BSN

HESI A2 EXAM REGISTRATION TUTORIAL

ACCOMMODATIONS REQUEST

IMPORTANT:

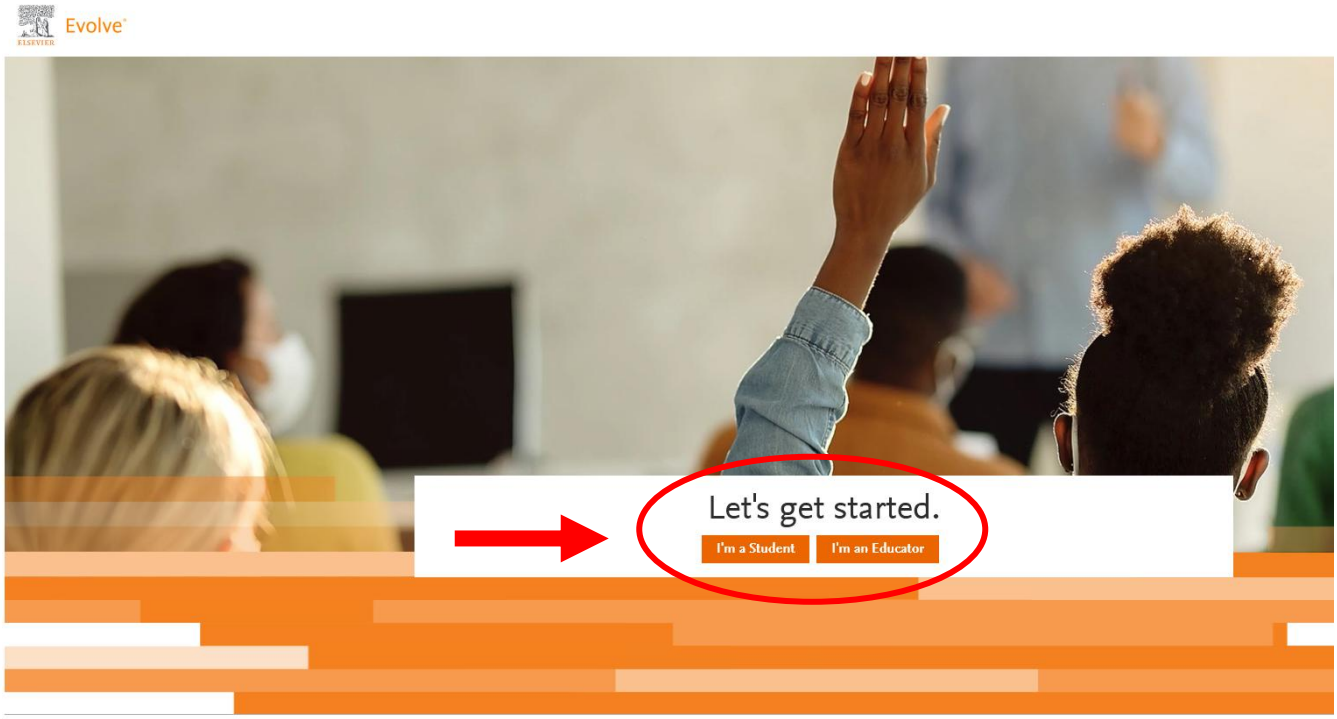
- The HESI A2 exam is an electronic test done on a computer.
- The HESI A2 exam is not an exam controlled or administered by the ECU College of Nursing.
- The College of Nursing strongly advises students to avoid last minute attempts or retake attempts on the HESI A2 exam.
- The mandatory three-month waiting period applies whether the exam is taken in-person or remotely.
- **The last three days of your registration window are blacked out by Elsevier.** This means you cannot begin the scheduling process during these three days. You must schedule your exam date prior to that time. An exam may be completed on these blackout dates butt students cannot wait this long to begin the scheduling process. Plan accordingly!

TUTORIAL DATES:

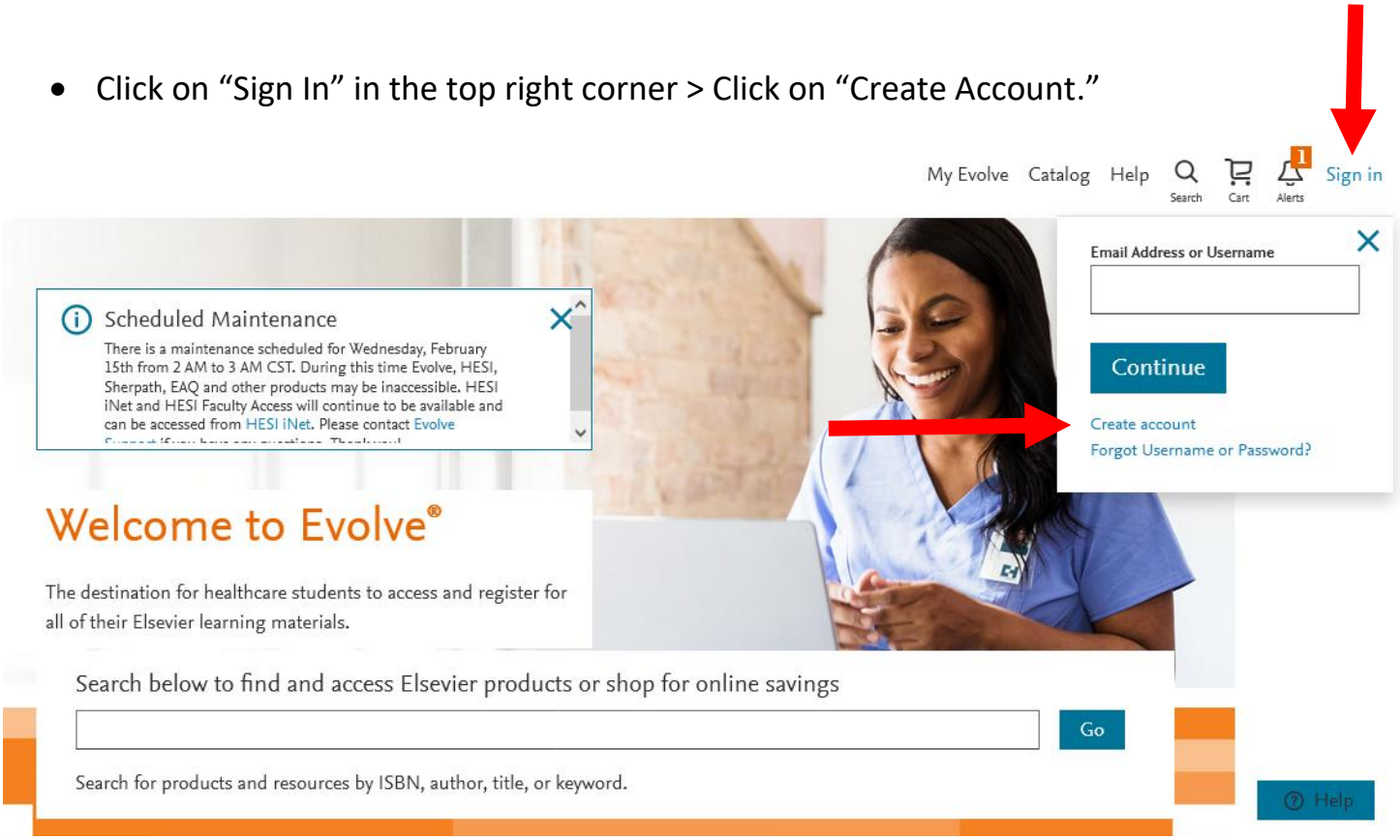
- This tutorial is updated a few times a year as registration processes change. As a result, you will see a variety of dates and information within each screenshot. Do not worry if they don't match exactly from page to page, they are meant to serve as a visual guide of what you should see as you work through the registration steps.

Step 1: Visit the Elsevier Evolve website at https://evolve.elsevier.com and create a student account.

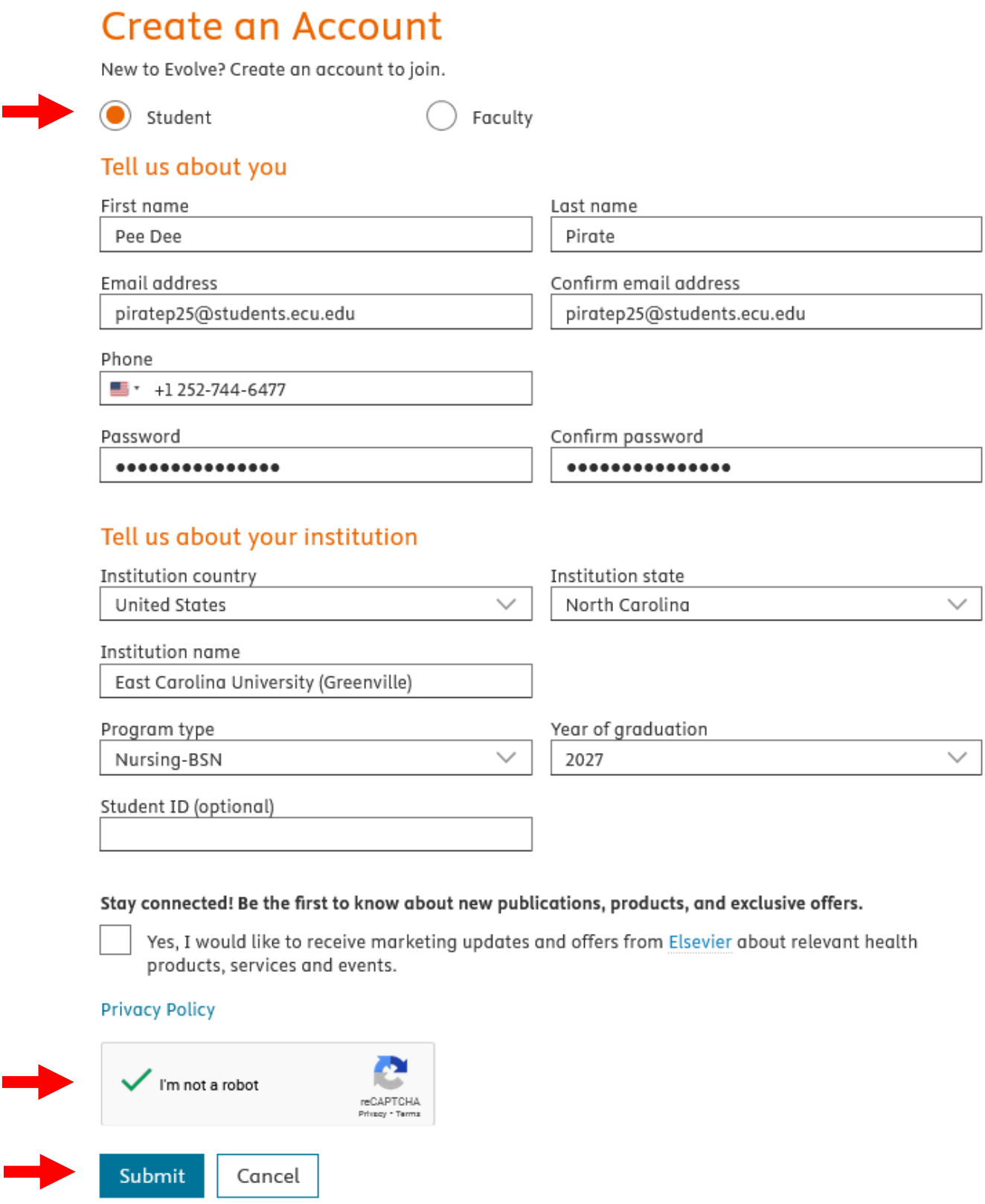
- Click on “I’m a Student.”



