

HESI Remote Proctoring Guide



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

Your exam will be proctored remotely through Measure Learning’s ProctorU Platform. 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](#)

Technical & Equipment Requirements for Remote Proctoring

You will need to [download the Guardian Secure Browser](#) to take an 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](#).

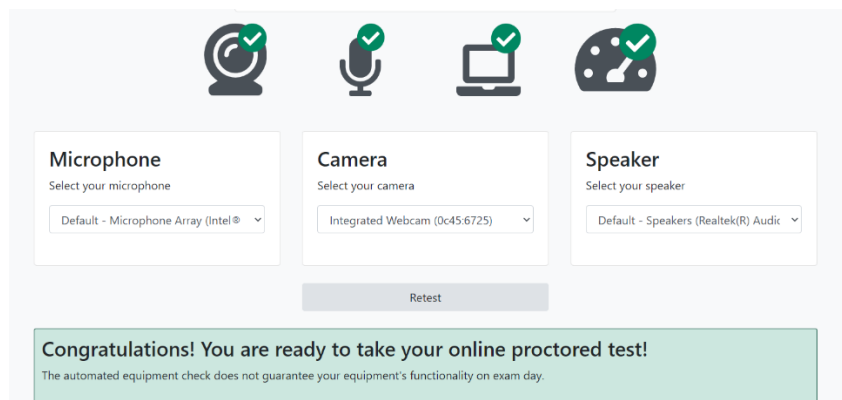
Equipment Best Practices:

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.

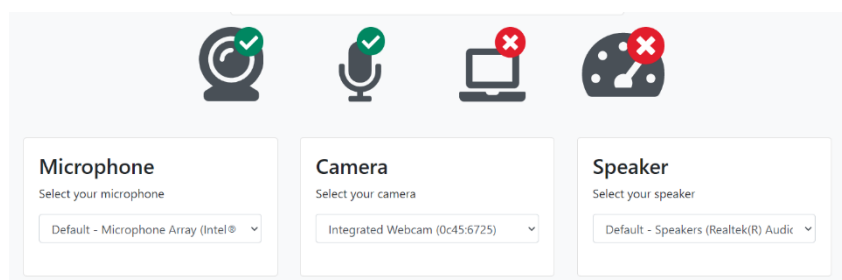


How to Read Equipment Test Results:

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 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.

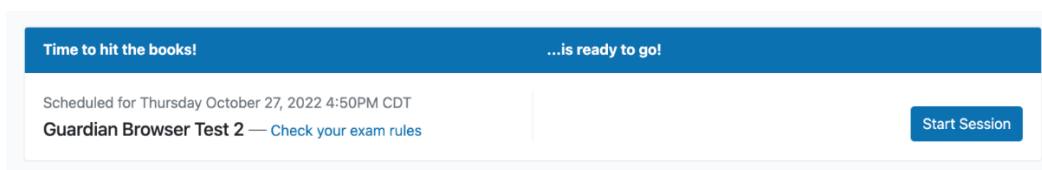
10. Close All Unpermitted Applications

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

What to Expect on Exam Day

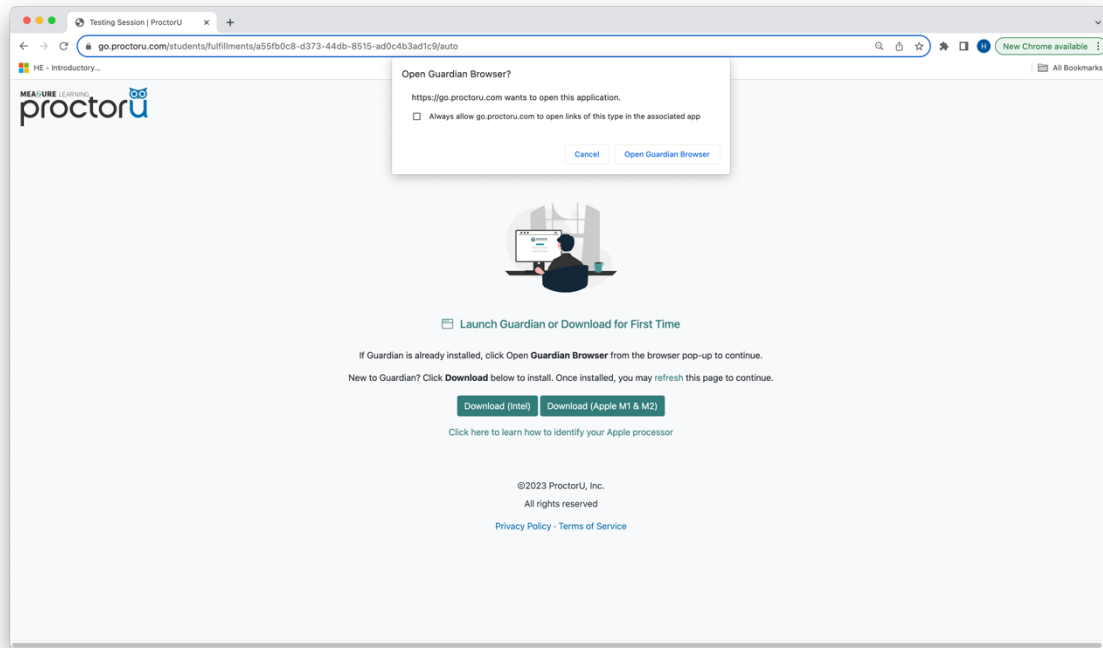
You will follow the steps outlined below. As a reminder, [please watch this remote proctoring experience video](#) to familiarize yourself with what to expect during a ProctorU session.

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](#).

