HESI
ELSEVIER

HESI A2
Student Guide

This document will provide an overview of the HESI A2 student processes. It will include the key features of the HESI NG platform and how to prepare for test day.

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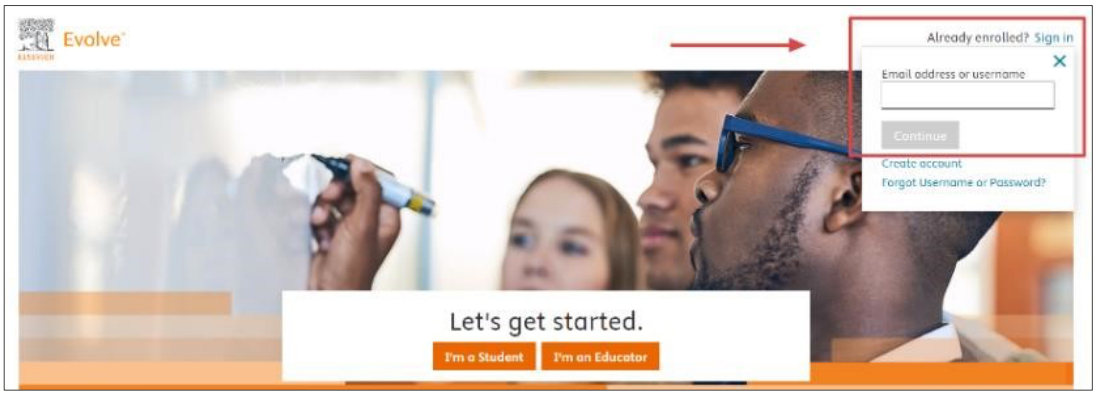
Preparing for Test Day

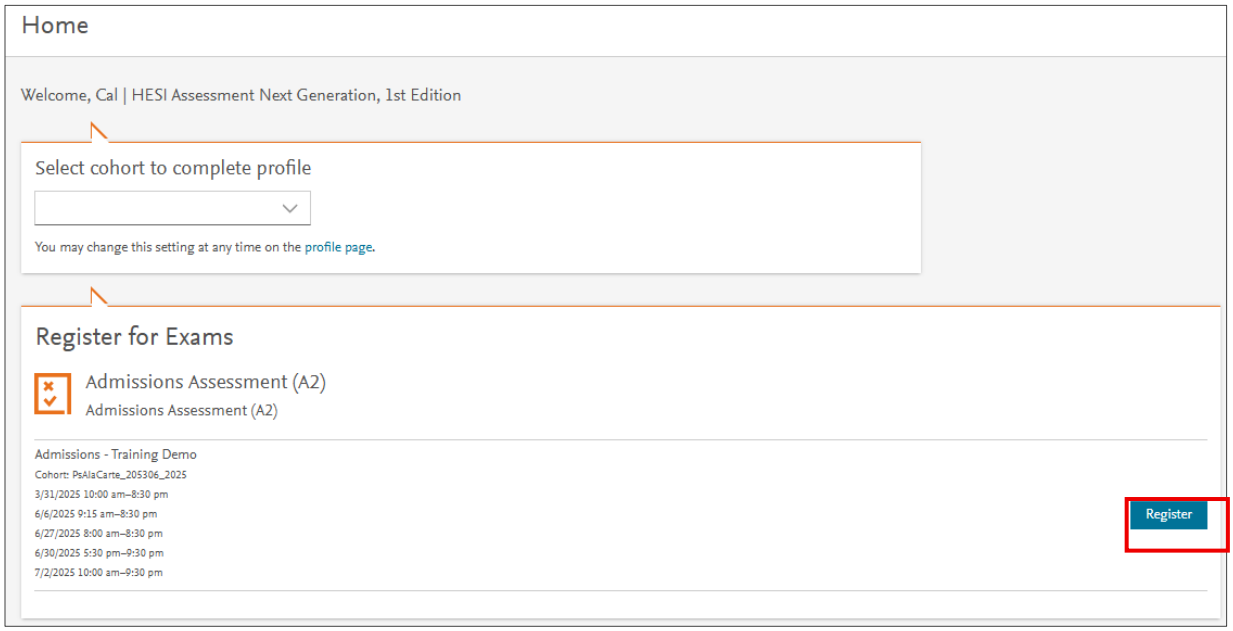
Account Set Up

1. Go to https://evolve.elsevier.com/
    a. If you already have an Evolve account, click “Sign in” at the upper-right corner and use your existing credentials to log in.
    b. If you do not have an Evolve account, click “Sign in” at the top right corner, then “Create account,” and follow the instructions to create your new Evolve account.



Registration

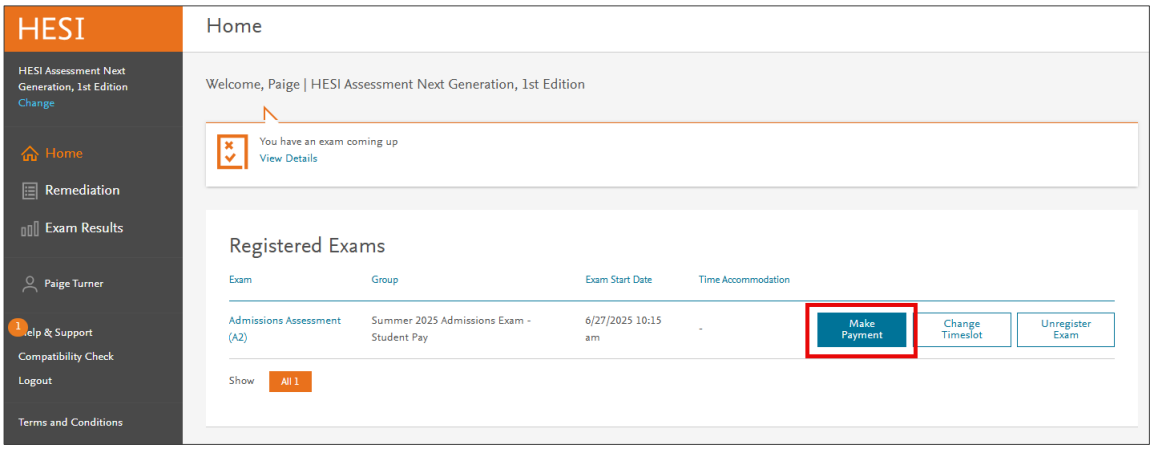
1. To register for the exam, you must use the registration link provided by your instructor or proctor.
2. Click the blue Register button to register for the exam.
    a. Note: Ignore “Select cohort to complete profile.”