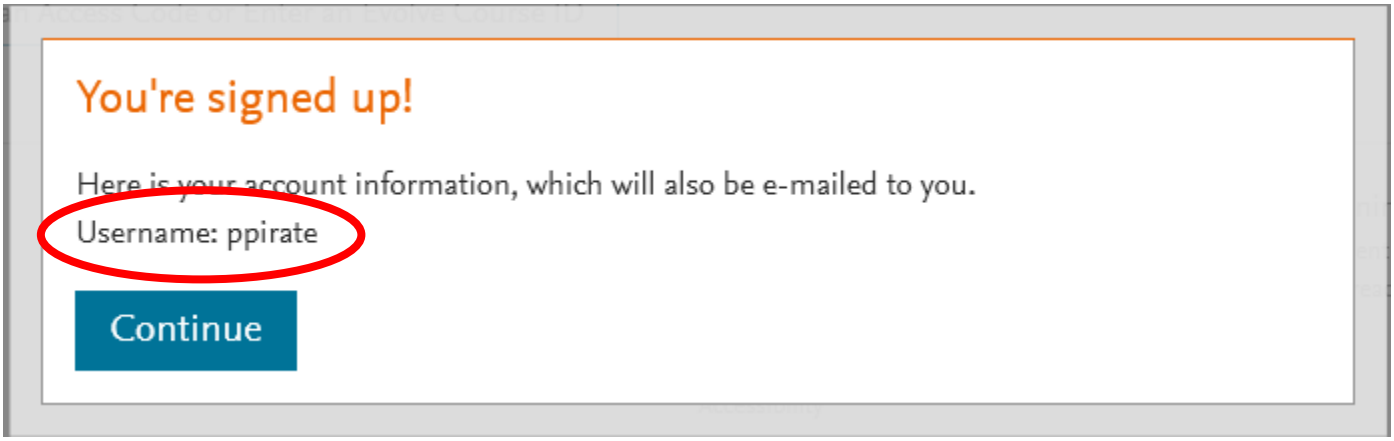
- Click on “Sign In” in the top right corner > Click on “Create Account.”



- Choose “Student” at the top > Enter your information requested (example below, use ECU student email address) > Click the box to prove you’re not a robot > Click “Submit”



- You will receive a confirmation message that includes your Evolve Username. This will also be emailed to you. Please keep this information for reference. Click “Continue.”

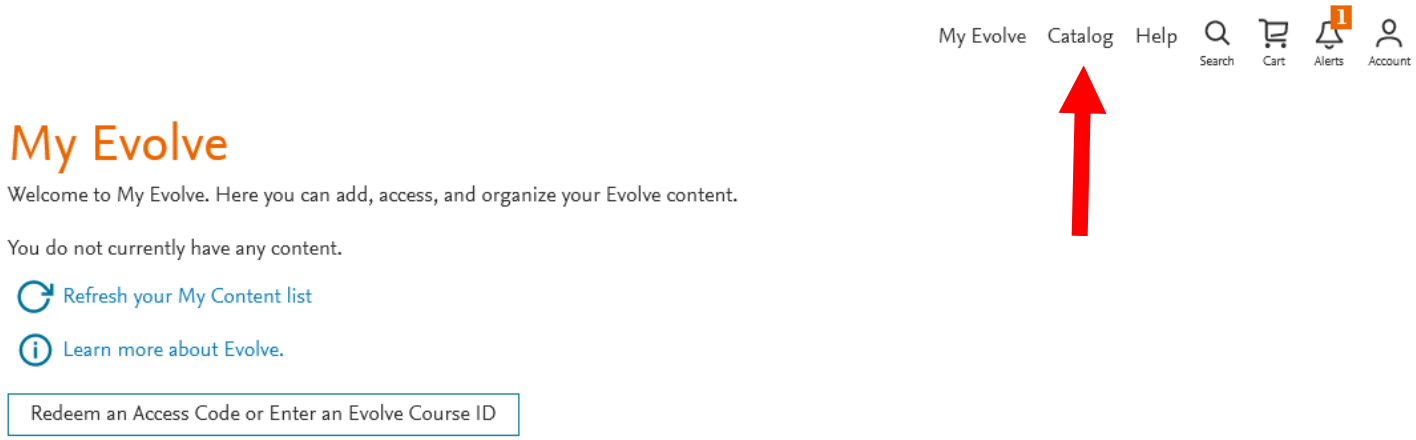


IMPORTANT!

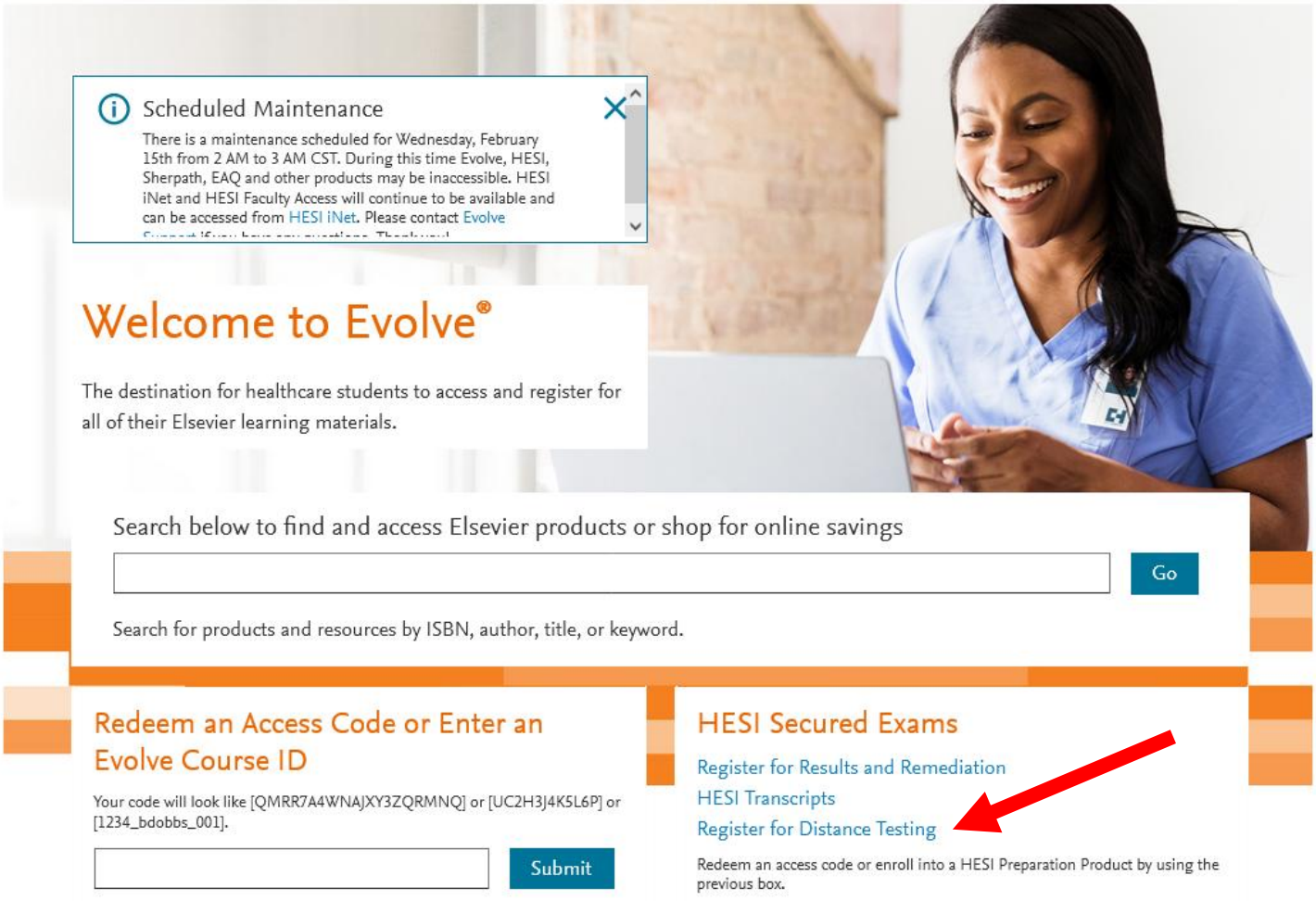
You should keep/save your Elsevier profile information (email, login info, username, etc). If you are admitted to the ECU nursing program, you will continue to use your Elsevier account for materials needed and used while in nursing school.

