BSN

HESI A2 EXAM REGISTRATION TUTORIAL

REMOTE EXAM

IMPORTANT:

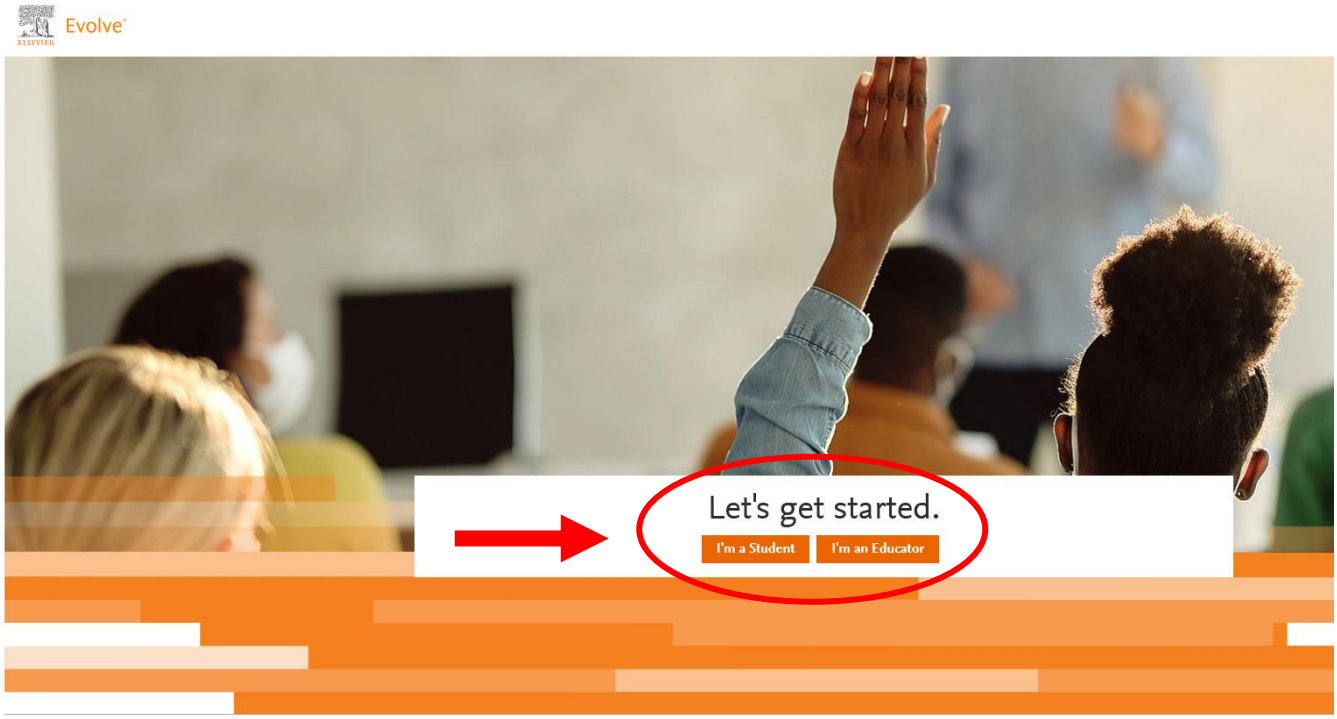
- The College of Nursing strongly encourages all students to complete the HESI A2 exam in-person, onsite at a Prometric Testing Center location if possible.
- While test day issues are rare, when they arise, they are most often associated with a remote exam format. Testing in person significantly reduces the chances of technical issues that may occur during your test which can negatively impact your ability to complete the exam prior to your intended BSN application deadline.
- Students who choose to schedule and complete their HESI A2 remotely do so at their own risk.
- 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, but students cannot wait this long to begin the scheduling process. Plan accordingly!