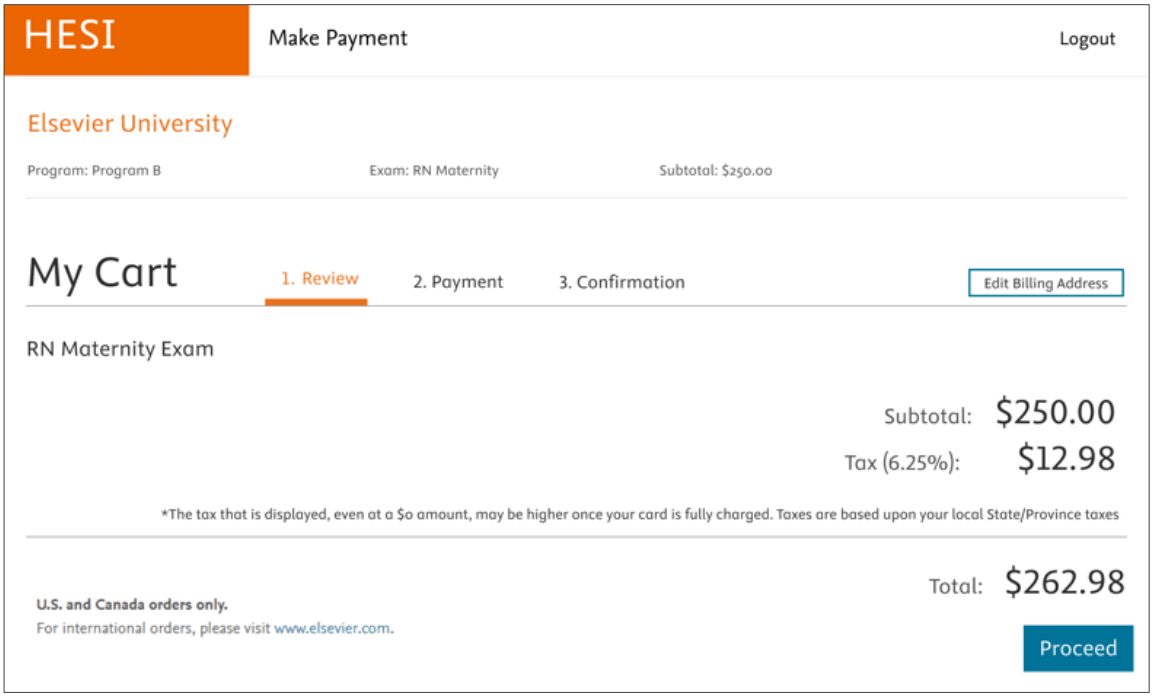
Paying for Your Exam

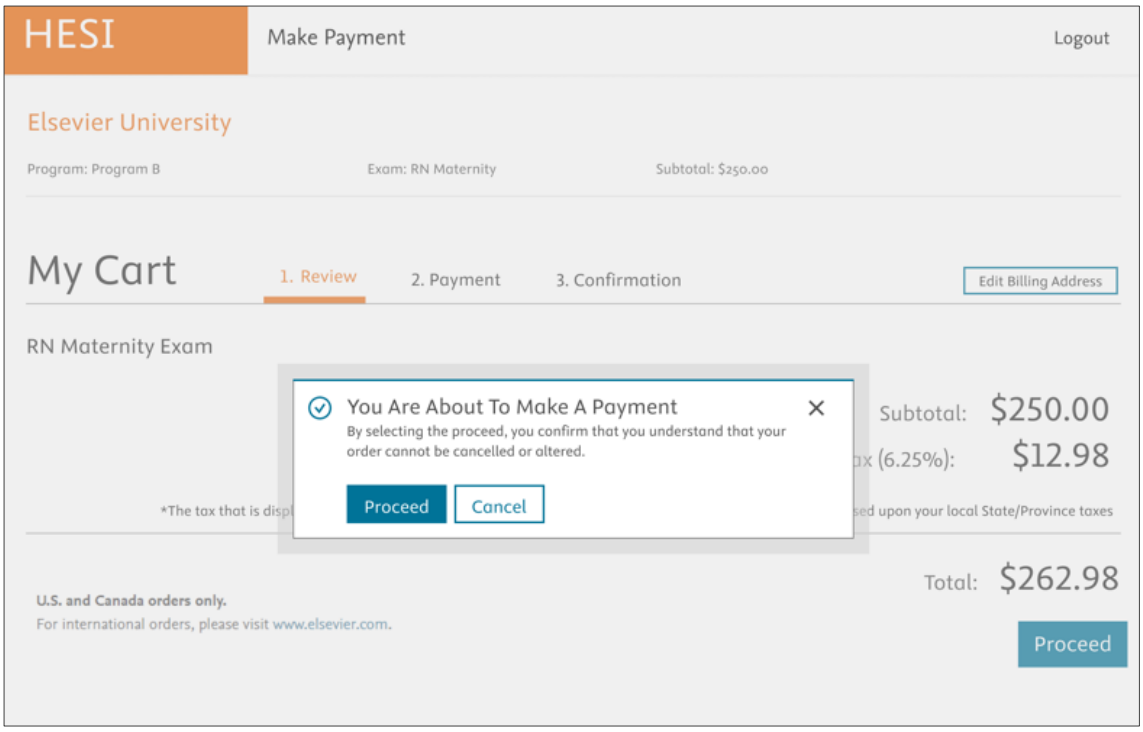
Making a Payment

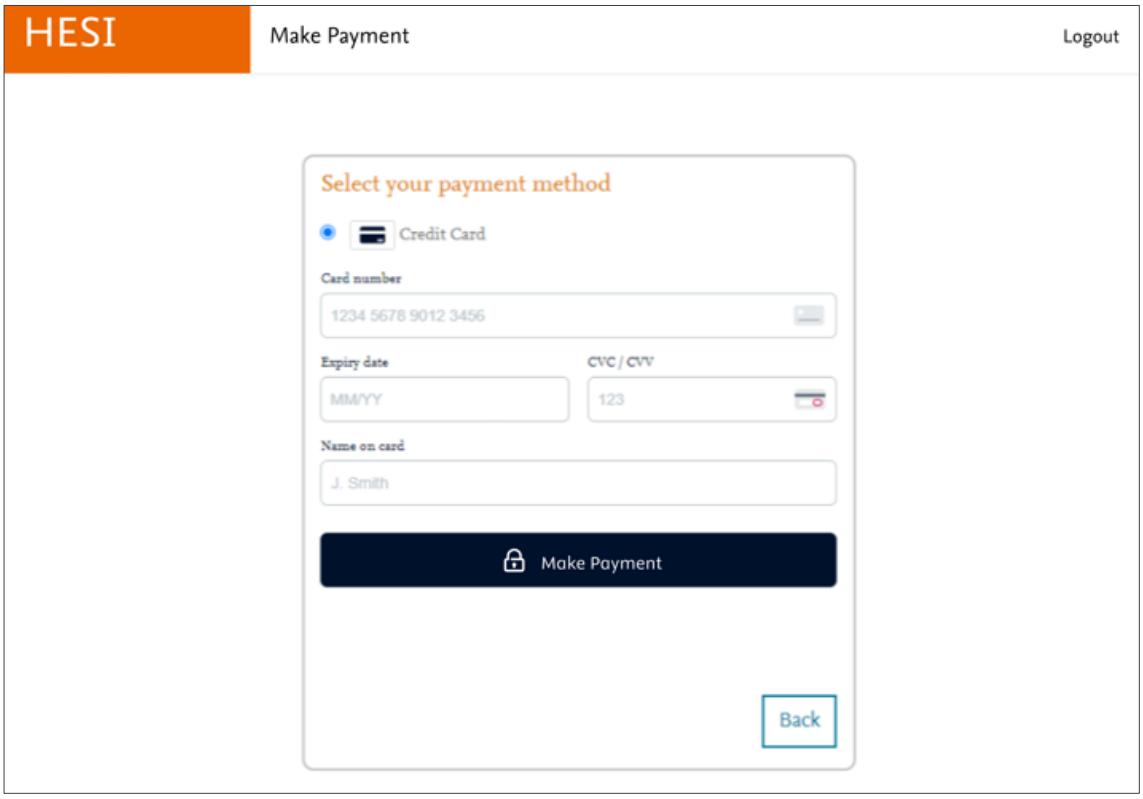
1. If you are expected to pay for your exam, the option to make a payment will appear after you register. You can pay for the exam any time before you take it. You will not be able to launch the exam until you have paid.