Step 2: Register for "HESI Student Access."

- Click on "Catalog" in the top right corner.

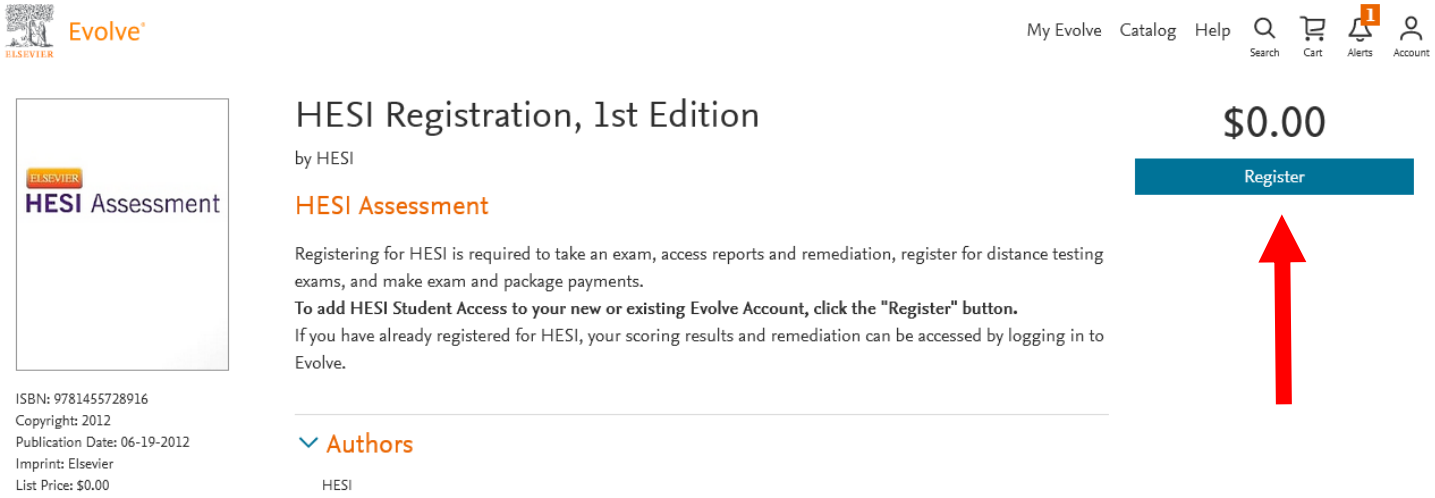


- Click on "Register for Distance Testing" on the bottom right of the next page.

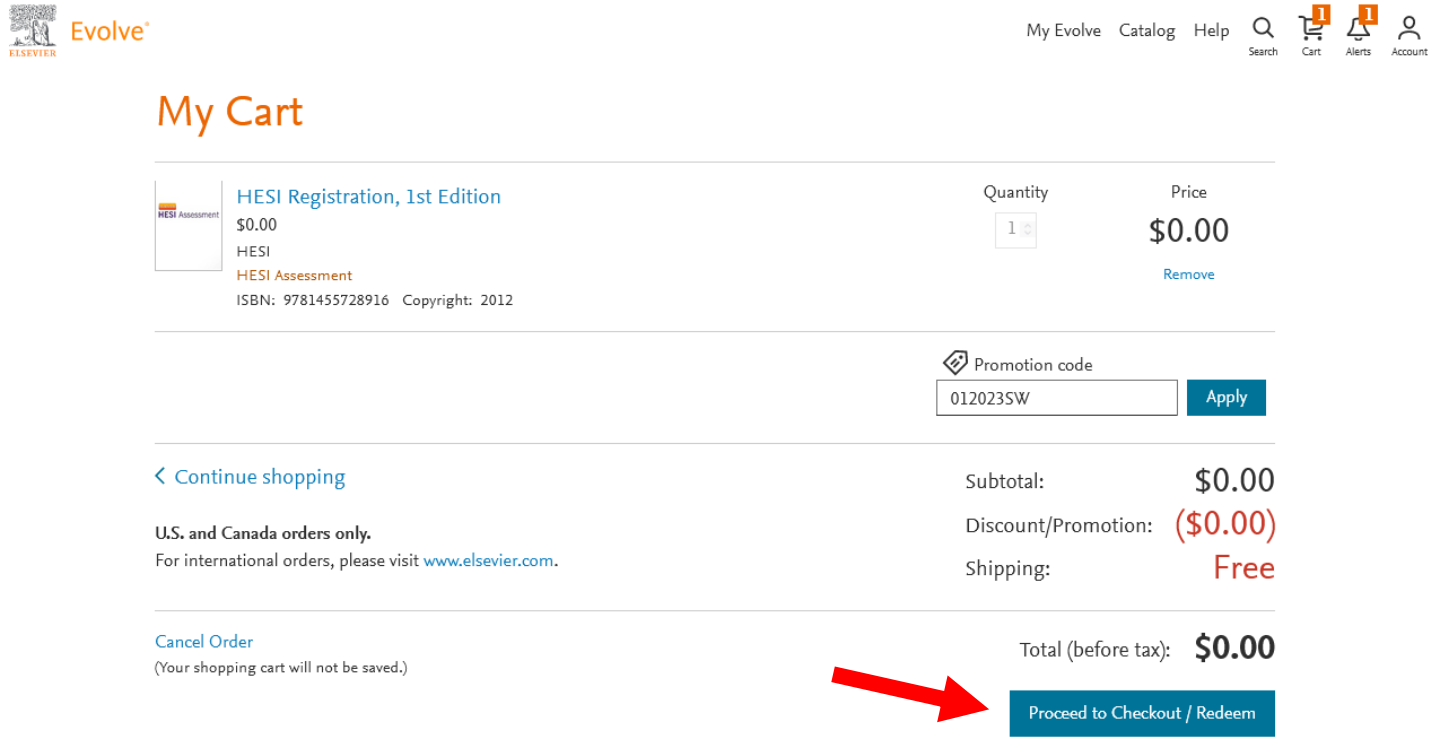


- Click on “Register” to add “HESI Student Access” to your cart.

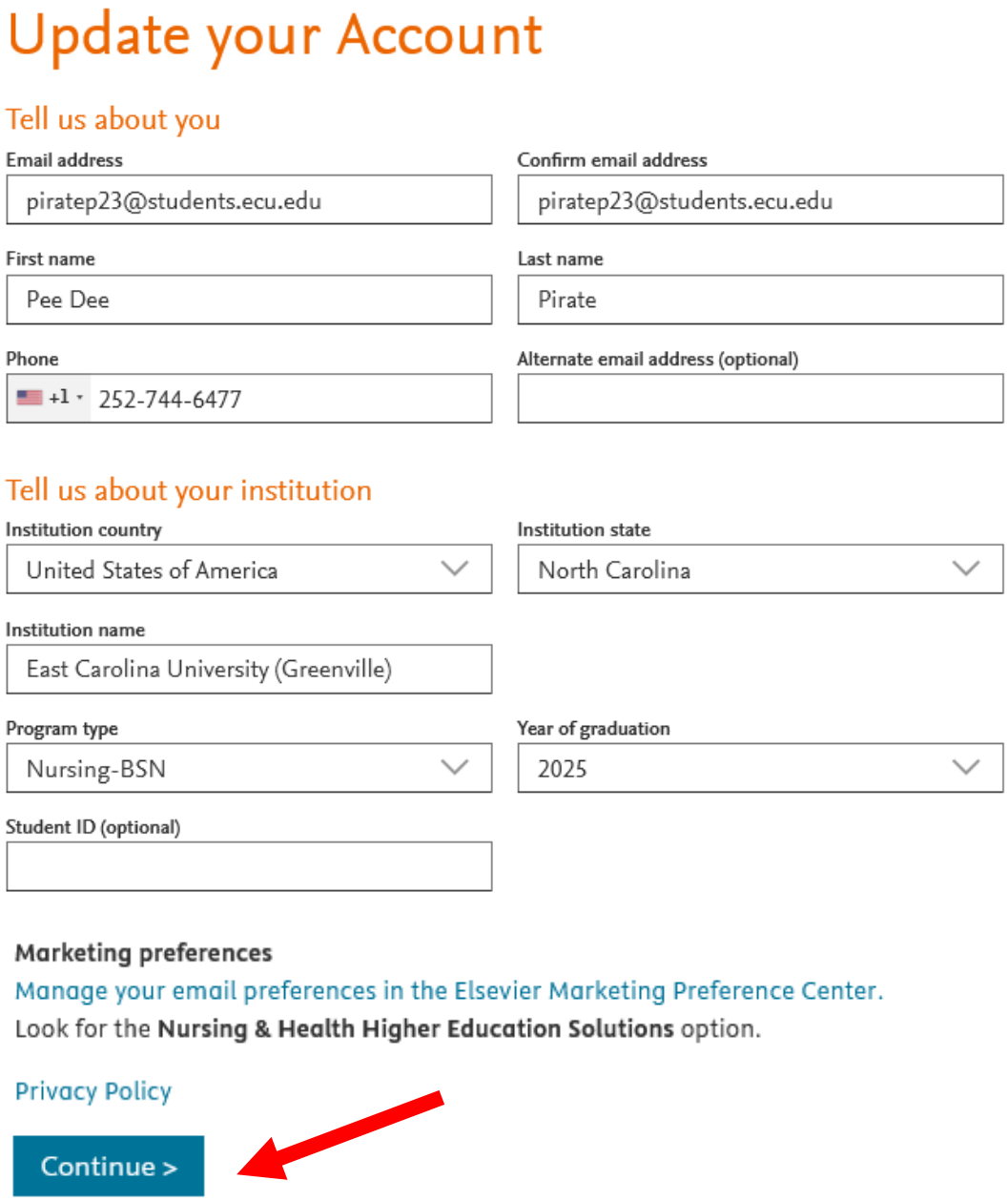
  (IMPORTANT: The exam is NOT FREE. You do not pay for the HESI <u>at this time</u> which is why it says $0.00 on this screen. You will pay for your exam when you are on the Prometric Testing Center website).



