



HESI Exam Remote Proctoring Important Steps for Students

We've created a portal for first-time test takers to help them get started. Please direct all students here: <https://www.proctoru.com/portal/elsevier-hesi>

Detailed instructions can also be found on the FA22 Admission Information document.

Steps Test-Takers Should Take BEFORE Exam Day:

1. Students need to [create a ProctorU account](#) well before they need to take an exam.
2. Students taking Exit Exams should be instructed to schedule their exams as soon as possible so they get a time that works well for their schedule and fits within your exam window. In order to avoid additional fees, they will need to schedule more than 72 hours ahead of time.
 - Students taking Specialty Exams can take exams on-demand without prior scheduling needed because they are not being connected to a live proctor.
3. We strongly recommend that students test their equipment prior to exam day by visiting [this link](#) or clicking the “Test Your Equipment” button within their ProctorU account.
 - If any equipment does not pass, they will need to click the LiveChat feature to connect with a support representative to resolve the issues prior to exam day.
 - Make sure they are testing equipment in a similar environment that they will be testing in (time of day, location, bandwidth usage, etc.)
4. It is always a good idea for a student to reboot their computer prior to testing.
5. It is important that a student has enough bandwidth available during an exam. Others on their network streaming videos or using excessive bandwidth can impact the testing experience.
6. They should review [equipment and technology requirements here](#).

Steps Test-Takers Will Need to Take ON Exam Day

All students have to go through a start-up process. Please let them know this does NOT deduct from their time inside the exam. The exam timer does not begin until the start-up process is completed. As part of that process, they will take the following steps:

1. Students will need to be in a well-lit, private and quiet area that is free from interruption.
2. They will have to download the latest version of Google Chrome or Mozilla Firefox Browser and install the most updated version of the ProctorU extension located [here \(Chrome\)](#) or [here \(Firefox\)](#).
3. They will need to enable their microphone and camera.
4. They will have to close all unpermitted applications and programs other than the web browser that will be used for taking the exam.
5. They will need to have a photo ID or passport ready.

Students taking an Exit Exam will also be prompted to download and install LogMeIn Rescue. If this program is not running, a student will not be connected to ProctorU and will not be able to test.

Please let your students know that 24/7 support is available in three ways:

- Via LiveChat within student account. This is the best and quickest way to get support.
- Via phone at 1.855.772.8678
- Via email at support@proctoru.com