TUTORIAL DATES:

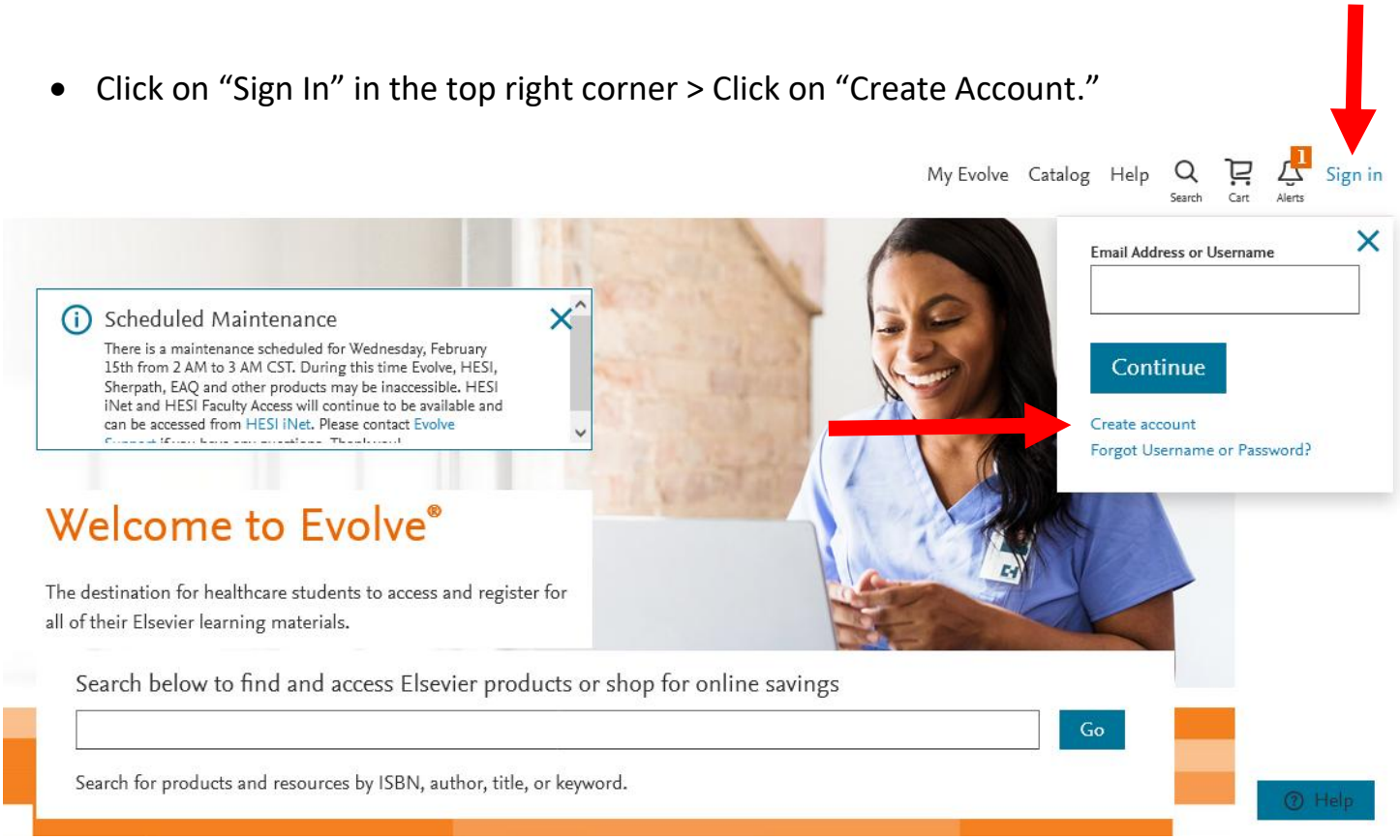
- This tutorial is updated a few times a year as registration processes change. As a result, you will see a variety of dates and information within each screenshot. Do not worry if they don't match exactly from page to page, they are meant to serve as a visual guide of what you should see as you work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

