

ETS HiSET® Associate Role Guide for CSS Programs and Agencies

What is an Associate?

The Associate role was designed to allow coordinators and managers in some specialized programs, such as Options, Correctional education, and Job Corps, to manage HiSET testing for groups of test takers from a single profile.

How do I become an Associate?

To become an Associate, the staff person will need to:

1. Contact his or her State Administrator to request approval.
2. Complete the Associate Role request form sent by their State Administrator.
3. Notify State Administrator and ETS Test Administration Services (TAS) representative the form is completed for approval.
4. Receive approval from State Administrator or ETS Test Administrative Services (TAS) representative.
5. Receive log in credentials from TAS.

What can I do as an Associate?

For Candidate Self-Serve (Options, Job Corps, and other groups testing at a public test center where testing is paid for in advance):

- Create and manage Test Taker accounts
- Schedule and manage Test Taker appointments
- Access and review Test Taker score reports

Note:

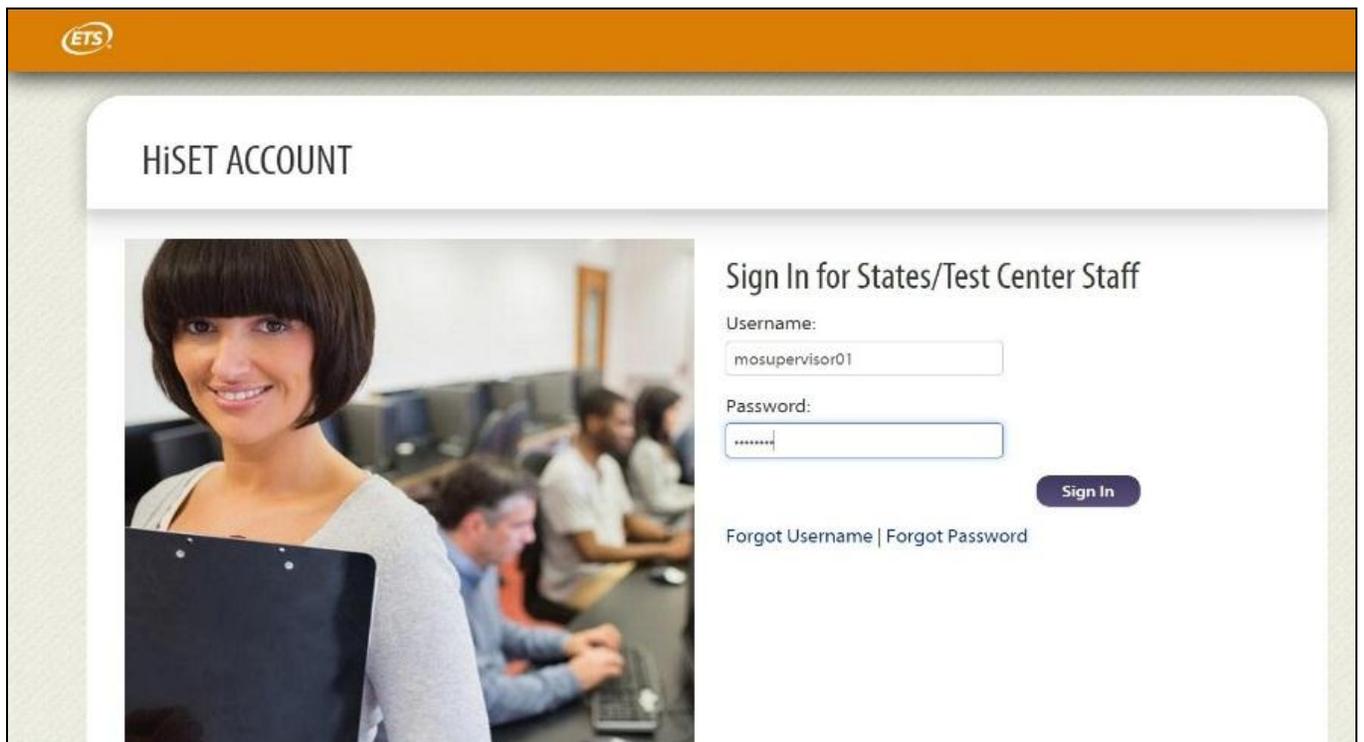
- Candidates will not receive log in credentials for their accounts, since they are managed by the designated Associate.
- All contact information including address, phone number and email address should be the agency's contact information and not the candidate's personal contact information.
- Account-related emails are sent to the HiSET® Associate for that test taker, using a general email address, not a personal email address.
- Collect personal contact information from the candidate at the time of intake, or when they start HiSET testing. This will give you some information necessary to change the candidate profile when they exit your program.

How to create a new test-taker account

Prior to creating a new test taker account, collect test taker information using the Candidate Registration Form, available here: http://hiset.ets.org/s/pdf/candidate_registration_form.pdf

Once you are ready to create a new account, follow the link provided from TAS to get to the “Sign In for States/Test Center Staff” page.

Enter your username and password and click “Sign In” button.



The screenshot shows the ETS logo in the top left corner. Below it, the text "HiSET ACCOUNT" is displayed. On the left side, there is a photograph of a smiling woman with short dark hair, wearing a grey top, holding a black clipboard. To the right of the photo, the heading "Sign In for States/Test Center Staff" is visible. Below this heading, there are two input fields: "Username:" with the text "mosupervisor01" and "Password:" with a masked password "*****". A dark blue "Sign In" button is positioned to the right of the password field. At the bottom of the sign-in area, there are two links: "Forgot Username" and "Forgot Password".

From here, select “[Create New Test Taker Account](#)”.