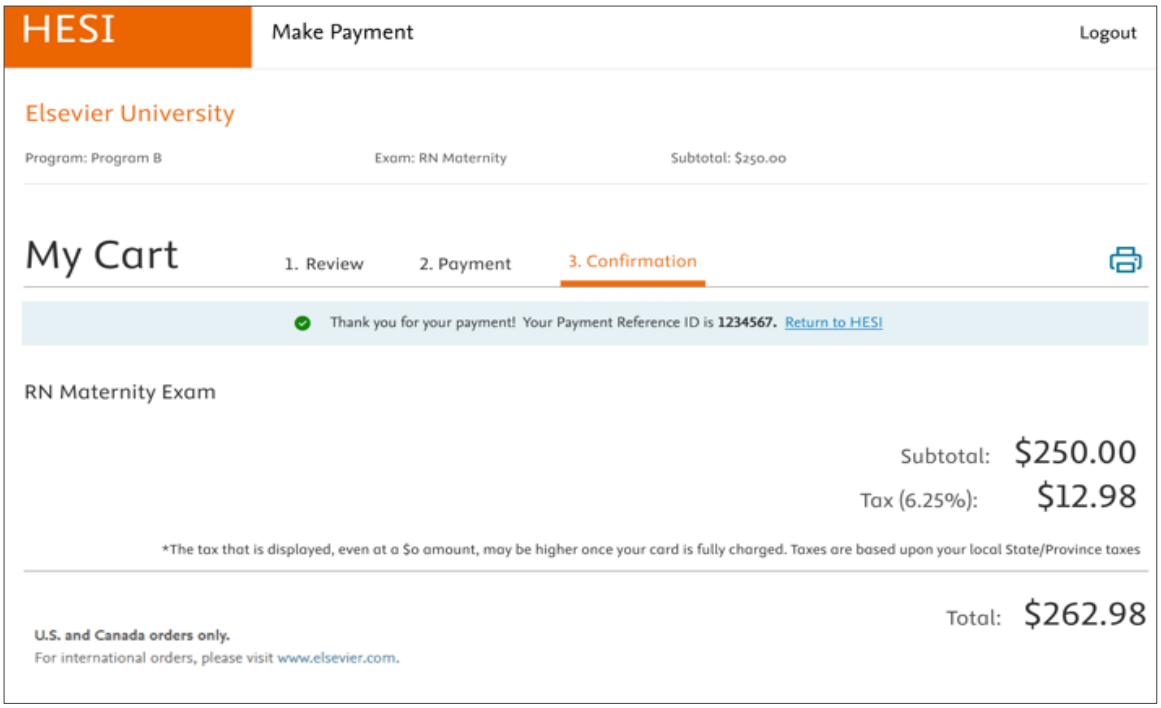


2. After you hit the “Make Payment” button, proceed through the steps to pay via credit card. When you are finished, you can click the “Return to HESI” link to return to the HESI home page.

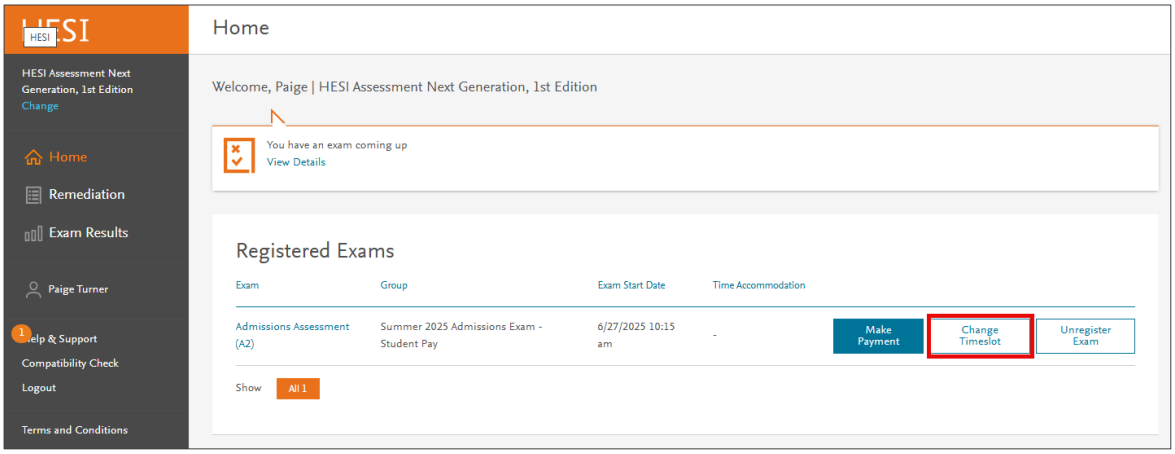


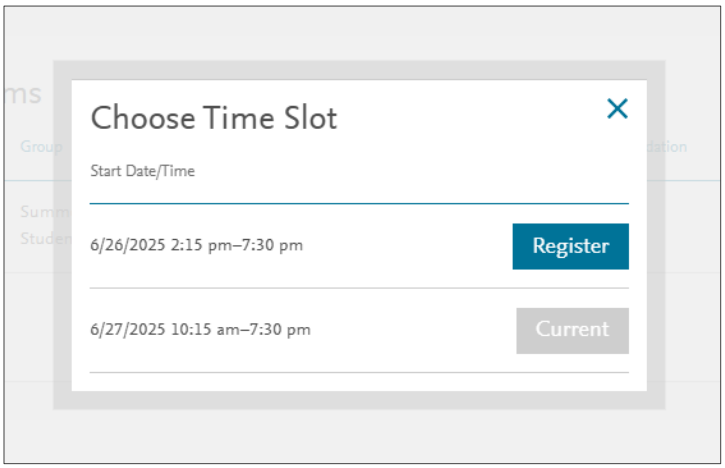

HESI
Make Payment
Logout
Elsevier University
Program: Program B
Exam: RN Maternity
Subtotal: $250.00
My Cart
1. Review
2. Payment
3. Confirmation
Edit Billing Address
RN Maternity Exam
You Are About To Make A Payment
By selecting the proceed, you confirm that you understand that your order cannot be cancelled or altered.
Proceed
Cancel
Subtotal: $250.00
(6.25%): $12.98
upon your local State/Province taxes
Total: $262.98
U.S. and Canada orders only.
For international orders, please visit www.elsevier.com.
Proceed


HESI
Make Payment
Logout
Select your payment method
Credit Card
Card number
1234 5678 9012 3456
Expiry date
MM/YY
CVC / CVV
123
Name on card
J. Smith
Make Payment
Back



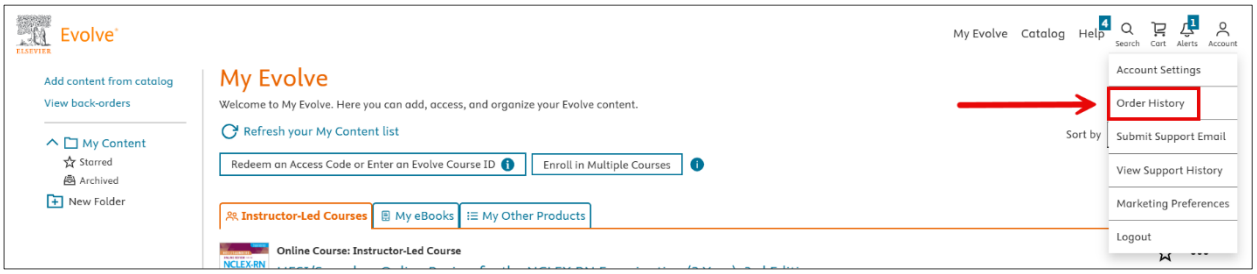
3. If you have paid and need to switch your exam to a different day, you can always change your time slot at any time if there are other time slots available. If there are not, contact the institution.

