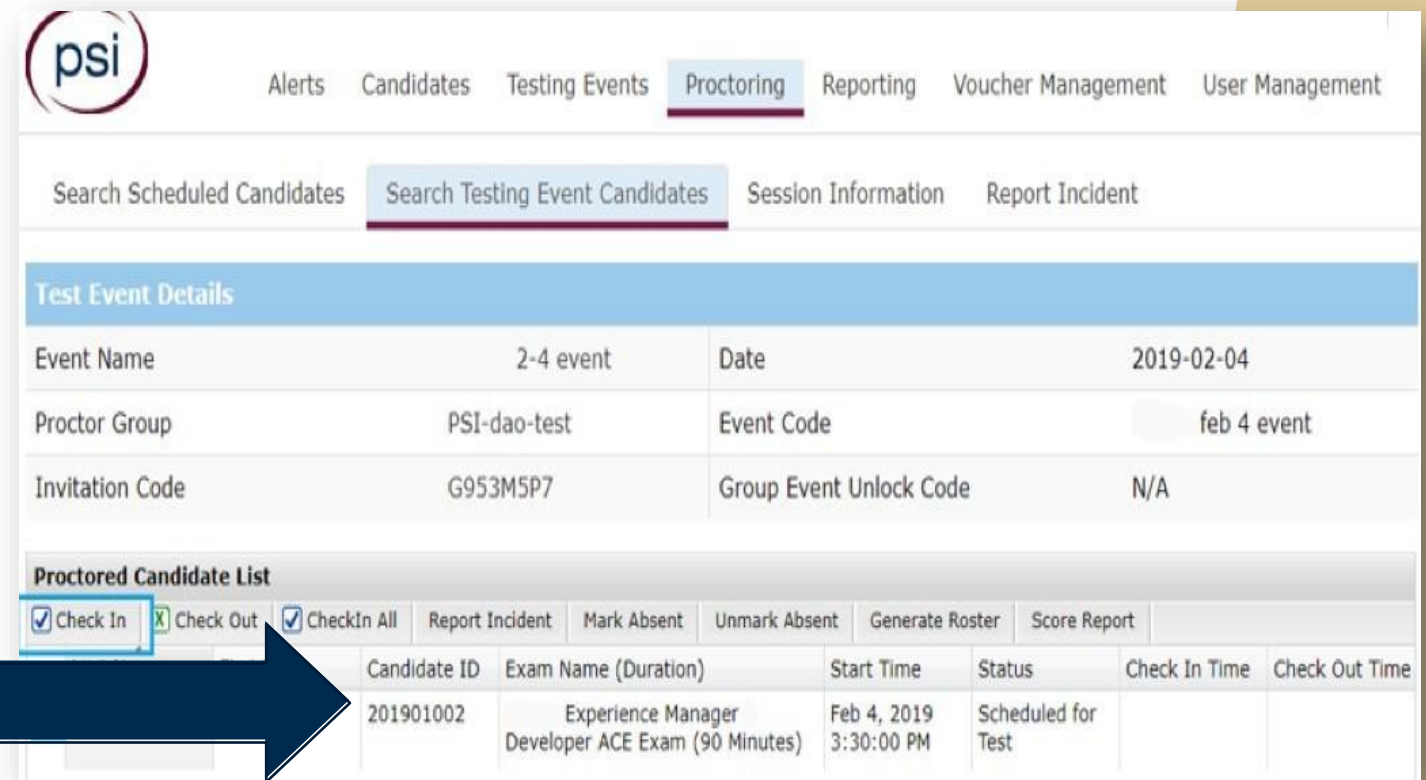
Candidate Check-In

Check-In

- Click on **Check-In**

- Click **OK** to confirm
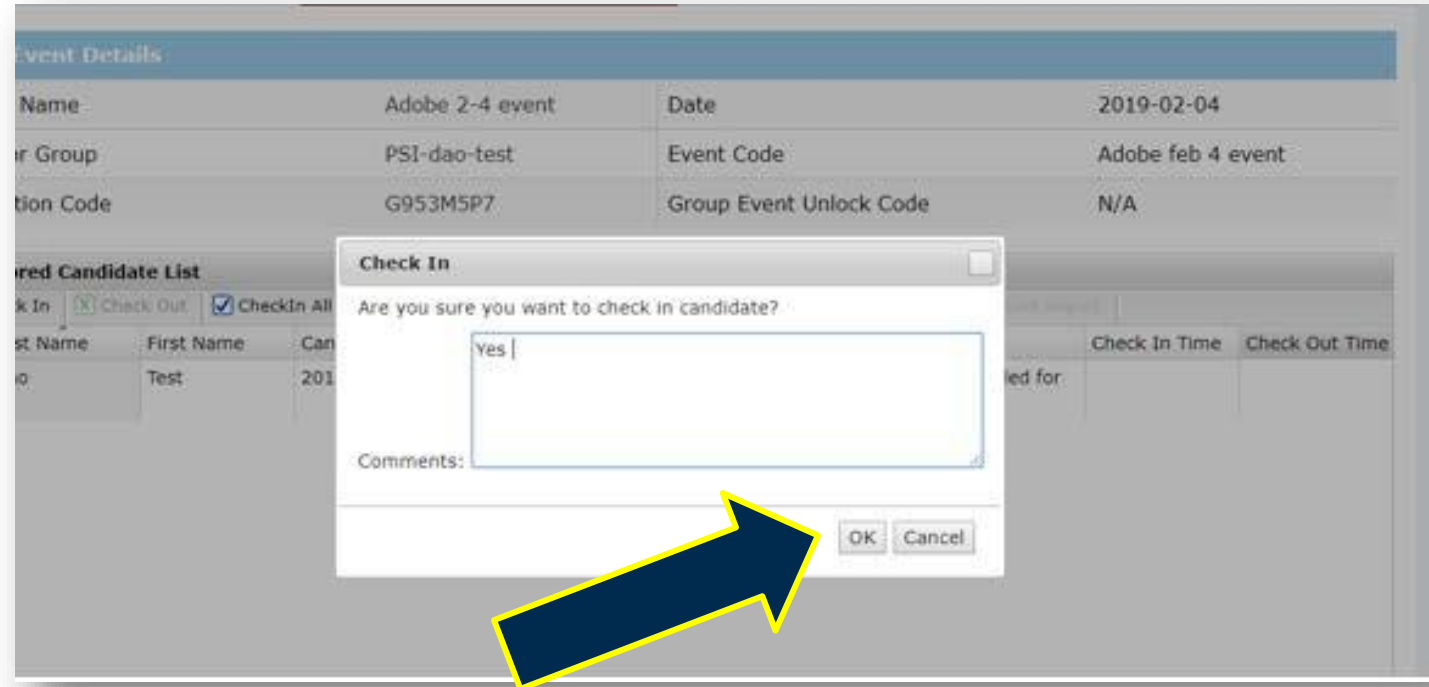
✓ Candidates can be checked-in as early as 1-hour before the exam start

✓ 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.

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.

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

Search Scheduled Candidates	Search Testing Event Candidates	Session Information	Report Incident

Test Event Details

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

Proctored Candidate List

☑ 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
●	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**