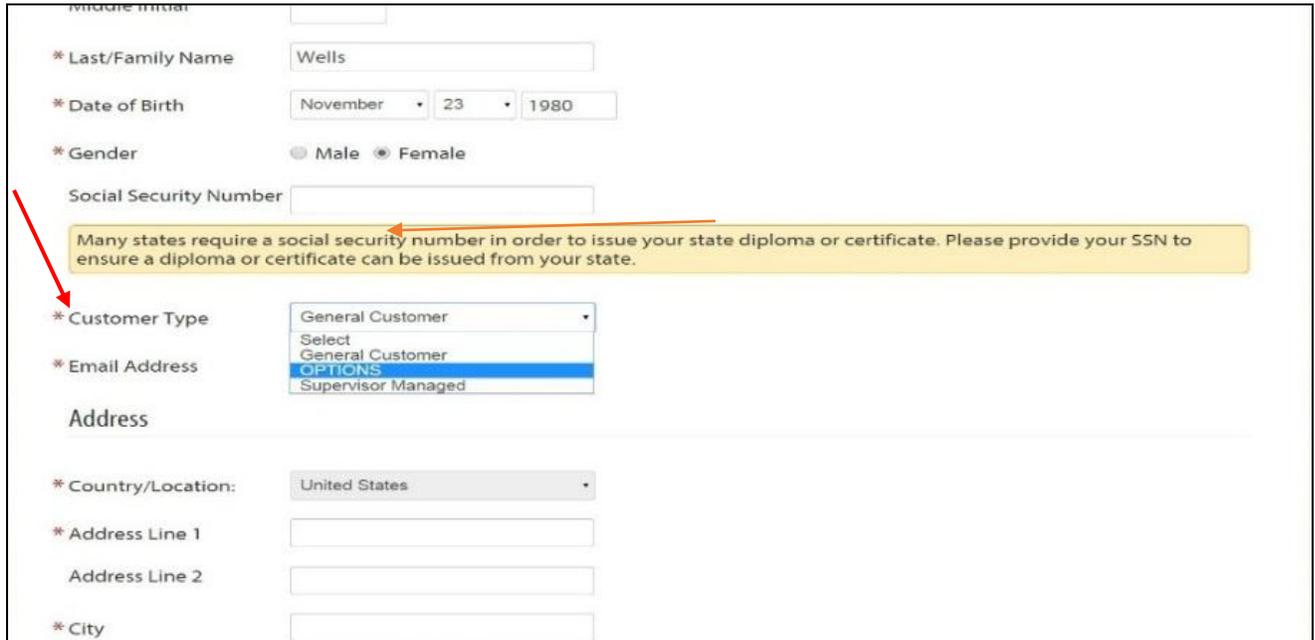
The screenshot shows the 'My HiSET Home' dashboard for a Missouri Supervisor. The header includes the ETS HiSET logo and navigation links for 'Missouri Supervisor', 'Home', and 'Sign Out'. The user is identified as a 'Missouri Supervisor Associate' for 'Missouri, MISSOURI'. The main content area is divided into two sections: 'Manage Test Takers' and 'Resources'. In the 'Manage Test Takers' section, the link 'Create New Test Taker Account' is circled in red. The 'Resources' section lists various links for identification requirements, bulletins, test center searches, and test preparation.

Candidate required information fields are identified with an asterisk (*). These required fields are necessary to complete the account creation process. Include as much available additional information from the Candidate Registration Form.

The screenshot displays the 'Create a Test Taker Account' form, currently on the 'Personal Information' step. A progress bar at the top shows four steps: 'Personal Information', 'Additional Information', 'Background Information', and 'Review and Submit'. A note indicates that fields marked with an asterisk (*) are required. The form includes a warning box stating that the name must match the ID document. Below this, there are input fields for 'First/Given Name', 'Middle Initial', 'Last/Family Name', and 'Date of Birth' (with dropdown menus for month and day).

In the “Customer Type” drop down menu, choose the customer type that applies to your candidate group.

- For Options programs, choose “OPTIONS”.
- For all other groups, including Job Corps, Youth Services and Corrections, choose “Supervisory Managed”.



The image shows a registration form with the following fields and options:

- * Last/Family Name: Wells
- * Date of Birth: November 23 1980
- * Gender: Male Female (Female is selected)
- Social Security Number: [Empty field]
- * Customer Type: A dropdown menu with options: General Customer, Select, General Customer, **OPTIONS** (highlighted in blue), and Supervisor Managed.
- * Email Address: [Empty field]
- Address section:
 - * Country/Location: United States
 - * Address Line 1: [Empty field]
 - Address Line 2: [Empty field]
 - * City: [Empty field]

A yellow callout box with a red arrow pointing to the Social Security Number field contains the text: "Many states require a social security number in order to issue your state diploma or certificate. Please provide your SSN to ensure a diploma or certificate can be issued from your state."

As noted earlier, you will use a general email address to capture all candidate related emails. DO NOT use candidate personal email address until the candidate leaves your program.

This address can be your work email account. However, we recommend that your school or agency creates a general email account specifically for HISET testing because testing and payment confirmations emails will be sent to that account.

Additionally, it is VERY important you enter your school’s address and phone number for each test taker. Personal address/phone number cannot be used in any managed candidate group, including Options.

After clicking submit, the test taker is now associated with your organization.

Review all the information. This is the final opportunity to review and confirm that you have correctly associated the test-taker to your organization or program.

Review and Submit

Review your information below. If you need to make a change, select Back to edit your information. Otherwise, select Submit to complete.

Personal Information

Name must match ID- Make sure your name matches the Identification (ID) document (without accents) that you plan to bring to the test center on test day. If your name does not match your ID, you will not be allowed to take the test and will not receive a refund. Once you click Submit, you will not be able to change your name.