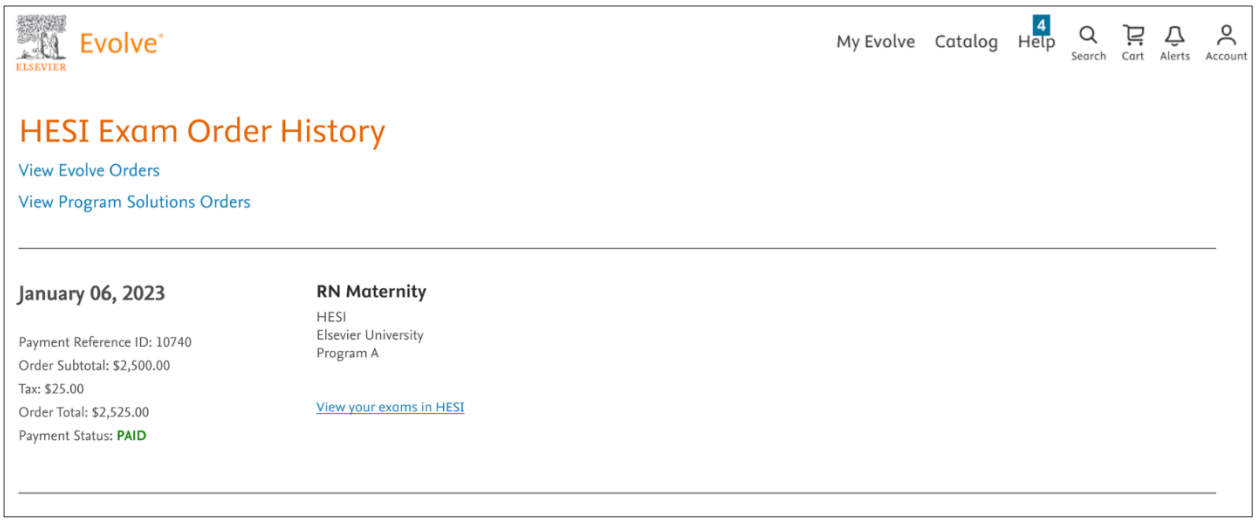




Viewing Payment History

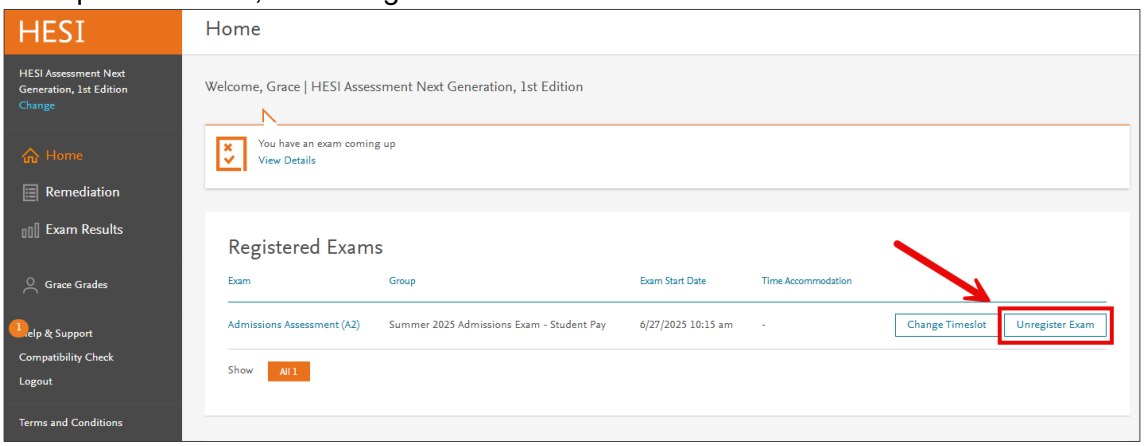
Your payment history can be viewed in your Evolve Order History.



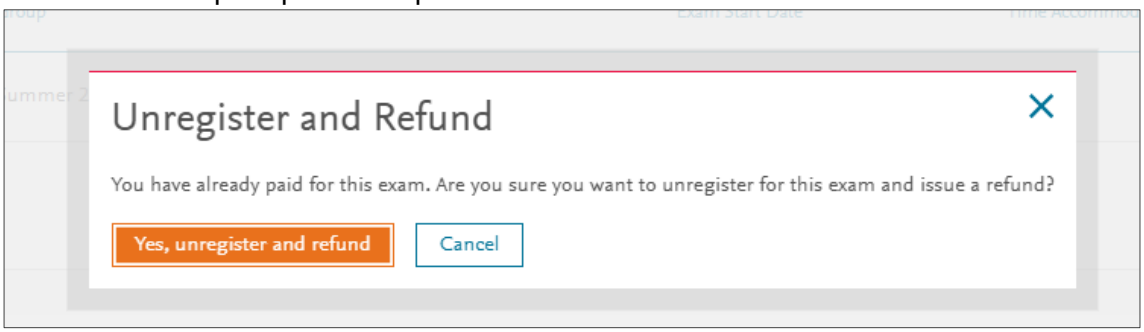


Requesting a Refund

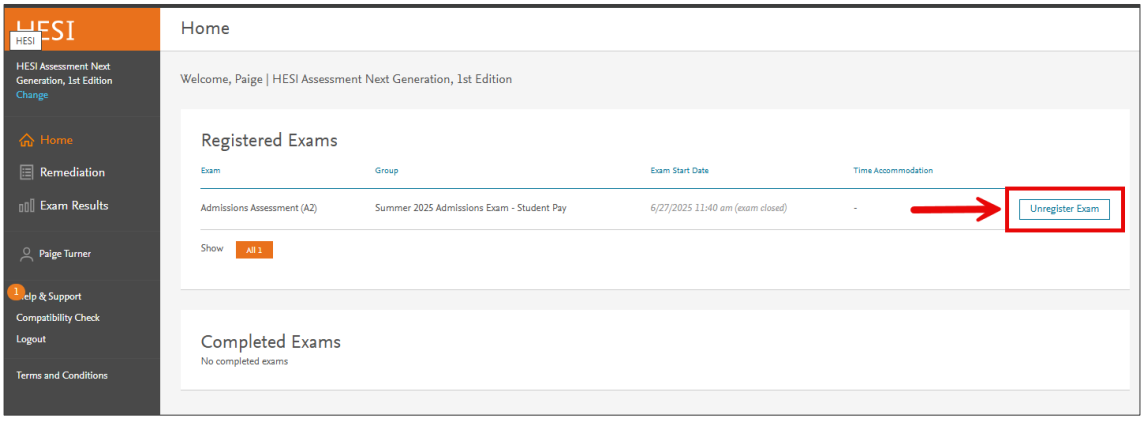
1. To request a refund, hit “Unregister” in HESI NG.



2. You will then be prompted to request a refund.



3. You will see a message that your refund request has been sent. An email will be sent shortly thereafter with more information.
4. If the exam has closed, you can still find the Unregister & Refund request in the “Registered Exams” section on the home page.
    a. If you still need to test on this exam, reach out to the instructor/program to request that they add a time slot. Then, you will be able to update your time to take the exam.



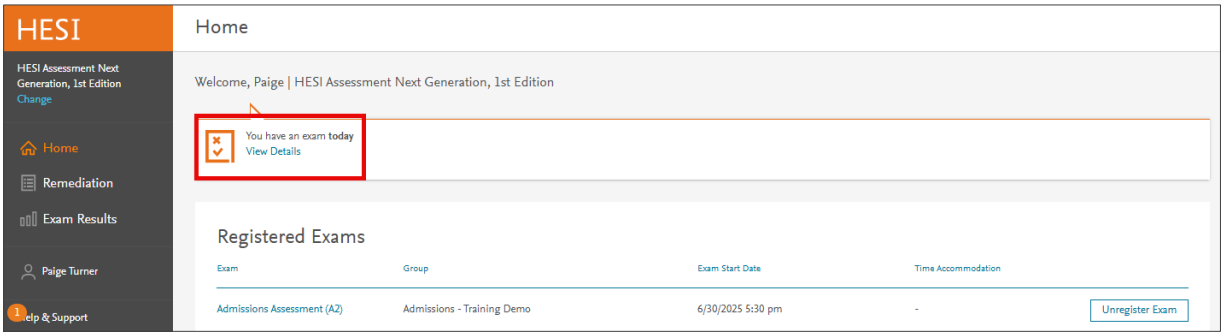
NOTE: You are not able to request a refund for an exam that you have started.