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

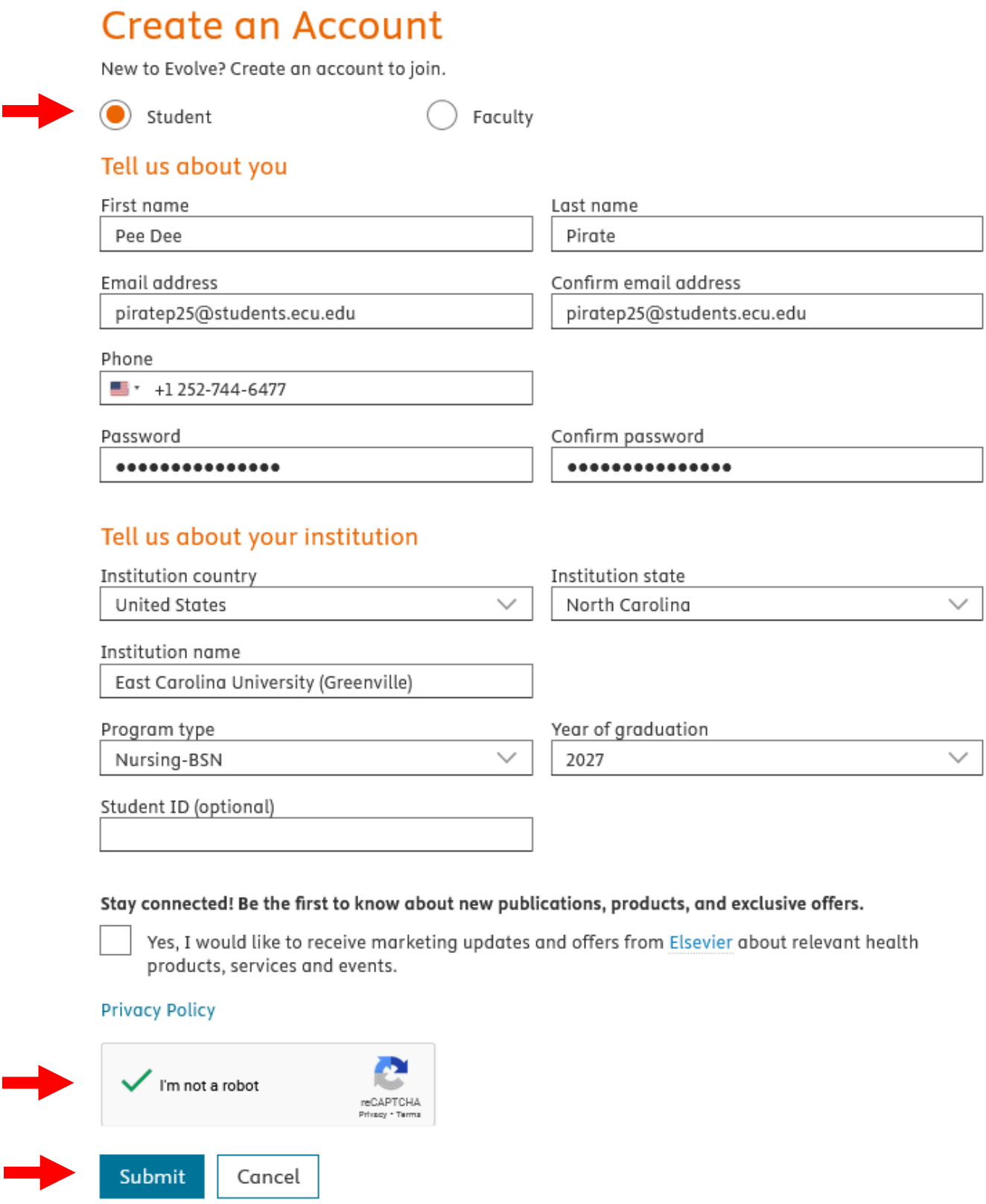
- Click on “I’m a Student.”



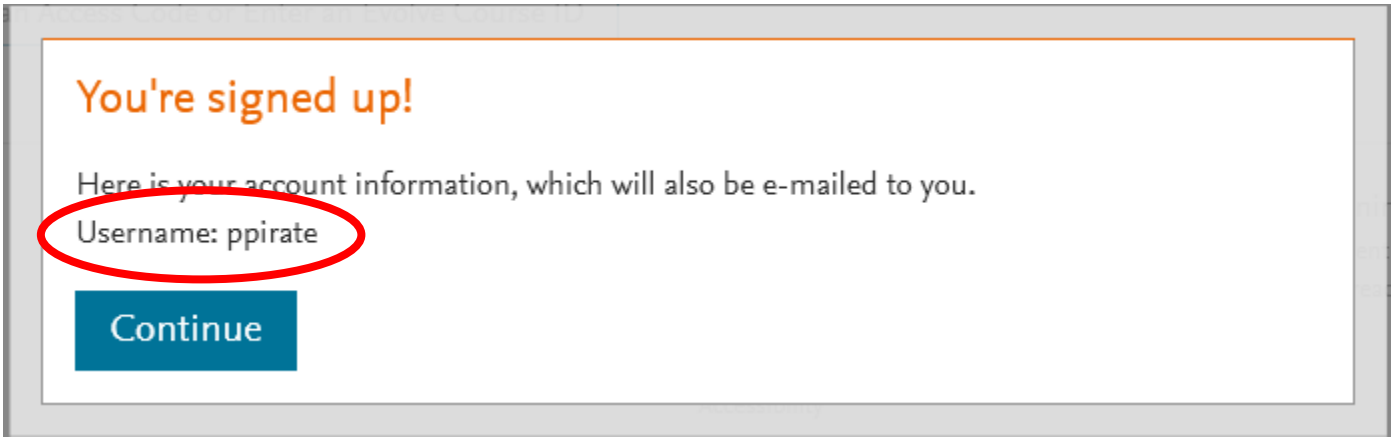
- Click on “Sign In” in the top right corner > Click on “Create Account.”



