HESI

HESI NG A2 Distance Testing

Student Guide

Remote testing via ProProctor:
Student Registration Link: https://evolve.elsevier.com/tsp/alc/exam-group/student-registration?courseId=159640_unortherncolorado_3001&examGroupId=480985

Distance testing by Testing in Person via Prometric Testing Centers:
Student Registration Link: https://evolve.elsevier.com/tsp/alc/exam-group/student-registration?courseId=159640_unortherncolorado_3001&examGroupId=480983

This guide will provide an overview of HESI NG Admission Assessment (A2) Distance Testing exams for students. It includes key items you will need to know about the exam process and instructions for account setup, exam registration, exam preparation for testing via ProProctor and Prometric, and accessing exam results.

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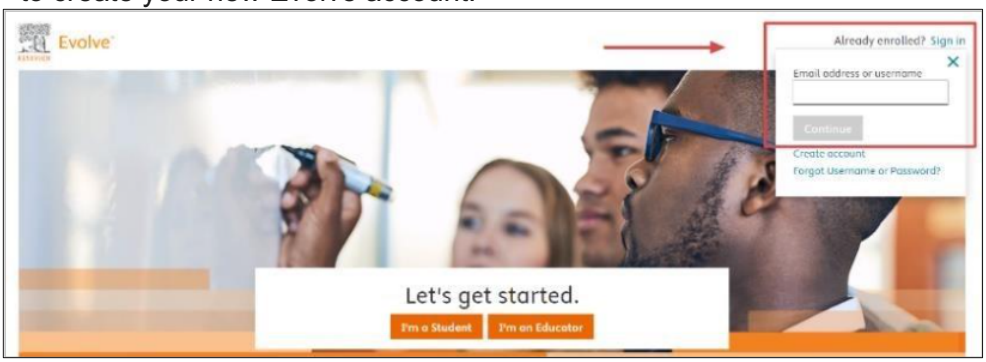
Exam Registration and Management

Account Setup

There are two steps you must complete to register for your exams: create an Evolve account and use the registration link provided by your instructor to schedule your exam.

First, create or log into your Evolve account.

1. Go to https://evolve.elsevier.com/.
2. Click “Sign in” in the upper-right corner.
    a. If you already have an Evolve account, use your existing credentials to log in.
    b. If you do not have an Evolve account, click “Create account” and follow the instructions to create your new Evolve account.

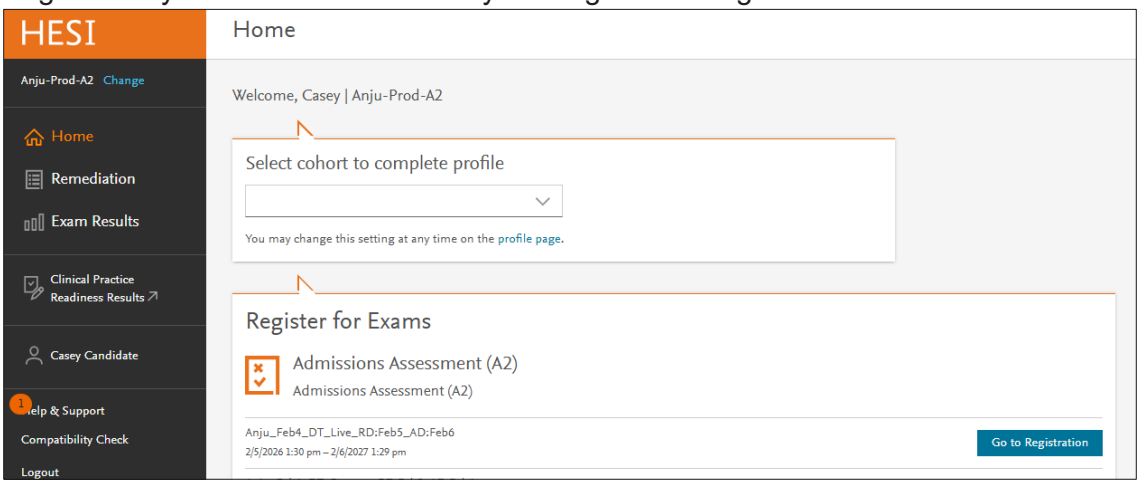


Next, follow the registration link provided by your instructor.