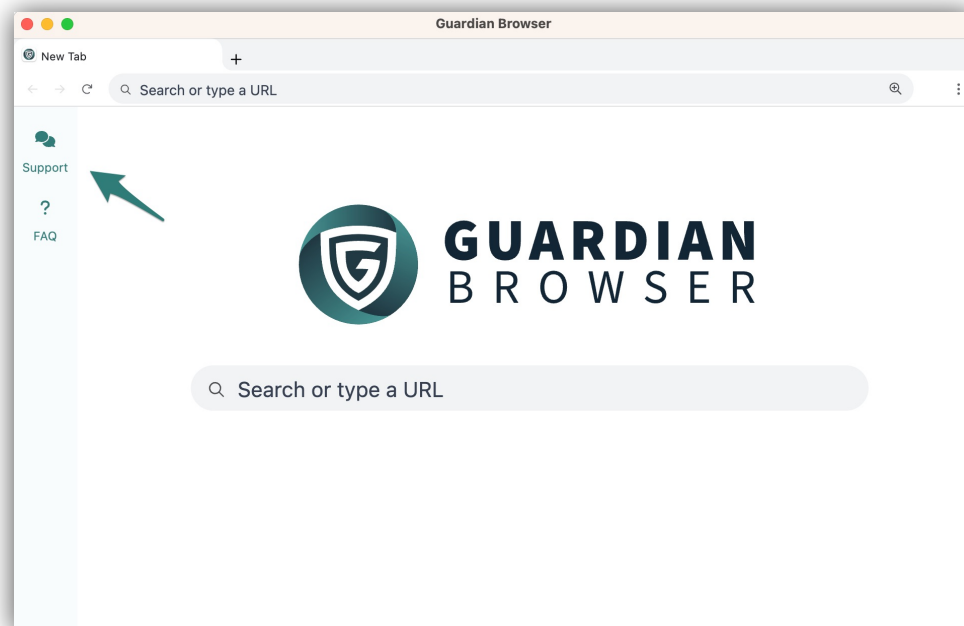


3. If you downloaded the [Guardian Browser](#) prior to your exam, you will be prompted to open the browser at this time. If you did not download the browser beforehand, the redirected screen will have links to download the browser as pictured below.

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

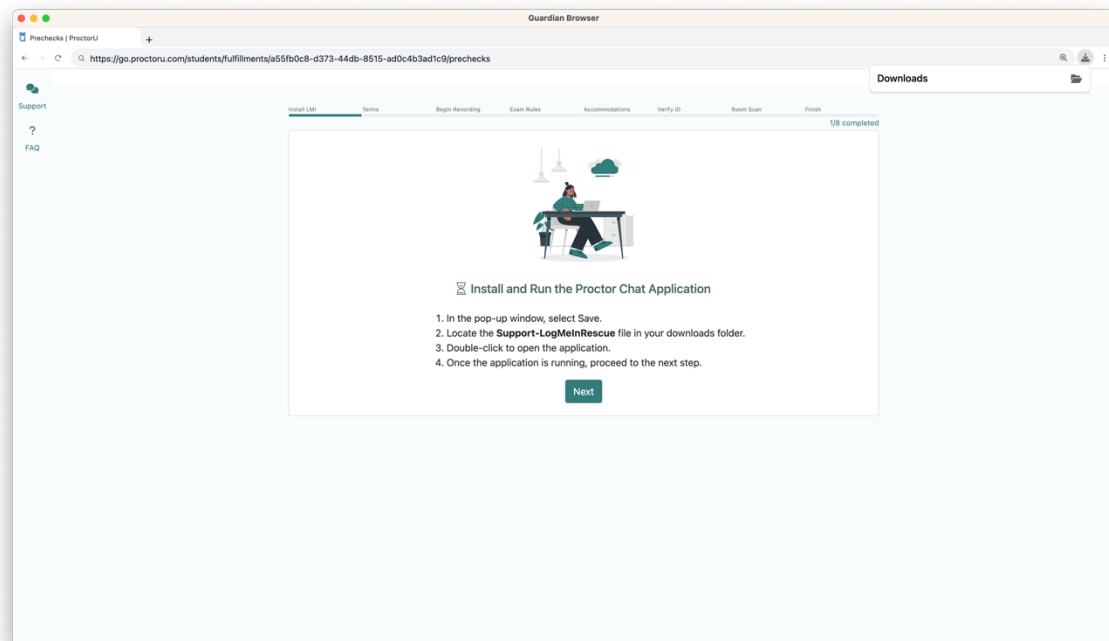
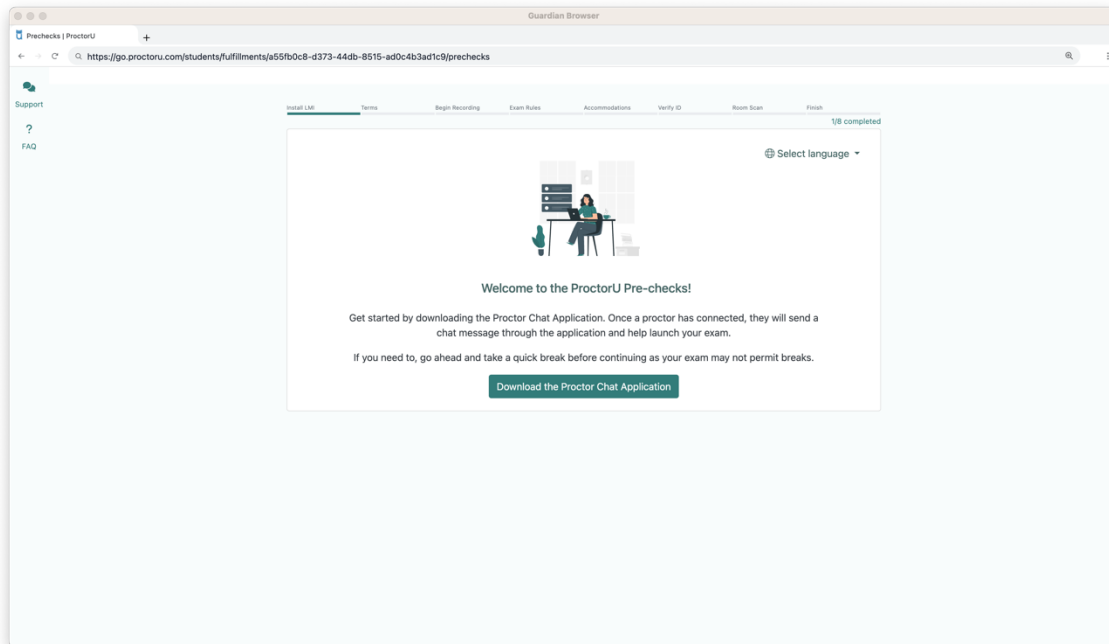


TIP: Once the Guardian Browser is open, you can access our 24/7 live chat by clicking the chat icon on the left sidebar of the browser. You will have access to this chat throughout the entire process.

