

HESI A2 / ALC Student Guide

Remote Proctoring with ProctorU (HESI NG)

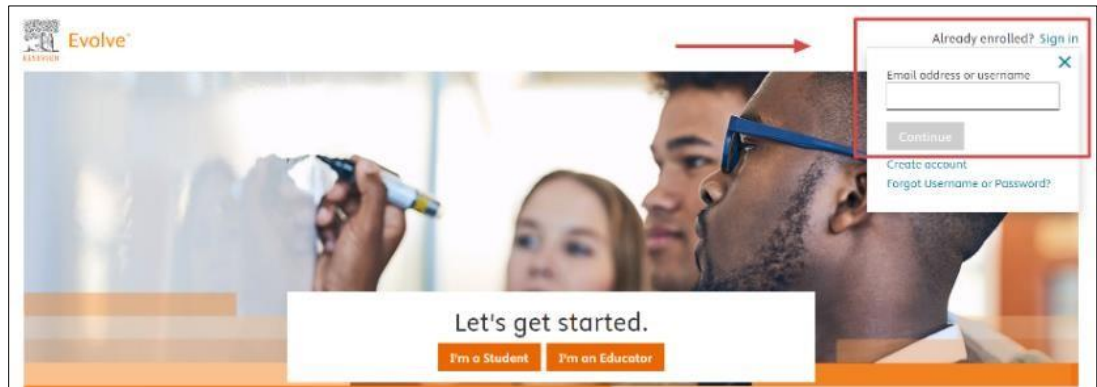
At a Glance: 3 Main Steps

1. Prepare and set up accounts: Evolve + ProctorU. Redeem your HESI Course ID on Evolve.
2. Schedule and, if applicable, pay for your exam in ProctorU; complete the system check and workspace prep.
3. Test with a live proctor, then review results and start remediation in your HESI course on Evolve.

Before Test Day

1. Create or confirm your Elsevier Evolve account

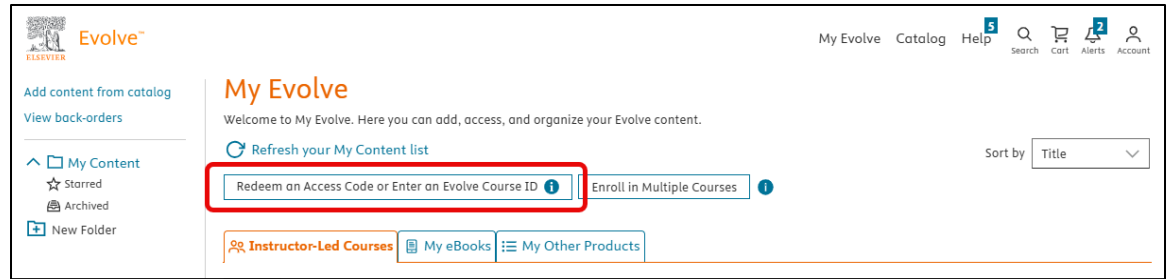
- Go to <https://evolve.elsevier.com> and sign in, or select Create Account if you're new.
- Use your school email if you have one. Save your username and password.



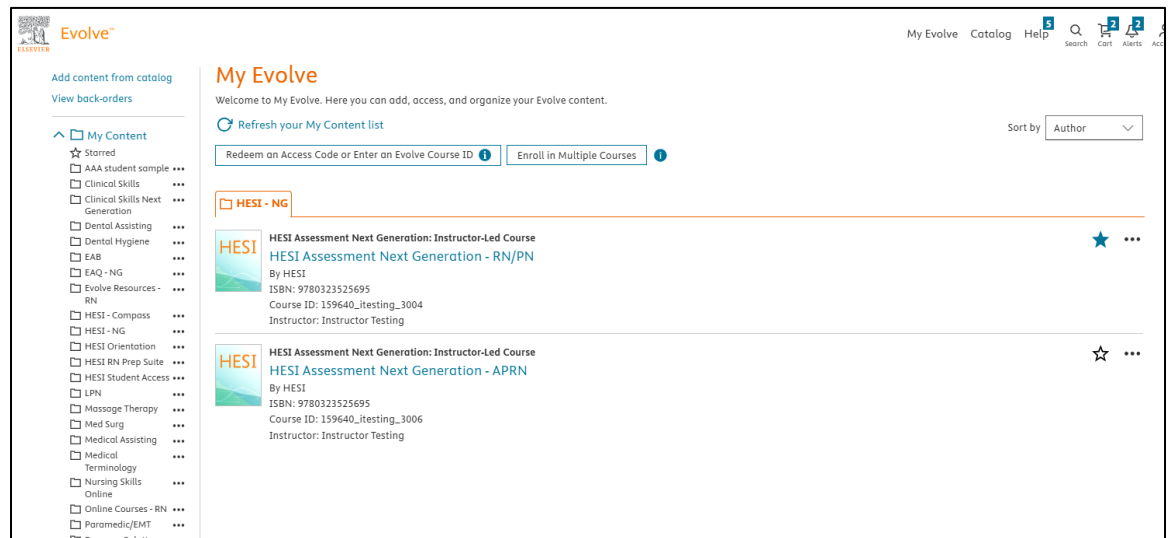
2. Redeem your HESI **Course ID** on Evolve (from your instructor)

- On your My Evolve page, click “Redeem an Access Code or Enter an Evolve Course ID,” paste the Course ID given to you by your instructor, and hit submit.

Course ID: 159640_fstateuniversity_3003



- This populates the HESI NG course in your MyEvolve page. This is where your results and remediation will live.