Name, date of birth, gender and Social Security number cannot be changed once your account is created. Make sure your name, date of birth, gender and Social Security number (if provided) are correct. Once you click Submit, you will not be able to change this information.

First/Given Name	Adriana
Last/Family Name	Wells
Date of Birth	11/23/1980
Customer Type	OPTIONS
Email Address	awells@ets.org

Additional Information

Preferred Language For Test Taking English

Primary Speaking Language English

Background Information

What is your ethnicity?
Hispanic

What is your Hispanic origin?
Puerto Rican or Puerto Rican American

What is your race? Select all that apply.
White

Do you communicate better (or as well) in English than in any other language?
Yes

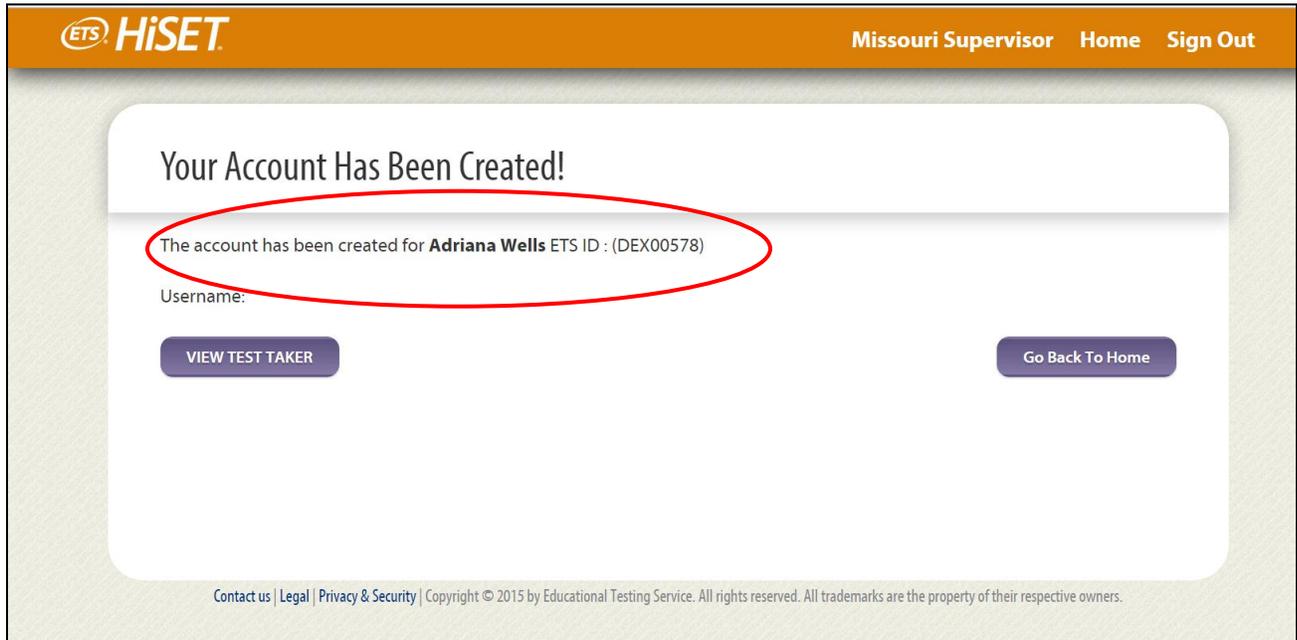
If you have been provided with a state ID enter it here
123456

BACK SUBMIT

After clicking submit, the test taker is now associated with your organization.

When managing these candidates, you will log in to your own Associate account, and search candidates by Name, DOB, and/or ETS ID. You should maintain a log of all candidates and their ETS ID number found on the “Your Account Has Been Created!” screen.

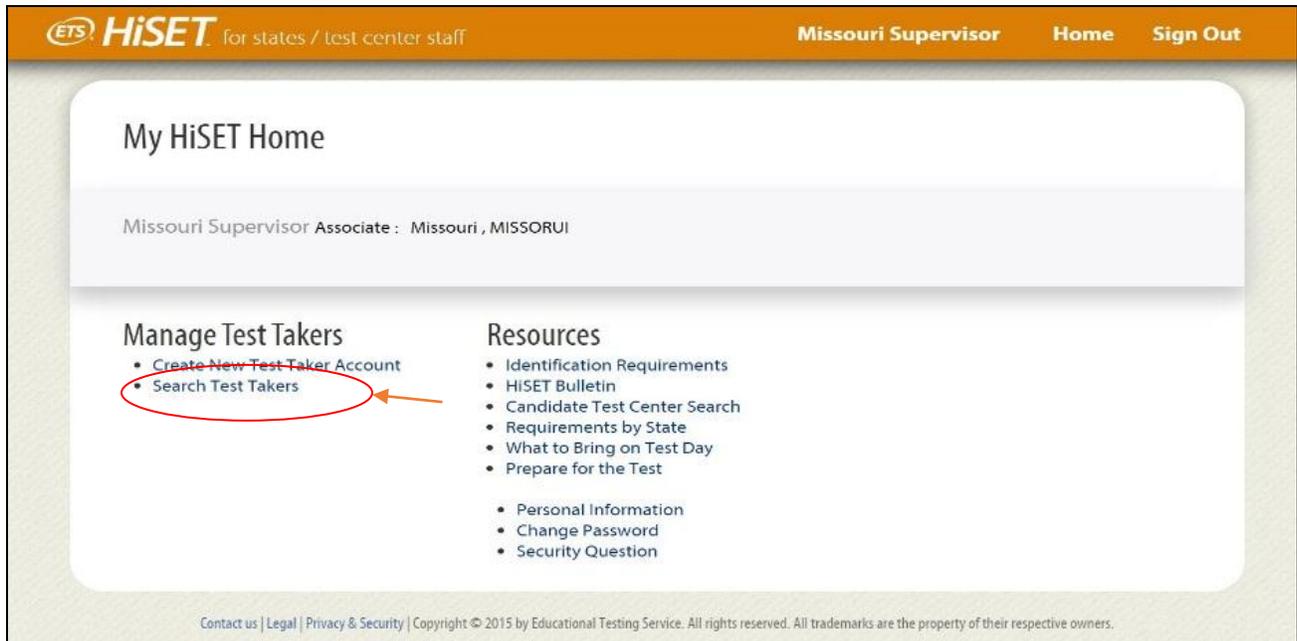
You will no longer use candidate log in credentials.