- Choose “Student” at the top > Enter your information requested (example below, use ECU student email address if you are a current student) > 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.”

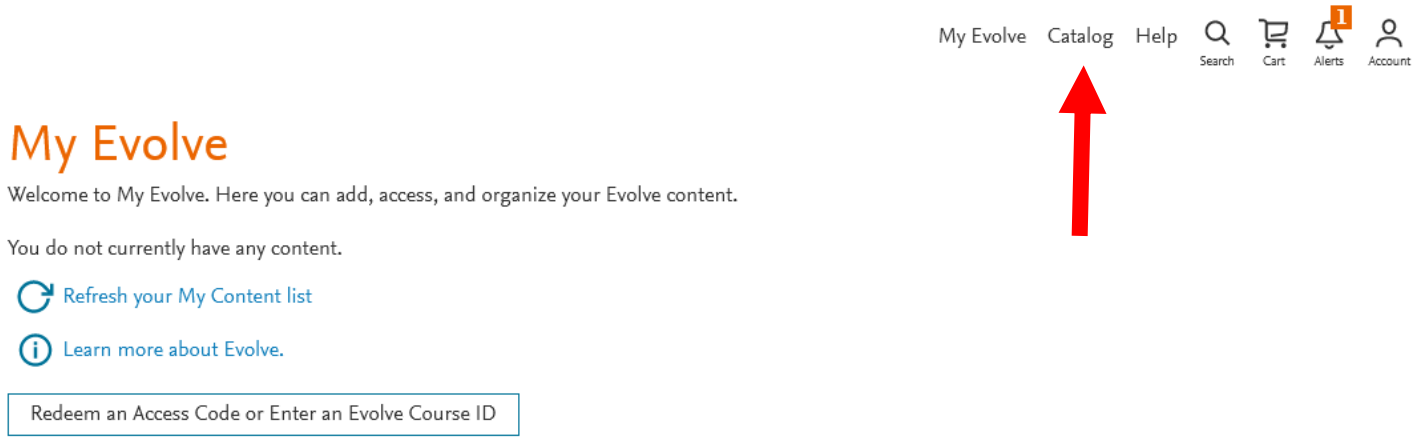


IMPORTANT!