3. Create or update your ProctorU account with the Elsevier – HESI enrollment

- If you're new to ProctorU, create an account and choose the "Elsevier – HESI" enrollment.
- If you already have a ProctorU account, add the Elsevier – HESI enrollment in Account Settings → Enrollments → Add Enrollment → select "Elsevier – HESI," then Update Account.
- Use your legal name as it appears on your government ID.

4. Schedule and pay for your exam in ProctorU

- Log into ProctorU and select Schedule New Session.
- Institution: choose "Elsevier – HESI."
- Select your term/cohort and the correct exam shown by your program.
- Choose a date/time (schedule at least 72 hours before your preferred slot for best availability).
- Complete checkout to pay any proctoring fees to ProctorU, if applicable.
- You'll receive a confirmation email from ProctorU.

5. Run the system check to ensure your device is compatible.

- On your ProctorU dashboard, run the equipment test. Contact [ProctorU Support](#) to resolve any issues.
- Also run the [HESI Compatibility check](#). Contact [HESI Support](#) to resolve any issues.
- **NOTE:** Failure to run system checks in advance could lead to significant delays on test day.

6. Accessibility & Accommodations

- If you have approved accommodations, coordinate with your program in advance so ProctorU is configured correctly.

On Test Day

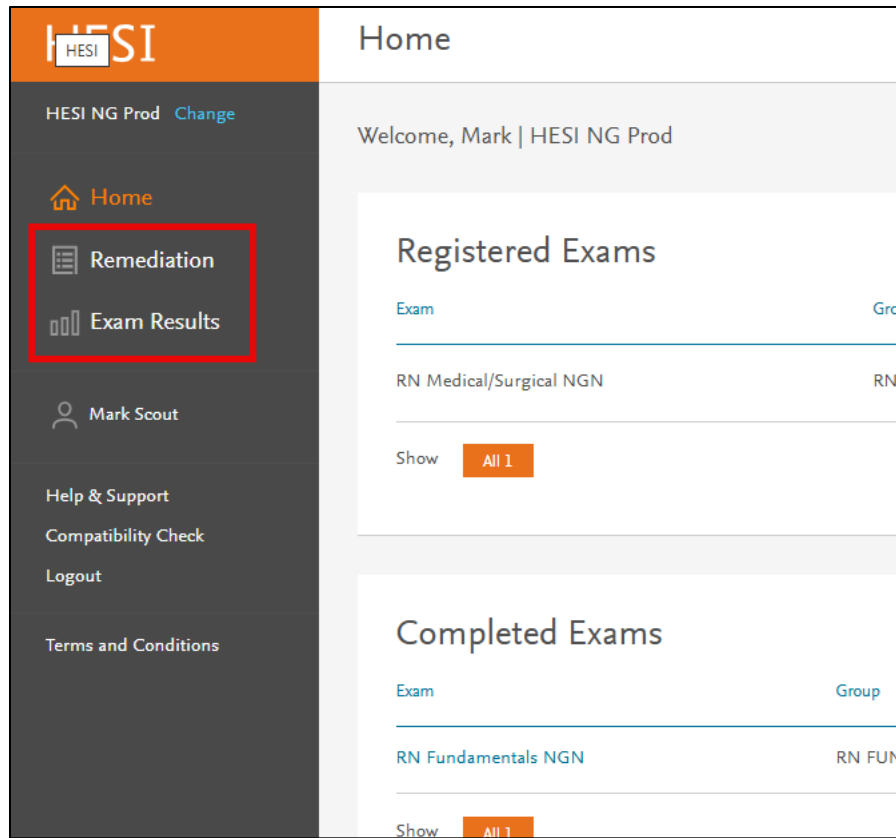
1. Log into your ProctorU account a few minutes early. At your appointment time, click Start Exam.
2. The proctor will launch you directly into your HESI exam.
3. If something goes wrong (e.g., computer crash), reconnect to ProctorU, re-open Guardian, and rejoin the session. The proctor will assist you back into the exam.

After Your Exam: Results & Remediation

- Results and remediation are in your HESI course on Evolve (created when you redeemed your Course ID).

The screenshot displays the 'My Evolve' dashboard. On the left is a sidebar with a 'My Content' section containing a list of course categories such as 'AAA student sample', 'Clinical Skills', 'Dental Assisting', 'Dental Hygiene', 'FAH', 'IAQ - NG', 'Evolve Resources - RN', 'HESI - Compass', 'HESI - NG', 'HESI Orientation', 'HESI RN Prep Suite', 'HESI Student Access', 'LPN', 'Massage Therapy', 'Med Surg', 'Medical Assisting', 'Medical Terminology', 'Nursing Skills Online', and 'Online Courses - RN'. The main content area is titled 'My Evolve' and includes a welcome message, a 'Refresh your My Content list' button, and a search bar. Below this, there are two course listings for 'HESI - NG'. The first listing is 'HESI Assessment Next Generation: Instructor-Led Course' for 'HESI Assessment Next Generation - RN/PN', with ISBN 9780323525695, Course ID 159640_testing_3004, and Instructor Instructor Testing. The second listing is 'HESI Assessment Next Generation: Instructor-Led Course' for 'HESI Assessment Next Generation - APRN', with the same ISBN, Course ID 159640_testing_3006, and Instructor Instructor Testing. Each listing has a star icon and three dots for more options.

- Go to My Evolve → open your HESI NG course



- Click the Results tab for detailed score reports.
- Open the Remediation tab to access remediation content.

Tips & Troubleshooting Tips

- Run the system check in BOTH ProctorU and HESI NG prior to test day to ensure you don't run into any technical issues.
- Reboot your computer just before your session. Close all apps and browser tabs.
- Use a wired internet connection if possible; otherwise, try to sit close to your router.

Support & Contacts

- ProctorU (technical issues with scheduling, launch, Guardian): Contact [ProctorU Support](#) or call 1-855-772-8678.