Reviewing Technical Specifications and Mock Exam

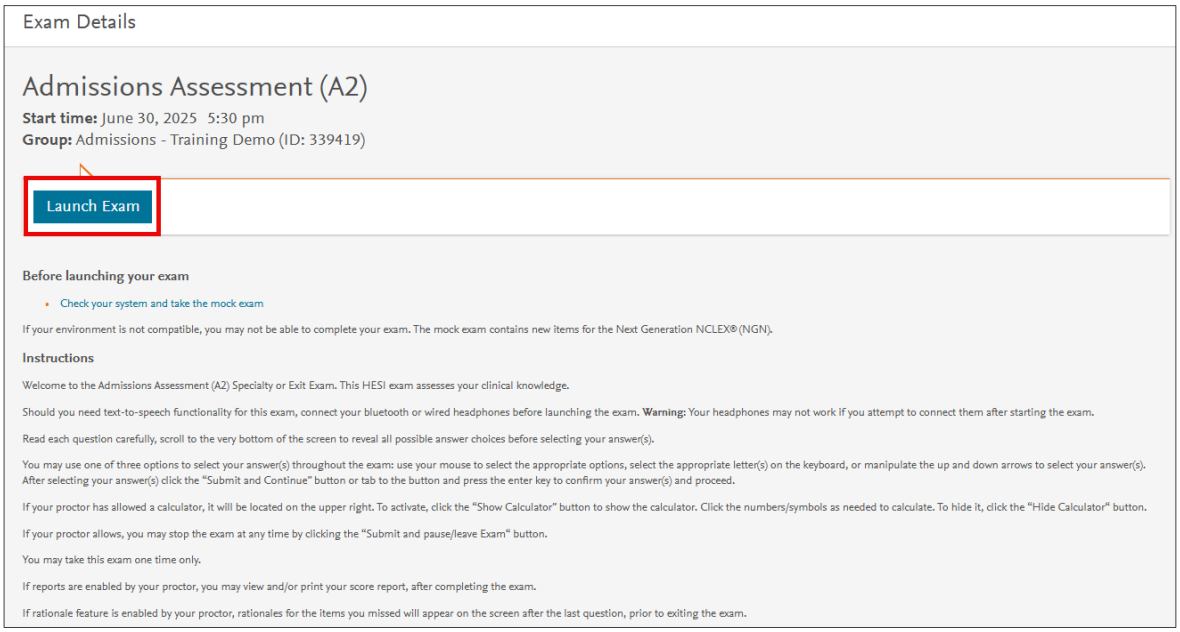
1. Navigate to the Compatibility Check in the left-hand navigation.
2. Download and run the Compatibility Check to make sure your device is ready to go for test day.
3. See the Elsevier Secure Browser Student Guide for more information on downloading and installing the browser.

Student Exam Launch Experience

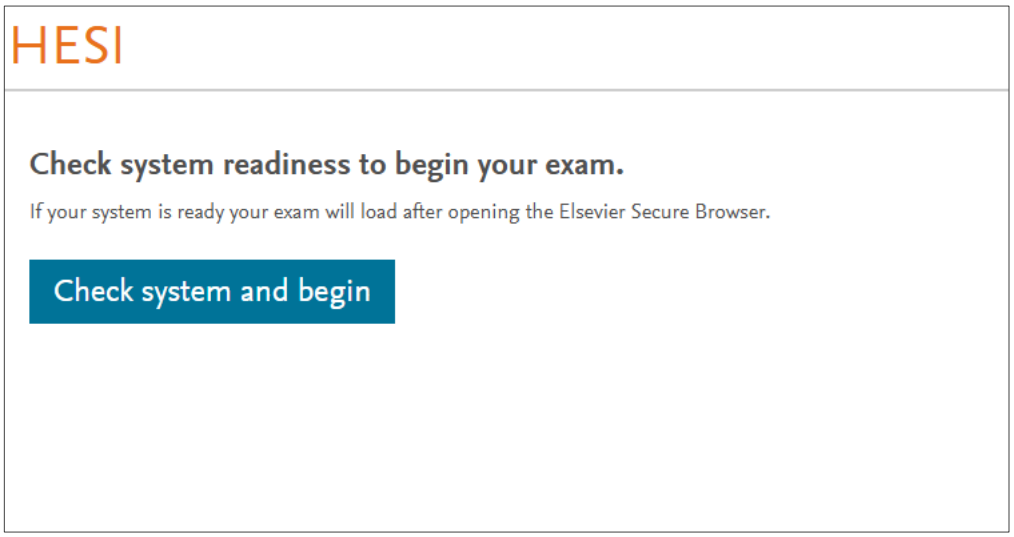
1. On the day of the exam, click View Details, or click directly on the exam link name from the Registered Exams table.



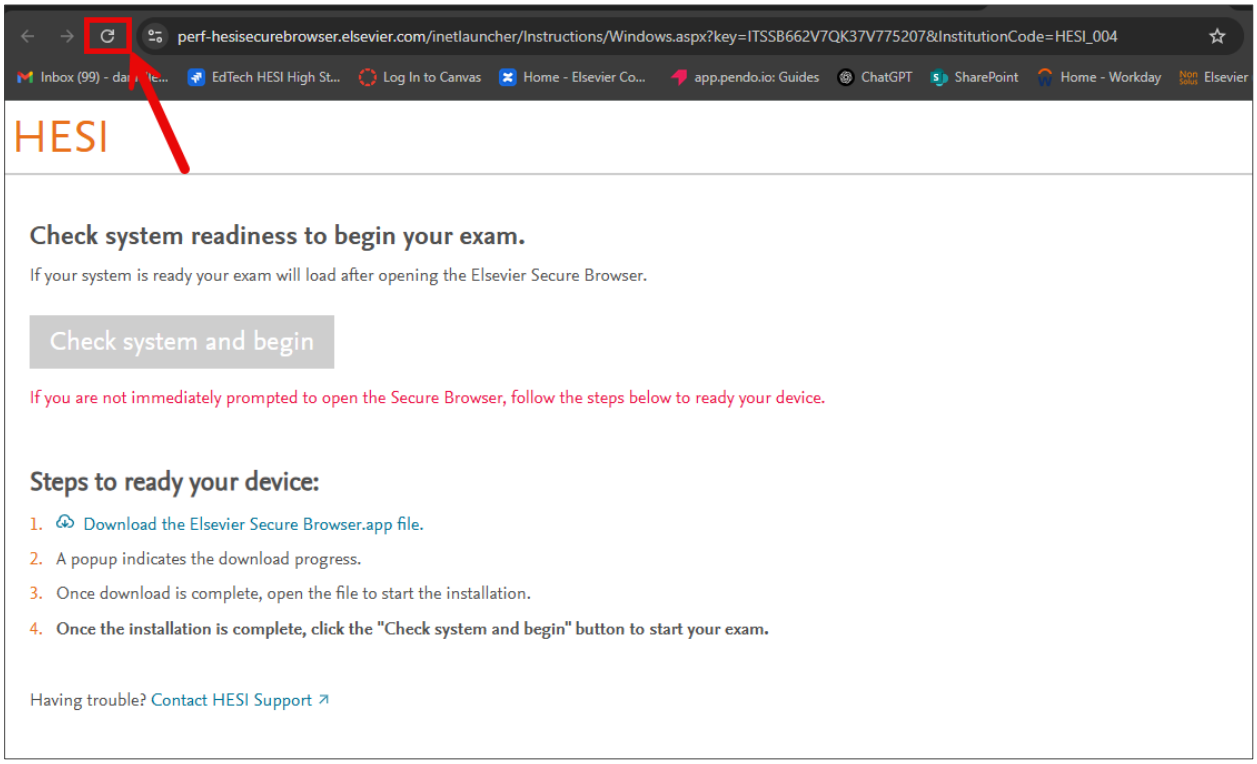
2. Click the blue Launch Exam button.