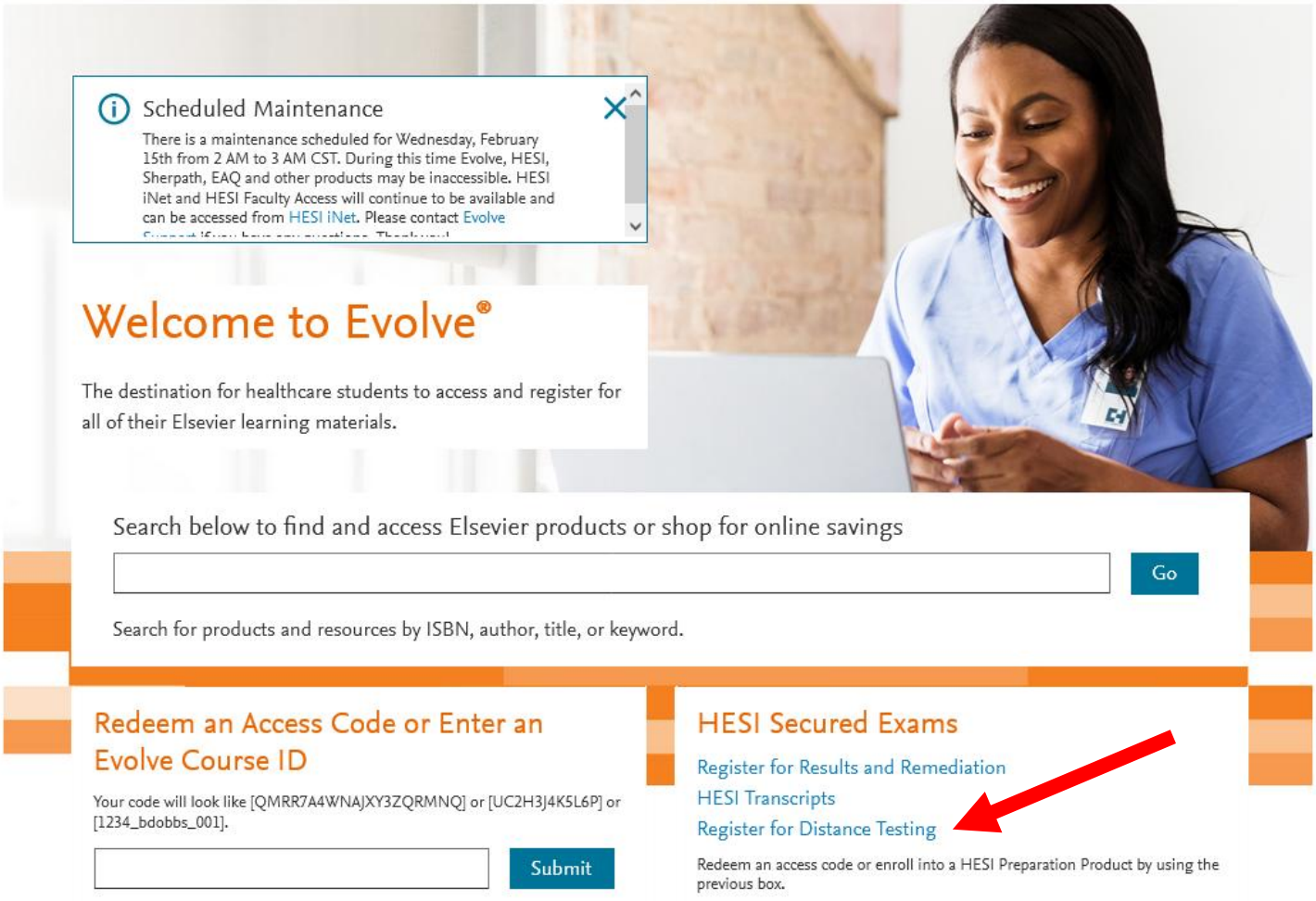
You should keep/save your Elsevier profile information (email, login info, username, etc). If you are admitted to the ECU nursing program, you will continue to use your Elsevier account for materials needed and used while in nursing school.

Step 2: Register for "HESI Student Access."

