

HESI Remote Proctoring Guide

For Live+ & Review+ Exams

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

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

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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 are Live+ and Review+?

Live+ and Review+ are remote proctoring service lines 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 connect with a live proctor who will complete an exam security check and launch you into the exam. If your exam is using Live+, the proctor will stay with you throughout the exam. If your exam is using Review+, the proctor will leave the session after successfully launching your exam. This guide will give you a complete overview of everything you can expect on exam day for both service lines.

If any technical issues arise during the launch, the proctor will connect with you a technician trained to troubleshoot common issues. If you need assistance during your exam, your proctor can help you or connect you with someone who can.

Technical & Equipment Requirements for Live+ & Review+ Remote Proctoring


You will need to [download the Guardian Secure Browser](#) in order to take a Live+ or Review+ exam. You will also need a Windows or Mac computer, high-speed internet, a webcam (internal or external), and a microphone. You will also be required to download a Proctor Chat Applet during the launch of your exam.

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](#).

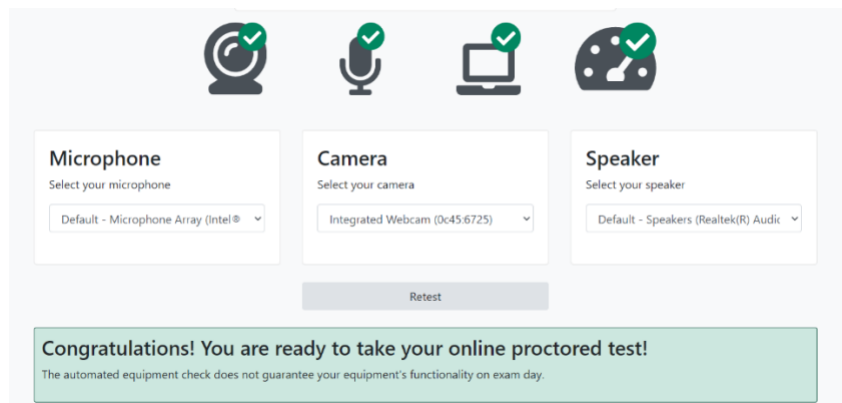
Equipment Best Practices:

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.

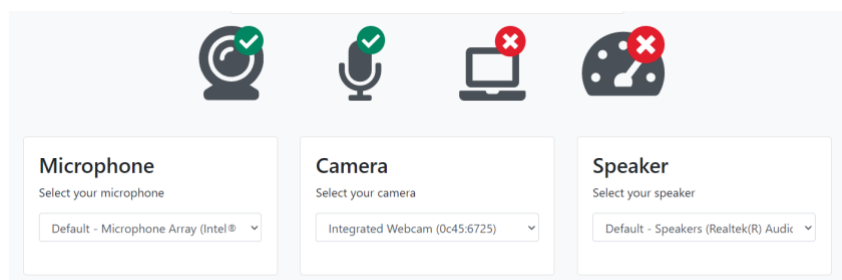
3. Make sure you test the exact equipment you will use on test day from a similar environment that you will be testing in (time of day, location, bandwidth usage, etc.).
4. While you're logged in to your ProctorU account, you can reach out to our support technicians by clicking the **Live Chat icon** 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. We will make exceptions if you need to ask your proctor a technical or procedural question during your exam.

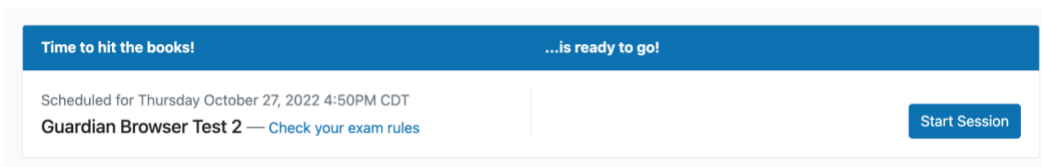
10. Close All Unpermitted Applications

You may only use the Guardian Browser and the Proctor Chat Applet during the exam.

