HESI Remote Proctoring Guide

For Record+ Exams

It's time to prepare for your upcoming HESI Specialty or A2 Exam!

Your exam will be proctored remotely through Meazure Learning's ProctorU Platform, using their Record+ service. Use this guide to familiarize yourself with the rules and processes of remote proctoring.

What's Inside the Guide

Helpful Quick Links

HESI Test-Taker Portal
Visit your ProctorU Portal to review our exam readiness guide.

Access the Portal

ProctorU Experience Video
Watch this video to see what to expect during your exam.

Watch the Video

Get Support
ProctorU support is available 24/7 through via live chat.

Chat with Support

What is Record+?

Record+ is a remote proctoring service line through the ProctorU Platform. Remote proctoring allows you to take your exam on your schedule with the equipment you're comfortable with.

During your exam, you will go through an automated step-by-step session launch process to verify your identity, review exam rules, and ensure your physical and virtual environment is approved for testing. This guide will give you a complete overview of everything you can expect on exam day.

Technical & Equipment Requirements for Record+ Remote Proctoring

You will need to **download the Guardian Secure Browser** in order to take a Record+ exam. You will also need a Windows or Mac computer, high-speed internet, and a webcam (internal or external).

Please review **this list of all equipment requirements** as outlined in the ProctorU Support site.

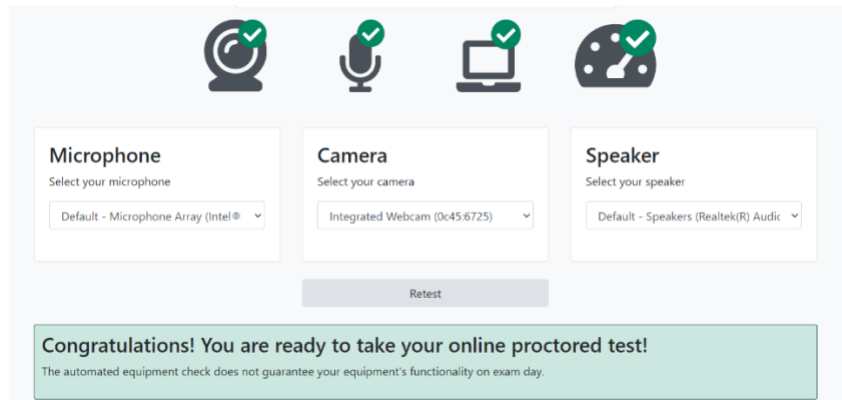If you are a MAC user, **please read this notice**.

Equipment Best Practices:

1. We strongly recommend that you **test your equipment through ProctorU** and through HESI Evolve prior to your scheduled session time.
2. It is best to test your equipment 1-2 days prior to your proctoring session to ensure you meet the technical requirements.
3. Make sure you test the exact equipment you will use on test day from a similar environment that you will be testing in (time of day, location, bandwidth usage, etc.)
4. While you're logged in to your ProctorU account, you can reach out to our support technicians by clicking the **Live Chat icon** in the bottom right side of your screen:
5. Reboot your computer before testing your equipment AND before starting your session on exam day.
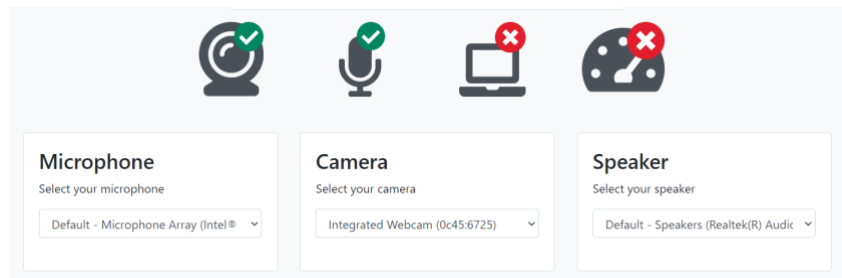
6. Ensure that others who are on your network are not streaming videos or using excessive bandwidth when you are attempting to test.

How to Read Equipment Test Results:

If your equipment test is successful, you should see a screen like this:

If any part of your equipment check fails, it will display as yellow or red as seen below. Please take the time to contact a technician before exam day to troubleshoot those issues. You can connect with a technician 24/7 by clicking the **Live Chat icon** referenced in Equipment Best Practice #4 earlier in the document.

HESI Exam Rules

Please review and adhere to the following rules on exam day. Additionally, you can review **this list of permitted activities during an exam**.

1. **Clean Desk Policy**
   All desks must be completely cleared off and free from any books, notes, drinks, snacks, etc.
2. **Valid Government-Issued Photo ID**
   All test-takers, regardless of exam type and service line, will be required to present a valid government-issued photo ID at the time of their exam.
3. **Online Calculator Only**
   No graphing, scientific, or other handheld calculators are allowed during the exam. The HESI platform has a built-in calculator that can be used.