1. Clicking this link will launch you into the HESI NG course.
   Note: *You do not need to select a cohort if prompted.*
2. If your program offers the option to test either at a Prometric test center or remotely via ProProctor, you **must follow the appropriate link** as indicated by your program.

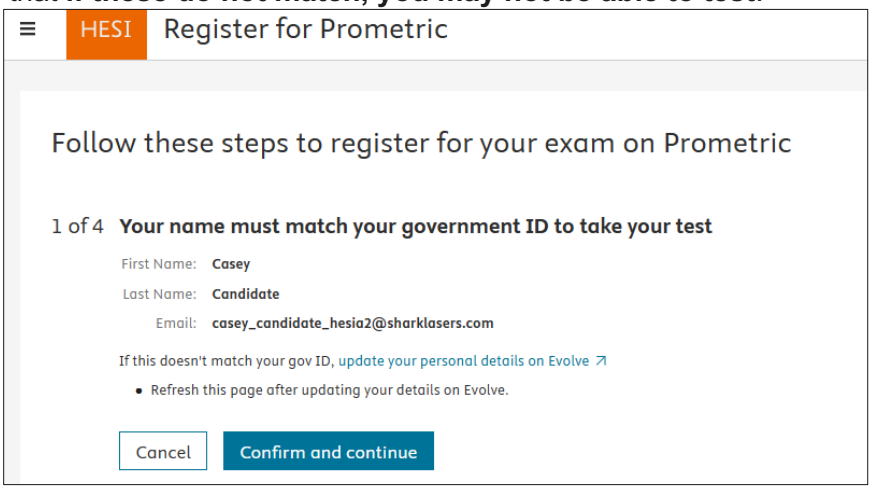
Exam Registration and Scheduling

1. Register for your exam in HESI NG by clicking “Go to Registration.”

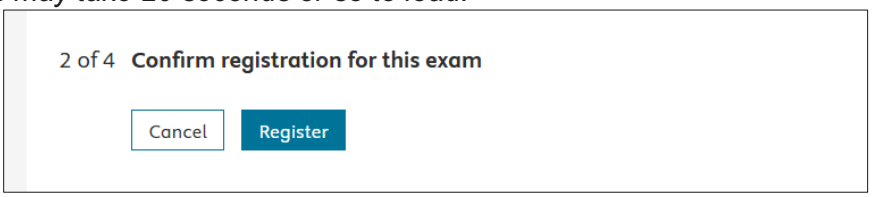


    a. Confirm the exam details (attempt, remote versus onsite) before proceeding.

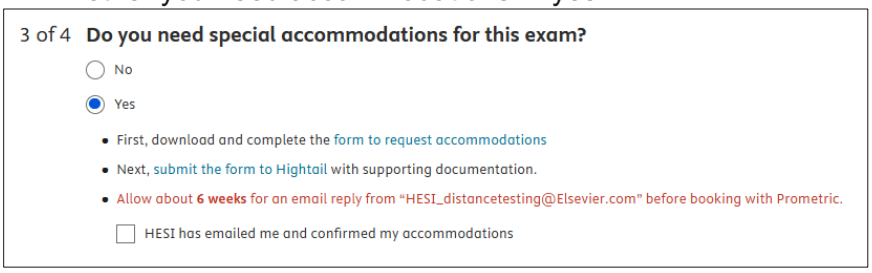
2. First, ensure that your Evolve name matches your government issued ID. It is very important to remember that **if these do not match, you may not be able to test**.



