



ELSEVIER

Welcome to the HESI Test-Taker Portal! Elsevier is proud to offer online proctoring for the HESI exam through ProctorU.

Getting Started is Simple

CREATE A PROCTORU ACCOUNT

If you **DO NOT** already have a ProctorU account, simply use [this link](#) to sign up with an Elsevier – HESI enrollment.

If you **DO** already have a ProctorU account through your institution, you'll need to add a new enrollment with Elsevier in order to take your HESI exams. To do this, follow the steps below:

1. [Log in](#) to your existing account.
2. Click the dropdown by your name in the upper right corner and **select Account Settings**.
3. Scroll to where you see Enrollments and click **Add Enrollment**.
4. Find and select ****Elsevier – HESI****.
5. Click **Update Account** at the bottom of the page.



CREATE AN EVOLVE ACCOUNT

Use the following steps to create an Evolve account and register for HESI Student Access:

1. Visit <https://evolve.elsevier.com/cs/>
2. Choose: *I am a student.*
3. Under the box that says *HESI Secured Exams*, click on the link **Register for Results and Remediation.**
4. Click on the blue **Register** button.
5. This will take you to *My Cart*. Click the blue **Checkout/Redeem** button at the bottom of the page. Now you must create an Evolve account or sign into an existing one.
6. Now, you will either create an account or sign into an existing one. Either sign in with your username and password or create one now by filling in the fields.
Note: Your username will be auto generated and will be a combination of your first initial, your last name, and a number or series of numbers.

SCHEDULE AN EXAM

Follow these steps to make sure you schedule the right exam:

1. After creating an account, log in and click the button that says **Schedule New Session**.
2. In the dropdown labeled "Confirm your institution," **select **Elsevier – HESI****.
3. In the dropdown labeled "Select a term," **select the name of the college or university** where you're taking your nursing course.
4. In the dropdown labeled "Select your exam," **select the option that matches this naming convention: Cohort ID / Exam Name**. For example, Spring 2020/HESI Exit Exam. *NOTE: If you are unsure what to select here, please contact your instructor.*
5. Click **Find Sessions**.
6. On the left side, select the **date and time** you'd like to take your exam. If you don't see any good options for your selected date and time, please try another date and/or time. *Note: Please schedule at least 72 hours in advance of the date/time you want to take your exam.*

Schedule Session Select Different Time

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Select a Date

← **April 2020** →

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select a Time

↑
04
:
30
AM

↓

Find Available Times

4:10AM CDT	Friday, April 24, 2020 <small>13 days from now</small>	Sample Exam	<input type="button" value="SELECT"/>
4:40AM CDT	Friday, April 24, 2020 <small>14 days from now</small>	Sample Exam	<input type="button" value="SELECT"/>
4:50AM CDT	Friday, April 24, 2020 <small>14 days from now</small>	Sample Exam	<input type="button" value="SELECT"/>
5:20AM CDT	Friday, April 24, 2020 <small>14 days from now</small>	Sample Exam	<input type="button" value="SELECT"/>
5:40AM CDT	Friday, April 24, 2020	Sample Exam	<input type="button" value="SELECT"/>





HAVE QUESTIONS? GET SUPPORT!

If you're not sure which exam to choose when scheduling your session, contact your instructor.

If you have issues when scheduling or taking an exam, the fastest way to get help is to **call our ProctorU Support line at 1-855-772-8678**. You may also email support@proctoru.com or start a live chat. If you are starting a live chat, please do not close out of the chat box or you will lose space in line. Regardless of how you reach out, **please reference Elsevier HESI in your communication**. Due to increased volume, please expect longer than normal response times. We will respond as soon as possible, in the order in which your request was received. Please do not submit multiple requests for the same issue as that will result in longer response times.

We have also outlined several essential rights that all test-takers should expect when participating in online learning and assessment. You can learn more about the *Student Bill of Rights* [here](#).

Exam Readiness Guide

Follow these steps to have a smooth start process.

1. Have your desk clear before connecting with ProctorU.

NOT ACCEPTABLE FOR AN EXAM SESSION

ACCEPTABLE FOR AN EXAM SESSION



DOWNLOAD THE PROCTORU EXTENSION

For the best exam experience, download the [Chrome extension](#) or the [Firefox extension](#) prior to the scheduled date and time of your exam.

CHECK YOUR EQUIPMENT

Make sure your computer meets the [minimum requirements](#) outlined on this page. We strongly recommend you [test your equipment](#) before exam day. If any part of your equipment fails the test, you can start a live chat with our representatives by clicking the "Need Help? Chat Now!" button in the lower right of your account screen. You can also check out our [Exam Readiness Guide](#) to make sure you know exactly what will happen during the exam start process.



Live+ Student Walkthrough





Unpermitted items on desks include books, calendars, paper, sticky notes and writing utensils. All of these would need to be cleared off before an exam begins, which adds to the amount of time it takes to get into an exam.



The desk should only contain your computer and permitted resources.