What to Expect on Exam Day

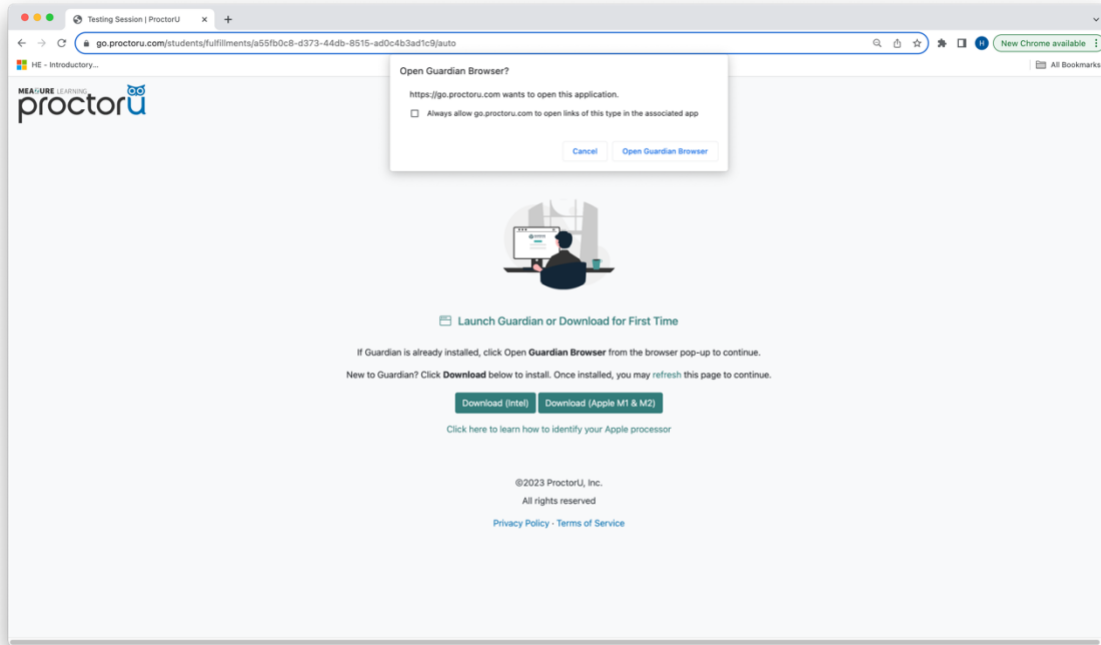
You will follow the steps outlined below. As a reminder, please [watch this Live+ / Review+ experience video](#) to familiarize yourself with what to expect during a ProctorU session.

1. [Log in](#) to your ProctorU account.
2. 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.

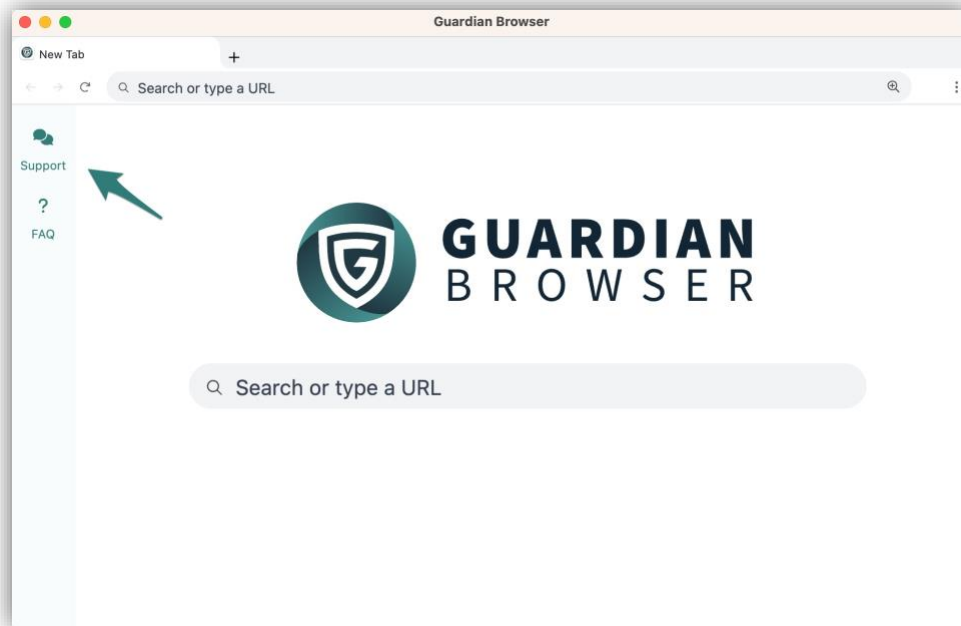


3. If you downloaded the [Guardian Browser](#) prior to your exam, you will be prompted to open the browser at this time. If you did not download the browser beforehand, the redirected page will have links to download the browser as pictured below.