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
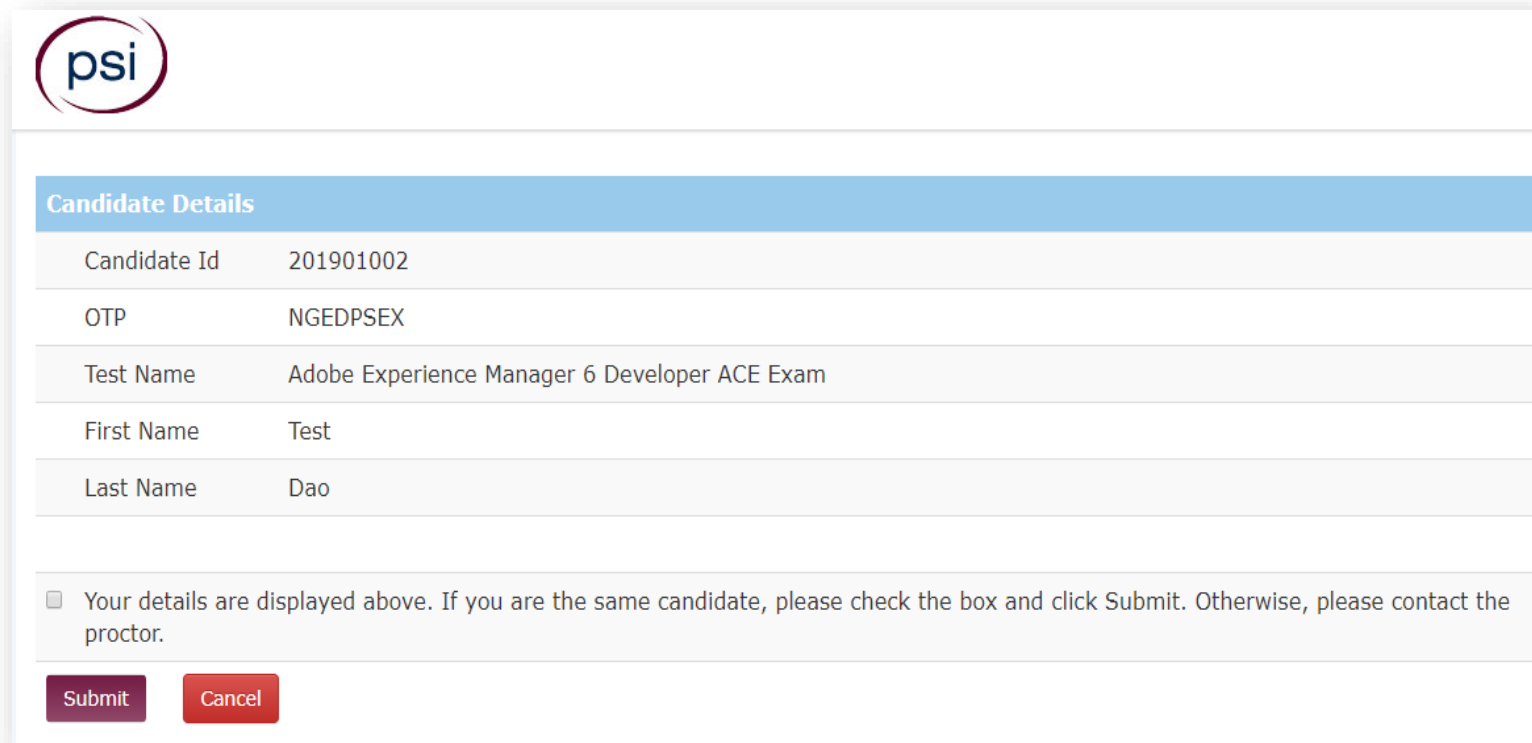
Launch the Exam

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