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

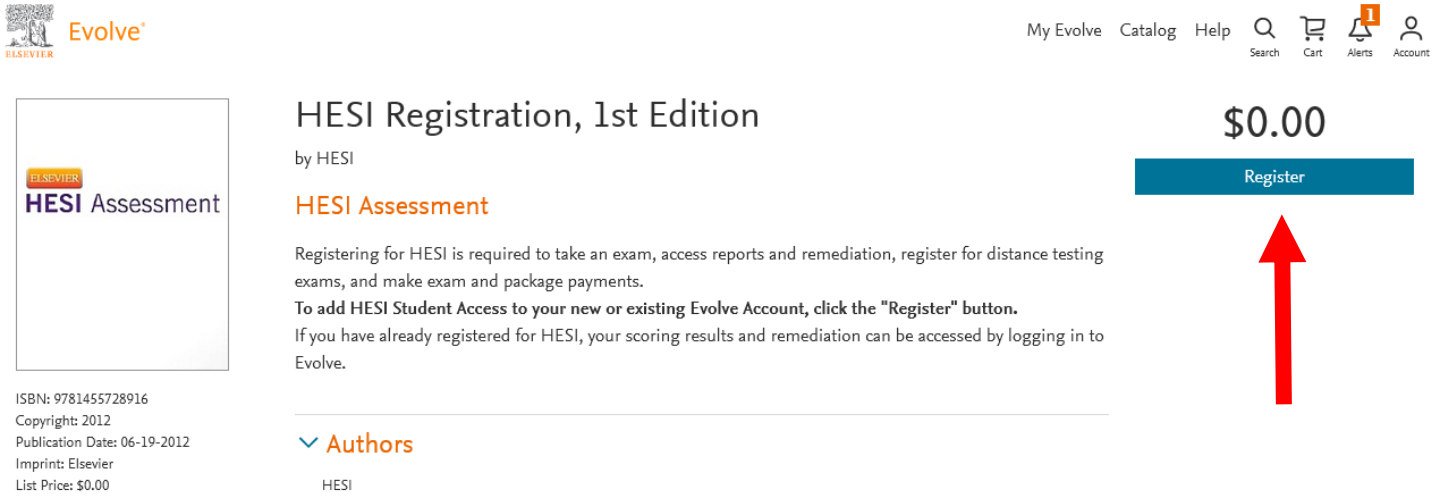


- Click on "Register for Distance Testing" on the bottom right of the next page.

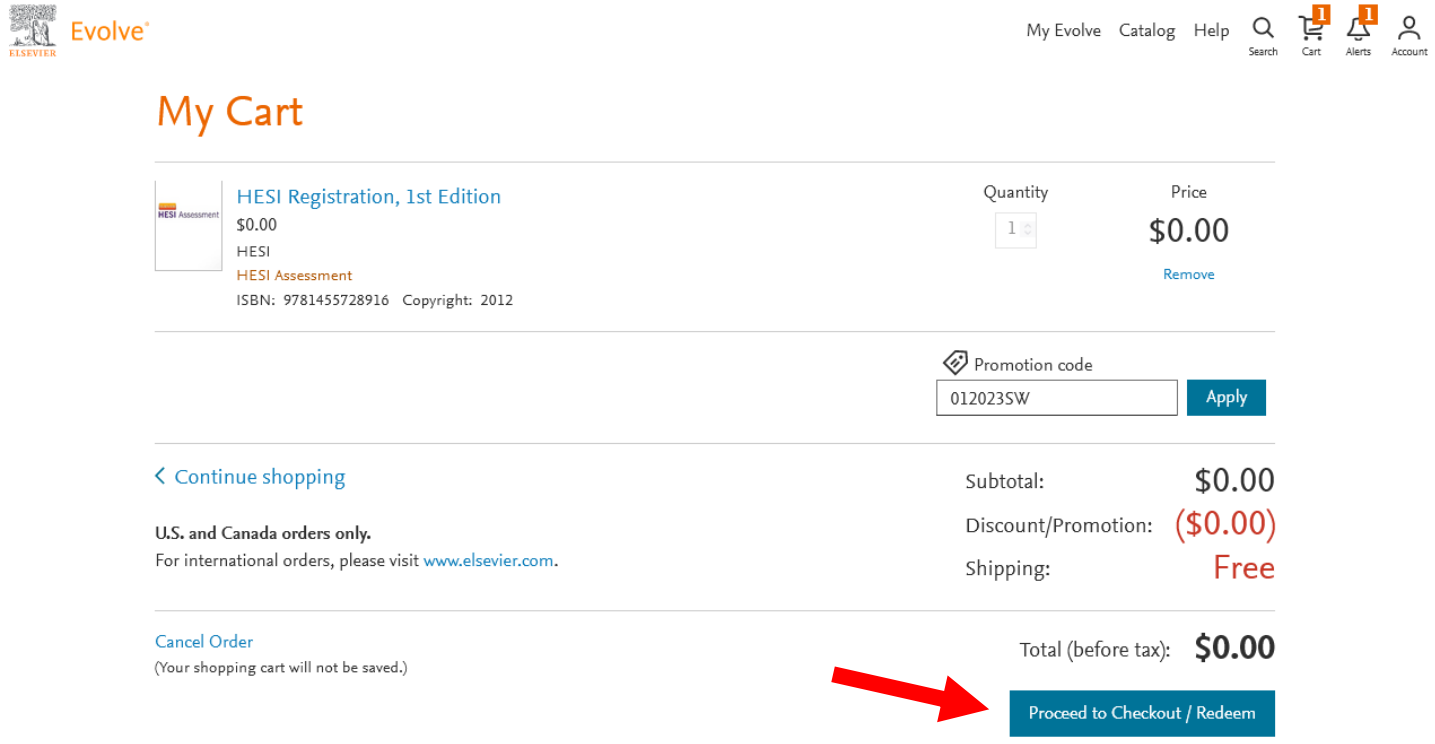


- Click on “Register” to add “HESI Student Access” to your cart.

