Quick Reference Guide for Test Takers
Registration and Scheduling

CREATING A *HiSET®* ACCOUNT

Step 1: Personal information

Name

Birth date

➤ The name and birth date must be exactly as they appear on the identification documentation that you will take to the test center. If you have multiple first or last names on your ID, enter all of those names. Do not add accent marks.

Gender

Social Security number

➤ Social Security numbers are not required by the *HiSET®* Program, but may be required by some states — if you have one.

➤ Check the state requirements page on the HiSET website to confirm the Social Security number and age requirements.

Email

➤ If you do not have an email address, the HiSET Program has created instructions on the informational website to guide you through setting up a free email account.

Home address

Phone

Background information

➤ Preferred language for taking the test, primary language for speaking.

Questionnaire

Step 2: Check information before continuing

Step 3: Enter a user name and password

➤ User name should be between 6 and 16 characters. Only letters and numbers.

➤ This will be the user name and password you will use for all HiSET activities online. KEEP YOUR USER NAME AND PASSWORD.

Step 4: Read and agree to ETS Privacy Security Policy

Step 5: Review all information and make changes if needed

SUBMIT

Confirmation email will be sent to the test taker

➤ Add **@ets.org** to your address or safe sender list to receive emails from ETS, such as appointment information and order confirmations.

CHECK STATE REQUIREMENTS

Each state has its own specific requirements for the HiSET exam, so it's very important to refer to the "Requirements by State" section before setting up an account. It is important to review your state's requirements before scheduling a HiSET exam.

SCHEDULING AN APPOINTMENT

Step 1: Go to HiSET home page

Step 2: Enter City, State and ZIP Code to find a testing center

Step 3: Click Schedule button

Step 4: Read and agree to policies

➤ Have payment information ready. Major credit cards, PayPal® and electronic checks are accepted.

SCHEDULING AN INDIVIDUAL TEST

Step 1: Select test

Step 2: Select language

➤ Available dates appear in the drop-down box.

Step 3: Select date and time

➤ Each test is broken down by location.

Step 4: Review fees and totals at the bottom of the page

Step 5: Check out

Step 6: Payment

➤ Have payment information ready. Major credit cards, PayPal and electronic checks are accepted.

Step 7: Confirmation email and receipt will be sent

➤ This email will contain your user name and password. KEEP THIS EMAIL AND YOUR USER NAME AND PASSWORD.

CONTACT INFORMATION

Customer Service

Phone: **1-855-MyHiSET (1-855-694-4738)** • Monday–Friday, 9 a.m.–7:45 p.m. ET

Email: **HiSET@ets.org**

Test Center Staff Support

Phone: **1-800-257-5123**, option 3 • Monday–Friday, 8 a.m.–8 p.m. ET

Email: **HiSET@ets.org**

Disability Service

Phone: **1-609-359-5615** or **1-855-802-2748** (toll free) • Monday–Friday, 8:30 a.m.–5 p.m. ET

Email: **HiSETSD@ets.org**