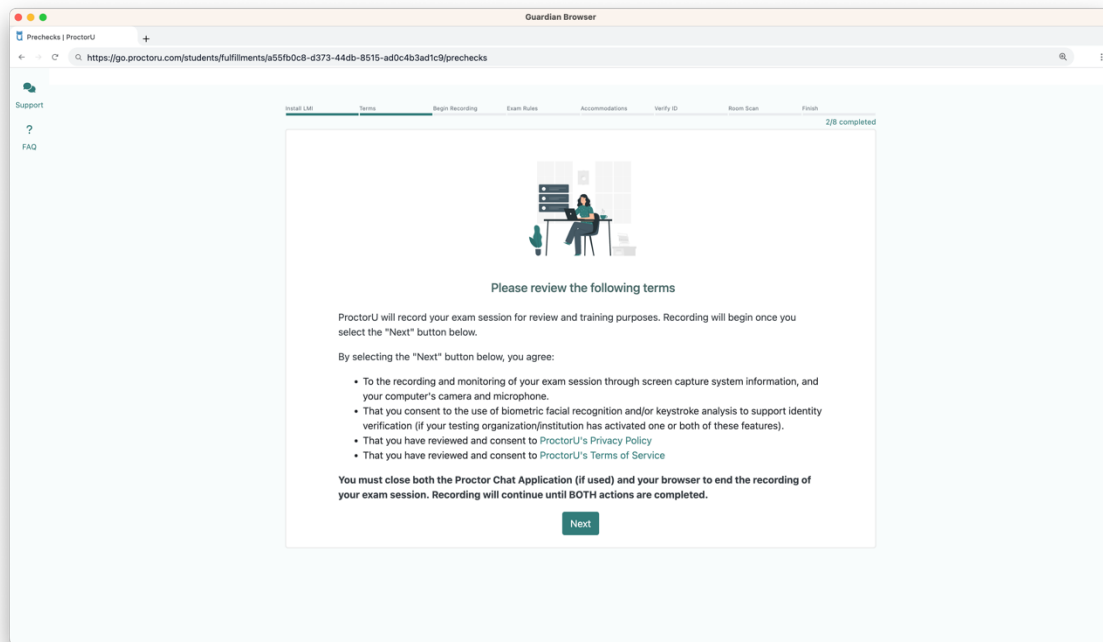


4. After opening the Guardian Browser, you will continue through exam pre-checks:
 - First, you will need to download the Proctor Chat Application as seen below. This will allow you to connect to a live proctor who will help launch your exam.
 - Click **Download Proctor Chat Application**
 - Save the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

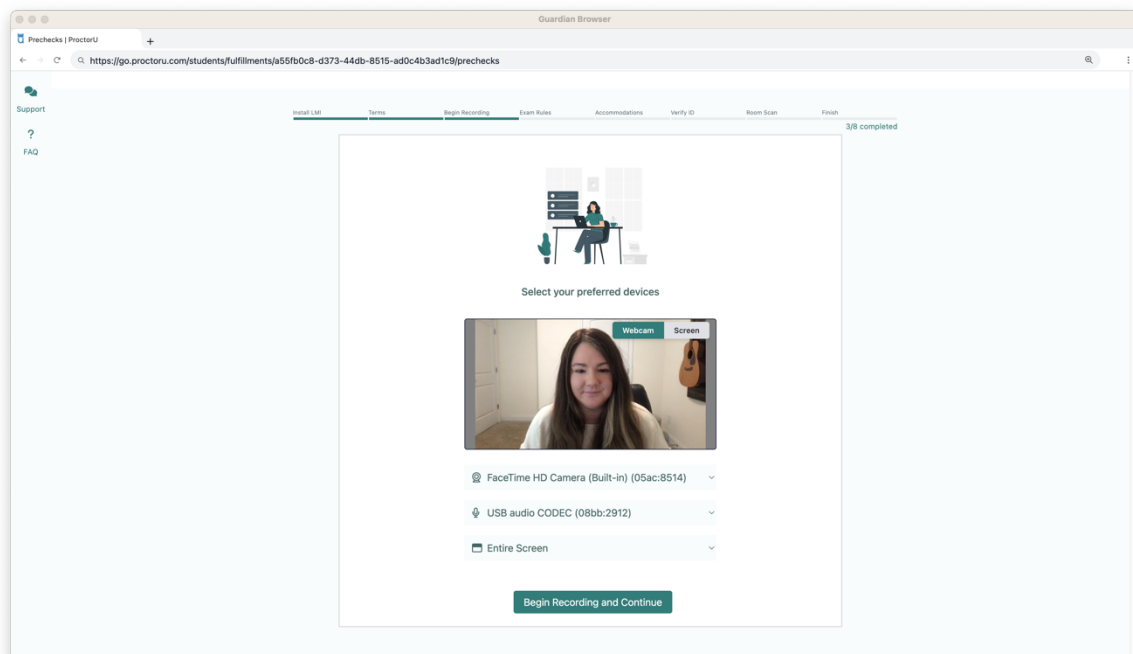
- Double-click to open the application
- Once you have the application running, click **Next**



