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**Exam Readiness Guide: Follow these steps to have a smooth start process.**

1. Have your desk clear before connecting with your proctor.



1. Reboot your computer. ProctorU recommends 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.
2. Test your equipment. Make sure your computer meets the [minimum requirements](https://www.proctoru.com/portal/elsevier-hesi#technical) outlined on this page. We strongly recommend you [test your equipment](https://go.proctoru.com/students/system-metrics/new) 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.
3. 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.
4. Have your testing environment ready to go.
	1. You will need to be in a well-lit, private and quiet area that is free from interruption.
	2. ProctorU will ask to see the whole room that you are testing in.
	3. 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.
	4. Before connecting to your exam session, make sure you are the only one in the room.
	5. There should not be anything under your desk. Any books or bags that are under your desk will need to be removed.
5. Have your ID ready before you connect with ProctorU (Driver’s License and Student ID).
6. 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.
7. 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.
8. Use the restroom. You will have access to bathroom breaks, however, it is recommended that you use the restroom before you connect with ProctorU so you are comfortable throughout your exam.

**Other Requirements:**

1. A functioning computer.
2. A functioning microphone & web camera (sometimes web cameras have built-in microphones).
3. One of the following compatible web browsers: Google Chrome (preferred) or Mozilla Firefox.
4. The ProctorU Extension: see downloadable extensions here (https://www.proctoru.com/portal/elsevier-hesi).

**General ProctorU support available 24/7:**



**School of Nursing contact information:** nursing@unco.edu or emily.perkins@unco.edu