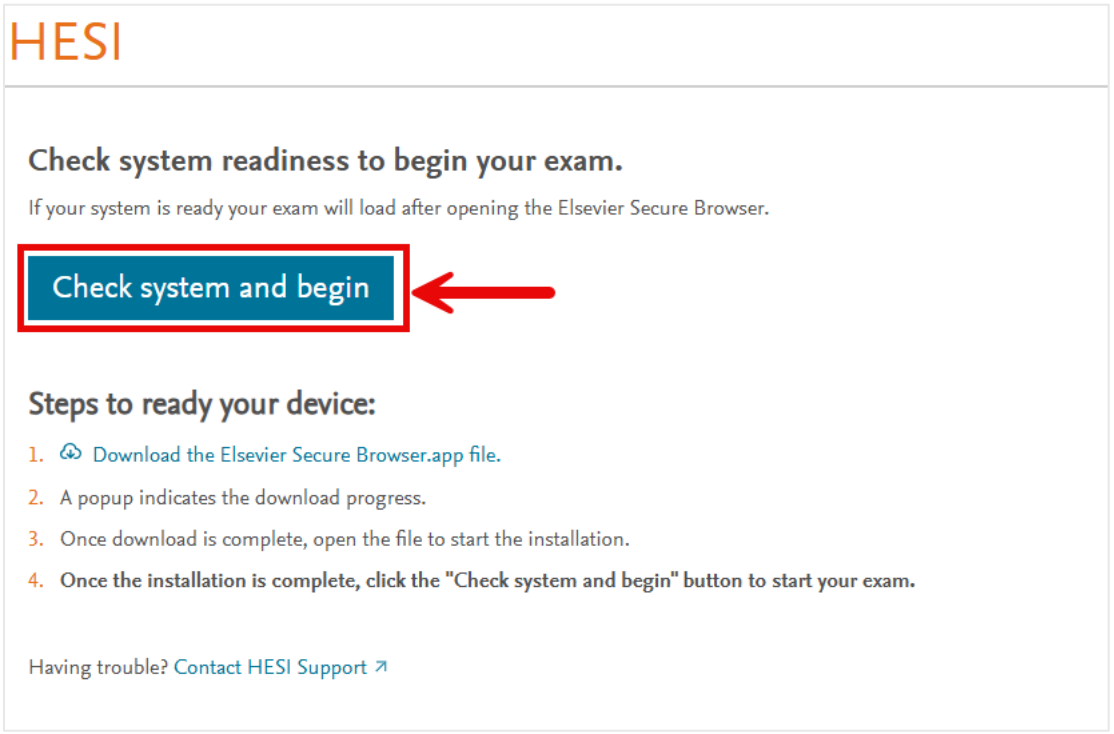


3. A window will open asking if you want to download the secure browser. If you are using your own device, and have not downloaded the secure browser, download and install it.
   a. If you are on an institution computer, your school should have already downloaded and installed the secure browser on their machines.



b. After you have installed the secure browser, return to the instruction screen, refresh and click the blue Check System and Begin button.

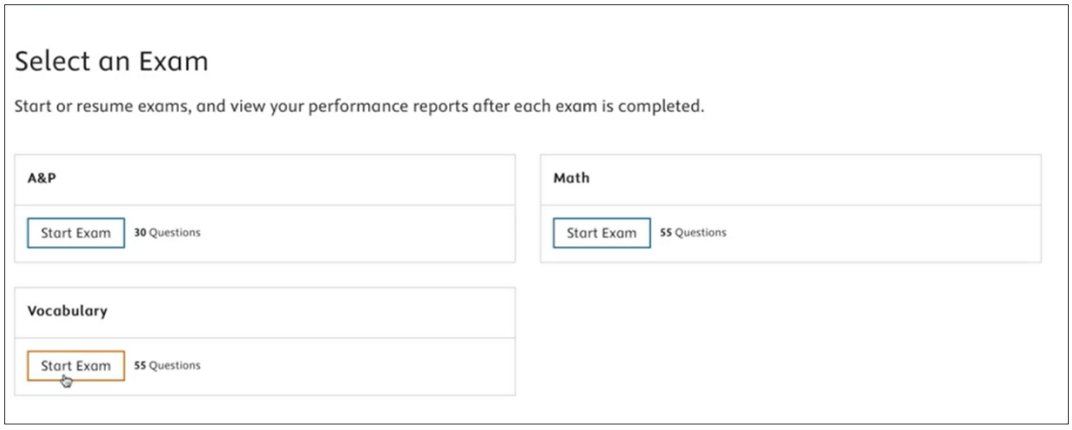




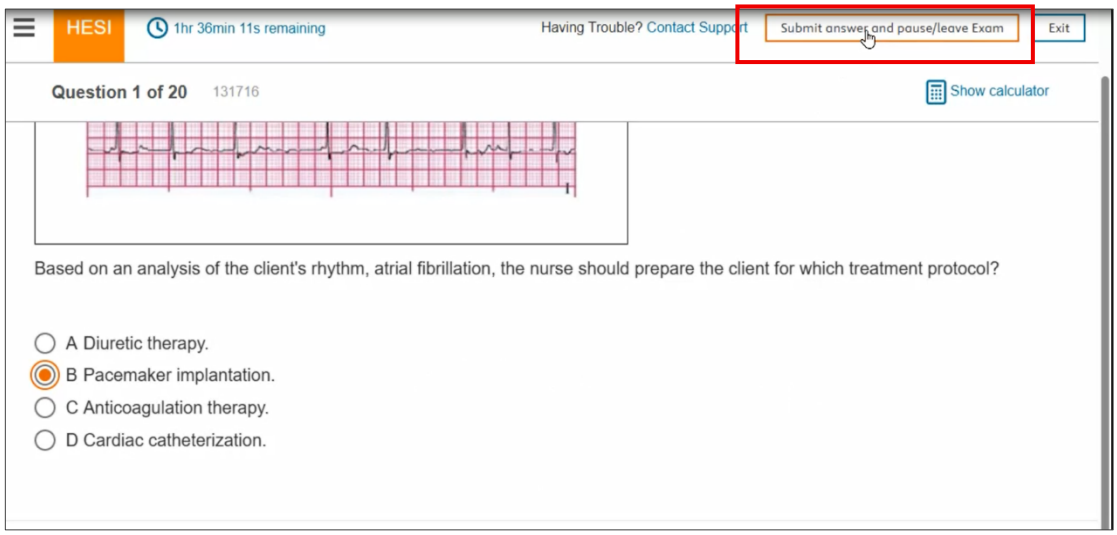
4. You will be taken to a screen that says: “Please wait for your proctor to begin the exam.” If the proctor has begun the exam, you will be prompted to enter an access code your proctor should reveal to you.

Selecting Your Exam Topics

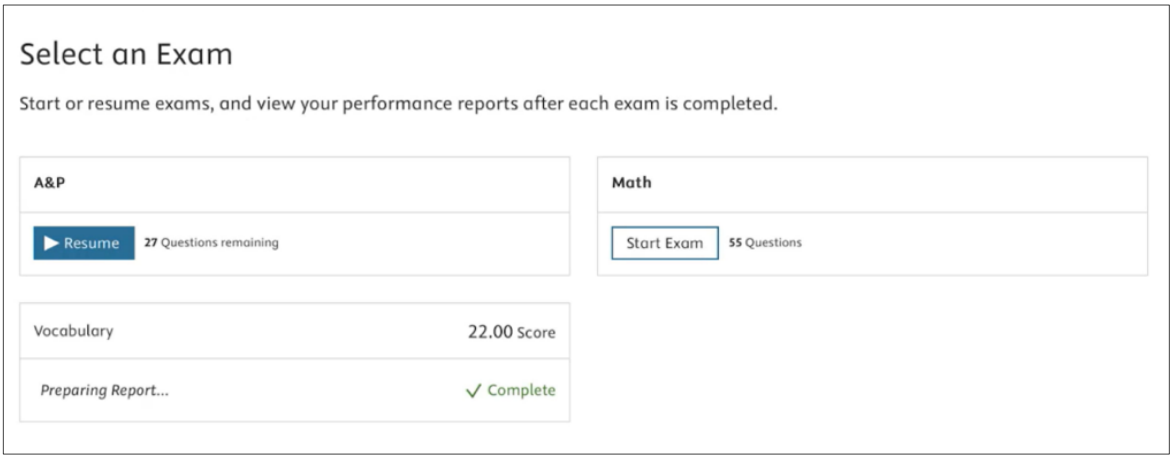
1. When you first get into the exam room, you will see a screen that is titled Select an Exam. Select which exam you’d like to begin with.