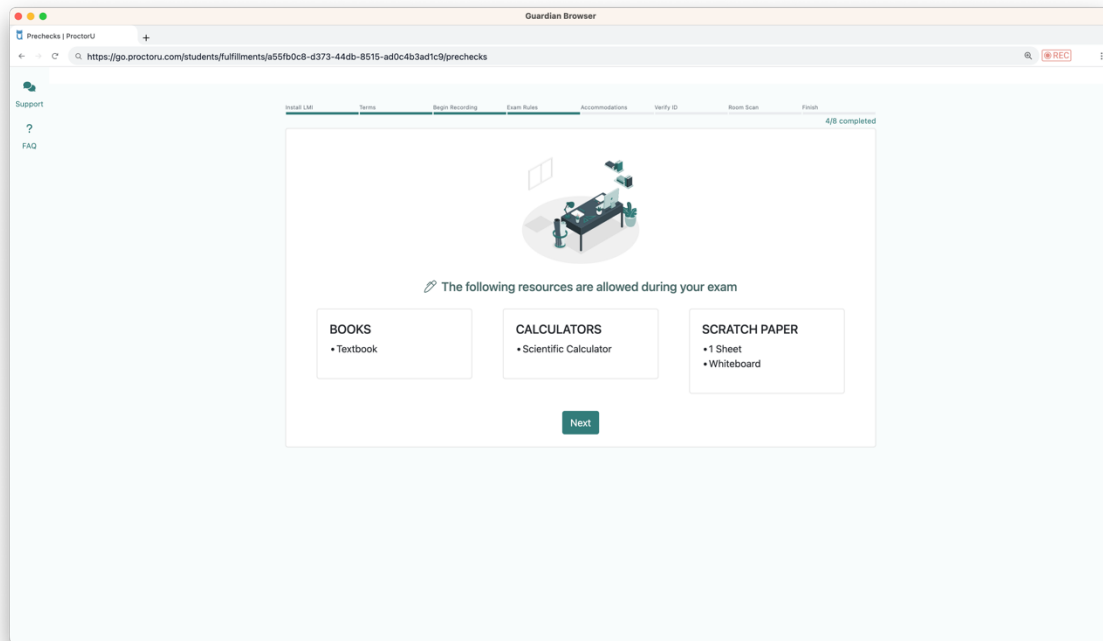
5. After downloading the Proctor Chat Application, you will be directed to review and agree to the terms of the exam. Please review the terms and then click **Next**.



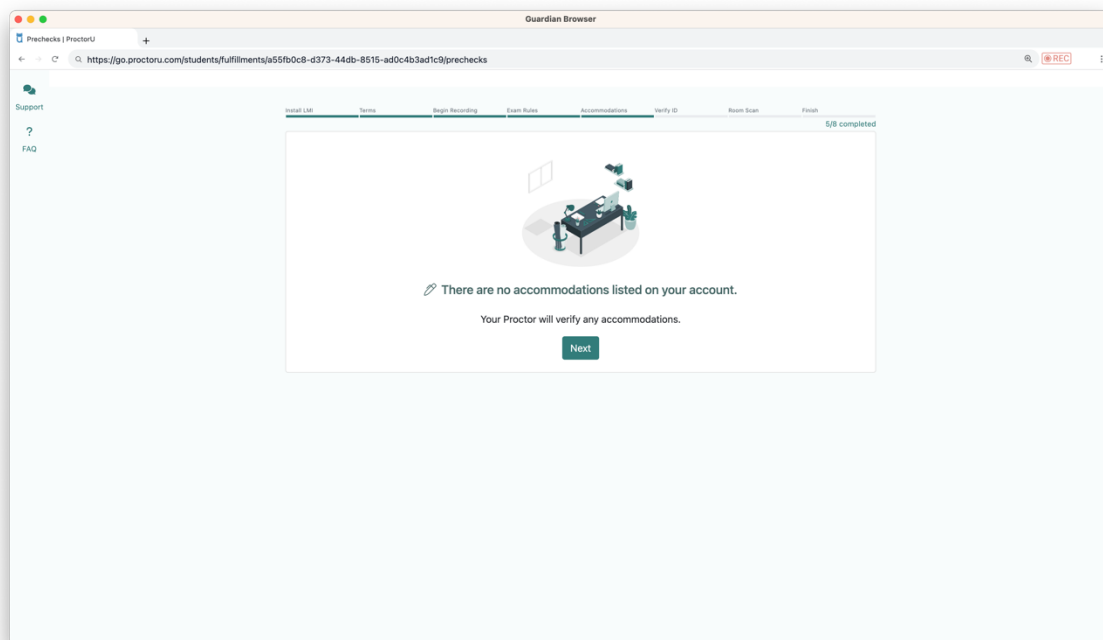
- Next, you will allow your camera, microphone, and screensharing. You will be able to select which device you would like to use for the exam on this screen as well. After selecting which devices you would like to use, you will click **Begin Recording and Continue**.



