



Test Taker Portal (UCS2) Transition

FAQs

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Classification: Public

FAQs List

Are all customers required to transition?

- Yes, we are transitioning all customers to the latest scheduling platform to offer enhanced functionality and provide an improved test taker experience.

What is the impact of transitioning to a new scheduling platform?

- You will be provided with support and the action items that will need to be taken by you to update URLs on your website, updates to any API, etc. as part of your migration.

What preparations should be made to ensure a smooth transition?

- Customers should ensure that the following items are updated with the new scheduling platform information:
 - Candidate information bulletins or Handbooks
 - Any booking portal URLs.
 - All sites that contain exam information.
 - If applicable, notify all 3rd parties about the transition (e.g., Brightlink, Heuristics, etc.)

Will there be any system downtime?

- There will be a two-day blackout period while PSI performs the necessary steps to transition customers to the new scheduling platform. During this time, the booking system will be offline and test takers will be unable to schedule or reschedule an exam. If a test taker is attempting to cancel or reschedule an existing booking during this window, PSI will work with the test taker to cancel/reschedule at no additional cost to the test taker.
- During this window, test takers who visit the scheduling portal will see a message indicating that scheduling is temporarily offline for their exam.

When will my downtime occur?

- You will be provided with information regarding the transition and specific dates of the downtime by your Client Success Director.

What should I expect during the transition process?

- PSI will keep you informed of each step of the process so that you are aware, but no action will be required on your part, other than what has been outlined.

What will happen to existing bookings and exams that have already been scheduled or taken?

- Transitioning to the new scheduling platform will not affect existing bookings or previously completed exams. All exams that have been scheduled will remain scheduled as they are.
- If an exam is scheduled during the blackout period, a member of Candidate Services will reach out to the test taker to reschedule on an available date at no additional cost to the test taker.

Will my existing login credentials still work?

- Your credentials for accessing the portal will remain unchanged. You will receive credentials for the additional portals to which you will have access.

How long will the transition take?

- The only downtime will be a brief 1–2-day period during which the booking system will be offline, and exams cannot be booked or completed.
- During this window, test takers who visit the scheduling portal will see a message indicating that scheduling is temporarily offline for their exam.
- Although our due diligence and thorough testing procedures will cover several days, the transition will provide minimal interruption to you and your test taker population. Our team will keep you informed of each step of the process so that you are aware, but no action will be required on your part.

How will I access my reports and exam history after the transition is complete?

- Reporting portals and exam history will not be impacted by transitioning to the new scheduling platform. You will continue to access your reports in the same way.

Will there be anything my IT team or other technical resources need to be involved with?

- You will not need to provide any additional technical resources or have your IT teams involved in the process; PSI's project team will handle the transition seamlessly behind the scenes.

What if I have questions before or after the transition takes place or experience an issue?

- During the transition process and the warranty period afterwards, you will have direct communication with the project team via ticketing system and email.
- You can visit <https://psi-migration.zendesk.com/hc/en-us> to access the transition support portal where you will find FAQs and you will be able to submit a question or issue if needed or you can email UCS2migrationsupport@psionline.com.