2. Reboot your computer.

We recommend rebooting your computer before your exam session. This helps eliminate some common technical issues and gives you a fresh computer to test on without any unnecessary windows or applications.

3. Test your equipment.

Make sure your computer meets the [minimum requirements](#) outlined on this page. We strongly recommend you [test your equipment](#) before exam day. If any part of your equipment fails the test, you can start a live chat with our representatives by clicking the “Need Help? Chat Now!” button in the lower right of your account screen.

4. Have your HESI username and password ready.

Having your HESI login information easily available, allows for a smoother exam start process. **Please note:** this is not your email address.

5. Have your testing environment ready to go.

You will need to be in a well-lit, private and quiet area that is free from interruption.

ProctorU will ask to see the whole room that you are testing in.

There should not be any items hanging on the wall in front of you. Please make sure that bulletin boards, cork boards, calendars or anything else are cleared from the wall.

Before connecting to your exam session, make sure you are the only one in the room.

There should not be anything under your desk. Any books or bags that are under your desk will need to be removed.

6. Have your ID ready before you connect with ProctorU.

Always have your ID ready before connecting to ProctorU. If you are unsure of what identification is needed for your exam, please reach out to your instructor for clarification. In some instances, a second ID may be required. This includes a school ID or passport.

7. Expect a 10 to 15 minute Start Process.

When your scheduled session begins, you will go through a 10 to 15 minute start process. That process may be slightly longer or shorter depending on testing volumes at the time of your exam. If you run into any technical or equipment issues during the process, ProctorU will do everything possible to resolve the issues and get you into your exam.

Please understand that **no part of the start process deducts time from your exam**. Your exam timer does not start until your proctor actually enters you into your exam.

8. Acknowledgement of video recording.

You will be required to acknowledge a set of terms and conditions in order to be proctored through ProctorU. One of these conditions states that you and your screen will be recorded through the duration of the exam. These recordings will be provided to Elsevier and your institution in order to allow them to review your exam session.

9. Use the restroom.

EXAM DAY FOR EXIT EXAMS

For **exit exams**, please watch this short video demonstrating the exam start process, from the time you click Start Exam until you're connected to a proctor.

Before logging in to take your exam, we recommend that you **reboot your computer**. This helps eliminate some technical issues and gives you a fresh computer to test on.

When it comes time to take your exam, [log in](#) and look for the countdown timer. At your appointment time, it will change to a **Start Exam** button. Click it to get started!

EXAM DAY FOR SPECIALTY/A2 EXAMS

For **Specialty/A2 Exams exams**, please watch this short video demonstrating the exam start process, from the time you click Start Exam until you're connected to a proctor.

Before logging in to take your exam, we recommend that you **reboot your computer**. This helps eliminate some technical issues and gives you a fresh computer to test on.

When it comes time to take your exam, [log in](#) and look for the countdown timer. At your appointment time, it will change to a **Start Exam** button. Click it to get started!

Elsevier HESI Student Walkthrough For Specialty Exams



This will be a long exam and you will not be allowed to leave the testing area at any time. Use the restroom before you connect with ProctorU so you are comfortable throughout your exam.

Technical Requirements

After reviewing the requirements below,
[TEST YOUR EQUIPMENT HERE.](#)

TYPE	MINIMUM	RECOMMENDED
Webcam	640x480 resolution	1280x720 resolution
PC Users	Windows Vista	Windows 10 (10 S not supported)
Mac Users	Mac OS X 10.5 or higher	Mac OS x 10.15.5 Catalina
Internet Download Speed	.768 Mbps	1.5 Mbps
Internet Upload Speed	.384 Mbps	1 Mbps
RAM	1024 MB	2 GB
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP

Other Requirements



A functioning microphone (sometimes web cameras have built-in microphones).



One of the following compatible web browsers (click to download):

[Google Chrome \(preferred\)](#),

[Mozilla Firefox](#)



The ProctorU Extension (click to download):

[Chrome Extension](#)

[Firefox Extension](#)

Good luck on your exam!



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[Accessibility Statement](#)

Important Notice For MacOS X Catalina Users

Apple increased security features with the release of OS X Catalina. To avoid technical issues during your exam session, you must enable screen recordings. Watch our step-by-step tutorial below or read more through the link.



OR

READ THE DOCUMENTATION

Note: There may be additional steps needed to allow ProctorU remote access, however, those can not be completed until the time of your exam. The steps above are for a successful connection before you're with a proctor.

Not Supported

At this time we do not support the following; however, we are working on solutions to accommodate every platform.

1. Google Chromebooks (supported for automated proctoring)
2. Android tablets (Nexus 7, etc.)
3. iOS tablets (iPad, iPad mini, etc.)
4. Linux operating systems
5. Microsoft Windows 10 in S mode
6. Microsoft Surface RT

Note: We do not proctor computers running within virtual machines. If you are running within a virtual machine when you connect with us, you will be asked to exit your virtual machine and reconnect using your host operating system to take your test.

Note: We do not support development previews, beta builds, or release candidates of any operating system unless specified.