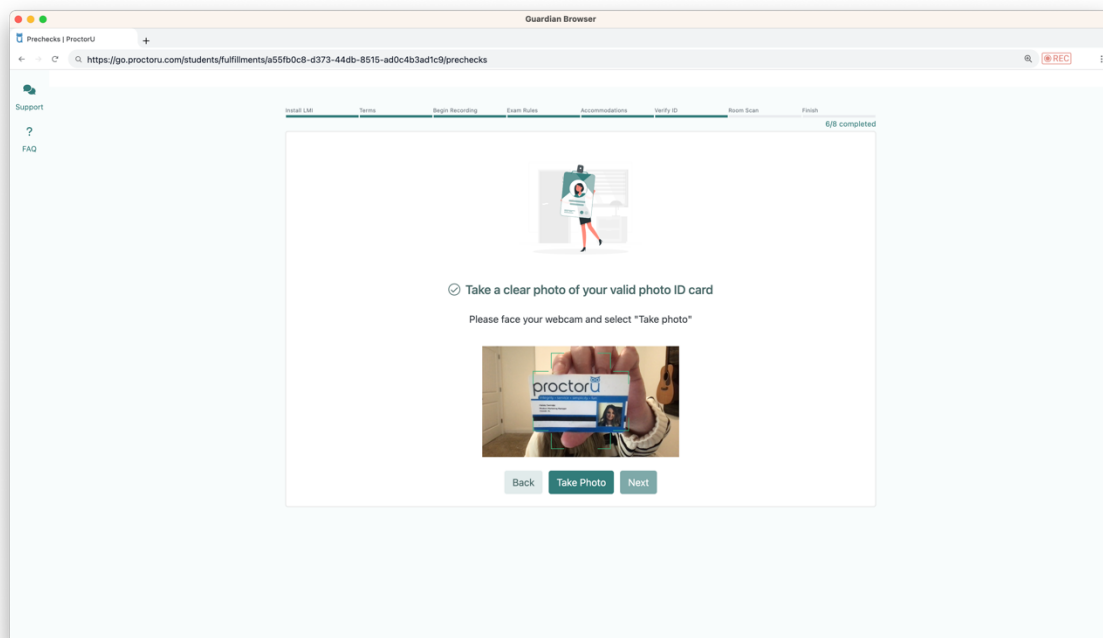
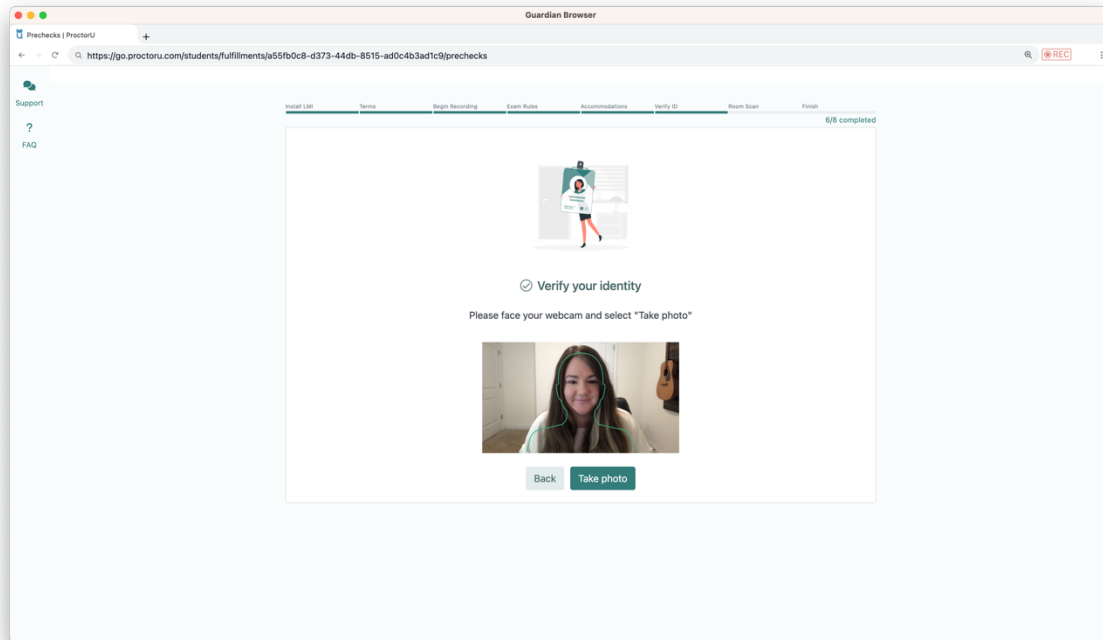
7. After you begin recording, you will see a series of screens that list the resources you are allowed during your exam. Please review these carefully.



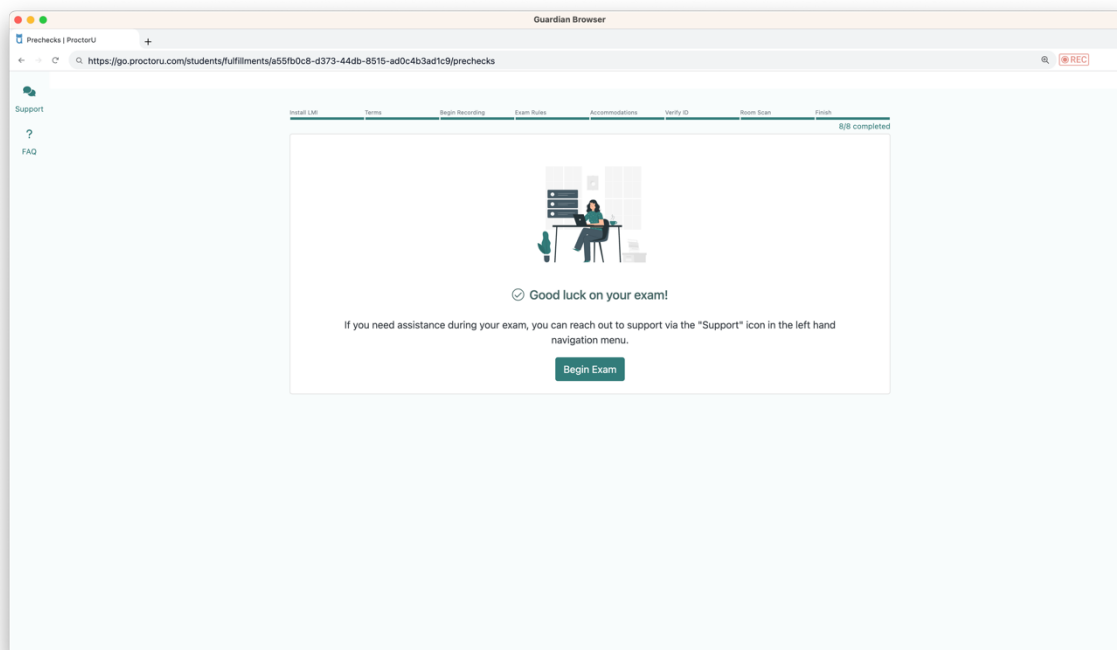
8. If you have any accommodations listed for your exam, they will appear on the following screen.