The screenshot shows the ETS HiSET Missouri Supervisor interface. The top navigation bar is orange and contains the ETS HiSET logo on the left and the text "Missouri Supervisor Home Sign Out" on the right. The main content area is white with a light gray border. At the top of this area, the heading "Your Account Has Been Created!" is displayed. Below the heading, a message states: "The account has been created for **Adriana Wells** ETS ID : (DEX00578)". This message is circled in red. Below the message, the text "Username:" is visible. At the bottom of the main content area, there are two buttons: "VIEW TEST TAKER" on the left and "Go Back To Home" on the right. At the very bottom of the page, there is a footer with the text: "Contact us | Legal | Privacy & Security | Copyright © 2015 by Educational Testing Service. All rights reserved. All trademarks are the property of their respective owners."

How do I search for a test taker and schedule a new appointment?

From the Sign In page, click on “[Search Test Takers](#)”.



Enter your search criteria. You will need name and date of birth on the “By Test Taker Information” tab.

You may also search by name and ETS ID on the “By ID/Appointment Number” tab. Click “Search”.

The screenshot shows the 'Search for Test Takers' page. At the top, there are two tabs: 'By Test Taker Information' and 'By ID/Appointment Number'. The 'By ID/Appointment Number' tab is selected and highlighted with a red box. Below the tabs, there is a 'Search Criteria' section with a '(hide)' link. A pink banner reads 'Enter search criteria to find test takers affiliated with your test center or organization.' The search criteria form includes the following fields: First Name, Last Name, Middle Initial, SSN, Date of Birth, Email, Customer Type (dropdown menu set to 'ALL'), Country (dropdown menu set to 'United States'), City, and State (dropdown menu set to 'Select').

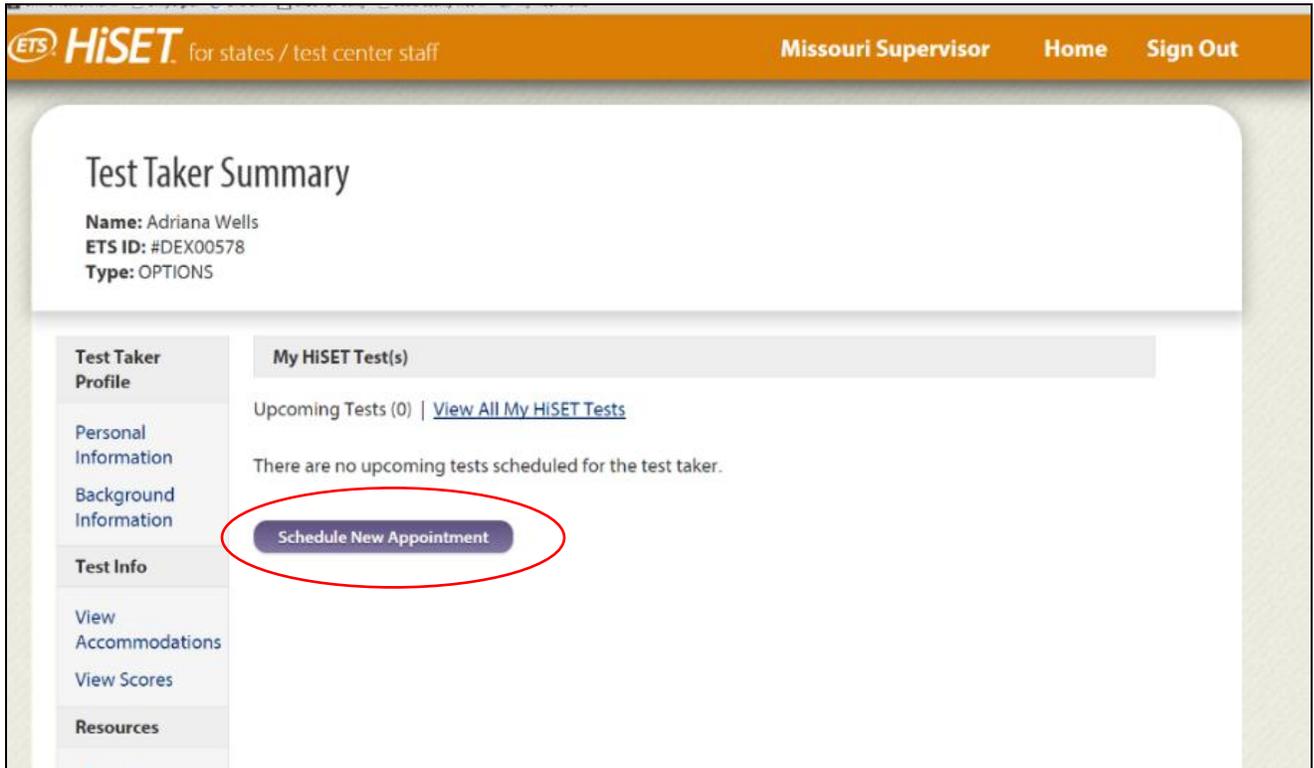
Click on the [Test Taker](#) name to go to that individual's profile.