4. **White Boards Only**
   Scratch paper is no longer allowed. Students must use a whiteboard or 1 sheet of paper inside a transparency sleeve with a dry-erase marker that is to be erased at the end of the exam prior to disconnecting from the ProctorU Platform.
5. **No Headphones, Head Coverings, or Wearables**
   No headphones, earplugs, or earbuds are allowed. You will also be asked to remove watches, hats, hoodies, sunglasses, etc. Note that religious head coverings are permitted. Other items may be allowed if you have an approved accommodation request that is listed on your test-taker profile prior to the scheduled appointment.
6. **Test From a Permitted Location on a Hard Surface**
   You may not test from a bed, couch, or on the floor. Please take a moment to review **this list of unpermitted testing locations**.
7. **Be Alone**
   You may not have anyone else in the room during your exam.
8. **Use Only One Monitor**
   Unplug and remove or cover additional display monitors.
9. **Don't Speak During the Exam**
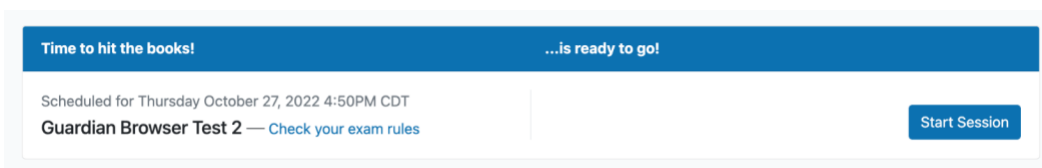   Unless you are taking an oral exam, speaking aloud will not be permitted without a pre-approved accommodation.
10. **Close All Unpermitted Applications**
    You may only use the Guardian Browser and the Proctor Chat Applet during the exam.
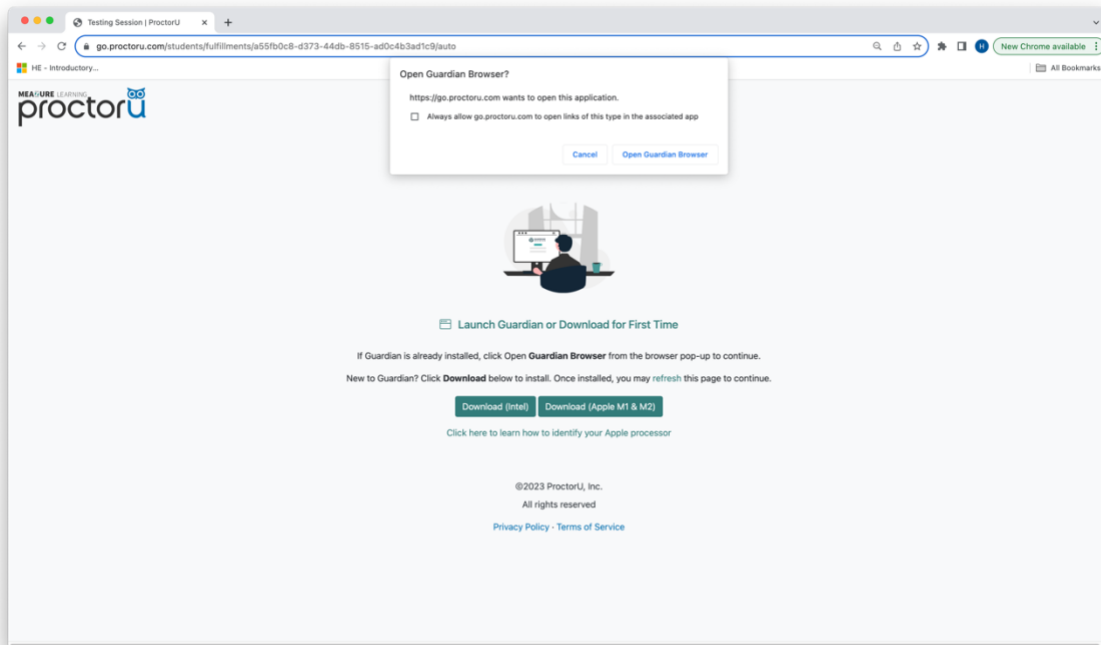
What to Expect on Exam Day

You will follow the steps outlined below. As a reminder, please **watch this Record+ experience video** to familiarize yourself with what to expect during a ProctorU session.