9. In the final pre-check step, 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.

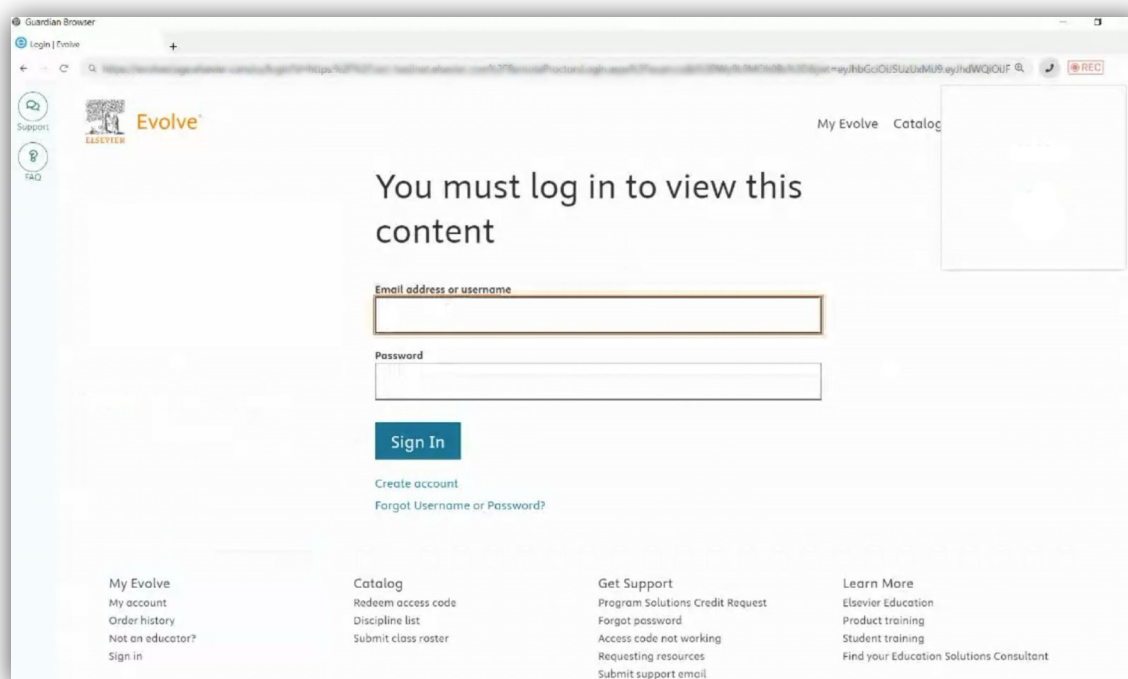


10. Once you complete the pre-checks, you will need to wait for your proctor to connect. Once the proctor connects, they will walk you through any final steps before navigating to your exam.

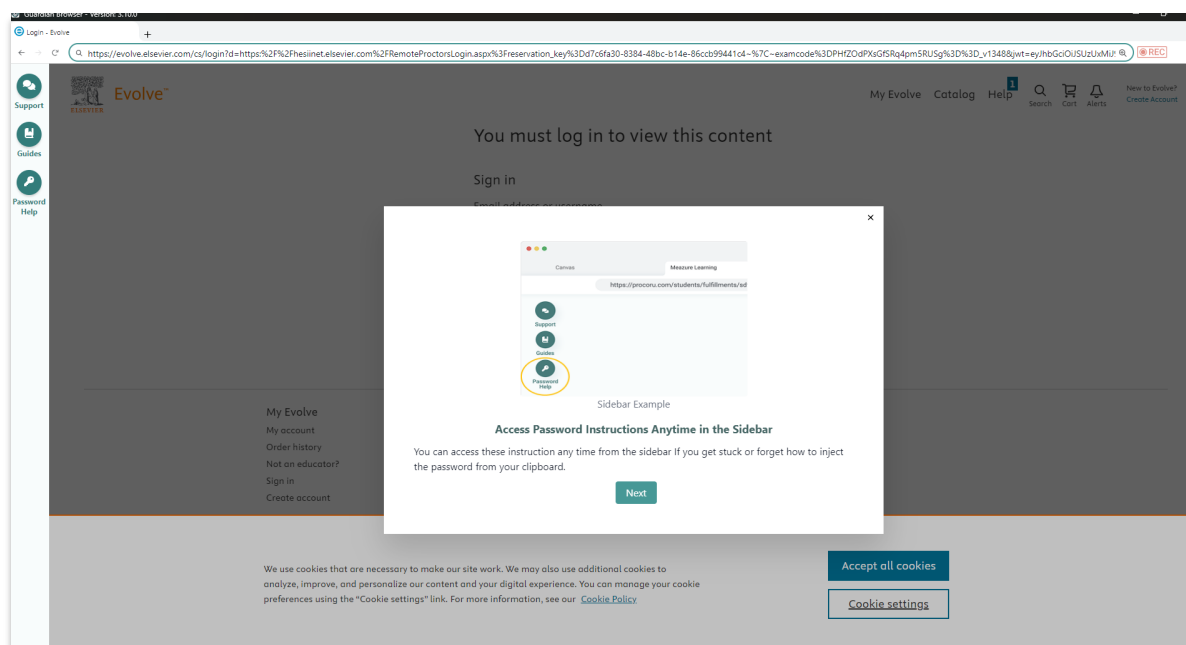
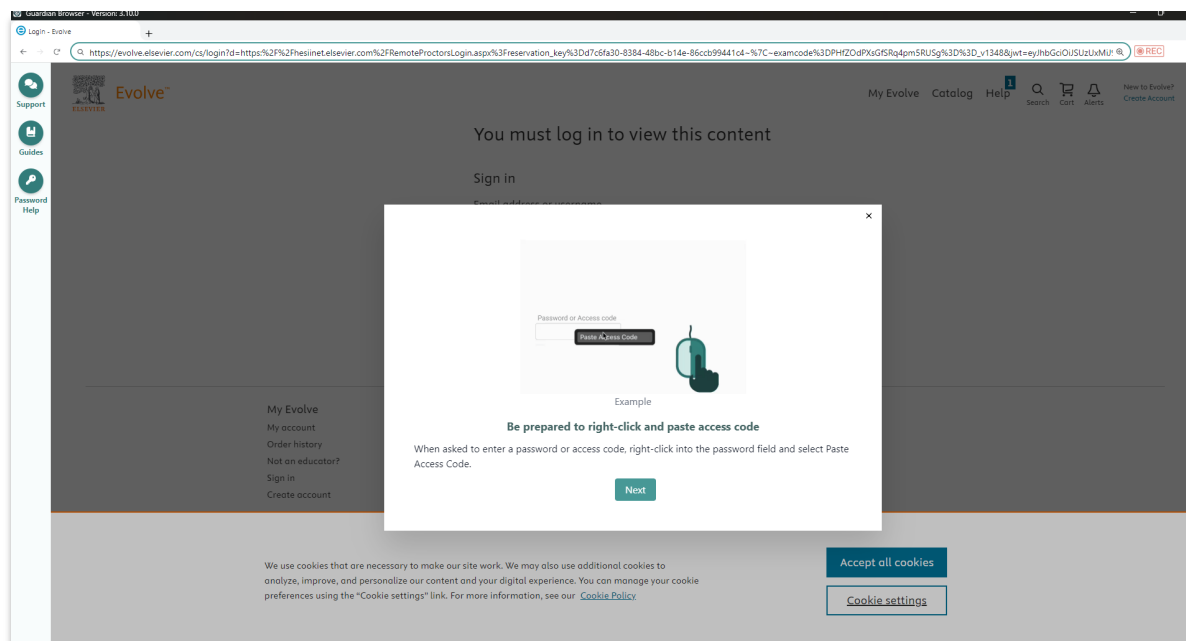