2. At any time, you can click the Submit your Answer and Leave Your Exam button, in the upper-right corner to select another exam. However, when you pause and leave the exam, your timer will not stop.

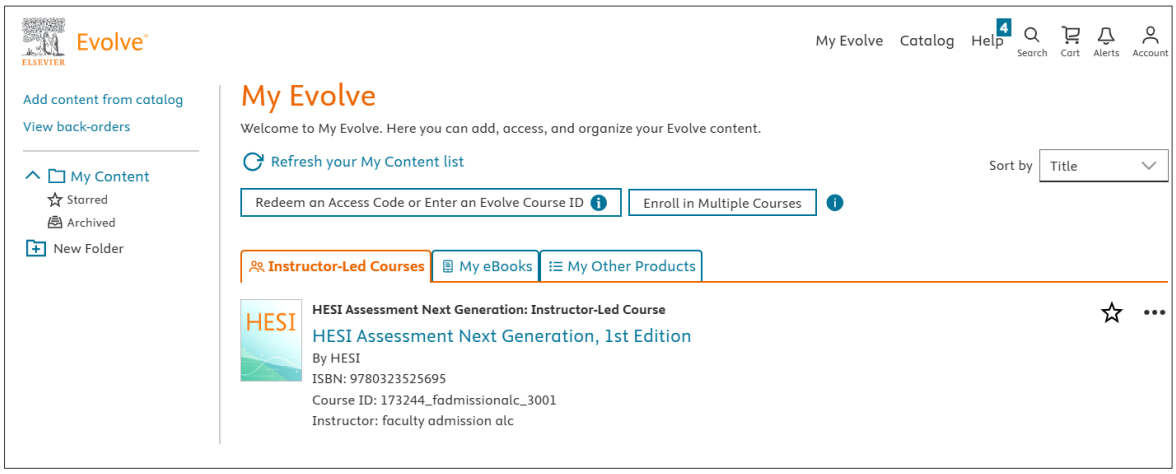


3. When you are ready, click the blue Resume button to pick up where you left off.
4. In the event that you are fully disconnected from the exam, your exam timer will stop. You will need to relaunch the secure browser from the exam launch page and input a new access code from your proctor to continue testing.
5. When you have completed an exam, you will land back to the Select Exam screen. If your instructor has allowed it, you will immediately see your score for that exam, and a detailed report of the exam will be generated.

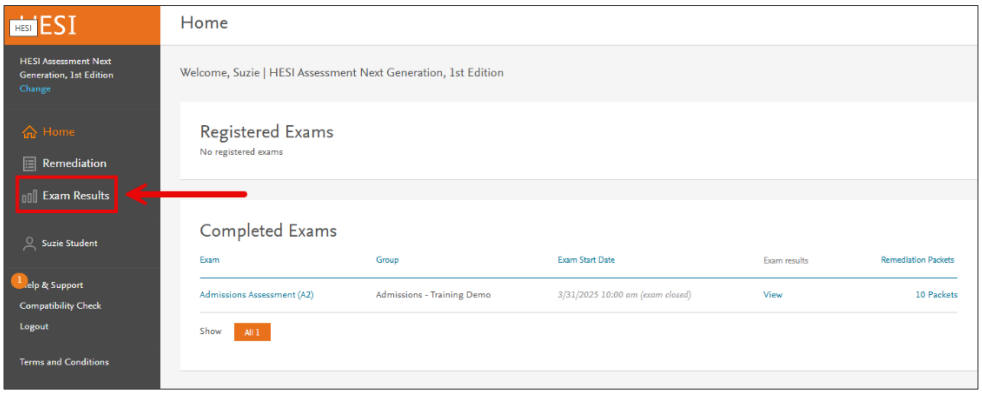


Reporting and Remediation

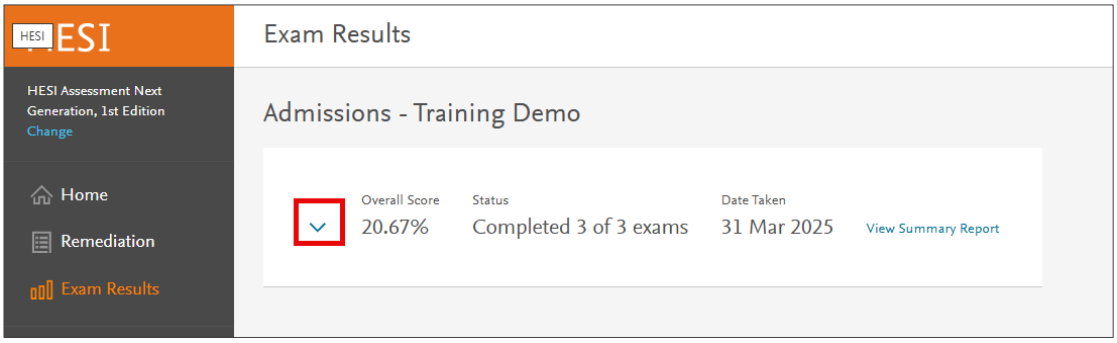
1. Log into your Evolve account: https://evolve.elsevier.com/
    a. In your My Evolve list, locate the HESI Assessment resource

