

HESI®/HESI Compass: Student Troubleshooting for HESI on ProctorU

Before Exam Day

1. I don't know how to schedule my HESI Exam through ProctorU.

Contact your faculty to give you ProctorU enrollment instructions specific to your school. You can also access general sign in instructions in the [Student HESI Testing with HESI and ProctorU](#) guide.

2. I can't make it to the timeframe I was given for testing.

Contact your faculty as soon as possible if you cannot make the testing window allowed.

During Exam Day

1. I can't get into my exam. A message says, "not enough licenses for this exam."

(HESI Legacy/Classic only)

Contact your faculty to contact customer support to make this request.

2. I can't connect to ProctorU.

Log into your ProctorU account at go.proctoru.com and use the **Live Chat** feature, or call the ProctorU Hotline at **1.855.772.8678, Option 1.**

3. My ProctorU access code doesn't work.

Log into your ProctorU account at go.proctoru.com and use the **Live Chat** feature, or call the ProctorU Hotline at **1.855.772.8678, Option 1.**

4. My testing session timed out.

Log into your ProctorU account at go.proctoru.com and use the **Live Chat** feature, or call the ProctorU Hotline at **1.855.772.8678, Option 1.**