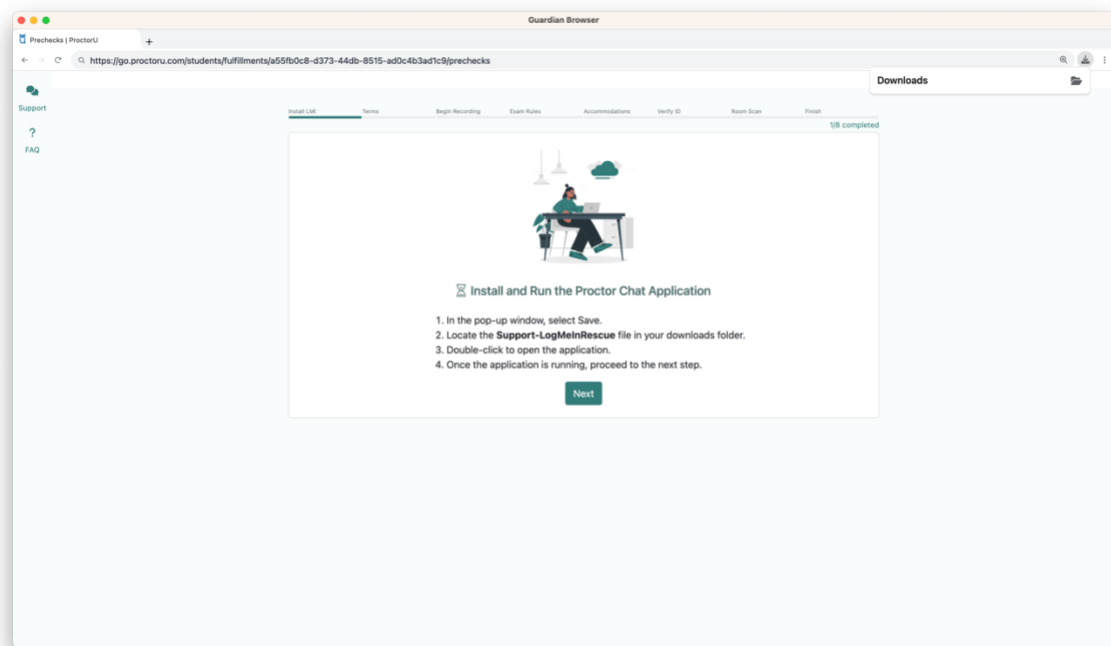
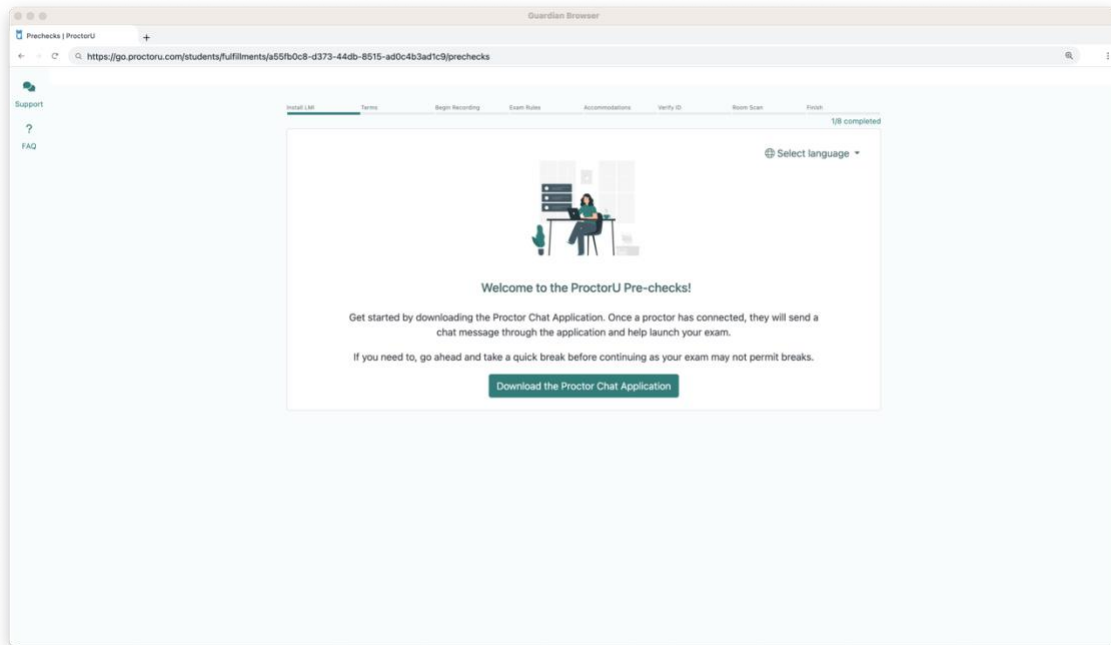
NOTE: You must download and open the Guardian Browser to continue with your exam.