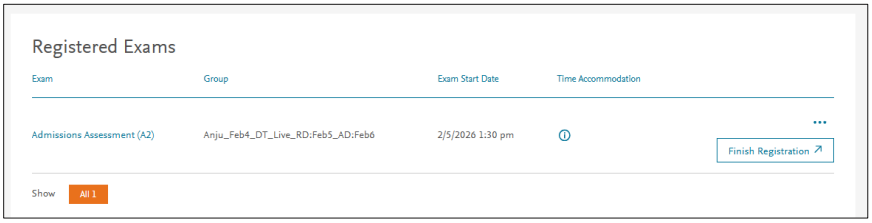
3. Once your name is confirmed, click Register to go to the next step. Once this step is complete, you will receive an email from HESI. However, you are not yet complete with the exam scheduling process.
   Note: *This may take 20 seconds or so to load.*



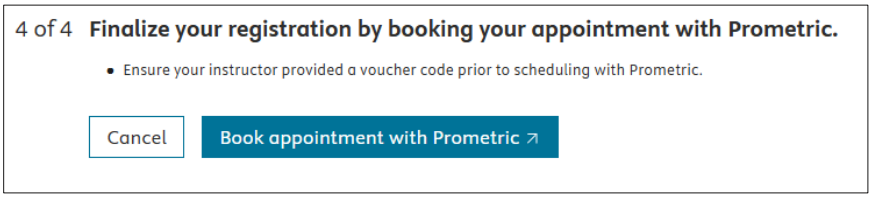
4. Next, confirm whether you need accommodations. If yes:



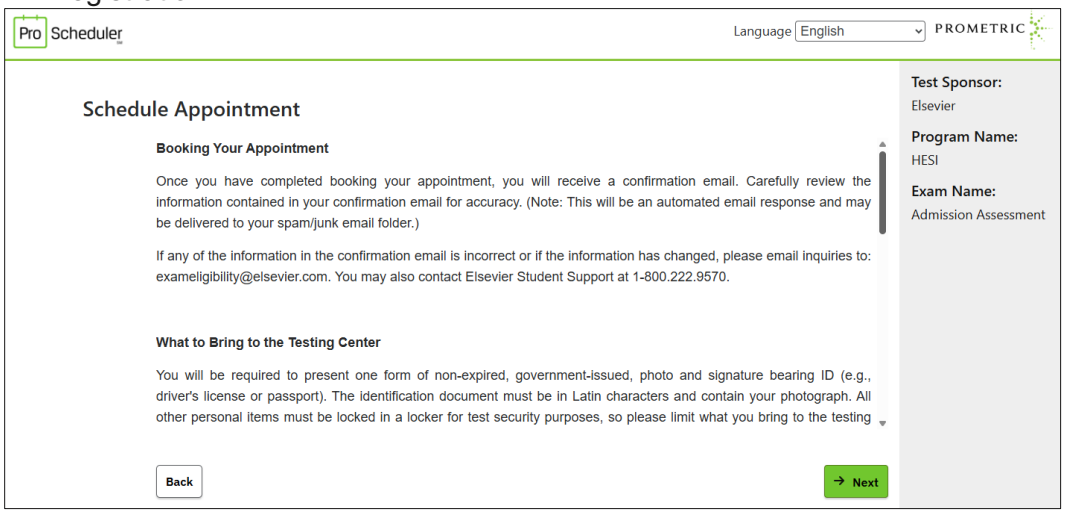
   a. Fill out the required documentation and submit the form to https://spaces.hightail.com/uplink/HESI-Secure.
   b. Once the HESI team replies that your accommodations have been processed, you may proceed with scheduling your exam with Prometric.
      Note: *This can take up to six weeks.*
   c. If you schedule your exam prior to your accommodation approval, you will not receive your accommodation. Wait until you have confirmation to finish scheduling.
   d. Once you receive confirmation of your accommodation, log back into Evolve and the HESI course. Then, you will see a "Finish Registration" link in your Registered Exams table.



5. Finally, click “Book appointment with Prometric” to schedule the exact date and time of your exam on Prometric’s ProScheduler website.



   c. Follow all steps in ProScheduler to complete appointment scheduling and finalize your registration.