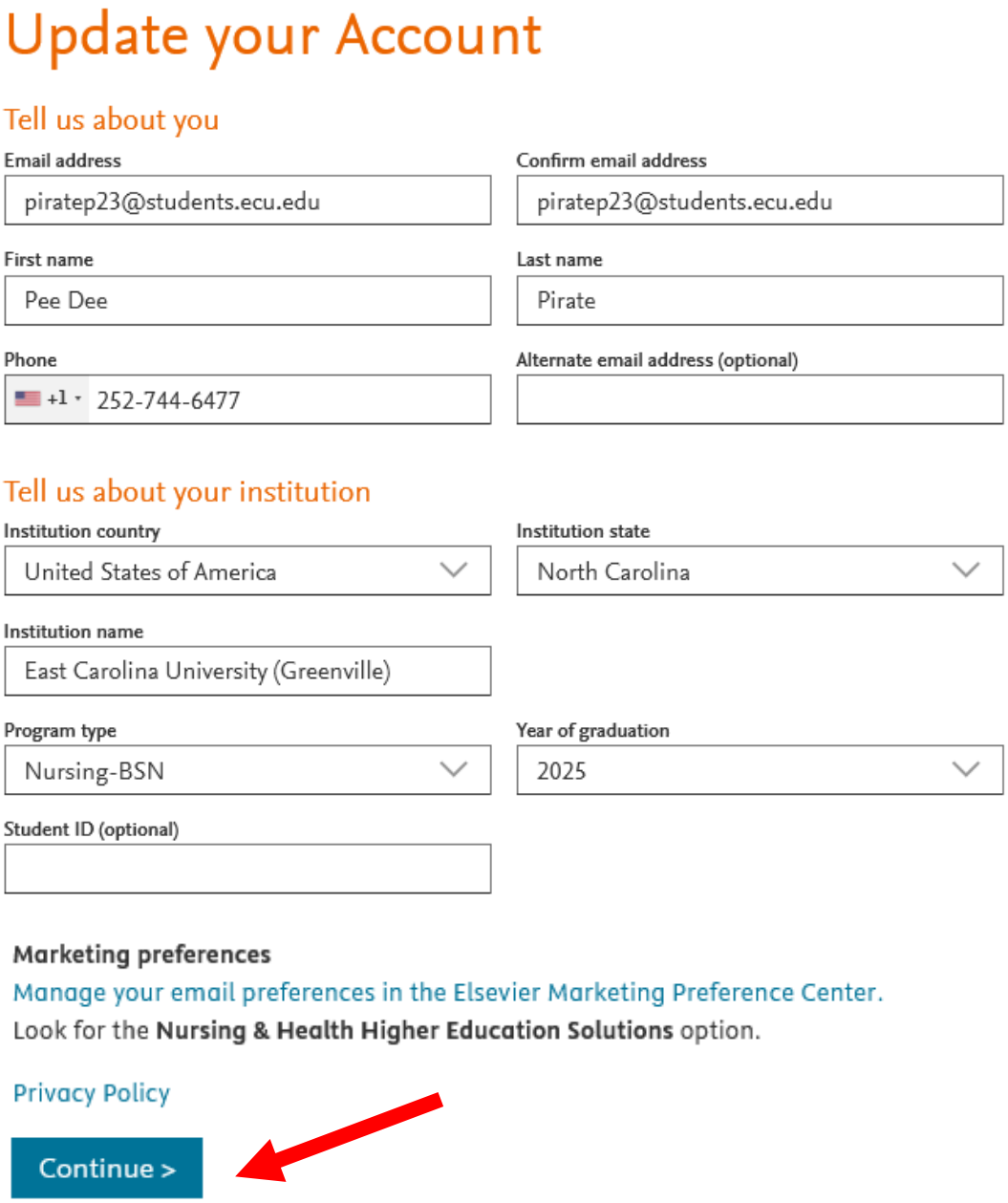
  (IMPORTANT: The exam is NOT FREE. You do not pay for the HESI <u>at this time</u> which is why it says $0.00 on this screen. You will pay for your exam when you are on the Prometric Testing Center website).