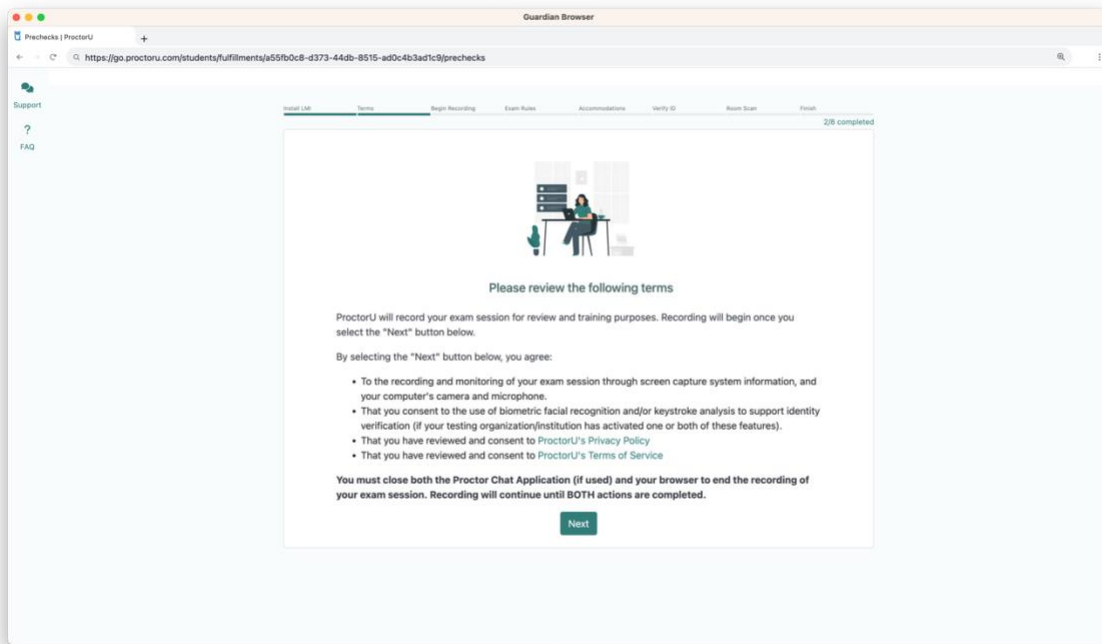
TIP: Once the Guardian Browser is open, you can access our 24/7 live chat by clicking the chat icon on the left sidebar of the browser. You will have access to this chat throughout the entire process.



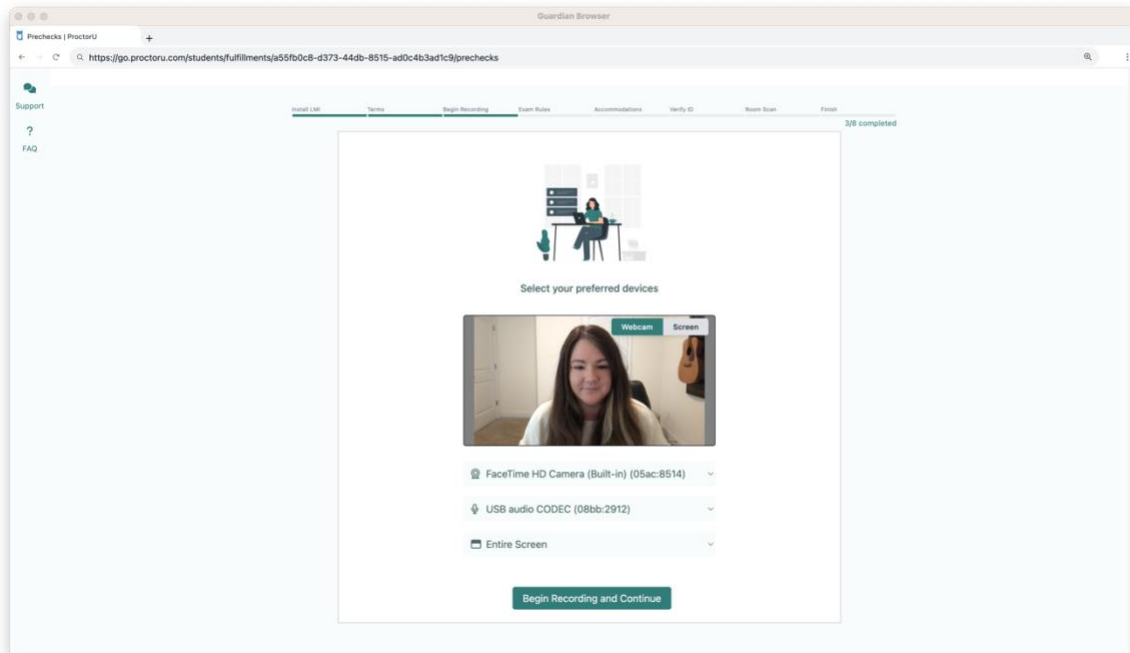
4. After opening the Guardian Browser, you will continue through exam pre-checks:
- First, you will need to download the Proctor Chat Application as seen below. This will allow you to connect to a live proctor who will help launch your exam.
 - Click **Download Proctor Chat Application**
 - Save the file to your computer
 - Double-click to open the application
 - Once you have the application running, click **Next**



