

# Live+ Disconnection Support

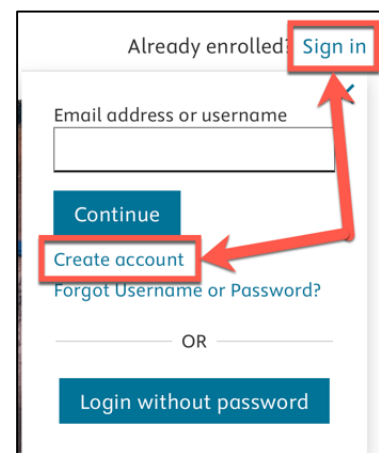
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## Evolve Account:

If the test taker doesn't have an Evolve account, they will need to create one before they begin testing.

- If the test taker does not have an Evolve account when they test, they may not receive their results and remediation.
- To set up an account:
  - Go to [Evolve](#) and click “Sign in” and then “Create Account”



If the test taker forgets their Username or Password, they can [follow these steps](#) to create a new password.

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## Test it Out:

The test taker MUST test their equipment before testing with ProctorU and HESI to ensure their device is set up properly for testing.

- [Test-It-Out](#)
  - a. [Test-It-Out Articles for pre-exam troubleshooting](#)

## Technical Assistance During an Exam Launch:

### Issue with initial launch:

If a technical issue occurs during exam launch, the ProctorU proctor will assist the test taker in resolution to the best of their ability and note the issue for record keeping purposes.

If the technical issue cannot be resolved, ProctorU support will note the issue on the test taker's ProctorU account and offer rescheduling options.

- At this point, the test taker may be instructed to contact HESI Support at 1-844-960-HESI (844-960-4374) for assistance.

### Trying to re-access a previously started exam attempt, but cannot remember Evolve login credentials:

If a test taker is trying to login to a previously started (i.e., disconnected or in progress) exam attempt, but cannot remember their Evolve credentials, they should contact HESI Support at 1-844-960-HESI (844-960-4374).

- HESI Support will be able to see how they logged in before to get them back into their exam.
- If the test taker forgets their Username or Password, they can [follow these steps](#) to create a new password.

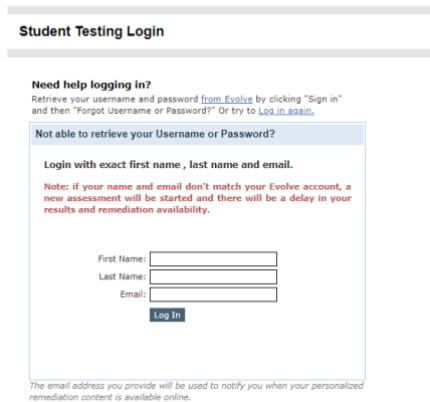
Once the test taker has reset their Evolve password, they should contact ProctorU support to re-initiate the process to get back into the assessment.

NOTE: The test taker should NOT create new credentials at the time of testing. An Evolve account should be created prior to testing, or else the test taker may have issues receiving results and remediation.

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**DON'T** create new login credentials with this screen

HESI **iNet**



**Student Testing Login**

**Need help logging in?**  
Retrieve your username and password from Evolve by clicking "Sign in" and then "Forgot Username or Password?" Or try to [Log in again](#).

**Not able to retrieve your Username or Password?**

Login with exact first name , last name and email.

**Note:** if your name and email don't match your Evolve account, a new assessment will be started and there will be a delay in your results and remediation availability.

First Name:   
Last Name:   
Email:

The email address you provide will be used to notify you when your personalized remediation content is available online.

**DO** create an account on Evolve



## Disconnections:

A test taker can be disconnected because of numerous technical issues including:

- Internet bandwidth
- CPU/RAM utilization

and more as outlined on the ProctorU [technical support page](#)

NOTE: In the scenario that any disconnections or technical issues occur, it is imperative the test taker contact ProctorU support. Doing so ensures proper session documentation occurs, and proper assistance/guidance is provided.

## What does a disconnection from the HESI Secure Browser look like?

Loss of connection in the HESI secure browser can look like:

- Freezing pages
- Content not loading.
- The program closing entirely.

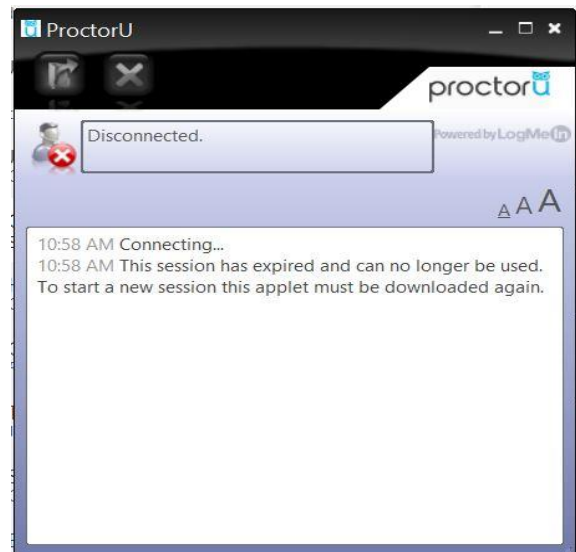
If there is a secure browser violation (e.g., trying to click to a different browser or page) a message will appear telling the test taker this is a violation of the exam policy and the test taker will have 5 seconds to close the message and return to the secure browser. If the message is not closed, then the test taker will be automatically disconnected from the exam.