1. **Log in** to your ProctorU account.
2. If you scheduled your exam ahead of time, you should see a countdown timer next to your scheduled exam. Once the countdown timer hits 00:00:00, you will then see a "Start Session" button (pictured below). To begin your session, click the "Start Session" button.
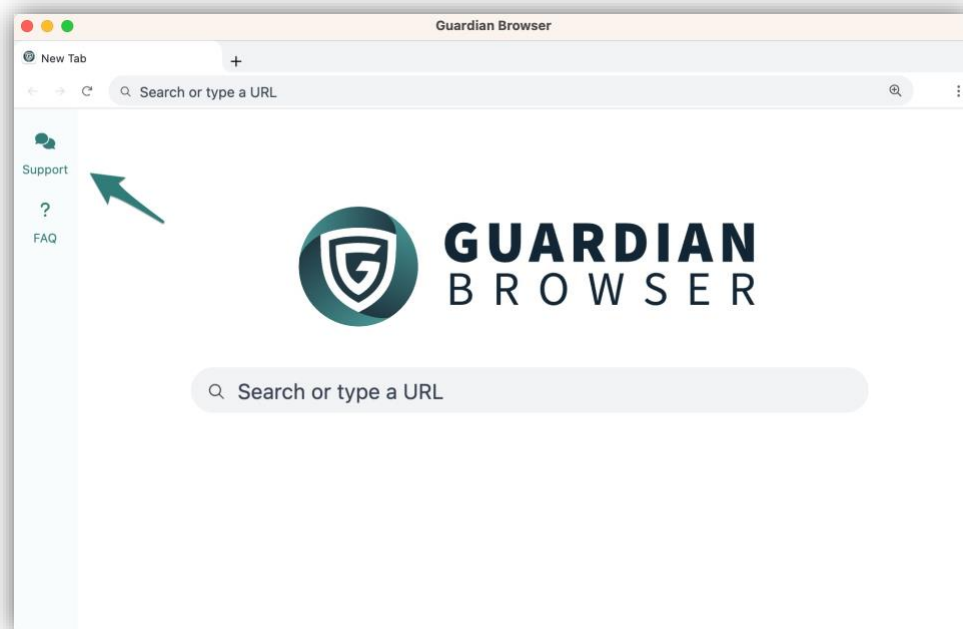

Time to hit the books!	...is ready to go!	
Scheduled for Thursday October 27, 2022 4:50PM CDT Guardian Browser Test 2 — Check your exam rules		Start Session