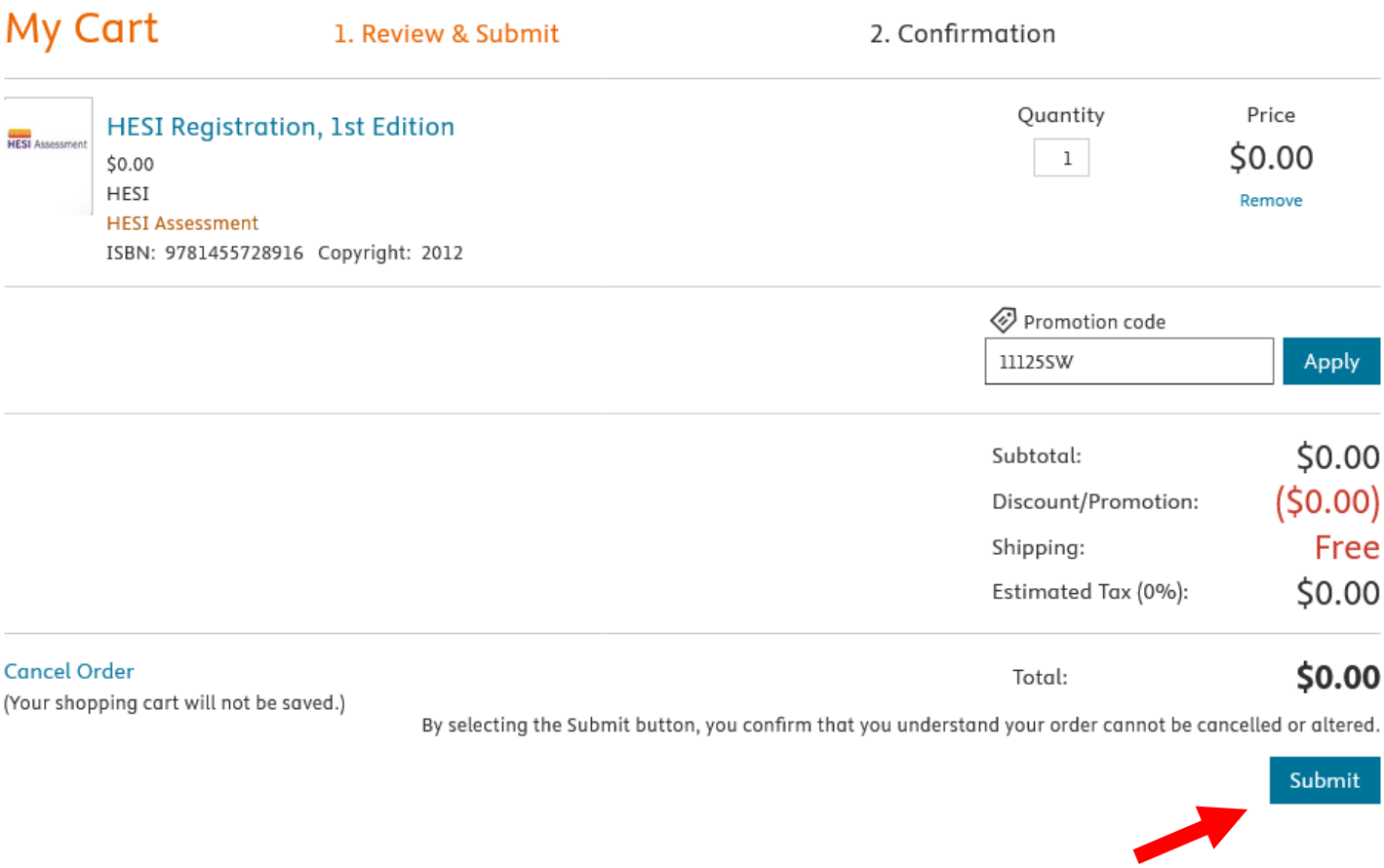
- Click on “Proceed to Checkout / Redeem.”



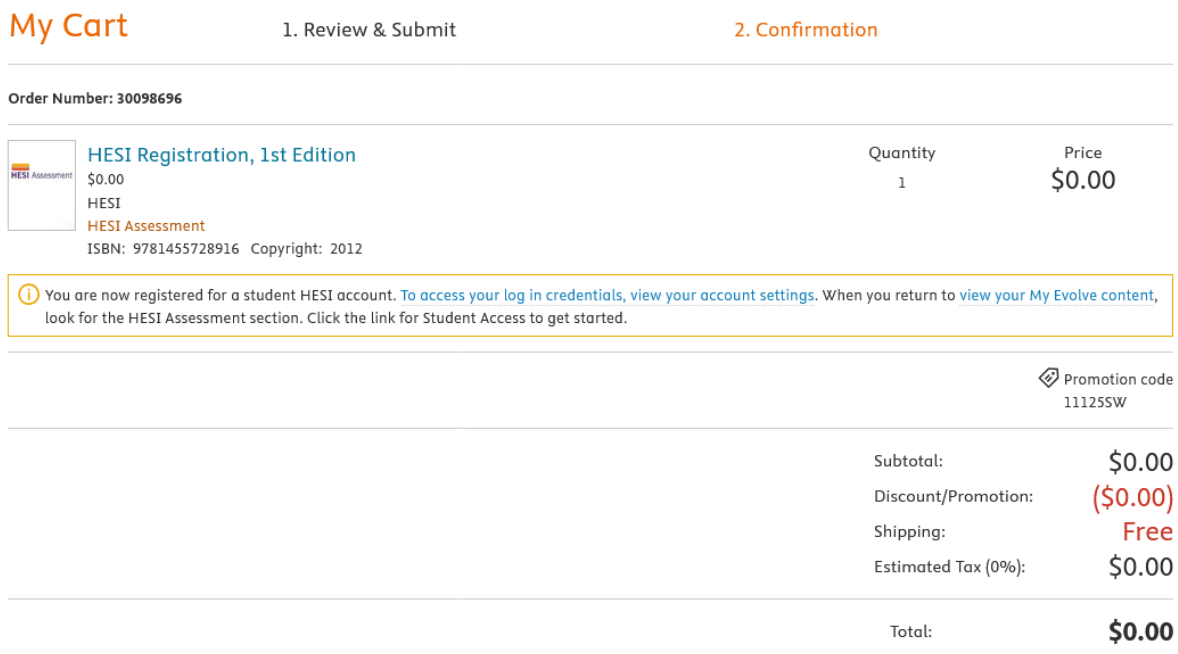
- You may be prompted to “Update your Account.”
- If so, review the information for accuracy then click “Continue”



- You will be redirected back to your cart to “review & submit” your request. Do not change or adjust anything in the cart itself. Simply Click “Submit.”

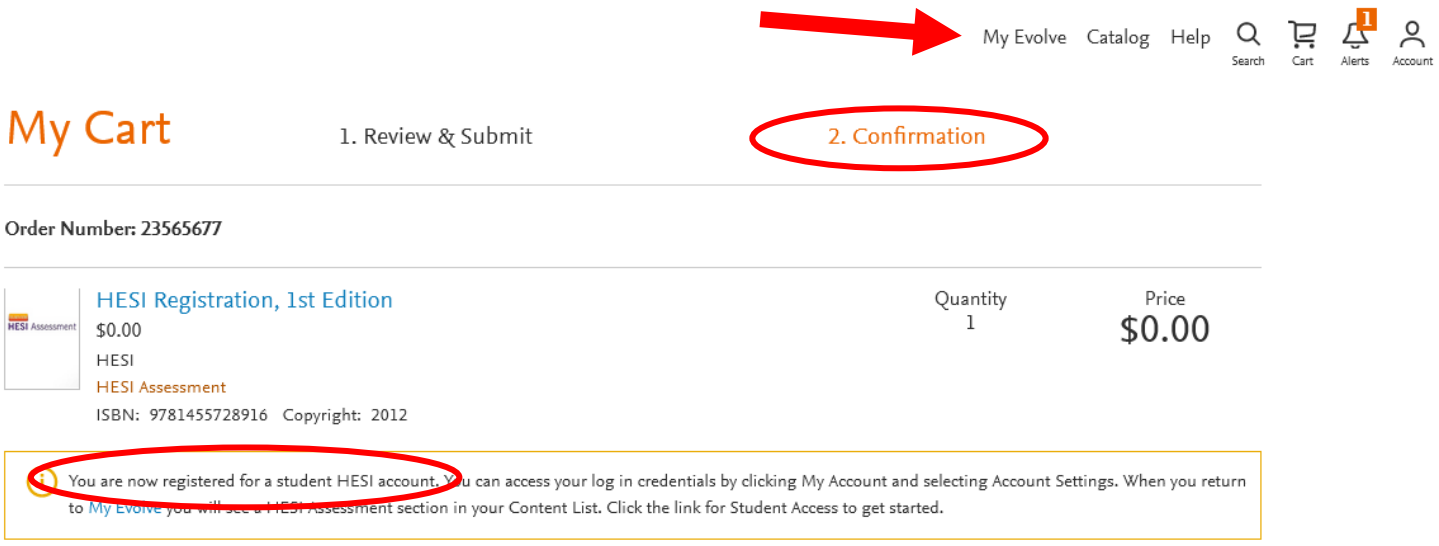


- You will receive a “confirmation” page. Move on to step 3.