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

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
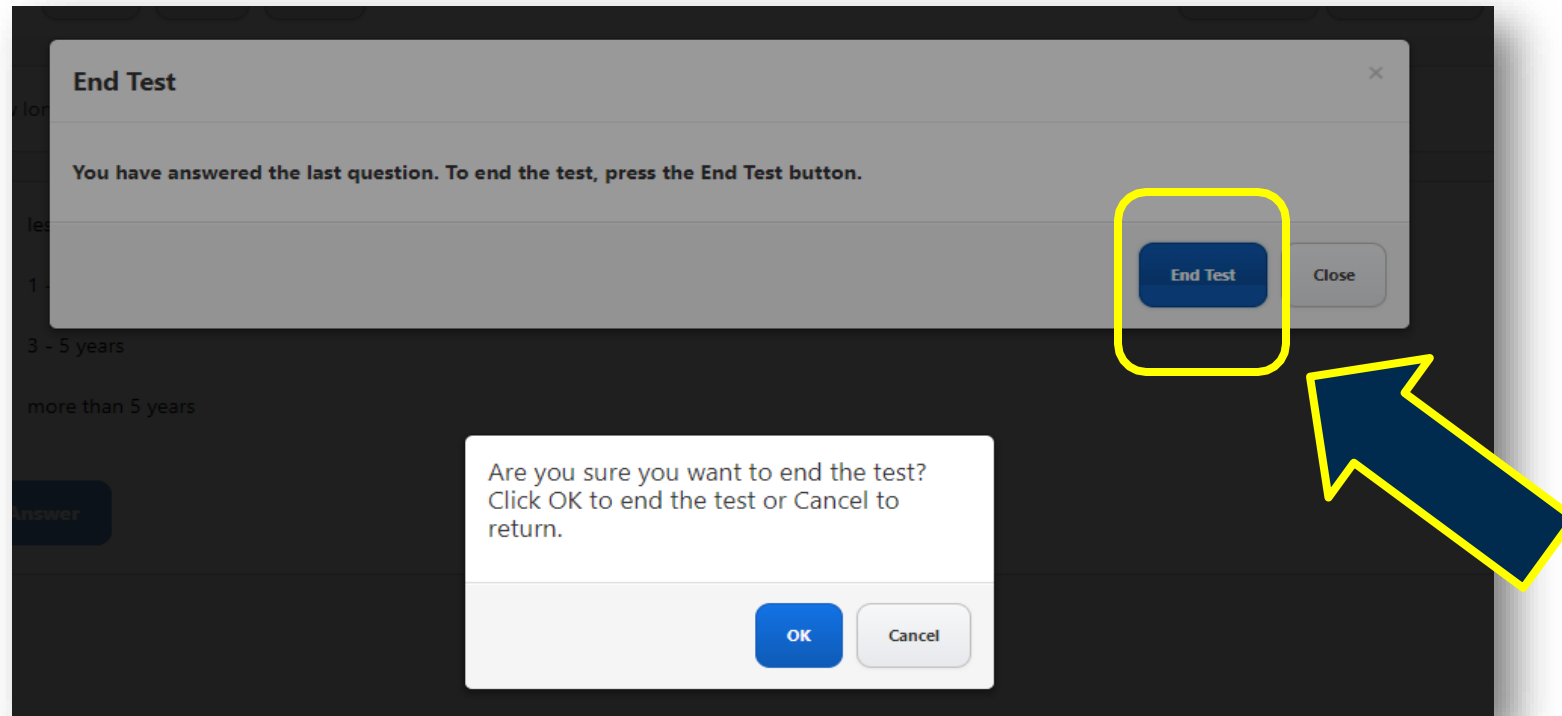
Exam Complete