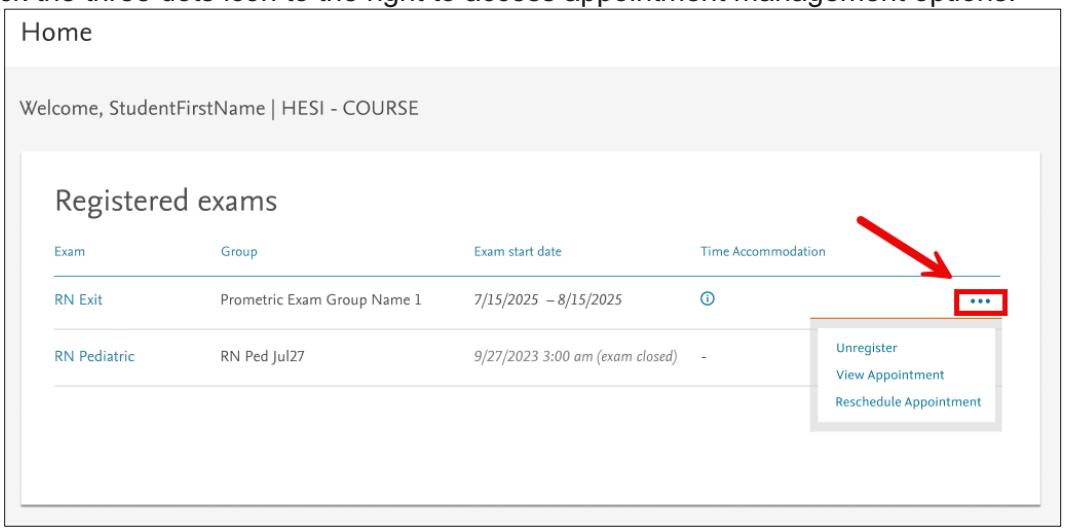
6. After you finish scheduling, note your confirmation code; this will be required for testing. You will also receive and email from Prometric with information about your appointment.

Testing Appointment Management

You will be able to manage scheduled appointments for your exams prior to testing in HESI.

After completing the scheduling process:

1. You will see the exam in your Registered Exams table with 3 dots in the right-most column.
2. Click the three dots icon to the right to access appointment management options.



Appointment management includes three options: unregister, view appointment, and reschedule appointment.

- Unregister (cancellations or refunds): This will cancel your appointment.
    - You may unregister for the exam using the “Unregister” action after clicking 3 dots.
    - If you unregister/cancel 30+ days in advance of your appointment, a refund will be automatically processed. If you unregister between 5-29 days, you will receive a partial refund minus the reschedule/cancel fee. No refunds will be offered for exams unregistered within 5 days of the scheduled appointment.
- View appointment: This will allow you to see when your appointment is scheduled and check your confirmation code.
    - You will need to provide the confirmation code at the time of your exam.
- Reschedule appointment: This will allow you to select a new date/time for your exam.
    - You must do so at least 30 calendar days prior to your appointment; otherwise, additional fees or fee forfeiture may apply.

Exam and Test Day Preparation

Prepare for Test Day

Write down your confirmation code and Evolve log in credentials. Bring this with you on test day.

Remote Testing via ProProctor

Testing Requirements

It is your responsibility to ensure the device used for the remote exam is ProProctor-supported, network speeds are maintained throughout the exam, and you are in an approved testing space.

Prior to test day, you must:

