Due to the COVID-19 pandemic, providing face-to-face testing has become a challenge. As a result, Elsevier HESI Assessment and the College of Nursing have partnered with ProctorU to provide a secure proctored exam solution.

To schedule a time to test, go to https://www.proctoru.com/portal/elsevier-hesi. Please scroll down the entire page for instructions on getting started with ProctorU while paying special attention to the Exam Readiness Guide.

The test is scheduled to take 4 hours and test takers are allowed the following:

- 4 function calculator
- Scratch paper or white board
- 1 bathroom break

Once logged in, you will be asked to provide the following:

- Confirm your institution: Elsevier-HESI
- Select a term: Texas A&M College Station
- Select your exam: HESI A2 with Critical Thinking V1 or HESI A2 with Critical Thinking V2.

If this is your first time taking the HESI, you will select V1. If you have taken the exam previously, you will need to select V2.

The College of Nursing HESI A2 will require you complete the following five components plus critical thinking:

- Math
- Reading comprehension
- Vocabulary and general knowledge
- Grammar
- Anatomy and physiology

The cost of the exam is approximately $70 and test dates are available from September 15 through the next application deadline on January 15, 2021.

Applicants who have already purchased an exam through Elsevier and were unable to schedule a time need to contact con-admissions@tamu.edu.
HESI Assessment

Elsevier HESI Assessment, ProctorU and Texas A&M College of Nursing have partnered to bring you the best, most reliable testing products available.

Distance Testing through Proctor U instructions

1. Connect to Proctor U through the link below.
   https://www.proctoru.com/portal/elsevier-hesi

2. Create a Proctor U account or log into an existing account.

3. Create your Elsevier student account, https://evolve.elsevier.com/cs/
4. Through ProctorU, schedule an exam.

Institution: Elsevier-HESI
Term: Texas A&M College Station
Exam: HESI A2 with Critical Thinking V1 or HESI A2 with Critical Thinking V2.
5. Download the ProctorU extension and check your equipment.

DOWNLOAD THE PROCTORU EXTENSION
For the best exam experience, download the Chrome extension or the Firefox extension prior to the scheduled date and time of your exam.

CHECK YOUR EQUIPMENT
Make sure your computer meets the minimum requirements outlined on this page. We strongly recommend you test your equipment 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. You can also check out our Exam Readiness Guide to make sure you know exactly what will happen during the exam start process.

6. On your exam day-watch this short video.

EXAM DAY FOR SPECIALTY EXAMS
For specialty exams, please watch this short video demonstrating the exam start process, from the time you click Start Exam until you’re connected to a proctor.

Before logging in to take your exam, we recommend that you reboot your computer. This helps eliminate some technical issues and gives you a fresh computer to test on.

When it comes time to take your exam, log in and look for the countdown timer. At your appointment time, it will change to a Start Exam button. Click it to get started!
7. Questions? The Chat function is the best and quickest way to communicate!

**HAVE QUESTIONS? GET SUPPORT!**

If you’re not sure which exam to choose when scheduling your session, contact your instructor.

If you have issues when scheduling or taking an exam, the fastest way to get help is to call our ProctorU Support line at 1-855-772-8678. You may also email support@proctoru.com or start a live chat. If you are starting a live chat, please do not close out of the chat box or you will lose space in line. Regardless of how you reach out, please reference Elsevier HESI in your communication. Due to increased volume, please expect longer than normal response times. We will respond as soon as possible, in the order in which your request was received. Please do not submit multiple requests for the same issue as that will result in longer response times.

We have also outlined several essential rights that all test-takers should expect when participating in online learning and assessment. You can learn more about the *Student Bill of Rights* here.
Follow these steps to have a smooth start process.

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

Unpermitted items on desks include books, calendars, paper, sticky notes and writing utensils. All of these would need to be cleared off before an exam begins, which adds to the amount of time it takes to get into an exam.

The desk should only contain your computer and permitted resources.

2. Reboot your computer.

We recommend 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.

3. Test your equipment.

Make sure your computer meets the minimum requirements outlined on this page. We strongly recommend you test your equipment 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.

4. 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.
5. Have your testing environment ready to go.

You will need to be in a well-lit, private and quiet area that is free from interruption.

ProctorU will ask to see the whole room that you are testing in. If you are uncomfortable with your proctor seeing that room, please move to a room that you are comfortable showing.

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. Your proctor will ask you to remove these and it can delay the process of getting in to your exam.

Any person in the room will be asked to leave. If there is someone in an open room next to yours who is watching TV or making noise of any kind, they will be asked to leave. Before connecting with your proctor, make sure you are the only one in the room.

There should not be anything under your desk. Any books or bags that are under your desk will need to be removed.

6. Have your ID ready before you connect with your proctor.

Always have your ID ready before connecting to a proctor. If you are unsure of what identification is needed for your exam, please reach out to your instructor for clarification. In some instances, a second ID may be required. This includes a school ID or passport.

7. Expect a 10 to 15 minute Start Process

When your scheduled session begins, you will go through a 10 to 15 minute start process, part of which will be guided by a live proctor. 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.

8. 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 proctored exam session.
9. Use the restroom.

This will be a long exam and you will not be allowed to leave the testing area at any time. Use the restroom before you connect with your proctor so you are comfortable throughout your exam.

Technical Requirements

After reviewing the requirements below, TEST YOUR EQUIPMENT HERE.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>MINIMUM</th>
<th>RECOMMENDED</th>
</tr>
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<td>1280x720 resolution</td>
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<td>Windows Vista</td>
<td>Windows 10 (10 S not supported)</td>
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<td>Mac Users</td>
<td>Mac OS X 10.5 or higher</td>
<td>Mac OS x 10.15.5 Catalina</td>
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<td>1.5 Mbps</td>
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<td>2 GB</td>
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<td>1935, 843, 80, 443, 61613, UDP/TCP</td>
</tr>
</tbody>
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Other Requirements

- A functioning microphone (some webcams have built-in microphones).
- One of the following compatible web browsers (click to download): Google Chrome (preferred), Mozilla Firefox
- The ProctorU Extension (click to download): Chrome Extension, Firefox Extension
Important Notice For MacOS X Catalina Users

Apple increased security features with the release of OS X Catalina. To avoid technical issues during your exam session, you must enable screen recordings. Watch our step-by-step tutorial below or read more through the link.

OR

READ THE DOCUMENTATION

Note: There may be additional steps needed to allow ProctorU remote access, however, those can not be completed until the time of your exam. The steps above are for a successful connection before you’re with a proctor.

Not Supported

At this time we do not support the following; however, we are working on solutions to accommodate every platform.

1. Google Chromebooks (supported for automated proctoring)
2. Android tablets (Nexus 7, etc.)
3. iOS tablets (iPad, iPad mini, etc.)
4. Linux operating systems
5. Microsoft Windows 10 in S mode
6. Microsoft Surface RT

Note: We do not proctor computers running within virtual machines. If you are running within a virtual machine when you connect with us, you will be asked to exit your virtual machine and reconnect using your host operating system to take your test.

Note: We do not support development previews, beta builds, or release candidates of any operating system unless specified.

Good luck on your exam!