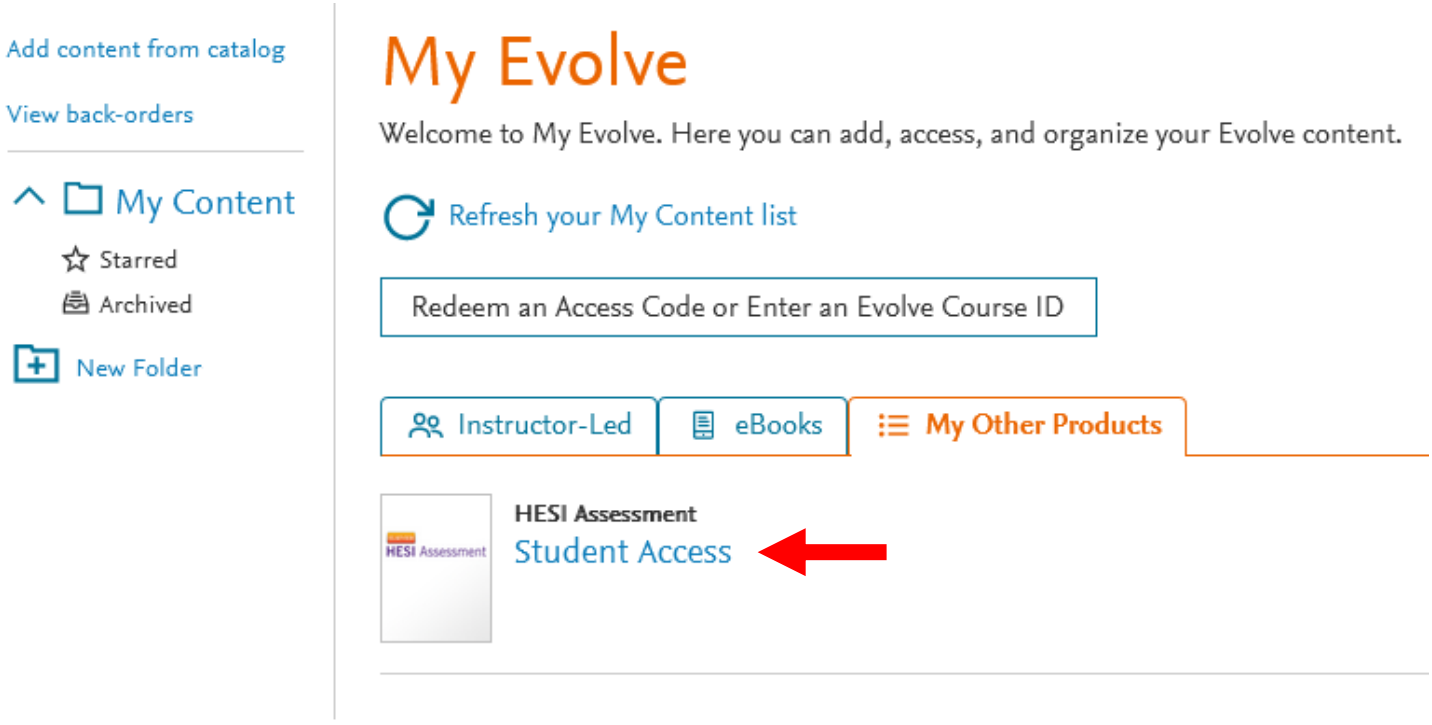


Step 3: Register for HESI Distance Testing Exam

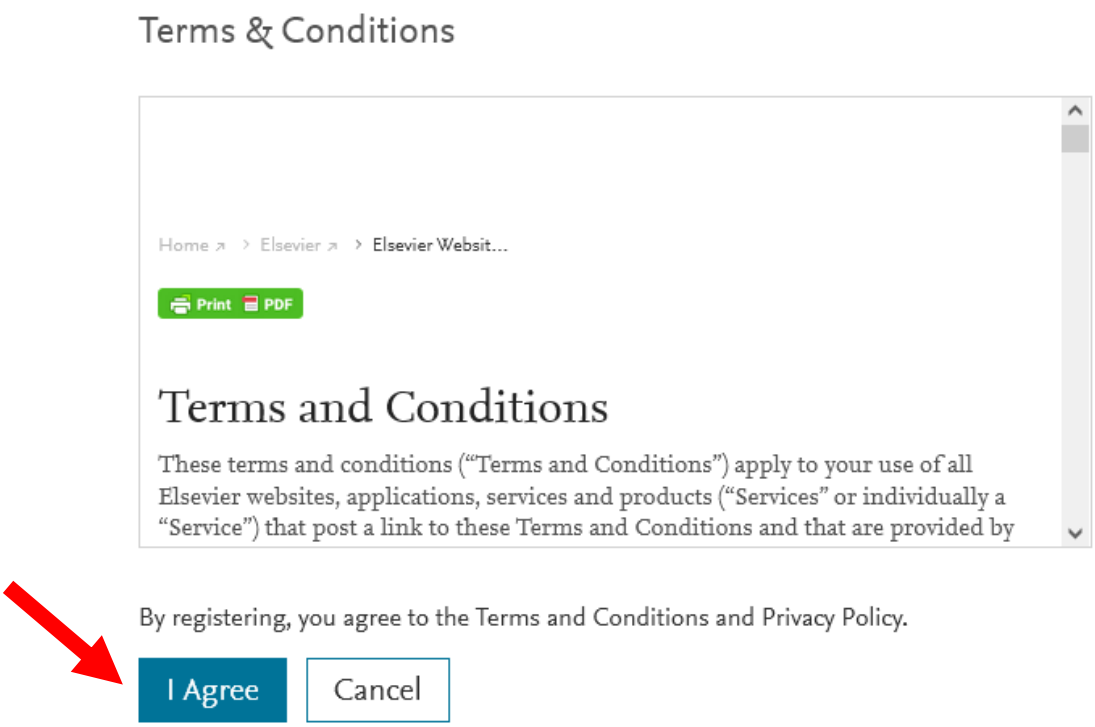
- You are now registered for a student HESI account.
- Click on “My Evolve” at the top right of the confirmation page.



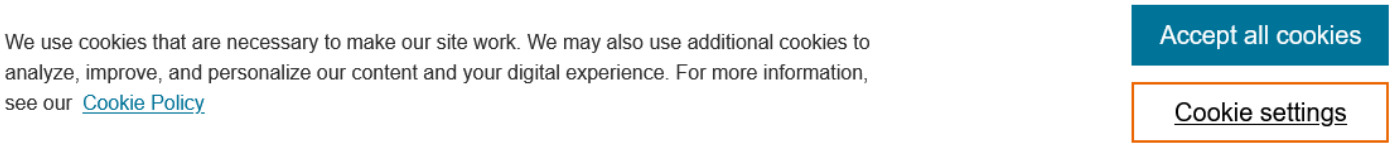
- On your “My Content” screen click on the “Student Access” link.



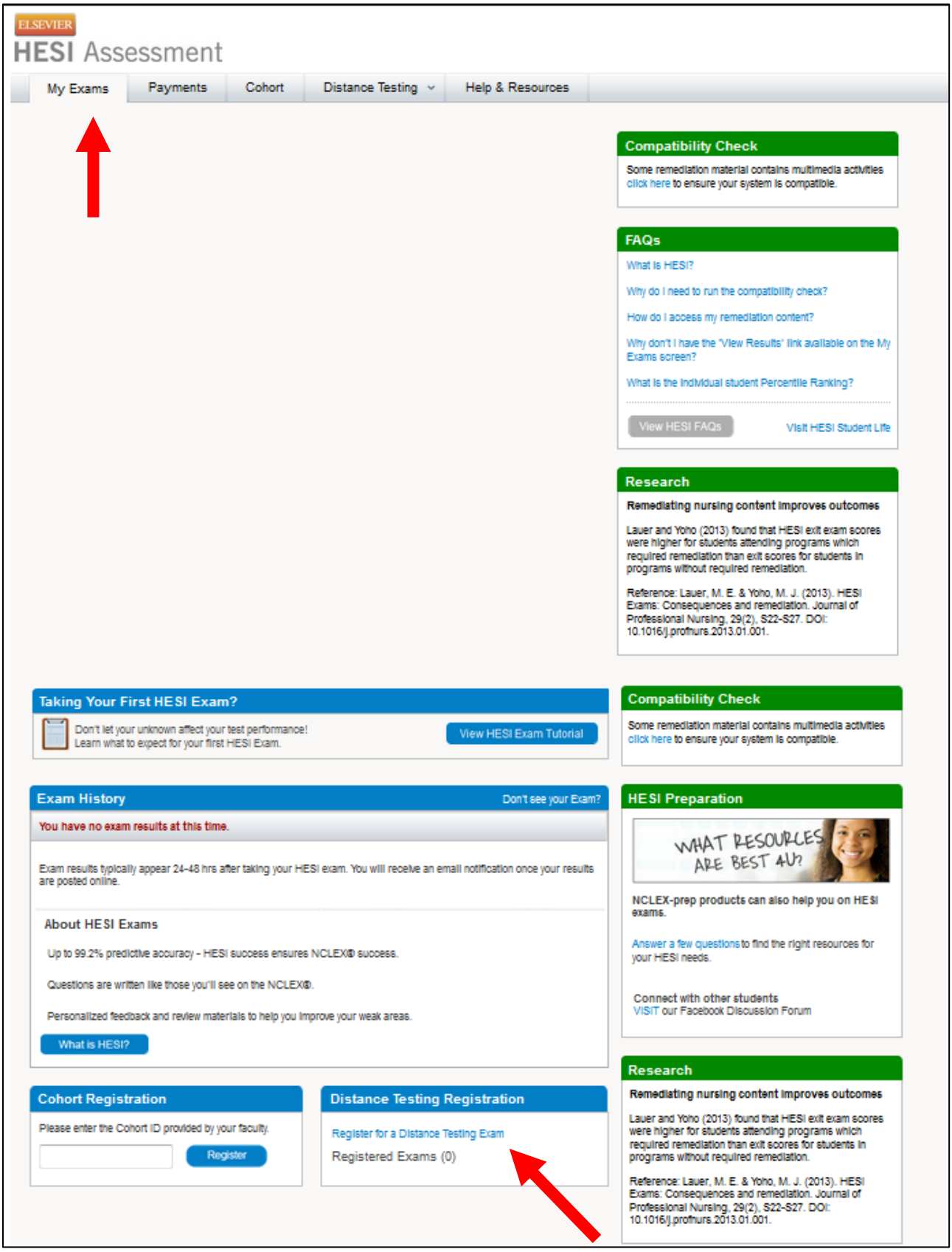
- Review/Scroll through the Terms and Conditions provided on the next page. Click the “I Agree” button.