- 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.

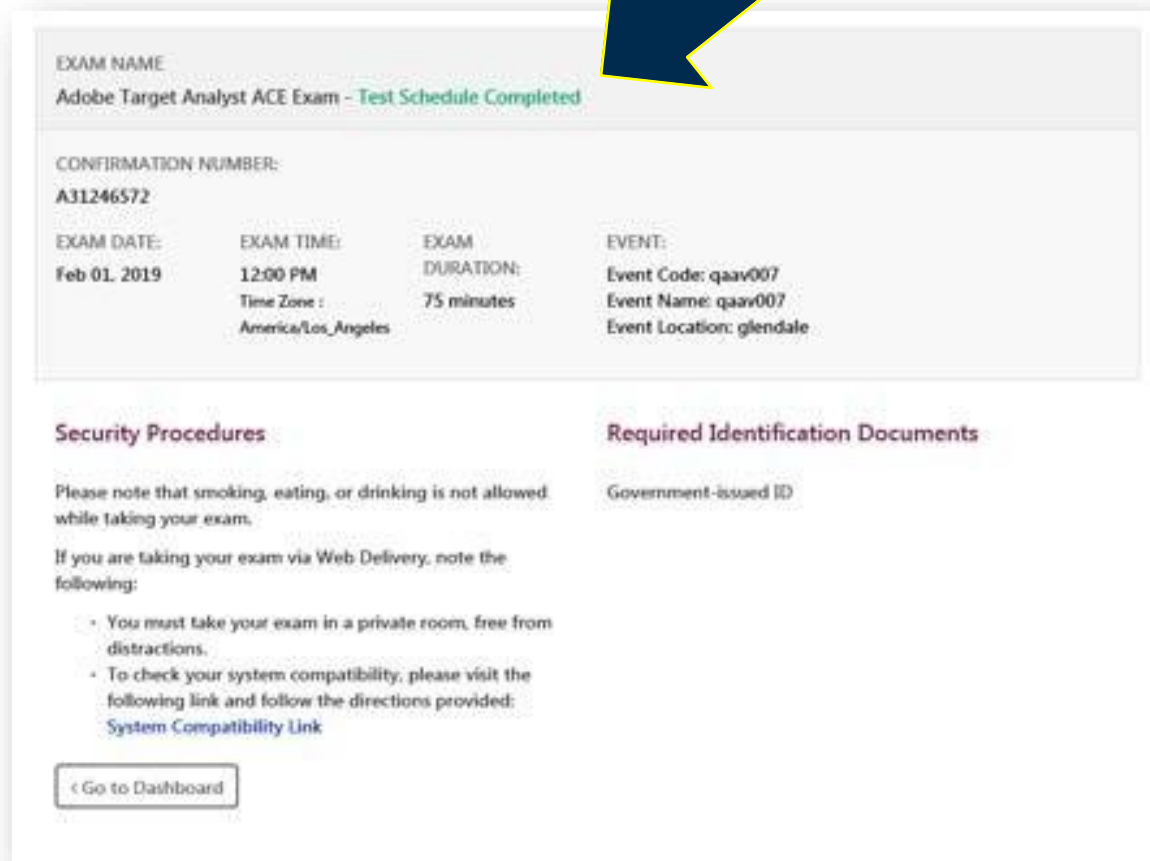If you are taking your exam via Web Delivery, note the following:

- 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

Required Identification Documents

Government-issued ID

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

Search S	Candidate has been checked out.	Session Information	Report Incident	X

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

Proctored Candidate List

☑ 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	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