3. If you downloaded the **Guardian Browser** prior to your exam, you will be prompted to open the browser at this time. If you did not download the browser beforehand, the redirected page will have links to download the browser as pictured on the following page.
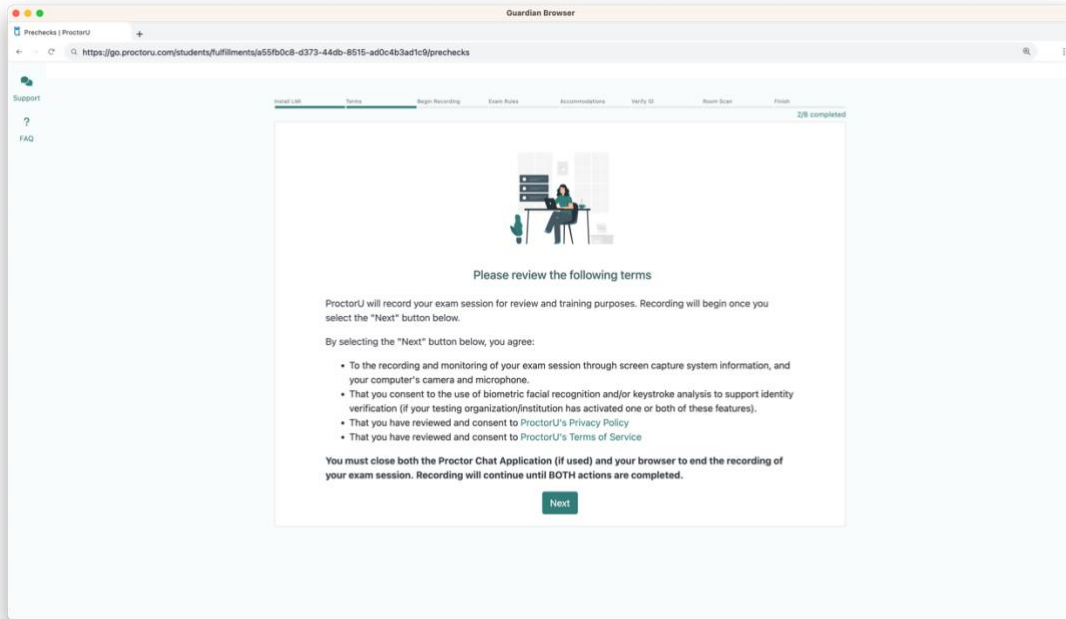   **NOTE: You must download and open the Guardian Browser to continue with your exam.**
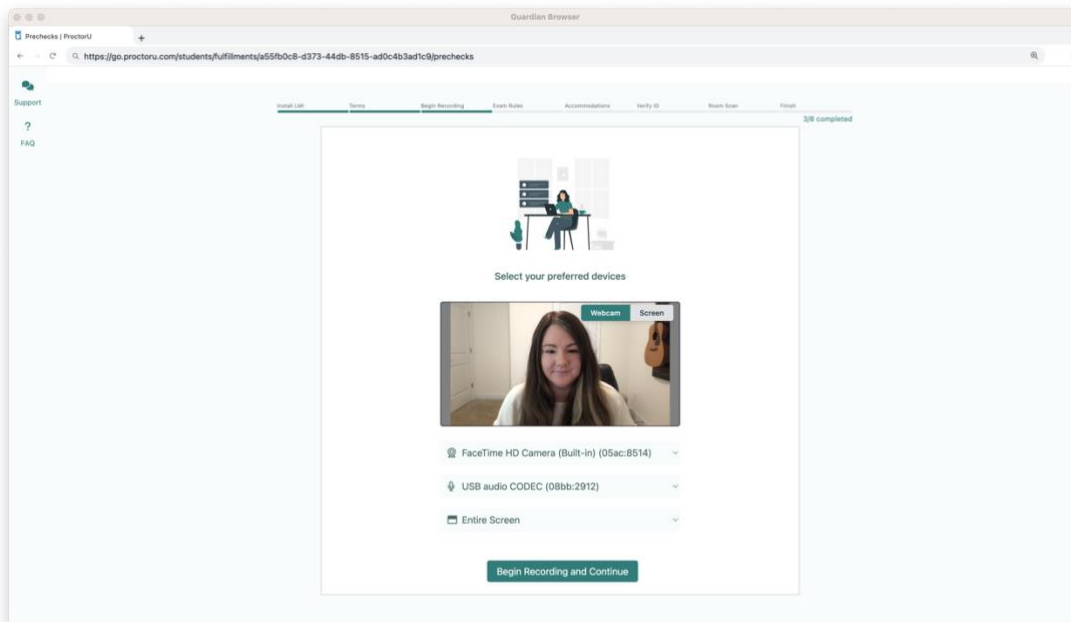
TIP: Once the Guardian Browser is open, you can access our 24/7 live chat by clicking the chat icon on the left sidebar of the browser. You will have access to this chat throughout the entire process.
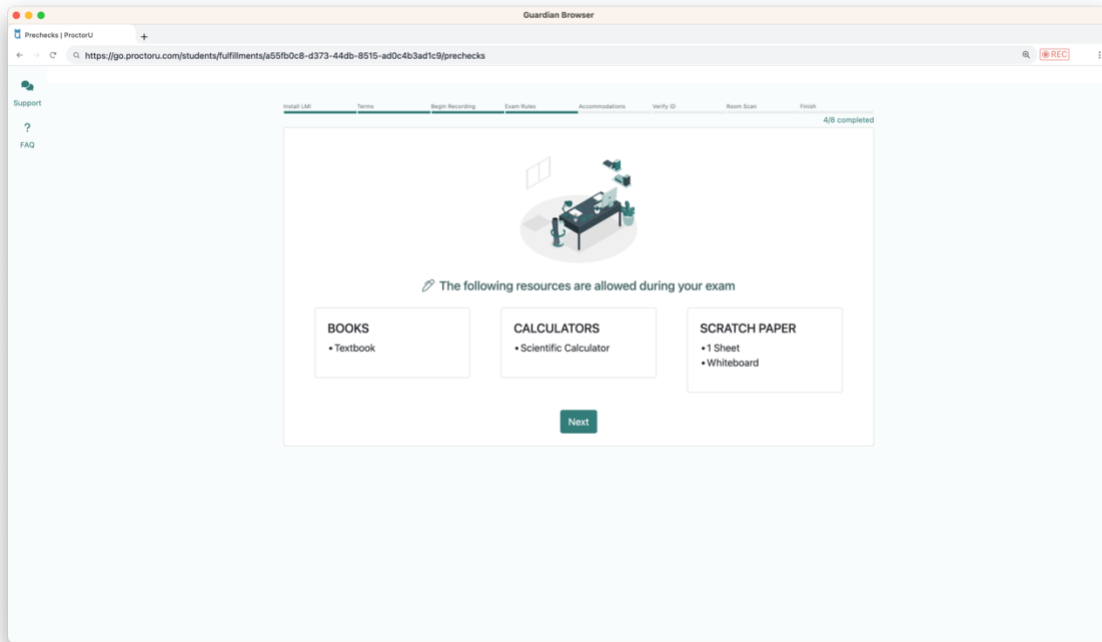
4. After opening the Guardian Browser, you will continue through exam pre-checks:
- First, you will need to review and agree to the terms of the exam. Please review the terms and then click **Next**.
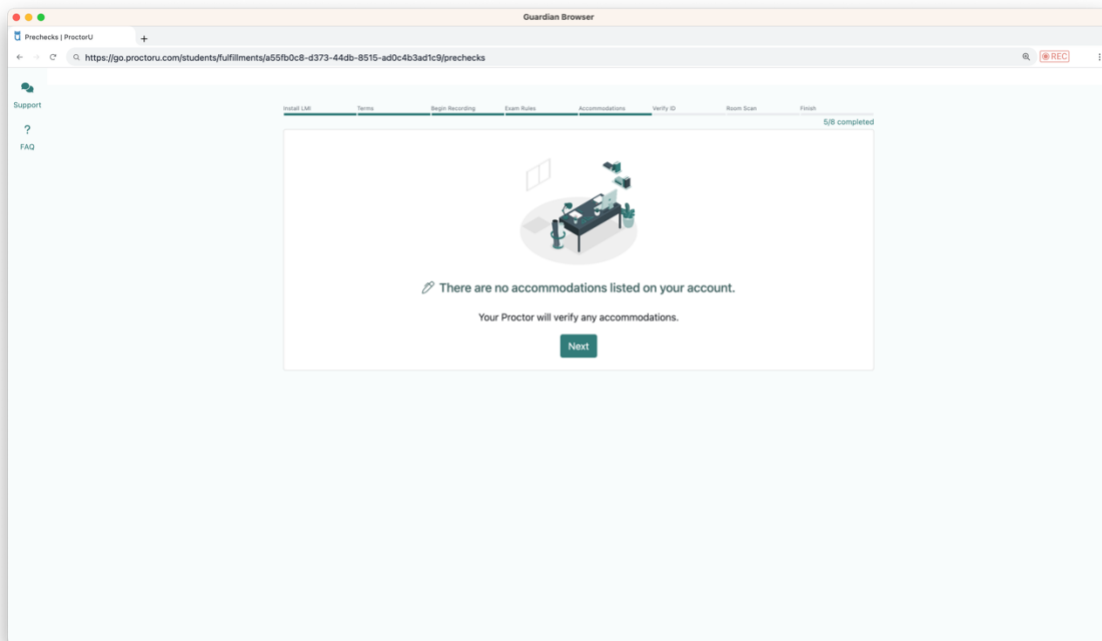