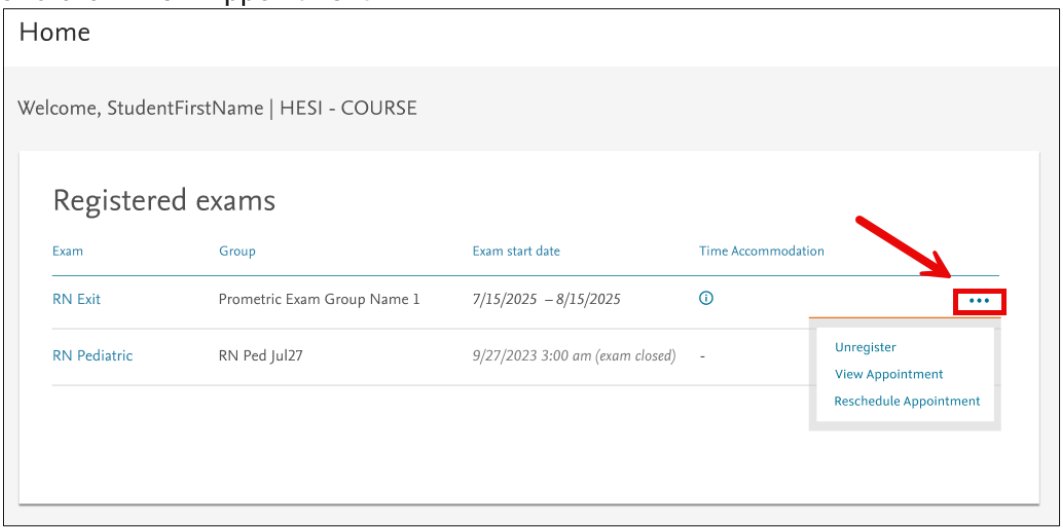
1. Complete the ProProctor system readiness check and review the ProProctor User Guide: https://rpcandidate.prometric.com/.
2. Download the ProProctor application via Chrome to ensure your device is ready for exam day.

It is very important to remember: Exams that are not completed resulting from not meeting the test taker responsibility will not qualify for a free exam or a refund.

Exam Day Readiness

To take the exam, you will first log into Evolve, then launch your HESI NG course, and click the appropriate exam to take.

1. Launch the exam by going to https://rpcandidate.prometric.com/.
2. Enter your confirmation number and last name to find the exam.
3. If you forgot your confirmation number, click on the 3 dots in your Registered Exams section and click “View Appointment.”



Prior to launching the exam, you must:

- Complete a second ProProctor system readiness check just before your appointment.
- Disable VPNs.
- Add exceptions for firewalls and anti-virus software.
- Close all background applications.
- Not use a dual monitor.
- Have a working camera and be able to lift your webcam/laptop to complete the full room scan.
- Have a working microphone and speakers connected to your device.
- Ensure that the volume is loud enough prior to launching the exam. The volume CANNOT be adjusted in the ProProctor App.

- Use only wired headphones (cannot be in-ear/earbuds) with approval from your test sponsor prior to scheduling the exam.
- Ensure the testing room is in a non-public space with covered windows and a closed door. No people or pets are permitted in the room while you are testing.

Testing in Person via Prometric Test Centers

Exam Day Readiness

To ensure admission into the test center, it is critical to note the following items:

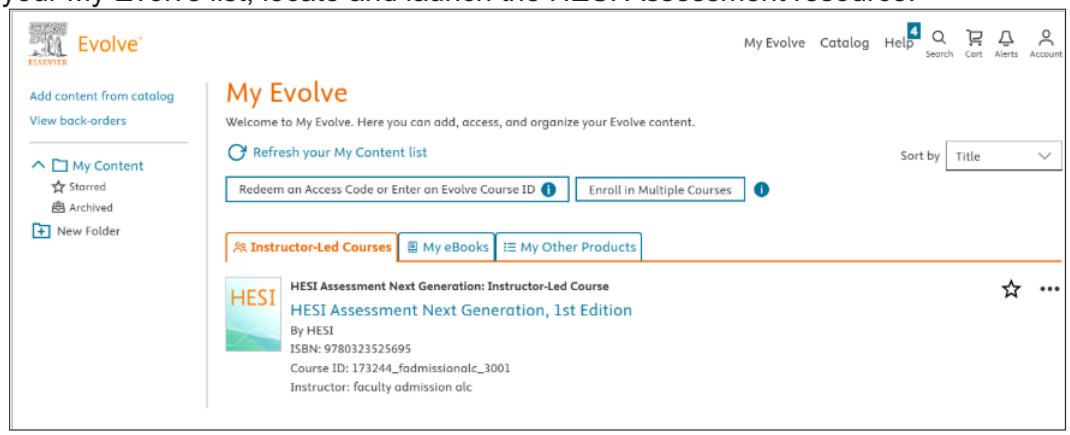
- The first and last name that you provided during the registration process on Evolve must match your non-expired government-issued photo ID with signature (ex: driver's license, passport).
- You will not be admitted your ID is expired or there is a discrepancy in your first or last name, photo, or signature on the ID.
- If you are not admitted due to an invalid/discrepant ID, you will forfeit your appointment and associated fees.
- Temporary IDs may be rejected and admission into the exam is at the sole discretion of the Prometric Testing Center Staff.