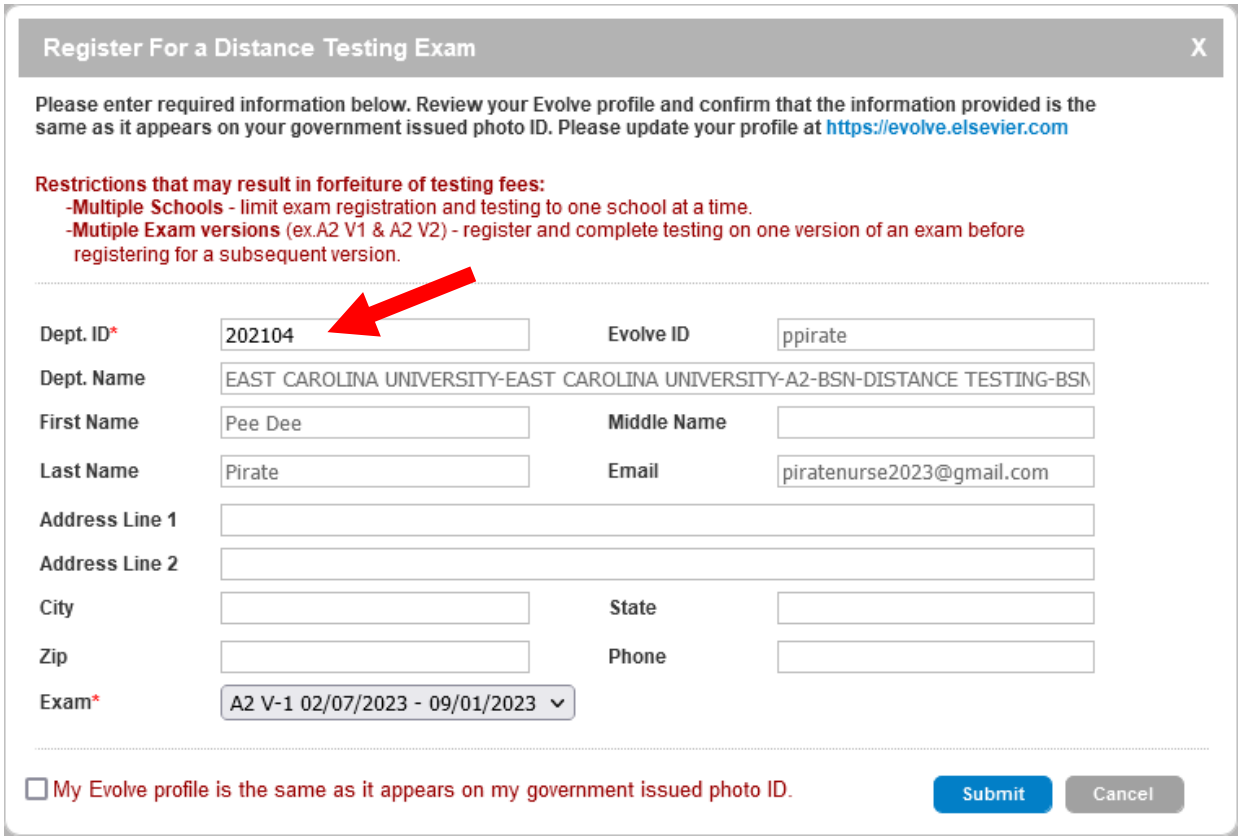
- On the next screen, if prompted, choose “Accept all cookies” or “Cookie Settings” and adjust to your preferences.



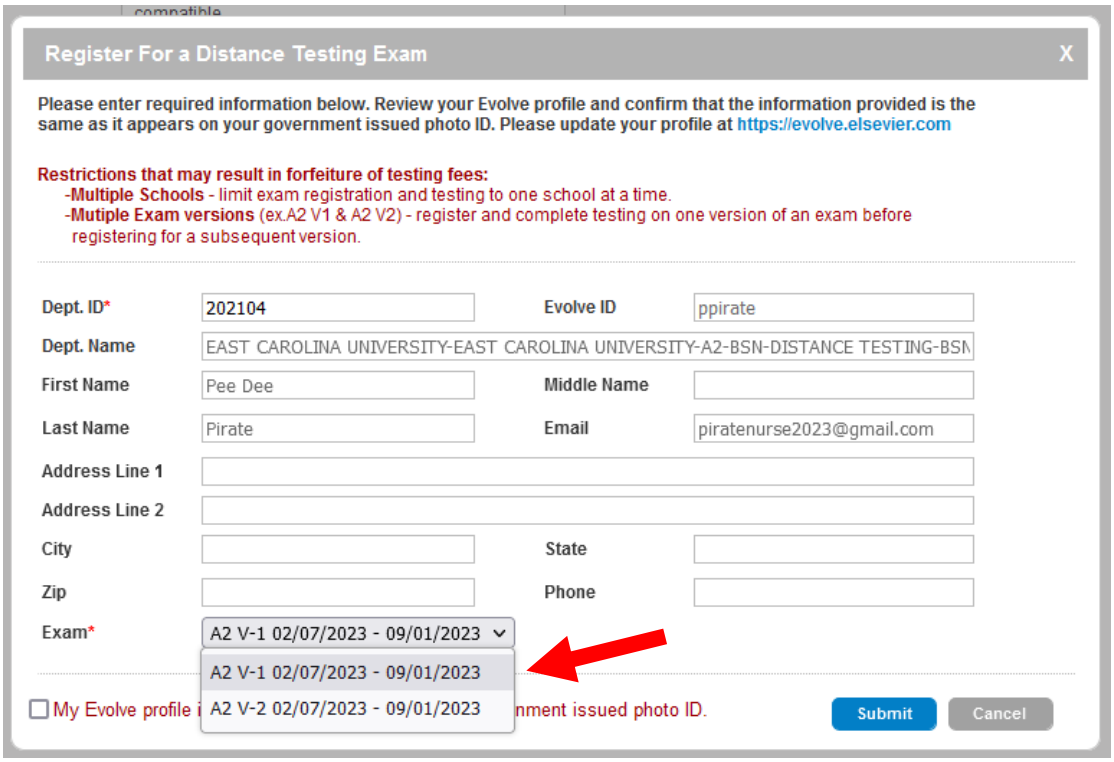
- From the “My Exams” tab, click on the “Register for a Distance Testing Exam” link at the bottom of the screen.



- Enter ECU's **BSN Department ID 202104** in the pop-up window that appears, and info will auto-fill in the box.



- If this is your first time taking the exam be sure that you have selected "A2 V-1" as your exam. If this is your retake attempt be sure that you have selected "A2 V-2" as your exam.

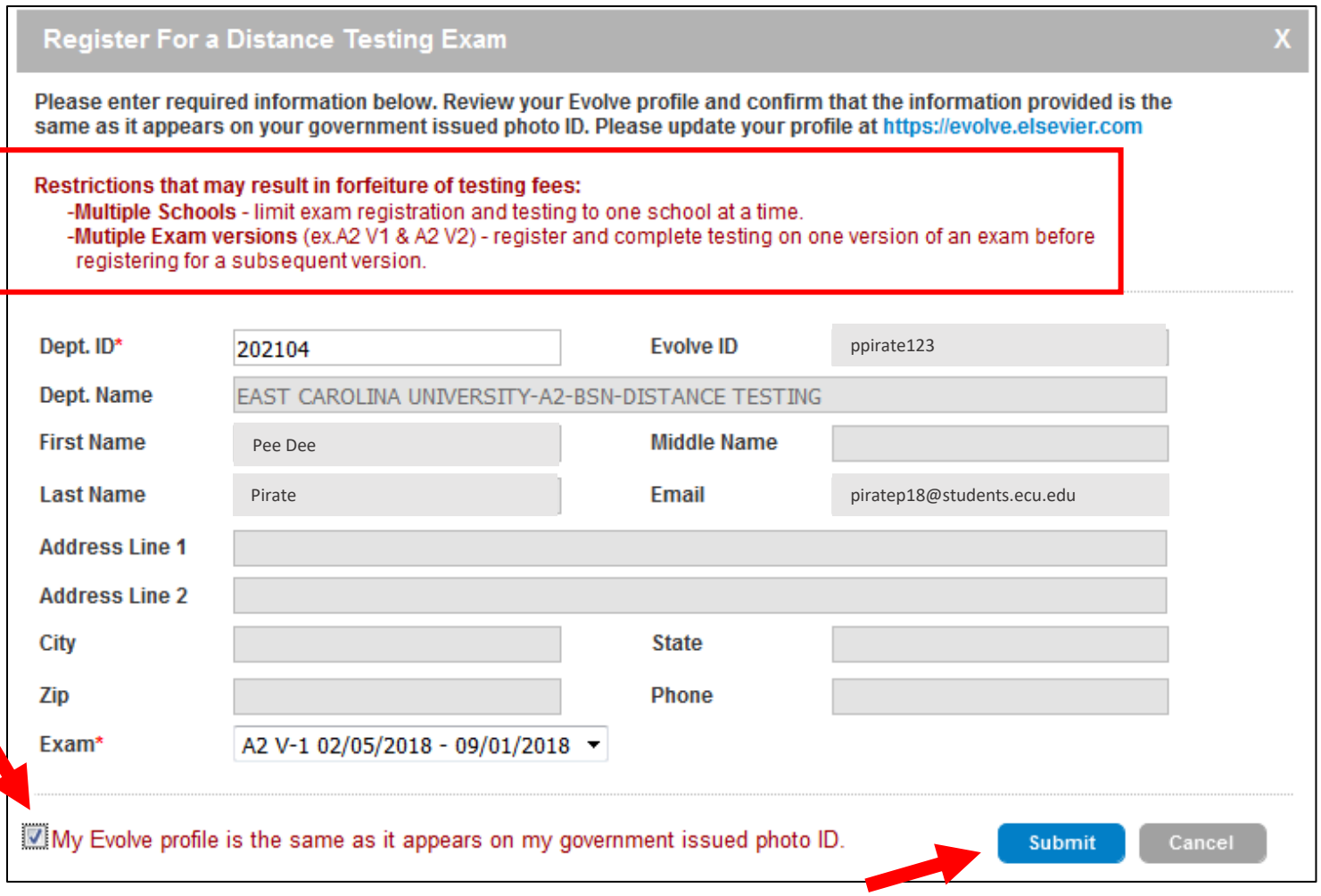


- IMPORTANT!!!! Please review the restrictions note in the red box below.