The screenshot shows the HiSET Missouri Supervisor interface. At the top, there is a navigation bar with the HiSET logo, the text "for states / test center staff", and links for "Missouri Supervisor", "Home", and "Sign Out". Below the navigation bar is a search section titled "Search for Test Takers". There are two tabs: "By Test Taker Information" and "By ID/Appointment Number". Below the tabs is a "Search Criteria" field with a "(Show)" link. To the right of the search criteria, it says "Page: 1 of 1" with a dropdown menu showing "5" and "# RESULTS: 1". Below this is a table with the following data:

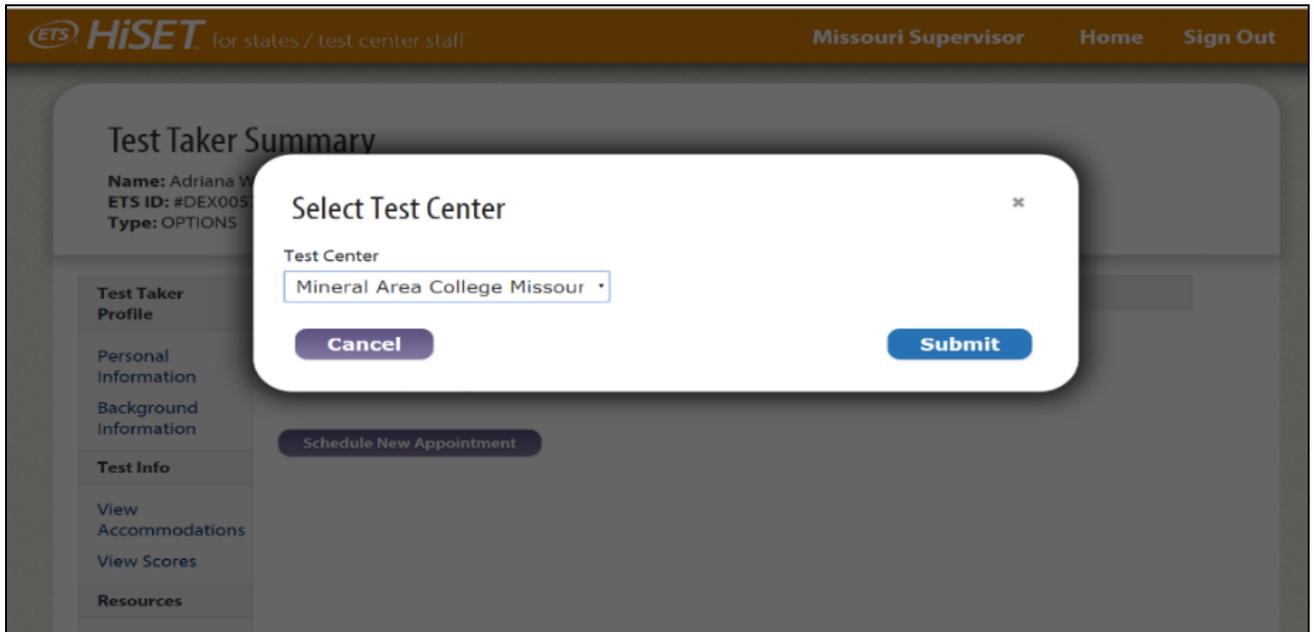
#	Name	Date Of Birth	Address	Status
1	Wells, Adriana	November 23, 1980	660 Rosedale Road, Princeton, NJ 08541	Active

At the bottom of the page, there is a footer with the text: "Contact us | Legal | Privacy & Security | Copyright © 2015 by Educational Testing Service. All rights reserved. All trademarks are the property of their respective owners."

Click “Schedule New Appointment” button from the Test Taker Summary page.



Select test center from the drop down menu and click “Submit”.



Check your state requirement page to confirm that the test taker meets the minimum age requirements.

Check the box under “Eligibility Requirements” for your state, and click “Next”.

Before You Schedule HiSET Appointments

Before you schedule a HiSET appointment online, please review the following information and indicate your agreement to the policies below. After agreeing to the policies below, you may be asked to sign in to your HiSET account or create an account if you do not already have one.

The HiSET Battery Option - After you select your test(s), test dates and times, you will have the option to buy a battery of all 5 subtests at a discount rate. For more information, see [What is a Battery?](#)

Payment - Be sure to have a credit/debit card (American Express®, Discover®, MasterCard®, VISA®, and JCB), your PayPal™ account or electronic check information ready. Test fees vary by state. Some states and/or test centers may charge an additional fee.

Disability Accommodations: If you have a disability or health-related need and require testing accommodations, **you must request your accommodations through ETS and schedule your appointment through an ETS representative.** You cannot schedule your appointment online. See [how to request disability accommodations](#).

State Requirements

Please read and agree to the eligibility requirements below. If you do not meet these requirements, you may be able to [find another test center](#) in a different state (if you meet those requirements).

Missouri Eligibility Requirements

Check the [eligibility requirements](#) for the state where you plan to test. Testing policies may differ depending on where you test. If you do not meet the requirements, you may be able to [find another test center](#) in a different state (if you meet the requirements of that particular state).

confirm that I have read and communicated the eligibility requirements for the state or agency to the test taker.

[Back](#) [Cancel](#) [Next](#)

Review the “Confirm Your Personal Information” screen.

Click “Edit” in the top right column, if the information requires edits.

Click “Next”, if no edits are needed.