5. Next, you will allow your camera, microphone, and screensharing. You will be able to select which device you would like to use for the exam on this page as well. After selecting which devices you would like to use, you will click **Begin Recording and Continue**.
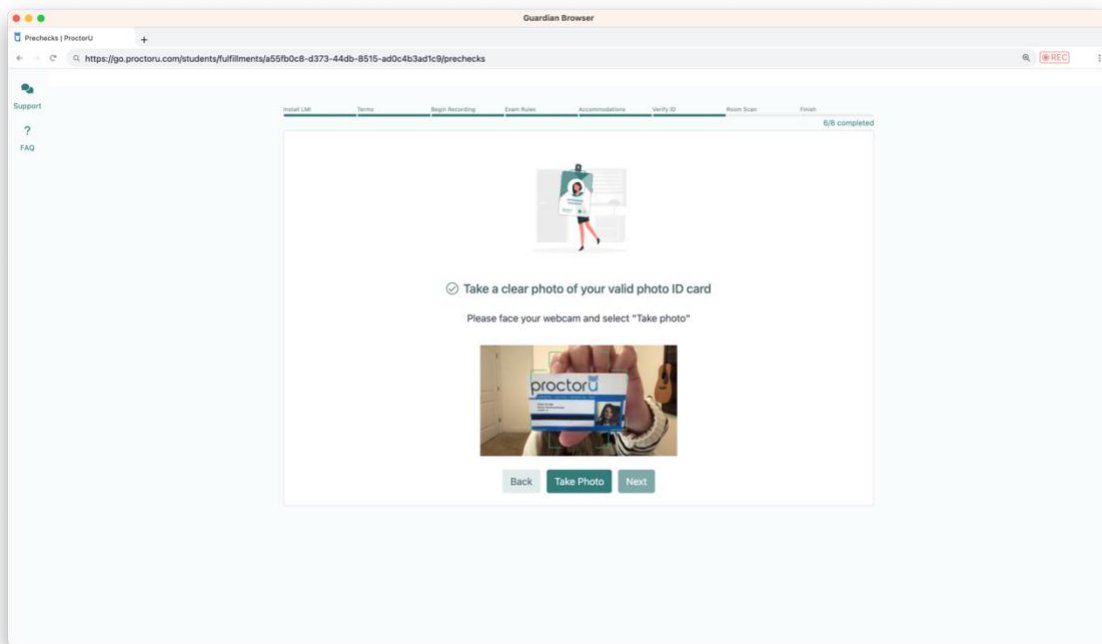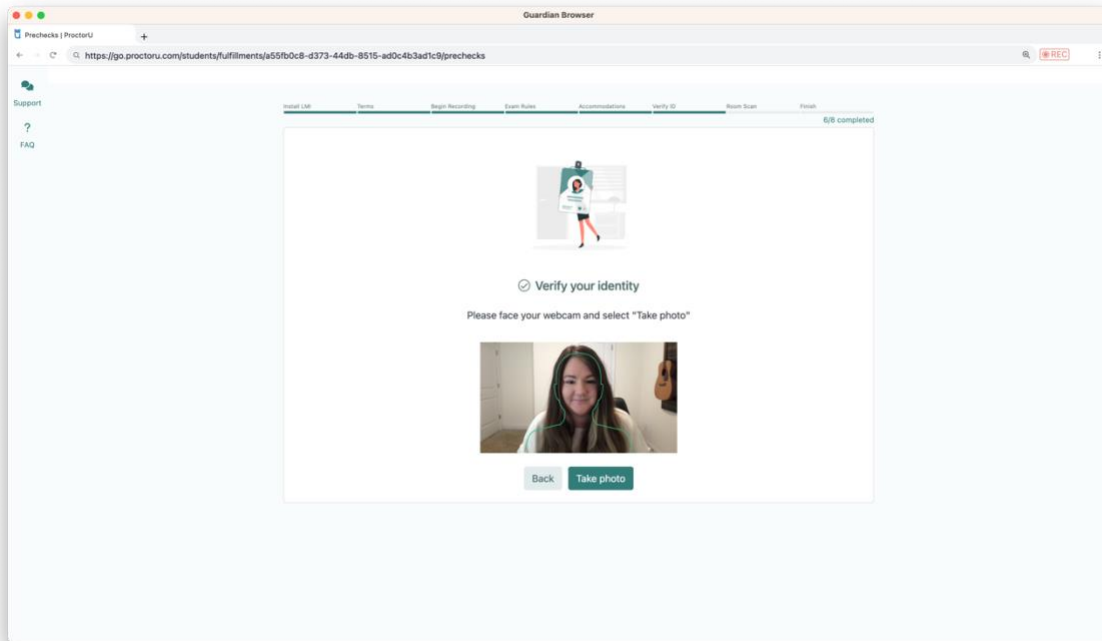
6. After you begin recording, you will see a series of pages that list the resources you are allowed during your exam. Please review these carefully.