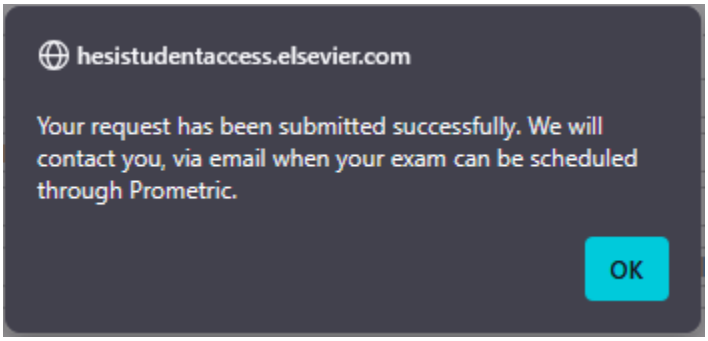
  ECU has multiple HESI A2 exam versions (V1 and V2). Once you begin this registration process and choose "V1" you MUST follow it through all the way to scheduling your exam. If you fail to do so and then there will be issues in access two attempts on this exam and you may find yourself not getting exam attempts done in time for your BSN application deadline.

- If you are scheduling your FIRST attempt on the HESI A2 and only "V2" is available, then that means you've already "used" your V1 registration in the past.
- If you are scheduling your SECOND attempt on the HESI A2 and it says "None Available" then that means you've already "used" your V1 and V2 registration in the past.
- In both scenarios, you MUST contact Elsevier to have your exam registration reset (See contact information on the last page, we recommend the chat!)

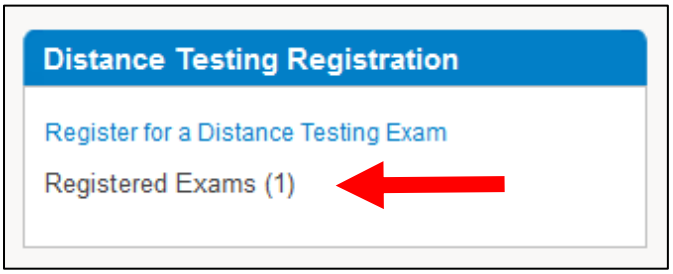
- Make sure that the information listed in the box matches the government ID you plan to provide on test day (e.g. driver's license). Check the box in the bottom left corner and then click "Submit."



- You may receive the pop up confirmation message below. If you do, click “OK”



- You can confirm you registered for distance testing by looking at your “Registered Exams” count in the “Distance Testing Registration” box at the bottom of the screen.



You should receive two confirmation emails at this point:

Email #1 – Your Evolve HESI Registration

This email confirms your request to the HESI A2 assessment and will provide you with your username. You should save this email and information. It contains information on how to contact customer support if you need help in the future.

Email #2 – Distance Testing Request Received

This email confirms you have successfully requested to take either V1 or V2 of the HESI A2 exam and provides you with the dates of your exam window. You will get a follow up email in 1-3 business days to continue the scheduling process.

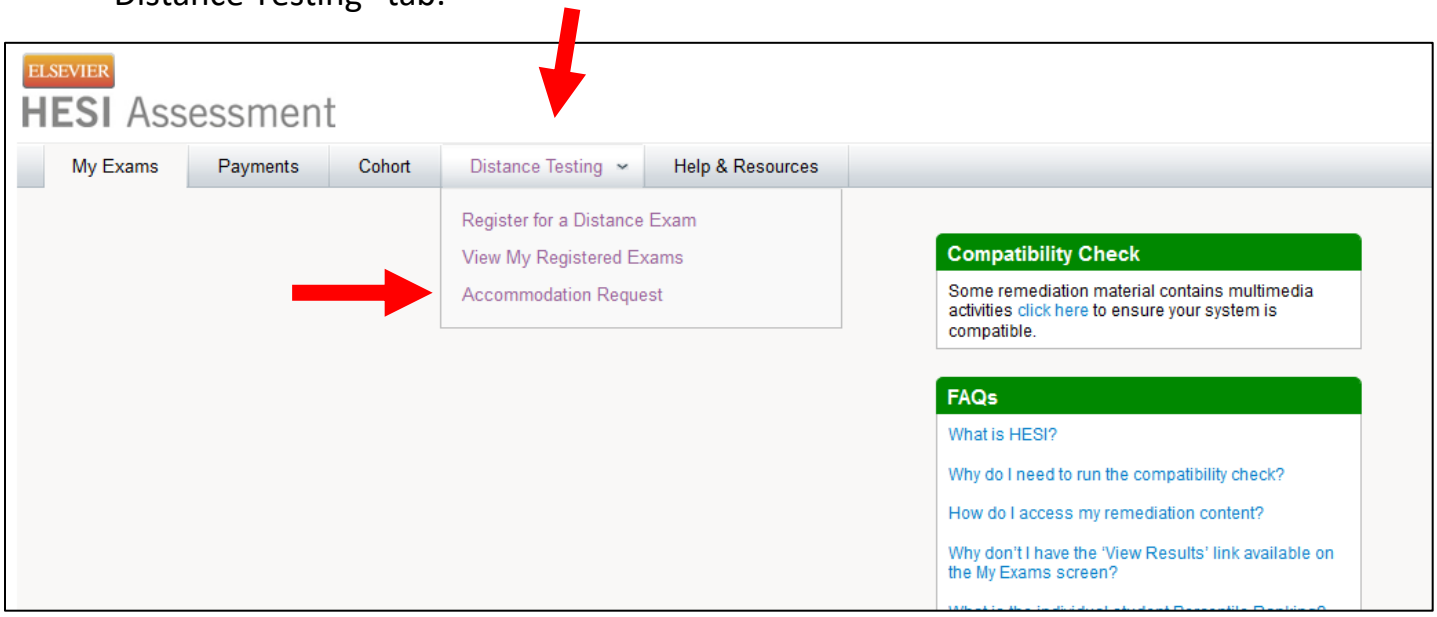
You should also review the important registration information in this email and keep it for your records.

STUDENTS ARE RESPONSIBLE FOR READING ALL COMMUNICATION SENT DURING THE HESI A2 REGISTRATION PROCESS AND FOR FOLLOWING INSTRUCTIONS GIVEN TO ENSURE A SMOOTH TESTING EXPERIENCE. THE COLLEGE OF NURSING IS NOT OBLIGATED TO GRANT EXCEPTIONS OR EXTENSIONS TO PROSPECTIVE APPLICANTS WHO FAIL TO READ AND FOLLOW DIRECTIONS.

Step 4: Submit "Request for Distance Testing Accommodation" form to Elsevier for approval.

Typically, a response to an accommodation request is given within six (6) weeks so students should complete this process as soon as possible once their HESI A2 testing window opens and registration/exam scheduling is available.

- At the top of the same webpage, click on "Accommodation Request" under the "Distance Testing" tab.



- This will open the PDF request form. Review the steps outlined on the first page.
- **Fill out the form and send it to ECU's Disability Support Services office to get the documentation you need in Step 2.**
- Below is an example of Pee Dee Pirate's form to guide you in filling it out.

Request for Distance Testing Accommodation Form

The following form must be completed and submitted to Elsevier with all additional supporting documentation for your request for test accommodation(s) to be reviewed. All information to be used for the sole purpose of processing testing accommodation requests for HESI Exams administered through Distance Testing.

Personal Information

First Name:	Pee Dee	Last Name:	Pirate
Address:	1234 Blackbeard Dr.		
	Street Address		*Apartment/Unit #*
	Greenville	NC	27858
	City	*State*	*ZIP Code*
Phone:	(252) 123-4567	Evolve User Name:	ppirate
Email:	piratep25@students.ecu.edu		
Prospective School Name:	East Carolina University - College of Nursing		
Prospective School Address:	Health Sciences Building, Greenville, NC 27858		
Program Type:	BSN		
Exam Name:	RN Admission Assessment	Preferred Test Date:	05/10/2025
Disability, Diagnosis, or Diagnostic Code	(indicate as applicable to you)	Date of most recent professional evaluation:	(indicate as applicable to you)