Note: *If you update your name on your Evolve profile after scheduling your exam, you will also need to notify HESI Customer Support by emailing the changes to hesi_distancetesting@elsevier.com prior to scheduling your testing appointment. Failure to do so could result in forfeiture of your testing appointment and associated fees.*

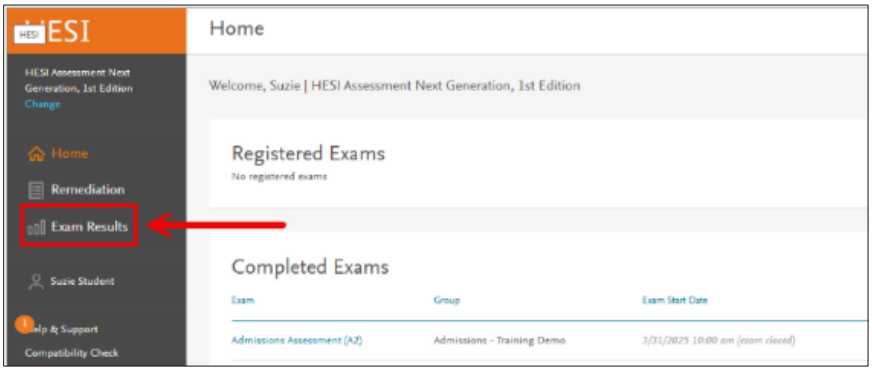
Exam Results

Accessing Results and Remediation

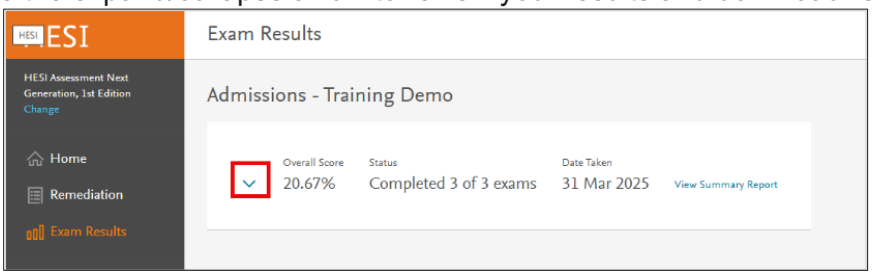
1. Log into your Evolve account: https://evolve.elsevier.com/
2. In your My Evolve list, locate and launch the HESI Assessment resource.

