



THREE RIVERS COLLEGE

Hi perspective RN student,

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 PROCTURU ACCOUNT AND REGISTER FOR YOUR TEST SESSION AS SOON AS YOU RECEIVE THIS NOTIFICATION!

STUDENTS WHO HAVE USED PROCTORU 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:

HESI A2 RN Entrance Exam 1st attempt
HESI A2 RN Entrance Exam 2nd attempt

STUDENTS WHO HAVE NOT USED PROCTORU 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** 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 exam:** 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.

Please start checking compatibility of your device now rather than later by completing all of the steps below. All steps below must be completed and successful prior to testing day.

1. **Mac Catalina update** - If you are on 10.15.2 or 10.15.3, you need to update to 10.15.4. If you have not updated, please stay on 10.15.1.
2. Please run the HESI compatibility checker AND HESI mock exam. Please also install the HESI Secure Browser listed in the HESI mock exam
<https://hesi.elsevier.com/systemChecker/index.html>



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3. Download the ProctorU extension <https://www.proctoru.com/portal/elsevier-hesi>
4. Run the ProctorU compatibility checker <https://www.proctoru.com/portal/elsevier-hesi>
5. Hardwire internet connection into the device before testing to improve performance.
6. Use their evolve USERNAME not their email address when logging into HESI to take their exam.

ALL STUDENTS: Once you have set up your ProctorU account and have registered for your HESI Exam Session, please email your registration confirmation to dpatterson@trcc.edu.

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 and asked to show a Government issued ID to authenticate your identity. 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 10-25 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.

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 exam!

Thanks,

Diane Patterson

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