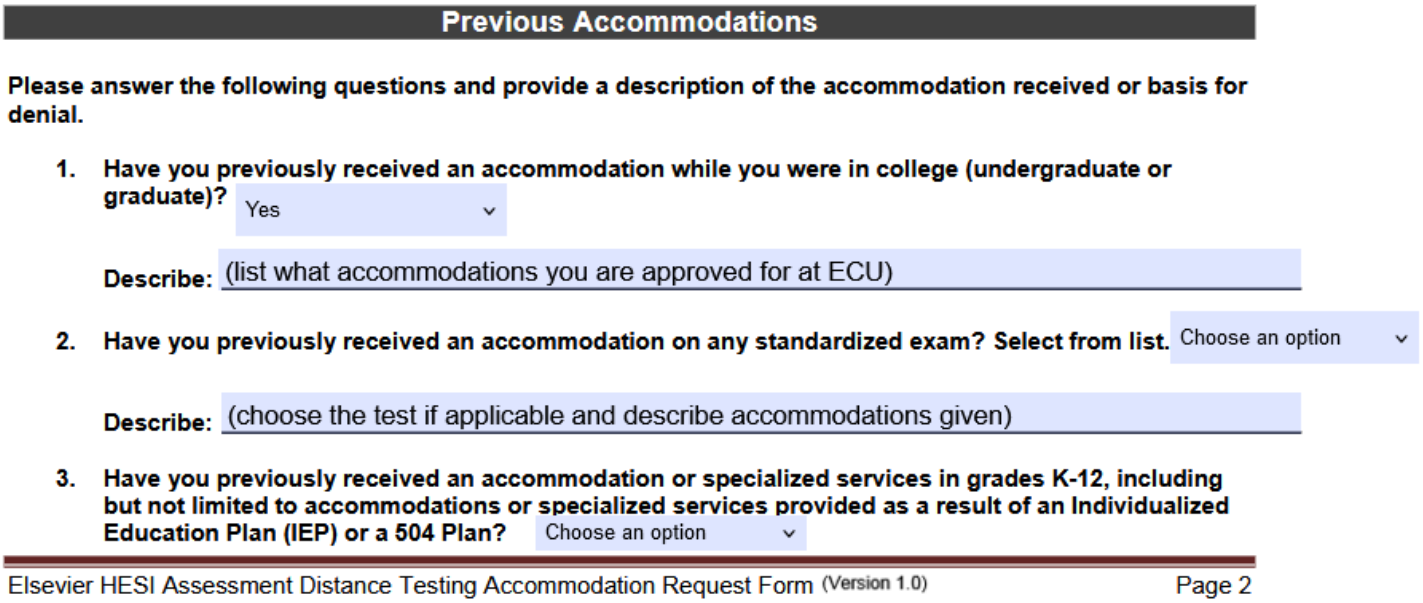
- Complete the "Requested Accommodation(s)" section as it pertains you specifically.

Requested Accommodation(s)

Please check all that apply:

Time and One Half		Other Accommodations - please describe below:
Double Time		(fill this section out as it pertains to your needs specifically)
Separate Room		
A Reader		
Screen Magnification		

- Indicate all previous accommodations you have received in the past in the next section as it applies to you.



Previous Accommodations

Please answer the following questions and provide a description of the accommodation received or basis for denial.

1. **Have you previously received an accommodation while you were in college (undergraduate or graduate)?** Yes

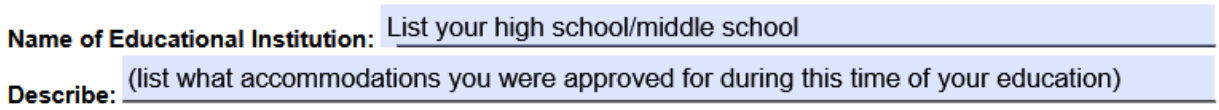
   Describe: (list what accommodations you are approved for at ECU)

2. **Have you previously received an accommodation on any standardized exam? Select from list.** Choose an option

   Describe: (choose the test if applicable and describe accommodations given)

3. **Have you previously received an accommodation or specialized services in grades K-12, including but not limited to accommodations or specialized services provided as a result of an Individualized Education Plan (IEP) or a 504 Plan?** Choose an option

Elsevier HESI Assessment Distance Testing Accommodation Request Form (Version 1.0) Page 2



Name of Educational Institution: List your high school/middle school

Describe: (list what accommodations you were approved for during this time of your education)

- Review the "Submission Information" section carefully about how to submit your request to Elsevier.
- Print your completed document and then sign the Applicant Authorization and Third Party Release sections.
- You will then need to scan your completed form so that the file is electronic.
- If you need help or resources to scan this document, we recommend visiting the circulation desk at Joyner Library to see if there are resources there you can use as a student for this purpose.

Send your completed request form to ECU's Disability Support Services Office:

- **Email DSSDept@ecu.edu from your ECU student email account**
  - *Subject line: "HESI A2 Accommodation Documentation Request"*
  - *Include your name, Banner ID, Evolve username, projected testing date*
  - *Attach completed, scanned Elsevier Request Form to email*

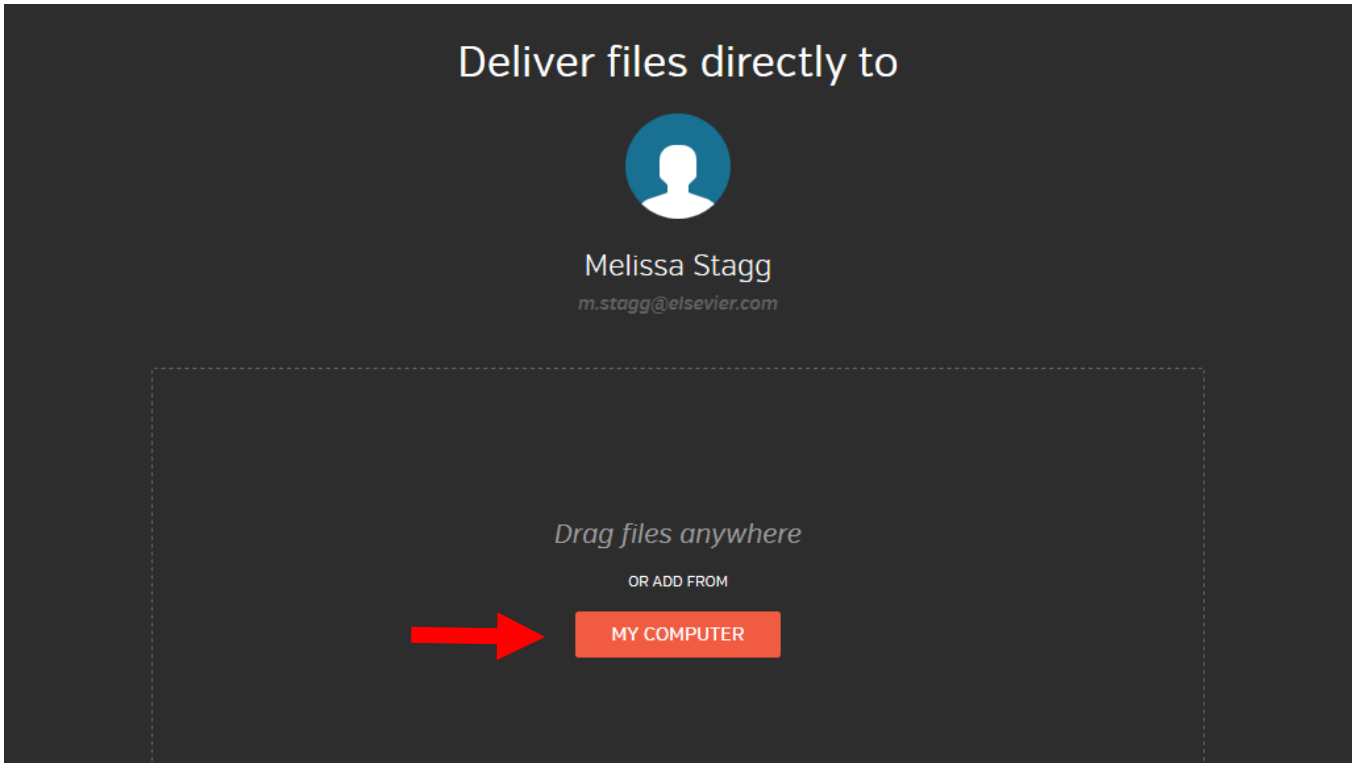
Once DSS reviews your Elsevier Request Form they will reply via email with applicable supporting documentation. Be sure your request form and supporting documentation are saved to your computer.

Once you have all documentation you are ready to submit your request for accommodations to Elsevier for approval.

- Upload your completed request form and supporting documents from DSS to:

  https://www.hightail.com/u/HESI-Secure

- This will open the webpage pictured below.
- Click on the red "My Computer" button and select the saved files from your computer.
- These will be sent to Melissa Stagg at Elsevier who will review your request.
- You do NOT need to "sign up for free" or "sign in" to this page (seen on the top right of the screen).



Step 5: Keep an eye on your email inbox.

- From here the Elsevier Special Accommodations Team will review your request.
- Your approval or denial will be sent via email to you within six (6) weeks. Elsevier will also notify Prometric Testing of your request status at this same time.
- Your email will contain eligibility information which you will provide to Prometric when you call to schedule and pay for your test (phone number provided below).
- Students requesting accommodations MUST CALL Prometric and provide their eligibility information to ensure their approved accommodations are scheduled correctly. This cannot be completed online. You can also call the highlighted number below if you have questions about the accommodations request process.

NEED HELP?

Elsevier Website / Registration Customer Support: 1-800-222-9570

Elsevier customer service chat:
https://service.elsevier.com/app/chat/chat_launch/supporthub/evolve/

Prometric Testing Accommodations Support: 1-800-967-1139

Prometric Testing General Customer Support: 1-800-481-6457

Prometric Candidate Care Line: 1-800-853-6769

East Carolina University College of Nursing does not administer HESI A2 exams, manage HESI A2 registration processes, or have access to student registration records or communication. Any issues that arise must be resolved by contacting Elsevier or Prometric depending upon the nature of the issue.

IMPORTANT:

Once scheduled for your exam, please thoroughly read and save all email communication related to your HESI A2 exam. Students who encounter testing problems often do so because they do not read and follow the communication sent to them by Elsevier and Prometric.

Be sure to go back and review the resources on the Prometric website that will help you prepare for your exam day (pg 16 of this tutorial).

REMINDERS:

- The HESI A2 exam is an electronic test done on a computer at a Prometric Testing Center.
- If you have questions related to your exam date we encourage you to contact the physical location of your selected testing center.
- The HESI A2 exam is not an exam controlled or administered by the ECU College of Nursing.
- The College of Nursing strongly advises students to avoid last minute attempts or retake attempts on the HESI A2 exam.
- The mandatory three-month waiting period applies whether the exam is taken in-person or remotely.

EXAM ISSUES:

While rare, students who encounter issues with completing their exam that are beyond their control should follow all guidance received by Prometric and Elsevier and keep all communication for documentation purposes. The student may also reach out to their academic advisor who can ask the College of Nursing to review the issue. The College of Nursing will review documentation related to exam issues on a case-by-case basis but is not obligated to grant exceptions or extensions.