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## What does a disconnection from ProctorU Look like?

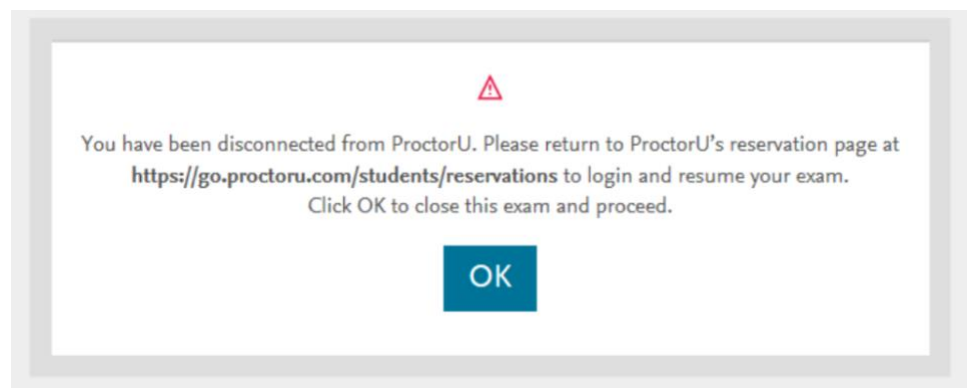
### ProctorU Scenario 1:

Loss of connection to ProctorU may be reflected in the “Proctor Chat” box and appear as follows:



### ProctorU Scenario 2:

If the test taker is disconnected from the Guardian Secure Browser for more than 30 seconds, the HESI Secure Browser will display the following message



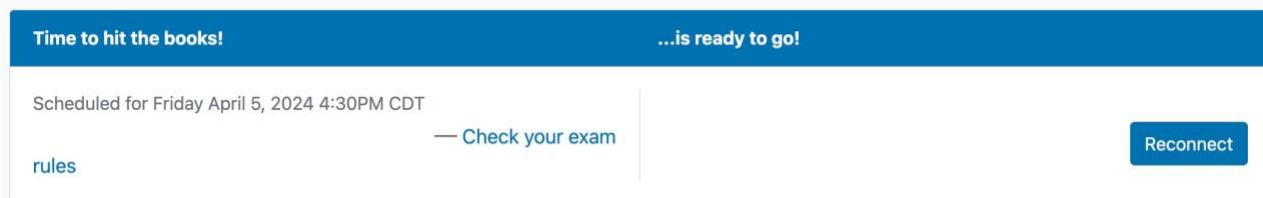
### ProctorU Scenario 3:

The test taker may also notice their camera light is NOT on (indicating video recording has stopped)

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## Steps for Support: Disconnection From ProctorU

The test taker can login to their ProctorU account and “reconnect.”



If the test taker is unable to reconnect to their session, they may reach out to the ProctorU support team via live chat for assistance.

In scenarios where severe technical issues have occurred, the test taker may be routed to a technician for resolution assistance.

## Steps for Support: Disconnection from the HESI Secure Browser

If a test taker has an issue during the exam after having launched into the testing environment please let your proctor know verbally, or via the downloaded proctor chat.

If the technical issue cannot be resolved, support will note the issue on the test taker’s ProctorU account & offer rescheduling options.

The test taker may be instructed by ProctorU support to contact either HESI Support at 1-844-960-HESI (844-960-4374) or their institution (depending on the specific issue encountered) for further assistance.

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## Definition of Terms

**Evolve** - Elsevier's main LMS. Student accounts for HESI test taking are created here.

**Guardian Secure Browser** - Guardian is a secure internet browser connecting test takers to their ProctorU proctoring reservation.

**HESI Secure Browser** - Secure internet browser where the HESI Assessment Player is launched, and testing is completed.

**ProctorU** - Secure Remote Proctoring Platform. This is where test takers will schedule their assessment reservation and connect to a proctor on exam day.

## URLs Included Throughout Document

URL Hyperlink Location	Page	URL
Evolve Welcome Page	1	<a href="https://evolve.elsevier.com/cs/store?role=student">https://evolve.elsevier.com/cs/store?role=student</a>
Evolve Account Creation or Reset	1, 2	<a href="https://service.elsevier.com/app/answers/detail/a_id/8356/supporthub/evolve/kw/username/">https://service.elsevier.com/app/answers/detail/a_id/8356/supporthub/evolve/kw/username/</a>
ProctorU Guardian Browser Test-It-Out	2	<a href="https://go.proctoru.com/students/system-metrics/new">https://go.proctoru.com/students/system-metrics/new</a>
ProctorU Test-It-Out Articles for pre-exam troubleshooting	2	<a href="https://support.proctoru.com/hc/en-us/categories/115001818507-Test-Taker-Library">https://support.proctoru.com/hc/en-us/categories/115001818507-Test-Taker-Library</a>
Evolve HESI Support	2	<a href="https://service.elsevier.com/app/phone/supporthub/hesi/p/11806/">https://service.elsevier.com/app/phone/supporthub/hesi/p/11806/</a>
ProctorU technical support page	3	<a href="https://support.proctoru.com/hc/en-us/articles/16952186202893-Technical-Issue-Troubleshooting">https://support.proctoru.com/hc/en-us/articles/16952186202893-Technical-Issue-Troubleshooting</a>
ProctorU Connect with Support direct link	5	<a href="https://auto.proctoru.com/chat">https://auto.proctoru.com/chat</a>