7. If you have any accommodations listed for your exam, they will appear on the following page.
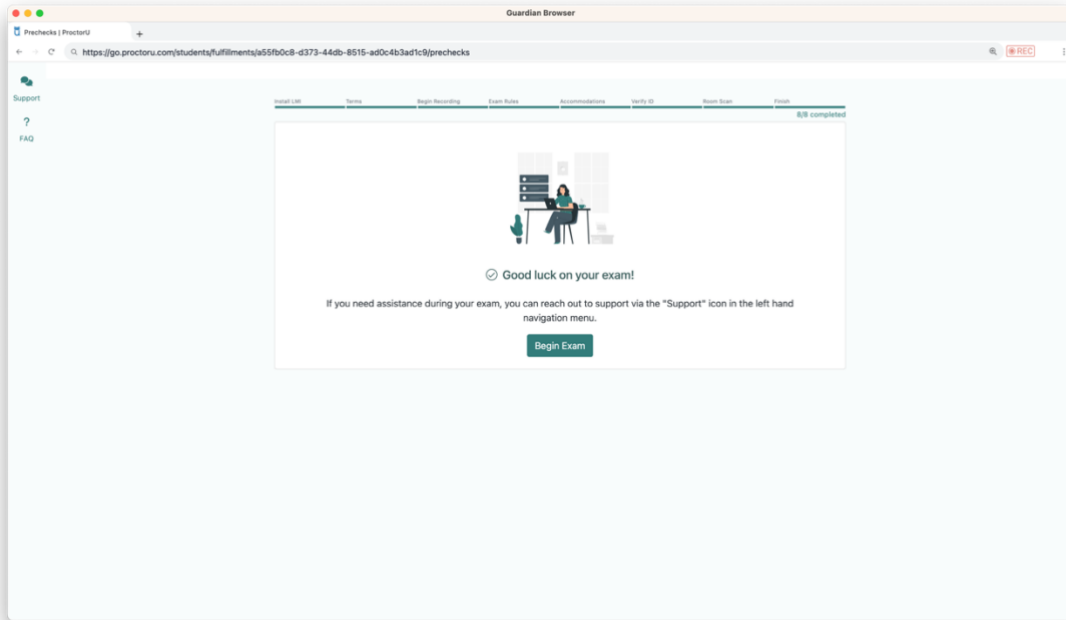
8. Finally, you will need to verify your identity by taking a picture of your face and holding up your government-issued photo ID to take a picture as well.
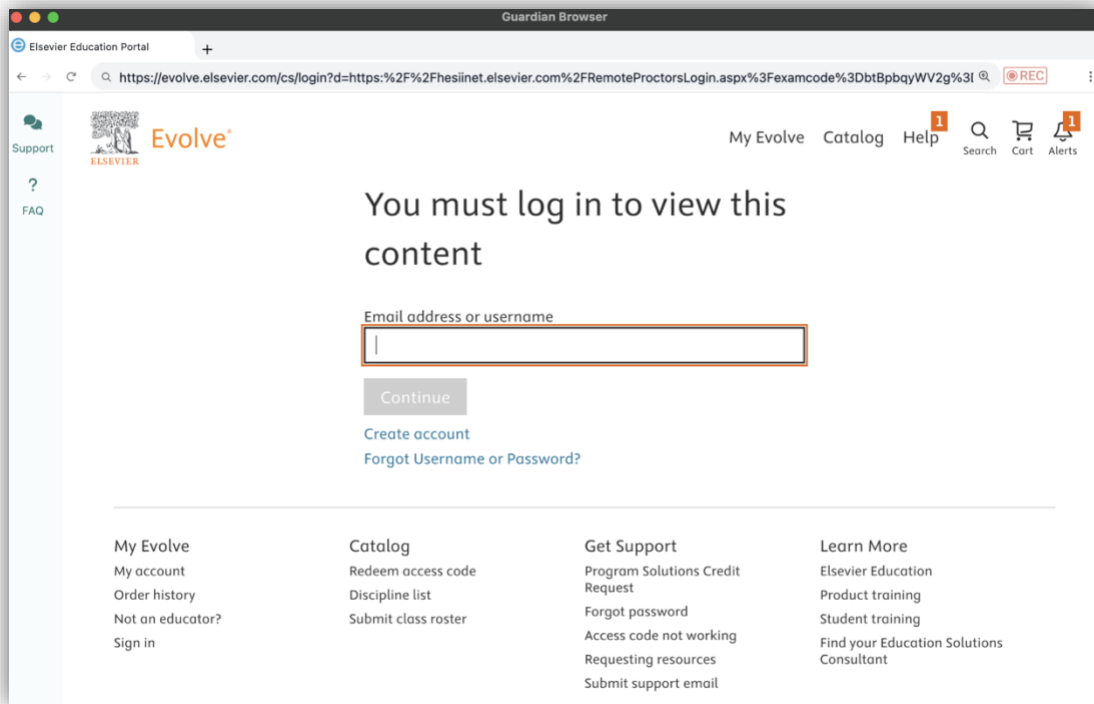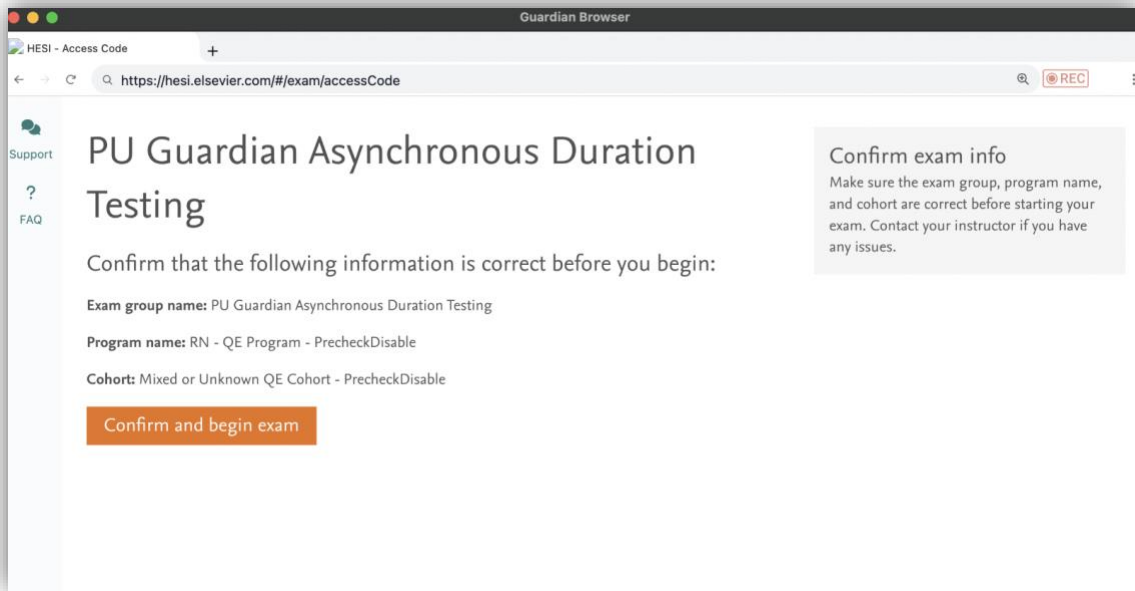
MEA**Z**URE LEARNING

