HESI NG: New Elsevier Secure Browser

We are excited to announce that we have replaced the HESI Secure Browser with a more secure version. **This is a major security enhancement for HESI exams.**

NOTE: *this only impacts exams administered on the HESI NG platform, for Mac and Windows desktop machines. All other exams (on the HESI Classic/Legacy platform, or iPads) will not be impacted.*

The process for the new secure browser is largely the same. At the time of the exam, testers will download, open, and run the Elsevier Secure Browser. However, due to the enhanced security, there are some changes to note.

What to Expect

Increased Load Time

- The first time a tester downloads the secure browser, it may take up to 2 minutes to load (dependent on network speed).
- After the initial download, each subsequent launch of the executable file will take, on average, 20-30 seconds to load, if not faster.
  - The more forbidden apps or processes that are running, the longer it will take, as the secure browser systematically disables and hides every application or process not needed for test taking.

Enhanced Security

  - No screensharing is allowed— the screen will show as black.
  - Additional monitors or devices are blocked (including Bluetooth).
  - Clipboard use is not allowed (copy/paste).
  - Testers cannot navigate away from the exam to interact with other apps/devices until they exit the browser.
  - No background applications are allowed (other than those needed for remote proctoring).
    - All background apps will be hidden/disabled by the secure browser.
    - If the secure browser cannot hide/disable an app, it will send an error message that explains which application is preventing the launch. That application will need to be manually closed in order to proceed.
  - If testers try to use a forbidden application or process during the exam, they will be shown a message and disconnected from the exam.

Changes for Mac Users

o Mac users must now download and open the secure browser file every time. There are updated instructions for this on the secure browser launch page:
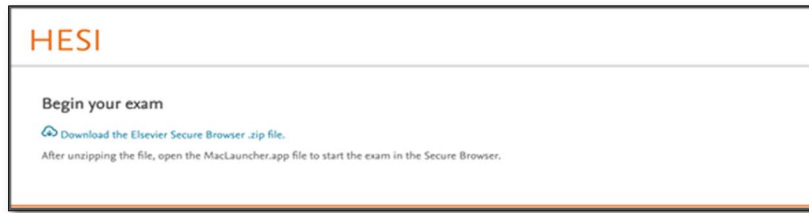

o Minimum OS requirement is MacOS 10.12 (Sierra).

Increased Accessibility

o To increase or decrease font size, zoom in and out using keyboard controls **CTRL +** (plus) and **CTRL –** (minus).

o The secure browser is compatible with all major screen readers.

Tips for a Successful Test Day

- Have testers download and run the HESI **Compatibility Check** in advance of their exam to complete the initial secure-browser download, and to ensure system compatibility.
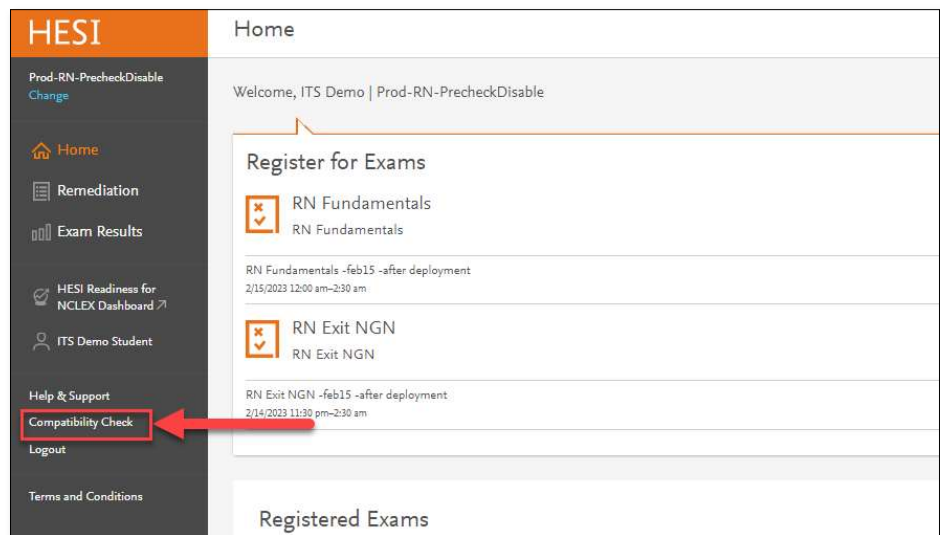
- If testers do not run the **Compatibility Check** and mock exam in advance, it could take up to 2 minutes for the secure browser to load, or they may run into unexpected issues that can cause unneeded stress on test day. These issues can be proactively resolved if testers complete this check to download the browser in advance.

- On test day, ensure testers have all apps not needed for testing closed, and they are not screen sharing or trying to use multiple monitors or devices.

- The Secure Browser will use more battery as it is performing checks and monitoring constantly. We recommend testers **connect to a power source while testing.**

- For onsite devices/computer labs, please refer to the HESI System Requirements documents for both Mac & Windows to ensure your devices are compliant. You will be able to launch the Compatibility Checker from any instructor account, as well.

Common Troubleshooting Scenarios

- If a student cannot open the secure browser, or it is taking longer than 2 minutes to load:
  - o Ensure background apps are closed.
  - o Have the student restart their device and try again.
    - ▪ If restarting on Mac, **deselect** the option to **reopen windows and applications upon restart** - https://support.apple.com/en-us/HT204005.

- If a student needs to exit the secure browser and there is no exit button (for example, on the loading screen) they can use keyboard control **CTRL SHIFT Q.**

If any additional assistance is needed, please contact HESI Support.   END OF GUIDE