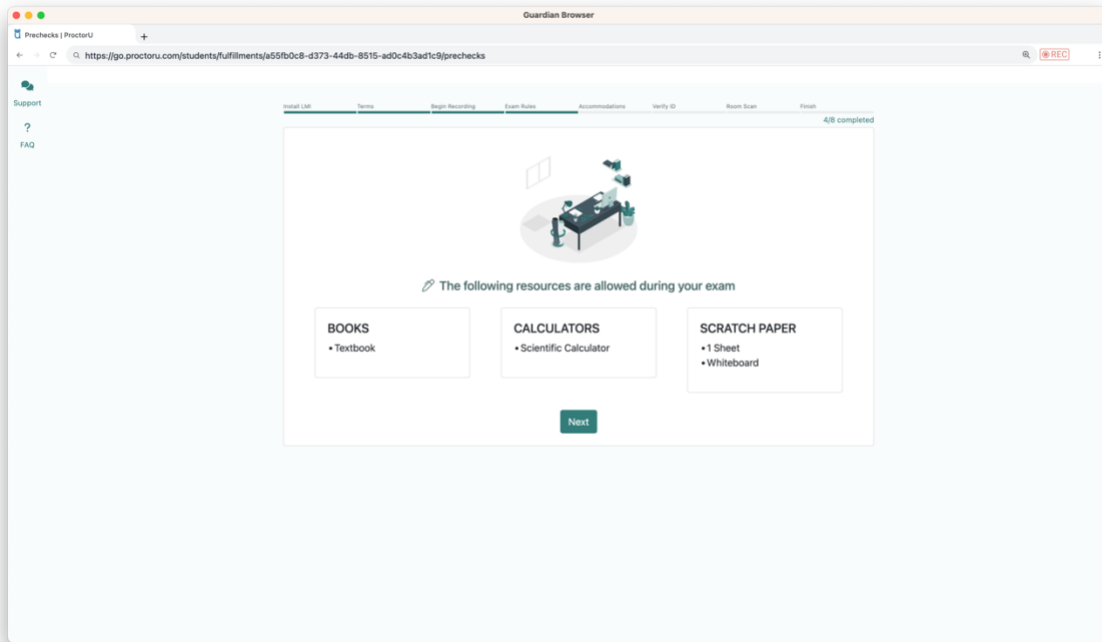
5. After downloading the Proctor Chat Application, you will be directed to review and agree to the terms of the exam. Please review the terms and then click **Next**.



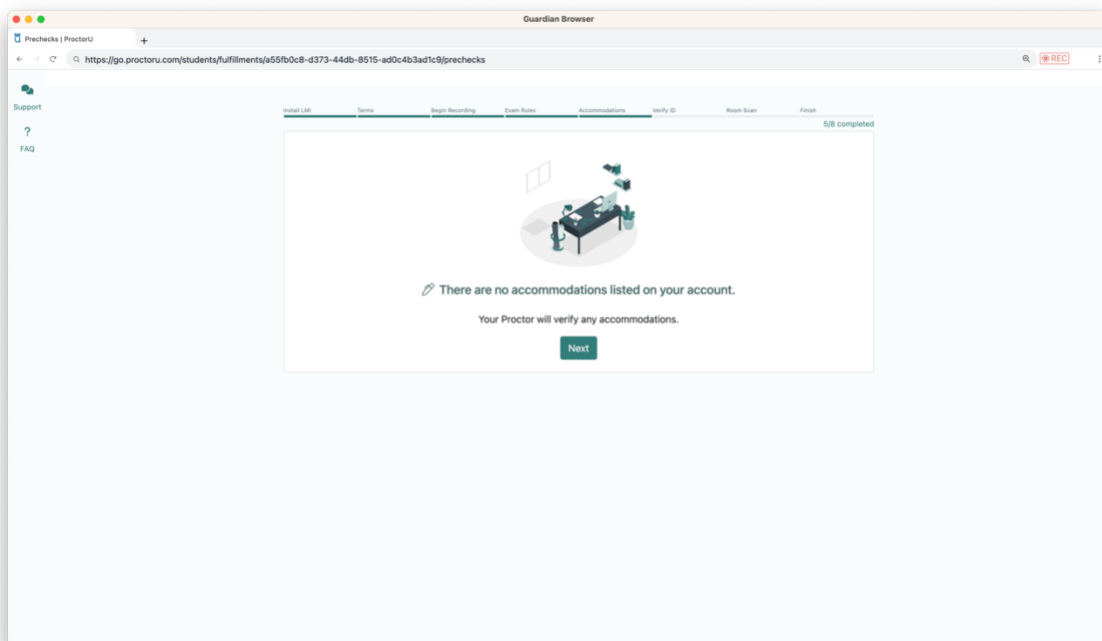
6. Next, you will allow your camera, microphone, and screensharing. You will be able to select which device you would like to use for the exam on this page as well. After selecting which devices you would like to use, you will click **Begin Recording and Continue**.