9. Once you complete the pre-checks, click Begin Exam and you will be redirected to your exam website.
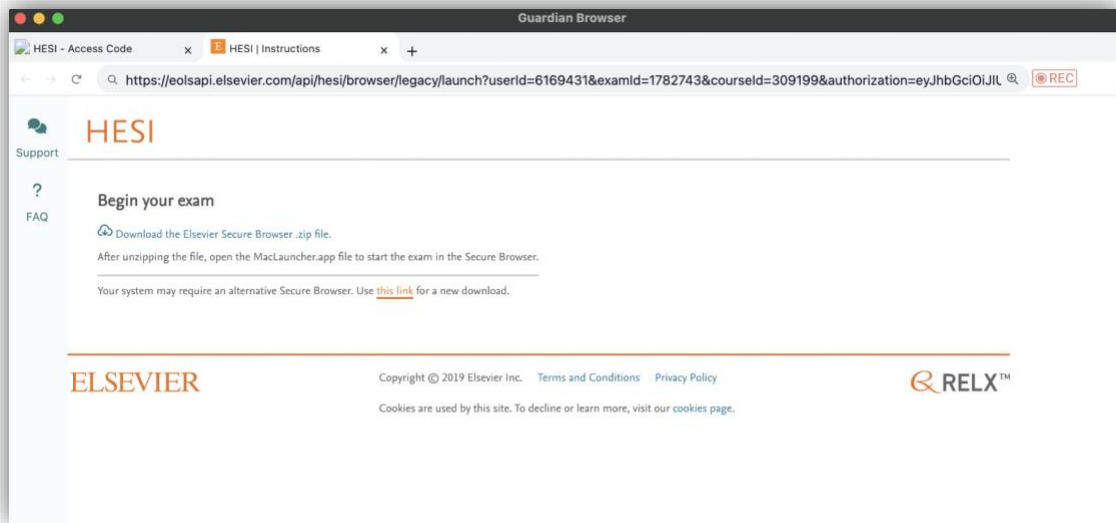