11. You will now be taken to the Evolve login screen where you will input your username and password. Click **Next**.

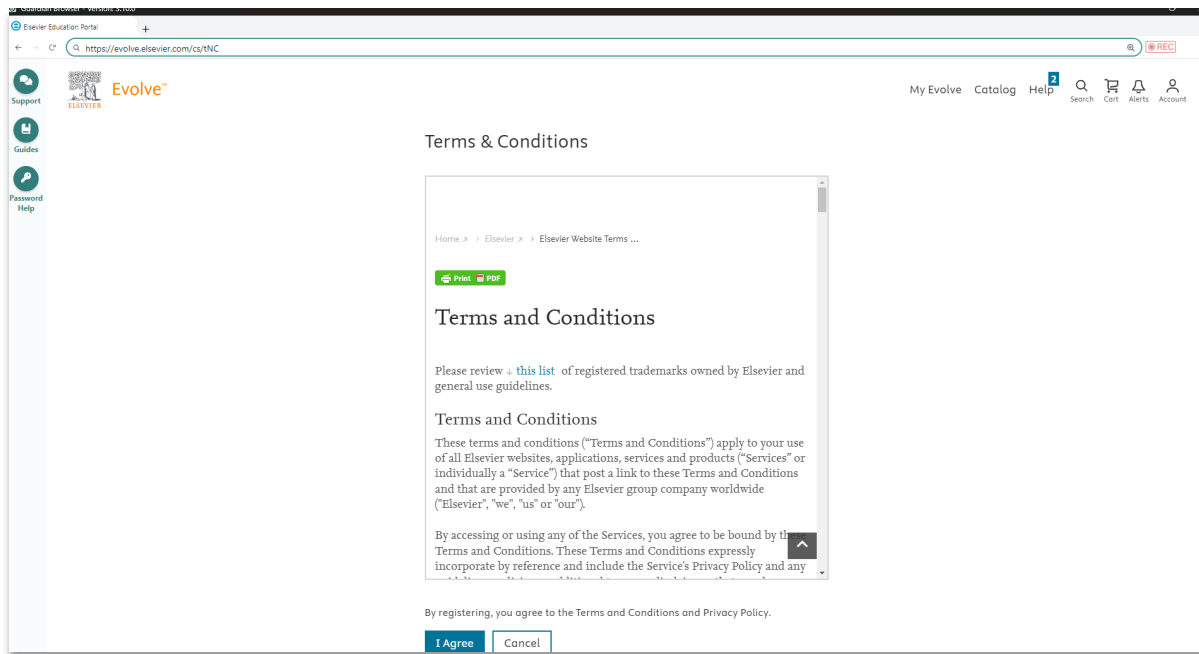
Note: Your Evolve username is not an email address. Please come to the session prepared with your Evolve credentials.



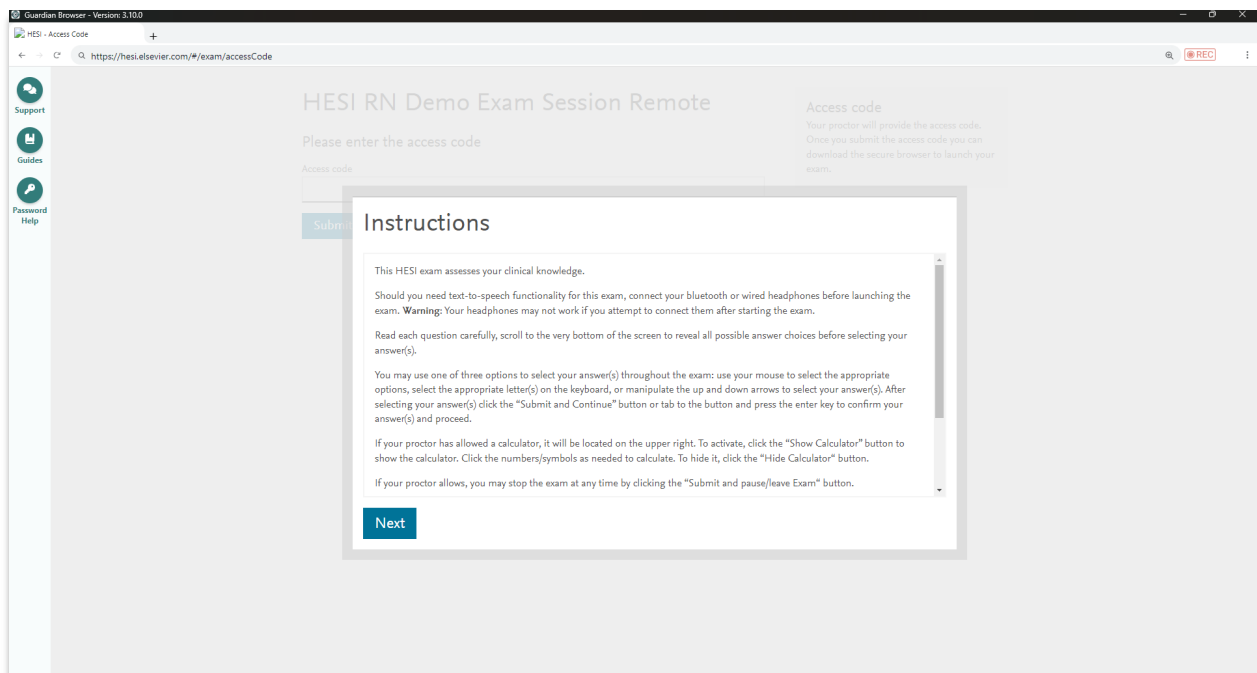
- Once in your Evolve account, you will see two instruction screens explaining the upcoming step where you'll enter a secure access code. Click **Next** on both to proceed.



