HESI®/HESI Compass: Faculty Troubleshooting for HESI and Proctor U

Scenario 1: Before the Exam, ProctorU Access Code/URL Setup
I don’t know where to enter the access code or URL for the exam (on ProctorU)
1. Contact your ProctorU Account Manager if one is assigned.
2. If you don’t have an account manager, email hesi-support@proctoru.com.
3. Check out the HESI Classic (iNet) Exam Setup with ProctorU Remote Proctoring or the HESI NG Exam Setup with ProctorU Remote Proctoring guides for more help.

Scenario 2: Before the Exam, HESI Remote Proctoring Setup
I need help setting up a HESI Exam to use remote proctoring.
1. Contact your CSC with HESI setup team, if one is assigned,
2. Or call the HESI Testing Emergency Line at 1.800.222.9570, Option 1, Option 1. FACULTY USE ONLY. Do not give to students.

Scenario 3: Day of Exam, “Not enough licenses” error reported by student
My student has a “Not enough licenses for this exam” error. (HESI Classic/Legacy)
1. Contact your CSC with HESI setup team, if one is assigned to set up more licenses,
2. Or DURING TESTING DAY call the HESI Emergency Line at 1.855.960.HESI (4374). FACULTY USE ONLY. Do not give to students.
3. Outside of testing day, call the HESI Testing Emergency Line at 1.800.222.9570, Option 1, Option 1. FACULTY USE ONLY. Do not give to students.

Scenario 4: Day of Exam, Student Connection/Access Code Issues/Session Timed Out
My student is having connection or access code issues, or his/her session timed out.
1. Have your student log in to his/her ProctorU account at go.proctoru.com and use the Live Chat feature,
2. Or call the ProctorU hotline at 1.855.772.8678, Option 1.