

PLEASE READ INSTRUCTIONS CAREFULLY BEFORE YOU START YOUR EXAM. REMEMBER: YOU MUST HAVE A COMPUTER WITH CAMERA AND MICROPHONE TO TAKE THE EXAM.

Subject: How to Register for and Schedule Your HESI Exams –

Hi Practical Nursing Student Candidate

I've been working with Elsevier to get your HESI exam set up with online proctoring through ProctorU so that you don't experience any delays in your coursework. They've created a [new website](#) to walk you through how to set up an account, schedule your exam, and access support if needed.

IMPORTANT: It is imperative that you READ and FOLLOW DIRECTIONS throughout this process to ensure your ability to test within the allotted dates/times we have reserved!

IMPORTANT: PLEASE SET UP YOUR PROCTUR U ACCOUNT AND REGISTER FOR YOUR TEST SESSION AS SOON AS YOU RECEIVE THIS NOTIFICATION!

STUDENTS WHO HAVE USED PROCTOR U PREVIOUSLY: If you have ever used ProctorU before, you CANNOT use your standard institution account. The process is different for HESI exams, so [visit this site](#) and follow the steps outlined there as soon as possible. When you get to the point of scheduling your exam, please look for this exam name: A2-V1.

STUDENTS WHO HAVE NOT USED PROCTOR U PREVIOUSLY:
Please Read [this website](#) and follow the below steps and instructions to get started with ProctorU.

STEP 1:

- Create a ProctorU username and password at in order to register for, and take your exam

- For your **Institution**, please select “**Elsevier – HESI**”
- If you already have a ProctorU account, you will need to sign in and then “add enrollment” from your profile > account settings and select “**Elsevier – HESI**” for the Institution. Then update account.

STEP 2:

- **For all exams:** Register for your exam(s) at least 72 hours prior to your test date. Please register directly on the ProctorU website, no need to do so in your HESI account.
 - When registering your **TERM** will be the name of your Institution
- Test your equipment and connection [here](#)

***ALL STUDENTS: Once you have set up your Proctor U account and have registered for your HESI Exam Session, please email your registration confirmation to fsteacademy@fsteacademy.education *
**\$60.00 PAYMENT MUST BE SUBMITTED VIA PAY PAL
 (PAYMENT BUTTON)****

ALL STUDENTS: IMPORTANT NOTES FOR TESTING:

- You will need to have your Evolve username and password in order to test (you will be prompted for this after starting your exam session).
- You’ll need a computer, a webcam, and a microphone to take this exam. You will also need to be in a well-lit, private and quiet area that is free from interruption.
- You will be connected to a live proctor for this exam. Your face and your screen will also be recorded through the duration of the exam.
- You will be asked to show your entire testing space during the startup process.
- The startup process will take between 10-15 minutes and does not deduct against your actual exam time.
- It is important that you have enough bandwidth available during the exam. Be aware that other people on your network streaming videos or using excessive bandwidth can impact your testing experience.

Student Exam Ready Checklist

BEFORE EXAM DAY!

- Visit [this](#) ProctorU – Elsevier website to:
 - Create a ProctorU account username and password
 - Register (at least 72 hours in advance) for your exam
 - Read all the instructions on what to expect on exam day (see end of this document for more information on being prepared on exam day)

- Run HESI Compatibility check
 - Run Compatibility check prior to your exam by clicking [here](#)
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- Check and run equipment requirement check for either Examity or ProctorU - based on who is delivering your exam (see below)

PROCTORU TESTERS

Browsers supported:

- Chrome (Chromebooks running on Chrome browser not compatible)
- Firefox
- If you need to update / add a browser: visit <https://support.proctoru.com/hc/en-us/articles/360035672491-Which-Browsers-Are-Supported->

●

Check equipment [here](#)

Equipment Requirements:

System Requirements		
Type	Minimum	Recommended
Web Camera	640x480 resolution	1280x720 resolution
PC Users	Windows Vista	Windows 10 (10 S mode is not supported)
Mac Users	OS X 10.5 or higher	OS X 10.13 High Sierra
Internet Download Speed	.768 Mbps	1.5 Mbps
Internet Upload Speed	.384 Mbps	1 Mbps
RAM	1024 MB	2 GB
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP

<p>ADDITIONAL REQUIREMENTS</p> <ul style="list-style-type: none"> ✓ Test your equipment ✓ A functioning microphone (some web cameras have them built-in) ✓ A compatible browser: Google Chrome (preferred), Mozilla Firefox, or Safari ✓ Adobe Flash 	<p>NOT SUPPORTED</p> <ul style="list-style-type: none"> ✗ Google Chromebooks (supported for G Suite Certification and G Suite Administrator exams) ✗ Tablets (Nexus, iPad, Tab, Note, etc.) ✗ Linux operating systems ✗ Windows 10 in S mode or Surface RT ✗ No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your exam
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EXAMITY TESTERS:

Check equipment [here](#)

Equipment requirements:

- Desktop computer or laptop (tablets, Chromebook and cell phones do not meet our requirements)
- A working built-in or external webcam and microphone
- Internet speed must be at least 2 Mbps download and 2 Mbps upload. Hot spots are not recommended.
- Browser with pop-up blocker disabled

EXAM DAY!

To ensure a prompt and seamless exam set up, ensure you have / know the following:

- Exam name and class info so the proctor can connect you to the appropriate exam (your instructor will be able to provide this information if unknown or in question).
- Your institution for this testing session will be: “Elsevier - HESI”
- Your term will be the name of *your* Institution
 - Your exam will be a combination of your cohort + exam name A2-V1 (if you are unsure of this, your instructor can advise)
- Your Evolve username and password which your proctor will prompt you to enter
- One form of government-issued photo ID (i.e. driver’s license, passport, military ID, etc.)
- Any materials authorized for use by your instructor (scratch paper, pencil, etc.)
- A working webcam and microphone
- A strong internet connection
- A private room
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TESTERS

Prior to contacting your instructor regarding any testing issues, you must have followed the below 3 steps and capture the requested information!

1. Seek assistance from ProctorU first, in the event you encounter an issue with your testing session.
 - **Exit Exam testers:** Should you have issues or questions please vocalize your need for assistance to your proctor. With access to your microphone, they will be able to hear and assist you!
 - If you have been disconnected from your proctor, please exit the HESI browser window and initiate LiveChat for support

via the Chat Now button on the lower right corner on the ProctorU website.

- **All other exam testers:** During testing, the first (and quickest) step to resolving any testing-related issues is the initiate LiveChat with ProctorU support.
 - This is done by clicking the Chat Now button in the lower right corner of the screen on the ProctorU website. Complete the form and you will be connected with a chat support specialist.
 - Please note that wait times may be extensive during peak hours as ProctorU is supporting uncharacteristically high number of testers amid the current crisis.
 - **NOTES!**
 - If mid-exam you find, after several attempts, you are unable to progress in your exam you may unknowingly have connection issues; please exit the browser so you can access the LiveChat feature on the ProctorU webpage for support.
 - If you experience any other issue or have questions and need to speak with ProctorU support during your exam, you will need to exit your HESI browser window to access the ProctorU LiveChat feature on the ProctorU webpage.

2. **All Testers:** If after 1 hour you have been unable to resolve your testing issue, please complete the following steps:

- Capture your interaction with ProctorU support chat, via a screenshot or export of your chat.
- Reschedule your exam on ProctorU's schedule session page.
 - Please do not reschedule for less than 12 hours out from time of the encountered issue. Your exam will be available the following day(s).

- Once rescheduled, take a screen shot of your new registration and send to your faculty.

3. All Testers: If unable to resume testing or reschedule your exam:

- Check registration page often as time slots often appear due to no-shows and opened bandwidth
 - Please do not reschedule for less than 12 hours out from time of the encountered issue. Your exam will be available the following day(s).
- Send an email to your faculty indicating you are attempting to reschedule and provide the following: Your ProctorU chat screenshot or export, details of the issue encountered, your name, name of exam, time and date of exam attempt, and institution.

INSTRUCTORS

Prior to contacting Elsevier make sure you have the following information so we can effectively investigate and identify the cause of the testing issue

1. If received issues from a single / few student:
 - Attach to your email, student(s) provided ProctorU chat and summary of testing issue along with exam access code provided to ProctorU, Institution name, student name, exam name, date & time attempted to test
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2. If received issues from more than 10 students:
 - Please provide the exam access code provided to ProctorU, number of students impacted, summary of the encountered issues, and from which exams these issues stemmed.

You have all worked very hard to get to this point and I'm excited for you to take this next step. Please let me know if you have any questions or concerns. Good luck on your exams!

Thanks,

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