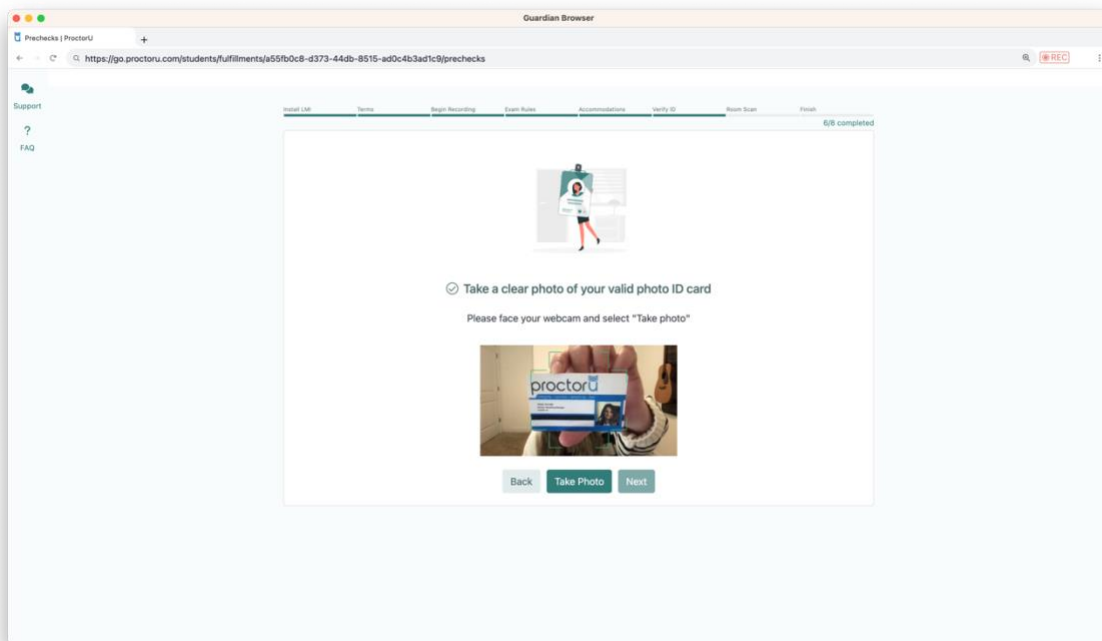
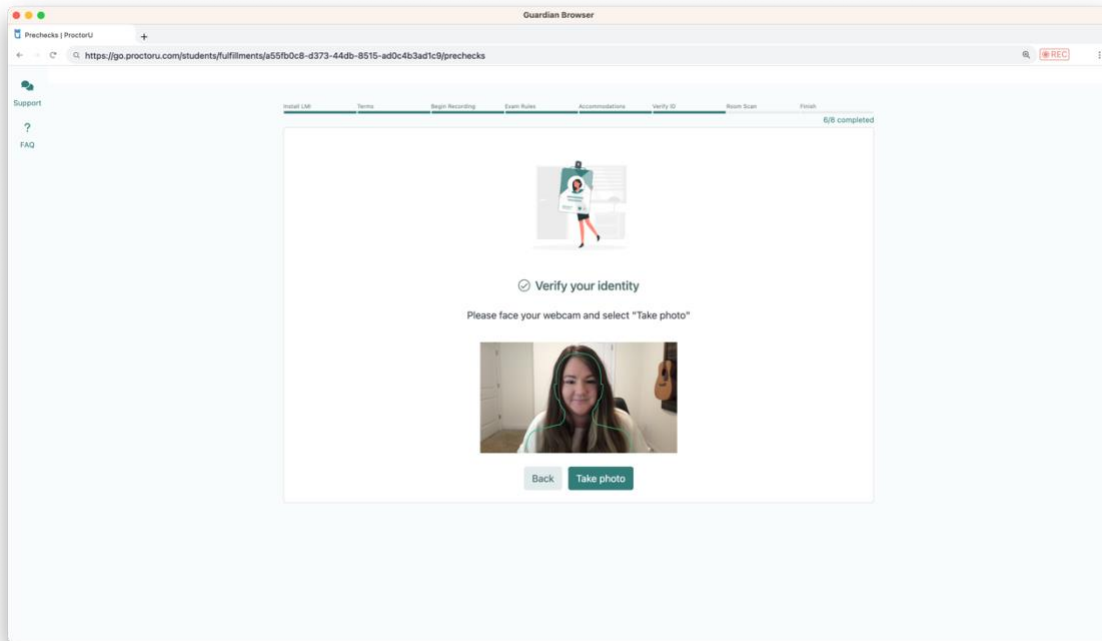
7. After you begin recording, you will see a series of pages that list the resources you are allowed during your exam. Please review these carefully.