10. Once on the Evolve login page, you will input your username and password. **Please note: your Evolve username is not an email address.**
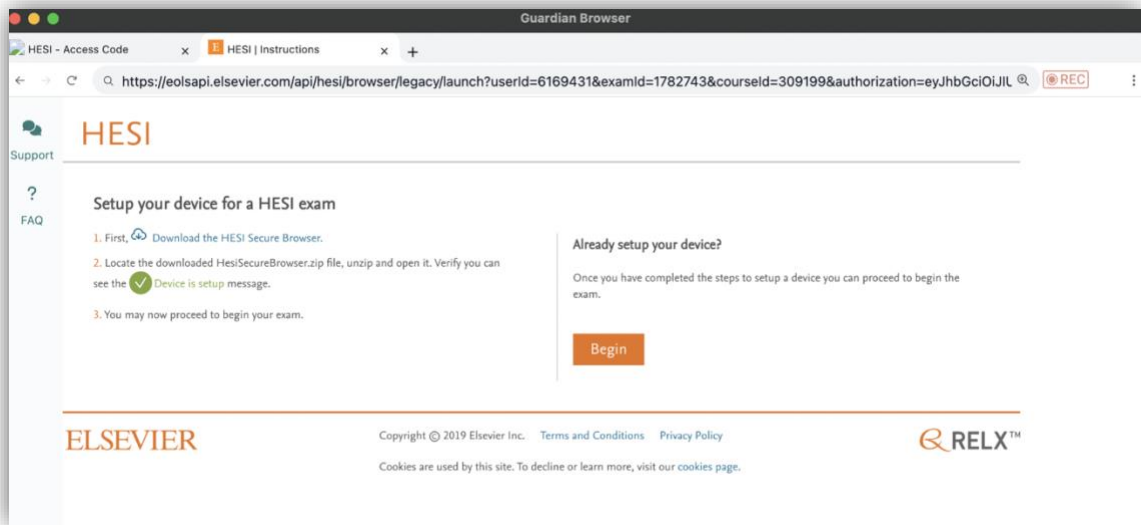
11. Once in your Evolve account, your access code will be injected automatically. Click **Confirm and Begin Exam**.

12. Finally, you will be prompted to download the Elsevier Secure Browser before beginning the exam.
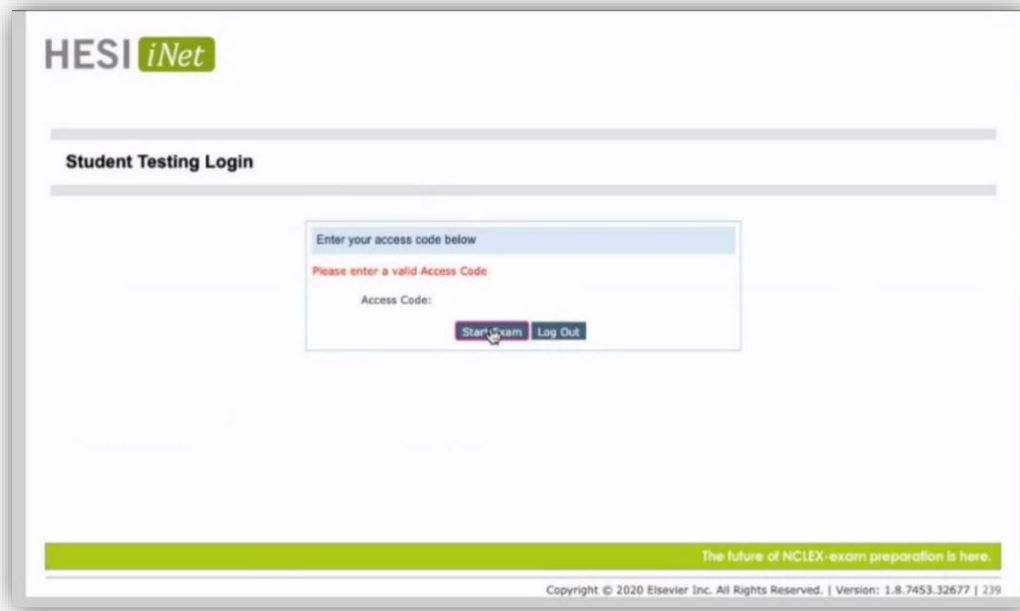
13. Once you download the Elsevier Secure browser, click Begin and follow the on-screen instructions to launch the browser and start your exam.

Support and Troubleshooting Common Issues

Invalid Access Code Error Message:

If you see the below screen with this error message: open the 24/7 live chat available on the left sidebar of the Guardian Browser and type 'live representative'. Once you connect with a live support representative, let them know your access code is not injecting. The support representative will assist you with taking your exam.

Reconnection:

If you are disconnected from your exam, just return to your original browser and refresh the page (if still applicable) or return to "go.proctoru.com" to reconnect to your exam.

From all of us at HESI and the ProctorU Support team, GOOD LUCK!