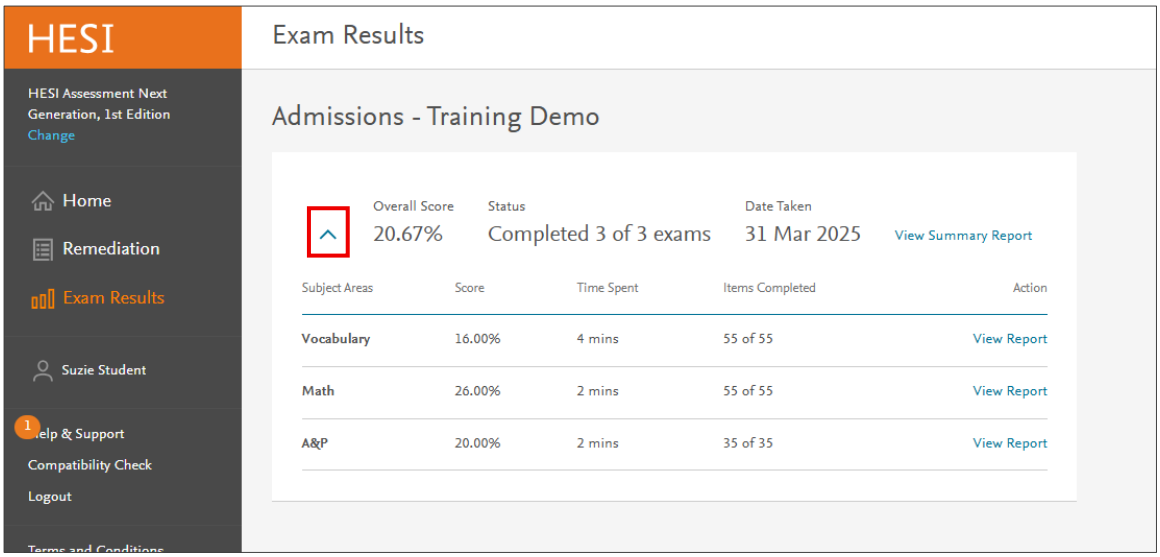


2. For results, click on the Exam Results tab.

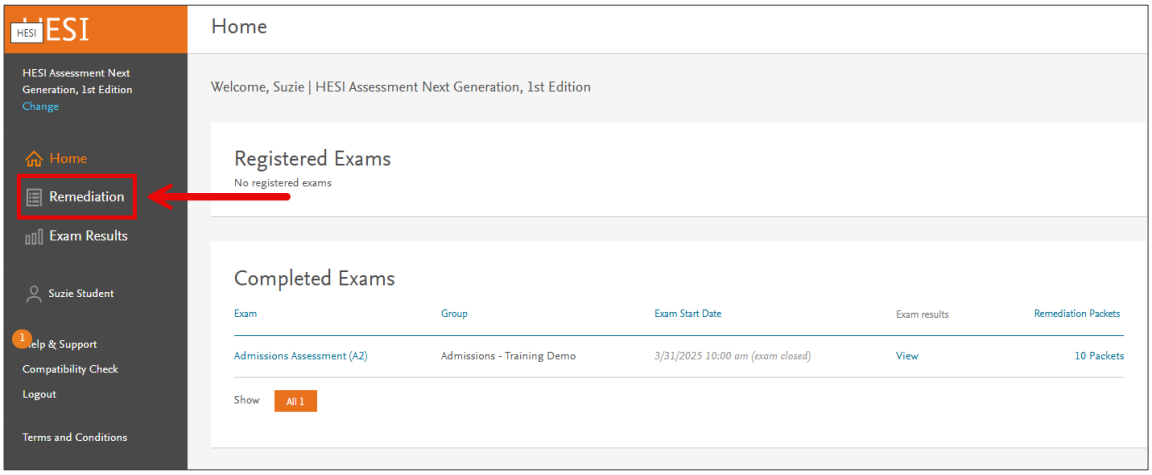


a. Use the expand/collapse arrow to review your results and download reports.

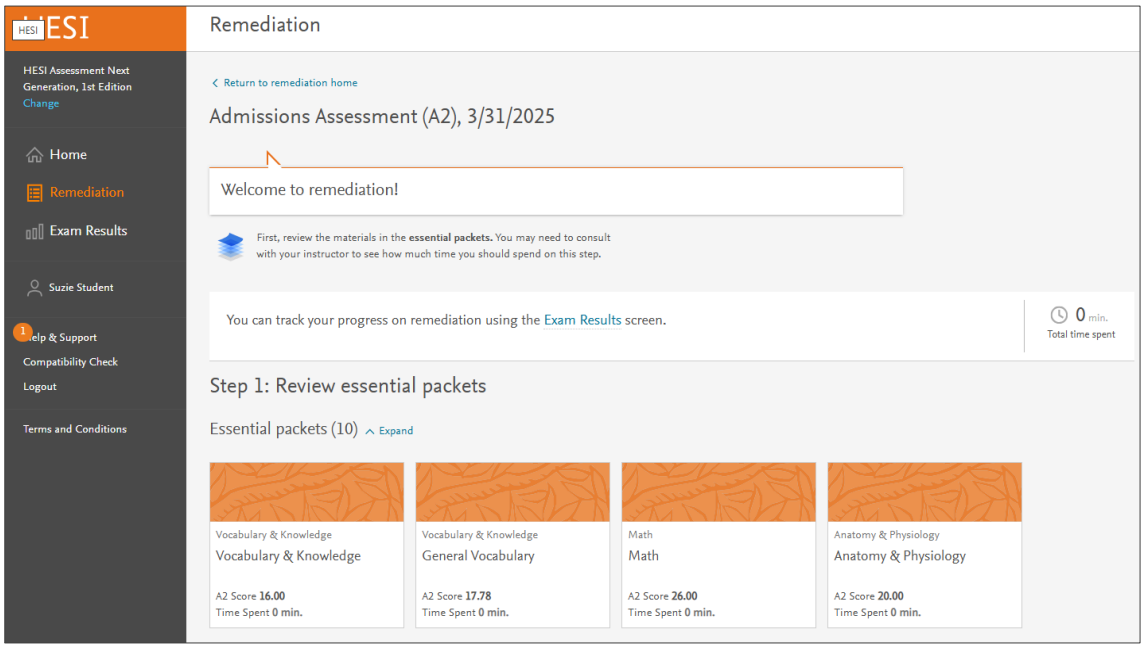




3. For access to remediation, click the Remediation tab.

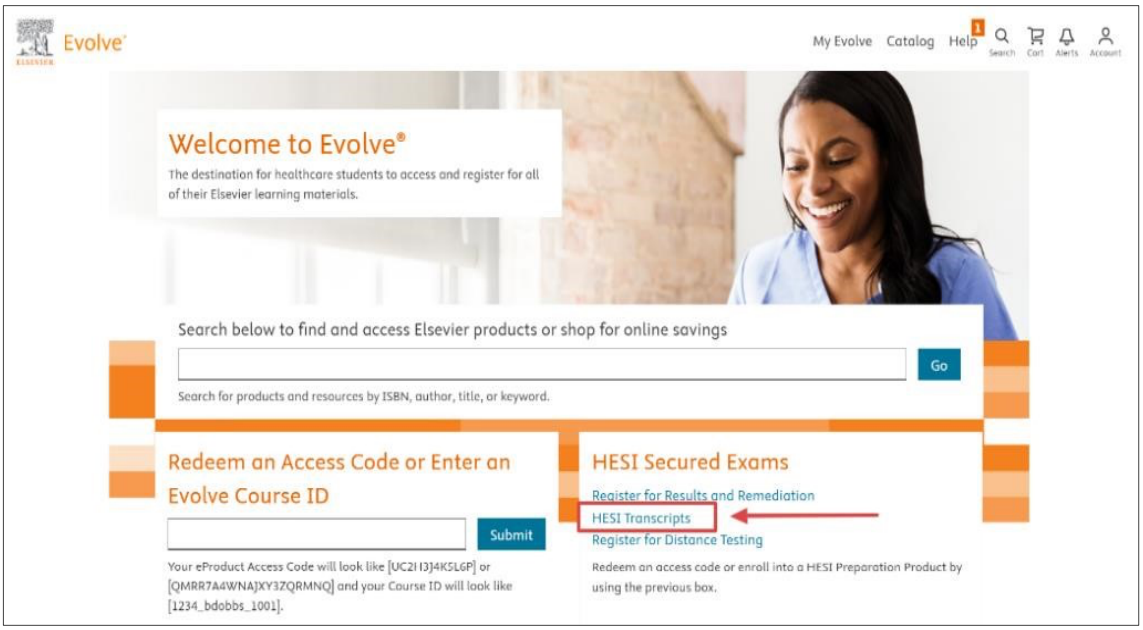


a. Click on the exam you want to see remediation for and then open a packet to view the textbook chunks.



Transcripts

1. If you'd like to request your HESI transcripts, visit the Evolve homepage or HESI Student Access FAQ for instructions
2. To access via Evolve, navigate to the Evolve homepage: https://evolve.elsevier.com/
    a. Select "HESI Transcripts" in the HESI Secured Exams section in the lower right



Additional Training and Support Resources

Student Training

Review the resources linked below for more information or additional training on the exam process.

- Elsevier Secure Browser On-Demand Student Training Center
- HESI NG Testing On-Demand Student Training Center
- HESI NG A2/ALC Student Experience Overview
- System and Device Requirements
    - Mac
    - Windows

Support Resources

For any issues with exam registration, testing, results, or remediation, please contact the HESI Learner Support Team.

- HESI Testing Support Center
- HESI Testing Support Line
    - Chat: For the most immediate assistance on test day, contact Support directly in the exam interface or your HESI NG course via the “HESI Live Chat” button. You can also use the “Help & Support” link in the navigation menu to connect with Support.
    - Phone (Test Day Emergencies): 1-800-222-9570