The screenshot displays a mobile application interface for scheduling an appointment. The main heading is "Schedule New Appointment for Adriana Wells". Below this is a section titled "Confirm Your Personal Information". This section contains a list of personal details for Adriana Wells, each with an "Edit" button to its right. The details include: First Or Given Name (Adriana), Middle Initial, Last Or Family Name (Wells), Date Of Birth (November 23, 1980), Gender (Female), Email (awells@ets.org), Country/Location (United States), Address Line 1 (660 Rosedale Road), Address Line 2, City (Princeton), State (New Jersey), ZIP Code (08541), Primary Phone ((609) 771-7207 (Landline)), and Alternate Phone. At the bottom of the form are two buttons: "Cancel" on the left and "Next" on the right.

First Or Given Name	Adriana	Edit
Middle Initial		
Last Or Family Name	Wells	
Date Of Birth	November 23, 1980	
Gender	Female	
Email	awells@ets.org	
Country/Location	United States	
Address Line 1	660 Rosedale Road	
Address Line 2		
City	Princeton	
State	New Jersey	
ZIP Code	08541	
Primary Phone	(609) 771-7207 (Landline)	
Alternate Phone		

Select test date and test(s) from the drop down menu. Click “Add to Cart”.

* Test Date and Time:

April 2015 May 2015 June 2015

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa		
			1	2	3	4					1	2					1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13		
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20		
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27		
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30						
							31															

Date Selected : April 23, 2015

* Select Tests :

Select the tests you want to take during the times available below. Once you have finished, select Add to Cart. You can review your appointments, schedule more appointments, or checkout from the shopping cart.

Test Start Time	Test Title
12:00 PM	Math
01:30 PM	Science
03:00 PM	No Test Selected

[Cancel](#) [Add To Cart](#)

Confirm cart information and click on “Proceed to Checkout”.

Shopping Cart for Adriana Wells

Please review all information below for accuracy before submitting.

- Once you submit your order, if you cancel a test up to 3 full days before the test date, you will receive a refund of half the test or battery fee (if applicable). If you have already taken one test in your battery, you are not eligible for a refund. Any state or test center fees are non-refundable.
- You can reschedule your test up to two times at no extra charge. After that, there is a rescheduling fee.
- See [reschedule policies](#) and [cancellation policies](#)

Appointments

[Schedule More Appointments](#)

Missouri Battery

You can buy a battery of 5 tests in Missouri for \$50.00. Additional state and test center fees may apply. Purchasing a battery of tests includes 2 retakes per test. You can schedule any tests now, and then schedule any remaining tests within 12 months from the day you place this order.

You can buy individual subtests at \$15 ETS fee plus state/testing center fee (5 x \$15 = \$75, total cost after five subtests, not including state and testing fees). Retakes are \$15 plus any additional state/testing fees; there are no free retakes.

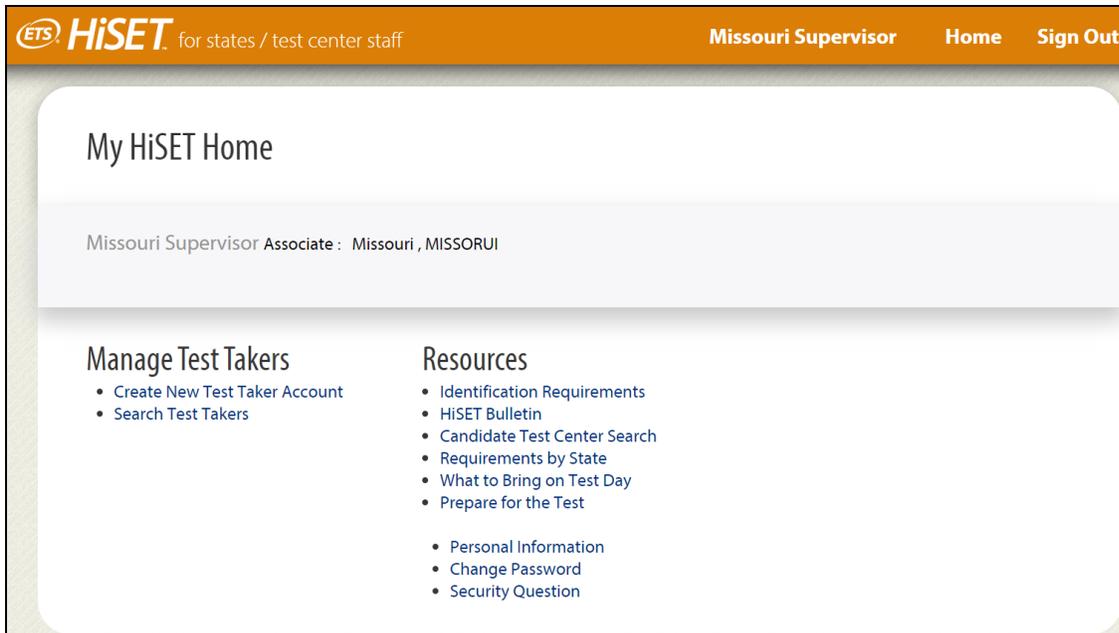
- Yes, I would like to buy a battery of 5 tests for \$50.00
- No, I would like to schedule individual appointment(s) - \$15.00 per test

Test Title:	Math (Edit)	* Remove
Test Center:	Three Rivers College	
Test Language:	English	
Test Date and Time:	April 23, 2015 12:00 PM	
Test Delivery Method:	Computer	
		Test Price: \$15.00
		\$0.00
		Included in battery
		Test Center Fee: \$7.00

Proceed to the payment section. Online payment options include vouchers, credit cards, electronic check, etc.