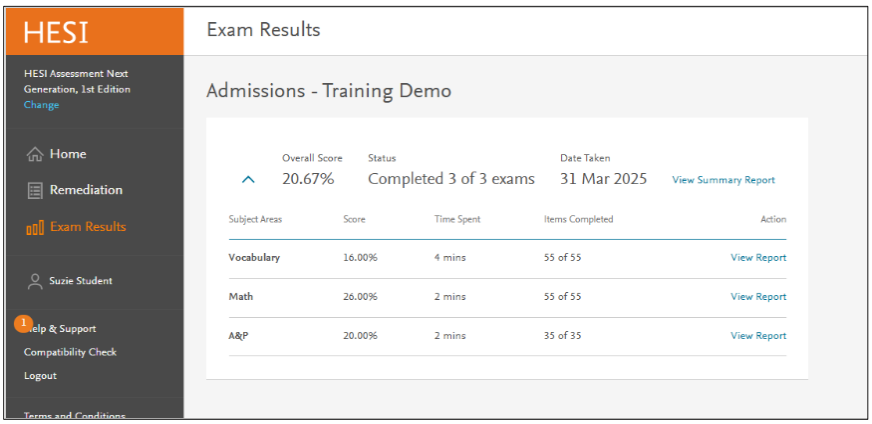


3. To access results:
   a. Click on the Exam Results tab.

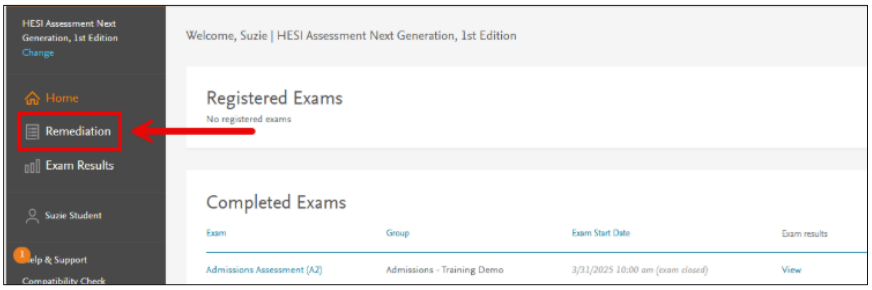


   b. Use the expand/collapse arrow to review your results and download reports.

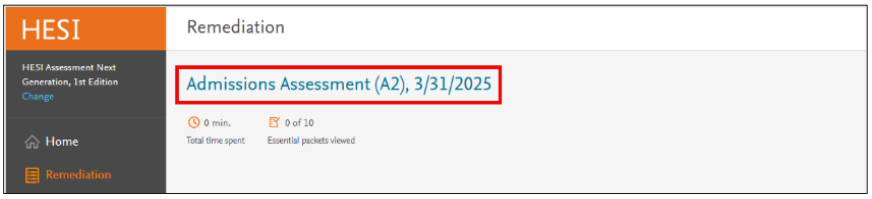




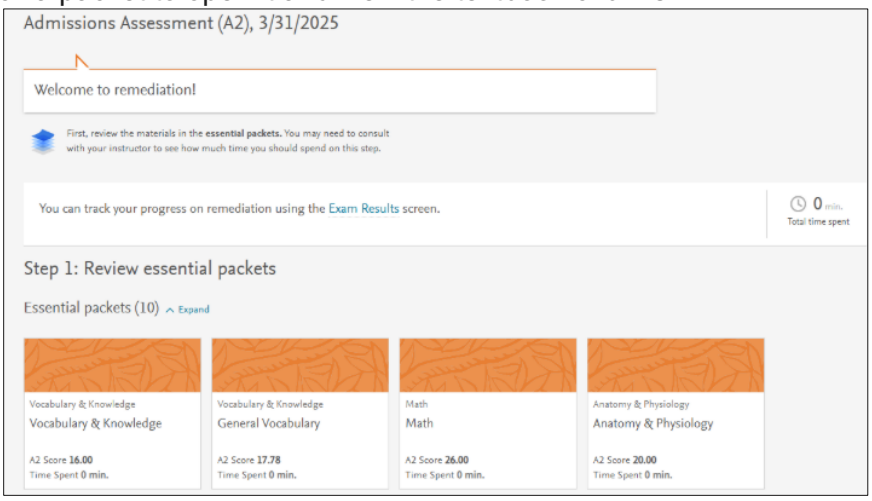
4. To access remediation:
    a. Click the Remediation tab.



    b. Click on the exam you want to see remediation for, then open a packet to view the textbook chunks.



    c. Click a packet to open it and view the textbook chunks.



Accessing Transcripts

If you would like to request your HESI transcripts, visit the Evolve homepage or HESI Student Access FAQ for instructions.

To access via Evolve:

1. Navigate to the Evolve homepage.
2. Log into your account.
3. Click the “HESI Transcripts” link in the HESI Secured Exams section in the lower-right section of the page.