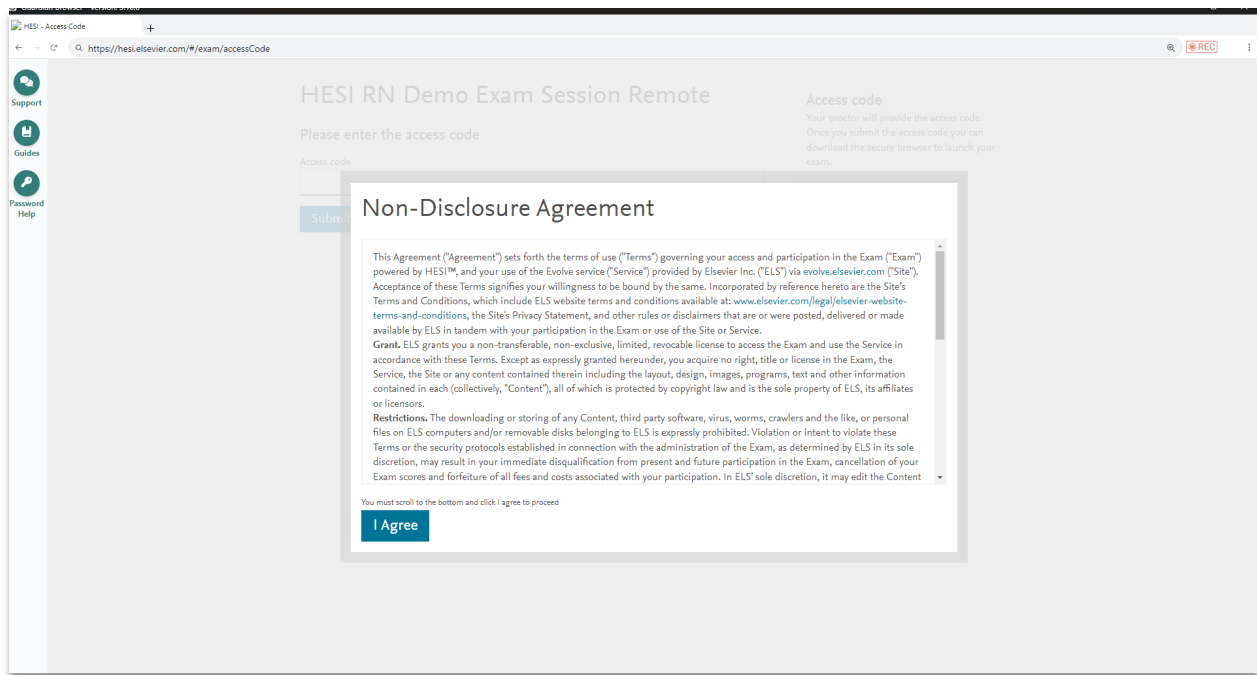
13. Read through the Terms and Conditions, and click **I Agree**.



14. Read through the Instructions, and click **Next**.



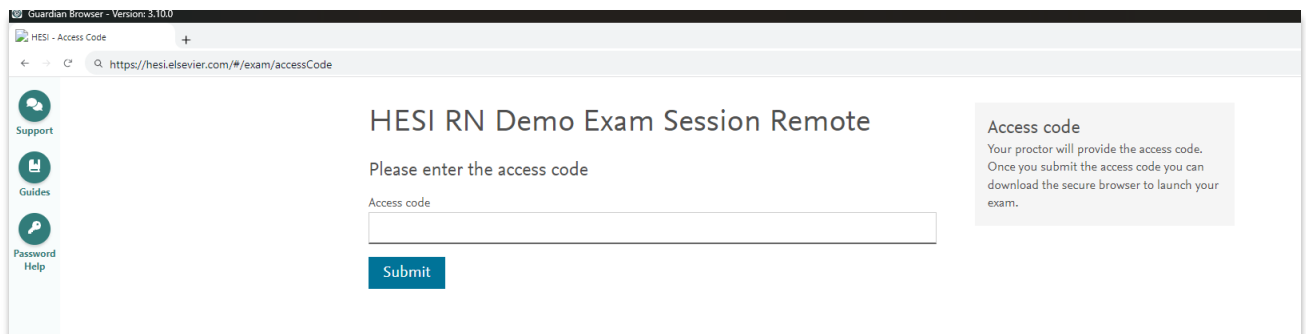
15. Read through the Non-Disclosure Agreement, and click **I Agree**.



16. Next, you'll be prompted to enter your access code as instructed in previous screens. You'll take the following steps as shown in these screenshots:

- **Right-click** in the access code box
- Select **Paste Access Code**
- Click **Submit**

Note, the access code will be blurred for you to maintain exam access integrity.



Guardian Browser - Version: 3.10.0

HESI - Access Code

https://hesi.elsevier.com/#/exam/accessCode

Support

Guides

Password Help

HESI RN Demo Exam Session Remote

Please enter the access code

Access code

Paste Access Code

Submit

Access code
Your proctor will provide the access code. Once you submit the access code you can download the secure browser to launch your exam.

Guardian Browser - Version: 3.10.0

HESI - Access Code

https://hesi.elsevier.com/#/exam/accessCode

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Please enter the access code

Access code

Submit

Access code
Your proctor will provide the access code. Once you submit the access code you can download the secure browser to launch your exam.

17. Confirm that the information on the screen is correct before you begin. If it's correct, click **Confirm and begin exam**.

Guardian Browser - Version: 3.10.0

HESI - Access Code

https://hesi.elsevier.com/#/exam/accessCode

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HESI RN Demo Exam Session Remote

Confirm that the following information is correct before you begin:

Exam group name: HESI RN Demo Exam Session Remote

Program name: ELSEVIER COLLEGE - Danielle Demo Program

Cohort: Demo Traditional Jun 2026

Confirm and begin exam

Confirm exam info
Make sure the exam group, program name, and cohort are correct before starting your exam. Contact your instructor if you have any issues.

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