



Migration to the PSI Test Taker Portal

What to Expect

Version: 2.0

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Classification: Public

What to Expect

1 – Eligibility (if applicable)

- All eligibilities already sent to PSI will still work after migrating to the new test taker portal.
- The eligibility process is not changing. We will continue to process eligibilities in the same manner, either via File or API.
- If you are an open eligibility program, meaning you do not require test takers to complete an application, there are no changes.

2 – Emails

- Standard test taker emails confirming registration are more modern and visually different.
- Receipt information is now included with the confirmation email details so a separate email is not necessary.
- Custom email templates will be reviewed on a case-by-case basis.

3 – Reschedules and Cancellations

- A Test Taker's current appointment will carry over into the new test taker portal. Nothing additional is required on the test taker's end.
- If a Test Taker wants to Cancel an appointment that was created in the legacy portal, they will need to reach out to PSI to cancel. The test taker will not be able to cancel via the new portal by themselves.

Note – This only applies to Cancellations of bookings in the legacy booking portal; a test taker can self-serve Reschedule and Cancel in the new portal if the original booking was made in the new portal.

4 – Reports

- Reports to which you currently have access will be accessible.
- If anything appears to be missing, like a custom field, please let your PSI team know and we will correct this situation.

5 – Contact help

- Phone numbers or contact emails will remain the same.

6 – Account Creation

- For test programs that require a test taker to link their account to an eligibility in the current booking portal, a similar action is required in the new test taker portal. After the test taker's eligibility is provided to PSI, the test taker will receive an eligible to schedule email. In that email, the test taker's ID is provided. When the test taker goes to book their test, they will need to enter their test taker ID to link their account to their eligibility.

7 - International Test Takers

- The move to the new test taker portal will allow international test takers the ability to schedule online themselves! They will no longer be required to call into a PSI candidate services agent or email for international scheduling support.