

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.**

