How to Schedule a HESI Exam Session in ProctorU

ProctorU Exam Session Registration

1. Go to [www.proctoru.com](http://www.proctoru.com) and sign in. From the home page, click the **Add New** button and select the **Exam** option.

2. Complete the fields as indicated:
   - **Exam Title**: We suggest including a course number if applicable and HESI in the title along with any other descriptive information that will help distinguish it from other HESI exams at CSON (be sure to provide the title to students).
   - **Department**: Nursing.
   - **Incident Users**: Click Add User and select your name as an incident user so you will receive reports of any suspicious activity that occurs during the exam.
   - **Instructors**: Click Add Instructor and select your name from the dropdown list.
   - **Term**: Select the current term from the dropdown list.
   - **Duration (minutes)**: This is the exam length given for the HESI exam (found in the clock section of the HESI exam admin page).
   - **Exam URL**: [https://hesiinet.elsevier.com/](https://hesiinet.elsevier.com/)
   - **Exam Password**: Copy the HESI Access Code from the exam and paste here.
   - **Exam Password Confirmation**: Copy the HESI Access Code from the exam and paste here, again.
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- **Template**: Select your existing template (if applicable).

- **Permitted Resources**: Select any resources that the test takers are allowed to have.

- **Permitted Browsers**: Exam takers can use any browser of choice.

- **Other Resources**: If applicable, list any permitted resource that is not included in the above section.

- **Expected No. of Test Takers**: This is the number of students interested in using ProctorU for the exam, or your best estimate. ProctorU uses this number to help schedule resources.

- **Additional Exam Notes & Accommodations**: Enter any additional information for proctoring the exam (special accommodation students and extra time, etc.).

- **Notify on Schedule Emails**: If you would like to be notified of a student registering to take this exam using ProctorU, enter your email address.
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- **Name:** Type your name and **Learning Resource Center** as contacts
- **Email:** Type your email address
- **Phone Number:** Enter your phone number and the Learning Resource Center Number **713-500-2084**
- **Notes and Times Available:** Enter the details of your availability for ProctorU to contact you.

![Contact Info for Exam Issues](image)

We recommend that you give your exams at times when you and the exam support personnel are available to support them (Learning Resource Center Hours: Mon-Fri 7:30 am-4:30 pm CT). Even though every effort is made to help prepare students, students sometimes have difficulties during their first exams using the technologies.

- **First Appointment:** The first time a student can schedule an exam with ProctorU
- **Last Appointment:** The latest time a student can schedule an exam with ProctorU
- **Submit for Review:** Once you have finished entering the desired settings, click this button to submit the exam settings for ProctorU administrators to review.

![Exam Windows](image)

**Time Zones:** The time zone for ProctorU is Central Time Zone. The time zone on the HESI Portal is the Eastern Time Zone. Be sure to make adjustments for this when entering your First Appointment and Last Appointment times. The HESI Exam date and time window for Appointments can be found in the HESI “IP/Date Settings” link in the HESI administration page.

**About ProctorU Exam Windows:** The ProctorU **First Appointment** should be the HESI Start Date & Time (after the HESI start time in converted to Central Time) to ensure that the HESI exam is available to students that are vetted quickly by ProctorU. The HESI exam will not start automatically so you will need to manually press the “Start the Exam” button on the HESI administration page during the HESI IP/Date Settings timeframe. Keep in mind that it can take 10 to 15+ minutes for a proctor to verify the student ID, review the exam rules with the student, allow the student to go to the restroom, secure the environment, etc. If there are technical issues, it may take even more time. It is advisable to add the following settings on the HESI administration page:

- Allow Student to continue exam even after time is up
- Adding additional time at the end of the HESI IP/Date Settings for technical difficulties
- Add “TimeUp” Message

*If you deviate from these recommendations please contact the Learning Resource center (713-500-2084)*
Helpful Tips

1. Make a list of the students who expressed interest in using ProctorU.
2. Direct the students to the ProctorU link in your course or the following web page: http://go.uth.edu/proctoru.

   Inform students that they will be using HESI software to take the exam and that they should review the web page as well as perform the steps outlined under ‘Pre-Testing’ at least 24 hours prior to taking their first exam through ProctorU. In fact it is best to perform the steps several days in advance of the exam to reduce the potential for technical difficulties, ensure proctor availability, and avoid additional proctoring fees.

3. When entering the name and password for the exam during ProctorU registration, copy and paste it into ProctorU (try to avoid typing the information because one letter off and the exam cannot be started).
4. If requested, Learning Resource Center staff will go in and check to make sure information is where it should be.
5. Request students take a screen shot of the computer check analysis provided in the student ProctorU Guide. Send screen shot to faculty or designated person. Thus, before a student uses ProctorU for an exam, there will be confirmation the student’s computer meets the required specifications to take an exam.
6. Consider penalizing students if they either fail to do the above or if they are unable to complete an exam delivered via ProctorU at no fault of the faculty or ProctorU staff but because they did not follow the guidelines.