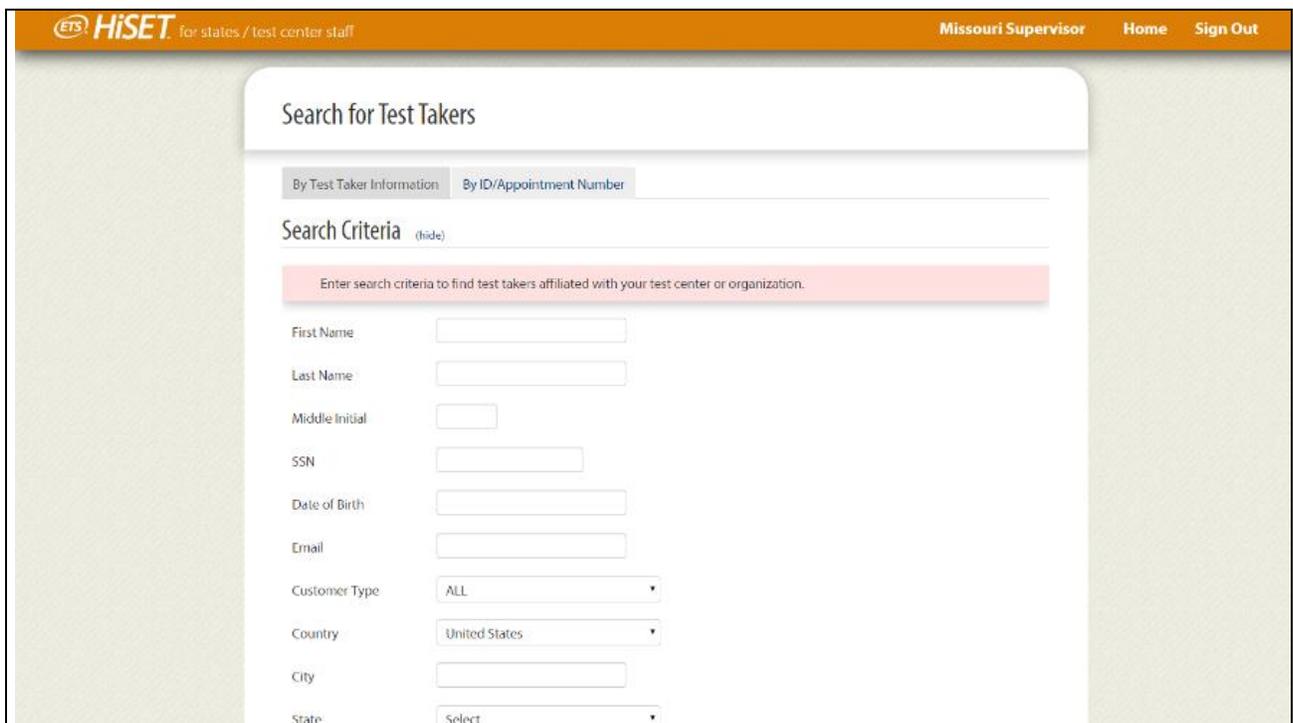
How do I check score reports?

Log into your Associate account, choose “[Search Test Takers](#)”.



The screenshot shows the 'My HiSET Home' dashboard for a Missouri Supervisor. The header includes the ETS HiSET logo, the text 'for states / test center staff', and navigation links for 'Missouri Supervisor', 'Home', and 'Sign Out'. The main content area is titled 'My HiSET Home' and displays the user's role as 'Missouri Supervisor Associate: Missouri, MISSOURI'. Below this, there are two sections: 'Manage Test Takers' with links for 'Create New Test Taker Account' and 'Search Test Takers', and 'Resources' with a list of links including 'Identification Requirements', 'HiSET Bulletin', 'Candidate Test Center Search', 'Requirements by State', 'What to Bring on Test Day', 'Prepare for the Test', 'Personal Information', 'Change Password', and 'Security Question'.

Enter test taker information in search window, using name and DOB. If using the ETS ID tab, you will need the candidate’s ETS ID number to search.



The screenshot shows the 'Search for Test Takers' form. The header includes the ETS HiSET logo, the text 'for states / test center staff', and navigation links for 'Missouri Supervisor', 'Home', and 'Sign Out'. The form has two tabs: 'By Test Taker Information' (selected) and 'By ID/Appointment Number'. Below the tabs is a 'Search Criteria' section with a '(hide)' link. A pink box contains the instruction: 'Enter search criteria to find test takers affiliated with your test center or organization.' The form fields include: First Name, Last Name, Middle Initial, SSN, Date of Birth, Email, Customer Type (dropdown menu with 'ALL' selected), Country (dropdown menu with 'United States' selected), City, and State (dropdown menu with 'Select' selected).

Click on the test taker's name.

The screenshot shows the HiSET search interface. At the top, there is a navigation bar with the HiSET logo, the text "for states / test center staff", and user options: "Missouri Supervisor", "Home", and "Sign Out". The main heading is "Search for Test Takers". Below this, there are two tabs: "By Test Taker Information" (selected) and "By ID/Appointment Number". A "Search Criteria" section is visible with a "(Show)" link. On the right, it indicates "Page: 1 of 1" and "# RESULTS: 1". A table displays the search results:

#	Name	Date Of Birth	Address	Status
1	Wells, Adriana	November 23, 1980	660 Rosedale Road, Princeton, NJ 08541	Active

Choose the "View Scores" hyperlink in the left margin.