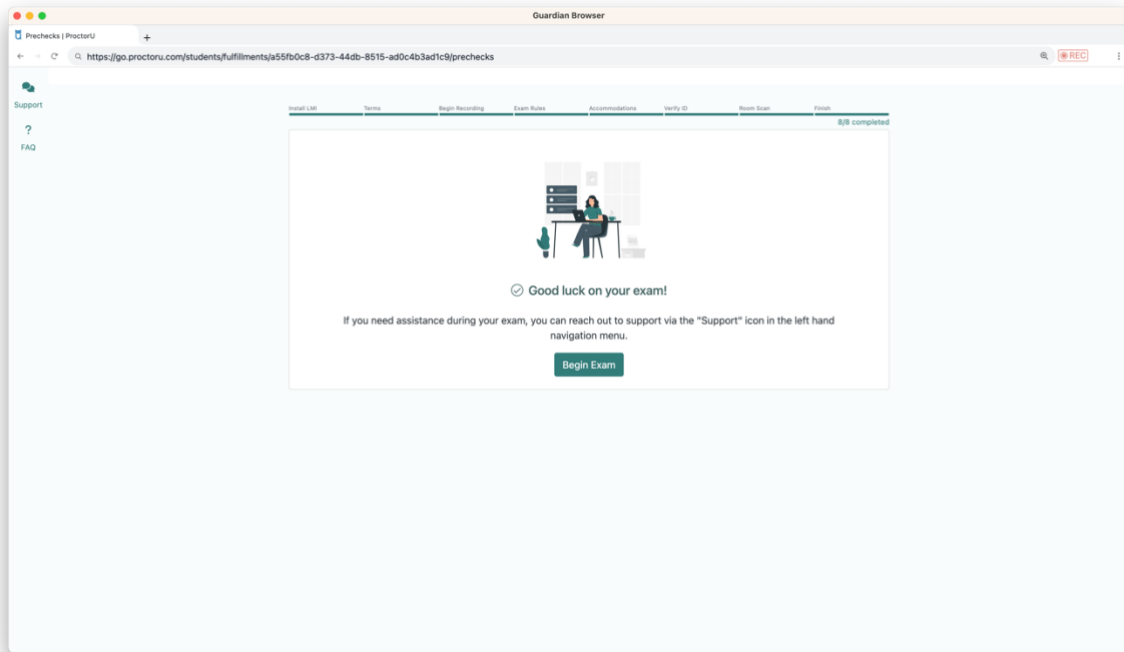
8. If you have any accommodations listed for your exam, they will appear on the following page.



