Upgrading from Aspen to UCS2

for Clients and their Test Takers

Version: 2.0   **Date:** 03/08/2023   **Classification:** Public

FAQs List

FAQ	ASPEN	UCS 2.0	Change
How will test takers reach the scheduling site?	Test takers go to https://online.goamp.com and search for their program by clicking on a category, selecting a program, and selecting the Examination.	Test takers go to https://test-takers.psiexams.com/ and search for their exam program.	The URL test takers use to enter PSI will change. Additionally, test takers will be able to search for their exam title instead of navigating through a test type, program, and exam name.
What will test takers see on the site?	The main site is not configurable so no matter the exam, all test takers will see the same page. Once the program and exam are selected, there is some flexibility to add a logo, text, and different buttons on the exam page. Test takers will see the title they are eligible to take.	A logo and banner image can be included as part of a branding package at a later date. All exams for the test sponsor will be listed on the Tests page.	Configurable/branded pages provide clarity for the test takers on who the exam sponsor is.
Is the site easy to use with a screen reader?	The page can be read with a screen reading program but elements on the page are difficult to capture.	The site is WCAG 2.1 AA Compliant which enables any accessibility program, such as screen reader, to read the page.	The site will be easier to read.
How does the eligibility process work?	For programs requiring eligibility, a file upload or a record sent via API is used. Test takers may need to complete an application.	For programs requiring eligibility, a file upload or a record sent via API is used. Test takers may need to complete an application.	None
How does a test taker schedule their exam?	Test takers will need to navigate through the category, program, and exam name. They will need to register by creating an account at PSI. If they are eligible, they may select a location and time and date.	Test takers will need to create an account at PSI. If they are eligible, they may select a modality (if applicable), location, dates, and time.	There will be fewer steps to schedule their appointment.
How will test takers check for test appointment availability?	Test takers can look up locations for test sites but cannot confirm whether appointments are available.	There is a link at the bottom of the Overview page (test-takers.psiexams.com/CLIENT) that states "Check for available dates." Test takers will need to select the modality, if there is more than one available. There is a page that delineates the requirements and when to select the modality.	Test takers will now be able to determine whether their preferred site and time are available. There is an opportunity to look for appointments for different testing modalities.

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How will test takers book international appointments?	Test takers will need to call into the call center to schedule.	Test takers will be able to book their appointment online.	Test takers will now be able to book international test centers online.
Is there a tutorial available?	Yes, there is a video and general recommendations on the main page.	Yes, there are tutorials available in English on the Test Instructions page. They are short videos demonstrating the test taker experience at a test center or via online proctoring.	None
Are FAQs available?	Yes, there are general recommendations on the main page.	Yes, FAQs for the test regulations and scheduling process are available. FAQs may be configured by organization.	FAQs can now be configured by each test organization at a later date if desired.
Will the test taker Information Bulletin be available for download?	Yes	Yes	None
What languages is the site available?	English	English, French, Spanish, Chinese, Japanese, Korean	More languages are available.
How can test takers reach out for help?	Test takers may call the number listed in the test taker Handbook, test taker Information Bulletin, or by looking up the number on the test taker Support Number Quick Search page. The test taker support center phone number is listed on the exam page.	Test takers may click on "Contact Us" to complete a customer service form, email customer service, call the number listed in the test taker Handbook, test taker information Bulletin, or by looking up the number on the test taker Support Number Quick Search page.	There are more ways for test takers to get help as needed including more self-help tools.
How will test takers know which modality will work for them?	Test takers do not have the ability to select more than one modality.	If multiple modalities are available, test takers can select the option that best suites them.	Multiple modalities are supported, if contracted, and can be added at a later date.
How do test takers register for an accommodation?	Please refer to you contract for further information	Please refer to you contract for further information	None; if accommodations are approved / handled outside of Test taker application process will remain the same.
How will test takers be reminded of their appointment?	Test takers will receive a confirmation email upon booking and a reminder email prior to their appointment, typically 72 hours beforehand.	Test takers will receive a confirmation email upon booking and a reminder email prior to their appointment, typically 72 hours beforehand. As well, test taker can add the appointment to their calendar including Google, Outlook, Office365, Yahoo, and ICS. The page will provide a countdown clock until the test appointment day and time.	Test takers can enter their appointment information directly to their calendar and a countdown clock is available on the dashboard.

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What type of device can a test taker use to schedule?	Test takers should use a computer to schedule.	Test taker may use a computer, tablet, or mobile device to schedule.	Scheduling can occur on a mobile device or tablet.
What if I have unused Vouchers?	Valid, unused vouchers able to be used for future bookings.	Vouchers are supported but any unused vouchers will need new Voucher Codes generated.	New voucher codes provided after migration to new system and Clients will be able to generate own vouchers in future.