The screenshot shows the "Test Taker Summary" page for Adriana Wells. The header includes the HiSET logo, "for states / test center staff", and user options: "Missouri Supervisor", "Home", and "Sign Out". The summary displays the following information:

- Name:** Adriana Wells
- ETS ID:** #DEX00578
- Type:** OPTIONS

The page is divided into two main sections:

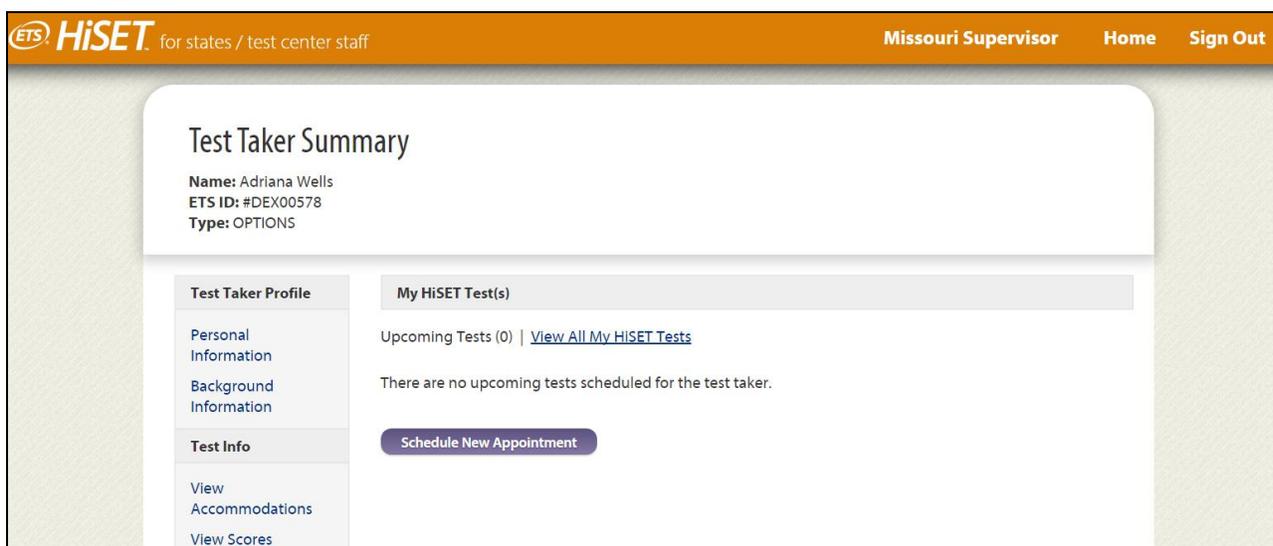
- Test Taker Profile:** A sidebar menu with options: Personal Information, Background Information, Test Info, View Accommodations, [View Scores](#) (highlighted with an orange arrow), and Resources. The Resources section includes: Identification Requirements, HiSET Bulletin, Candidate Test Center Search, Requirements by State, What to Bring on Test Day, and Prepare for the Test.
- My HiSET Test(s):** Shows "Upcoming Tests (0) | [View All My HiSET Tests](#)". Below this, it states "There are no upcoming tests scheduled for the test taker." and includes a "Schedule New Appointment" button.

What do I do when a candidate leaves my program?

Before changing the customer type, you must change the email address, phone number, and address in the candidate profile to reflect personal information, rather than your agency's information you entered when managing the account as an associate.

To do this, click on “[Personal Information](#)” in the left margin, from the “Test Taker Summary” page.

While on the “Personal Information” page, change the candidate's phone number, email address, and address to reflect their personal information you collected previously.



The screenshot shows the HiSET website interface for a Missouri Supervisor. The header includes the HiSET logo, the text "for states / test center staff", and navigation links for "Missouri Supervisor", "Home", and "Sign Out". The main content area is titled "Test Taker Summary" and displays the following information:

- Name:** Adriana Wells
- ETS ID:** #DEX00578
- Type:** OPTIONS

Below this information is a sidebar menu under "Test Taker Profile" with the following options:

- Personal Information
- Background Information
- Test Info
- View Accommodations
- View Scores

The main content area is titled "My HiSET Test(s)" and shows "Upcoming Tests (0) | [View All My HiSET Tests](#)". Below this, it states "There are no upcoming tests scheduled for the test taker." and includes a "Schedule New Appointment" button.

Once you have made changes to the candidate’s personal contact information, you click on the “[Background Information](#)” hyperlink on the left margin.

On this page, you will change the customer type from “Options” or “Supervisor Managed” to “General”, by clicking “Change” next to customer type. If the email address is now correct to reflect their personal email account, click “save”. If you do not have a personal email address for them, you will need save what you have entered in order to make the change. **Note:** the candidate may contact HiSET Customer Service at any time after they exit your program to make changes.

Personal Information

* Required Information

* Customer Type	OPTIONS	Change
ETS ID	DEX00578	
First/Given Name	Adriana	
Middle Initial		
Last/Family Name	Wells	
Date of Birth	11/23/1980	
Gender	Female	

* Email Address

The screenshot shows the 'Update Profile' page in the HiSET system. The page title is 'Update Profile' and it is under the 'Personal Information' section. A modal window titled 'Customer Type' is open, showing a form with two fields: '* Type' with a dropdown menu set to 'General Customer', and '* Email' with a text input field containing 'adrianawells24@gmail.com'. A yellow warning box below the email field states 'Please enter only Test Taker's email ID.' At the bottom right of the modal are 'SAVE' and 'CANCEL' buttons. The background page shows a 'Required Information' section with an asterisk.

Changing the Customer Type can only happen once. The Customer type cannot be changed back from “General” to “OPTIONS” or “Supervisory Managed” by an Associate. You may request HiSET Customer Service to make this change as needed, by calling them at 1-855-MyHiSET.

If the candidate has scheduled tests pending, there are two options:

- Wait until after their last test is taken to change the candidate’s customer type.
- Cancel the appointment and reschedule the test after the “Customer Type” has been changed.