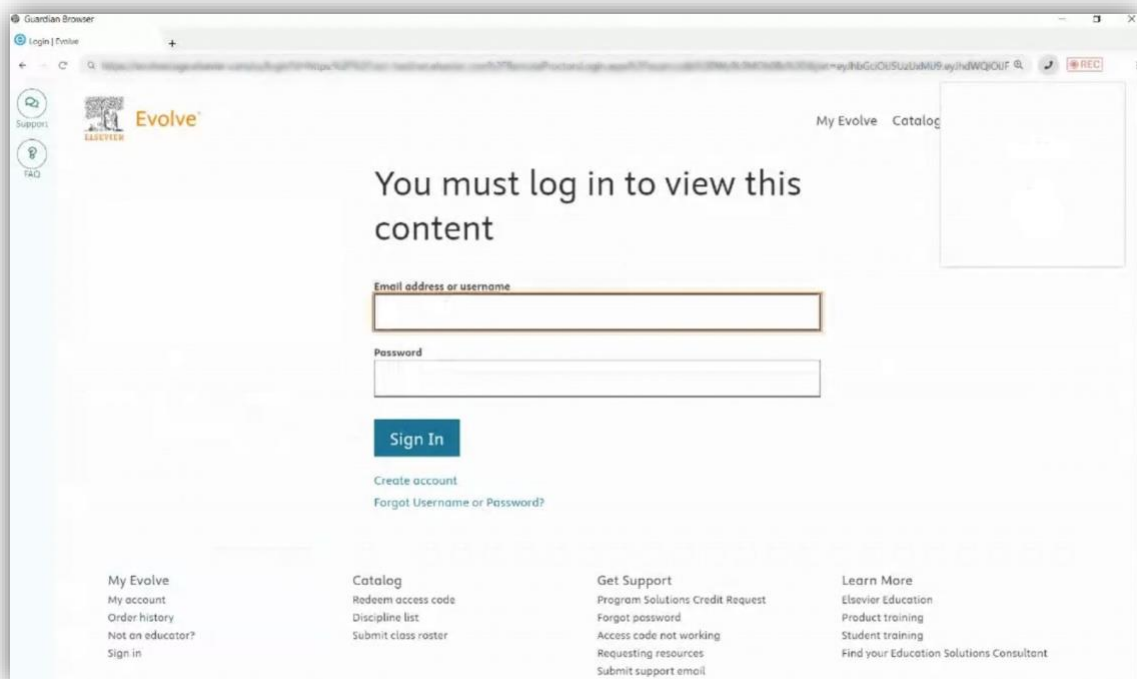
9. Finally, you will need to verify your identity by taking a picture of your face and holding up your government-issued photo ID to take a picture as well.



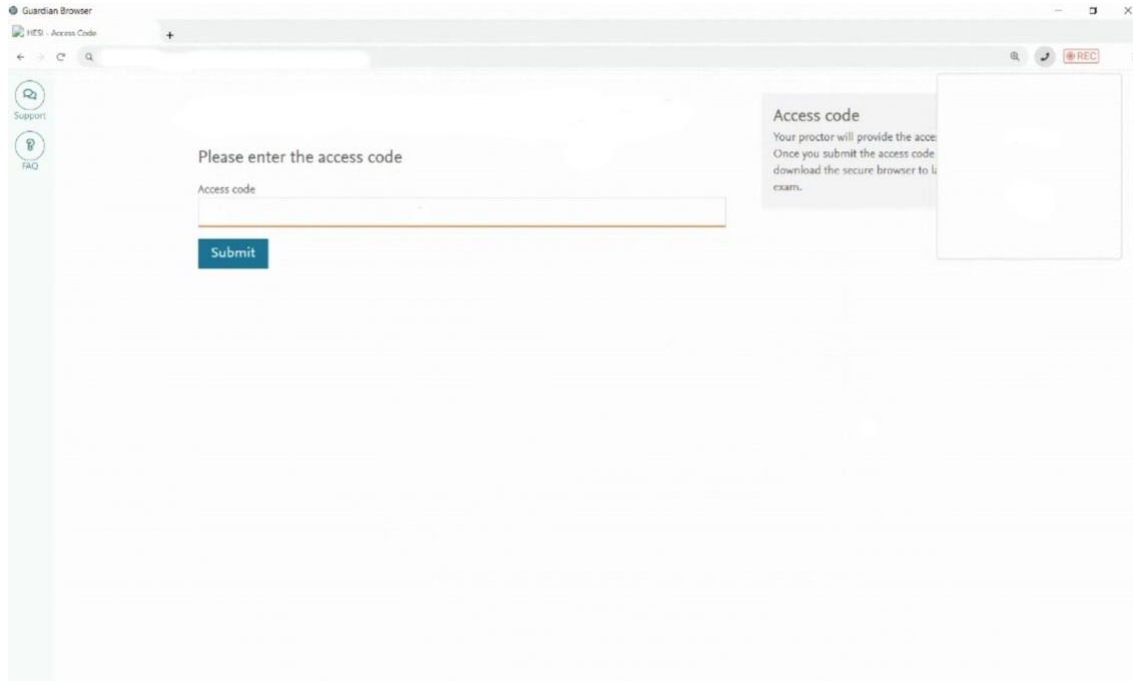
10. Once you complete the pre-checks, you will need to wait for your proctor to connect. Once the proctor connects, they will walk you through any final steps and launch you into the exam.



11. You will now be taken to the Evolve login page where you will input your username and password. **Please note: your Evolve username is not an email address.**



12. Once in your Evolve account, your proctor will input the access code for you.



13. Finally, you will be prompted to download the HESI Secure Browser before beginning the exam.

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