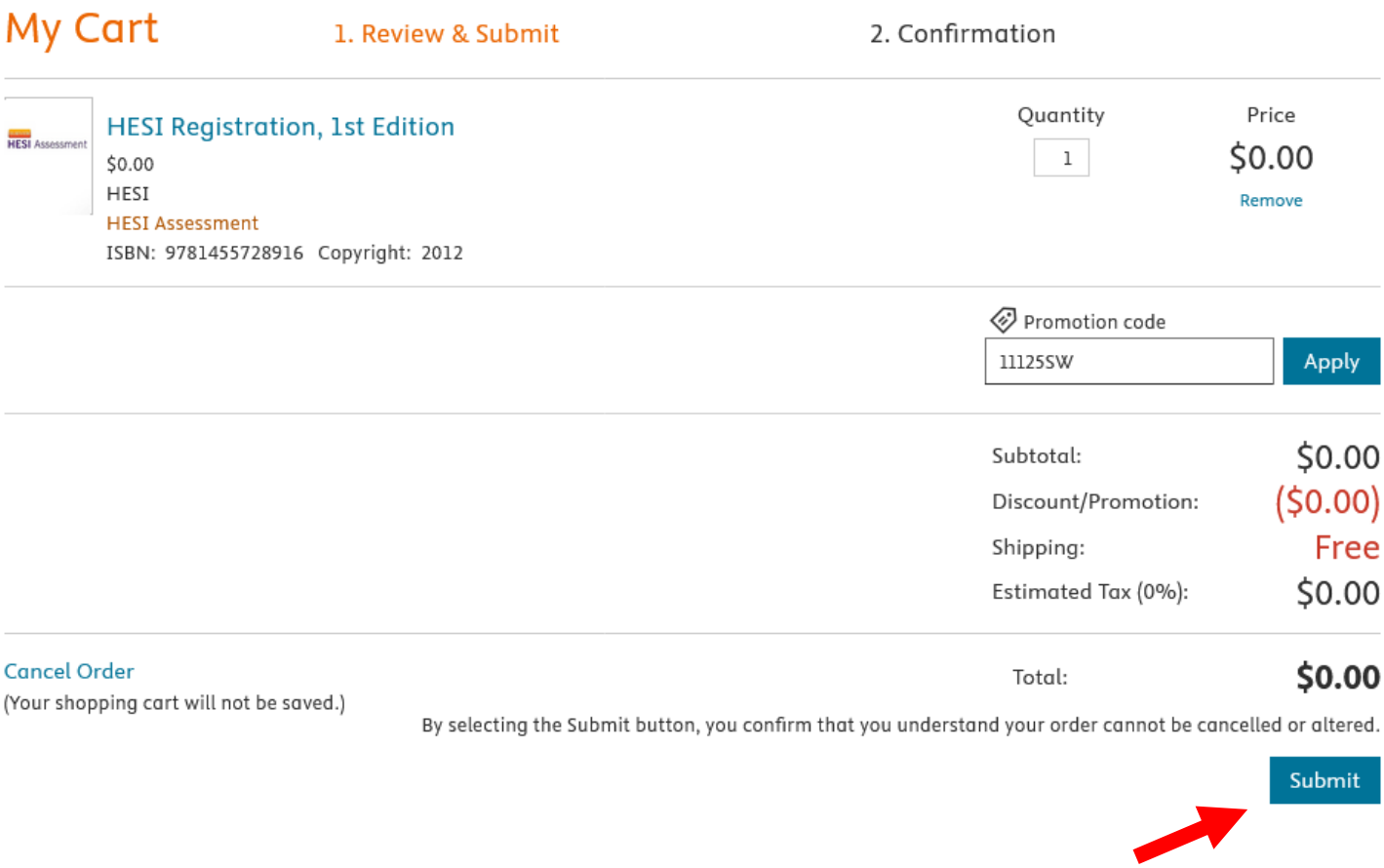
- Click on “Proceed to Checkout / Redeem.”



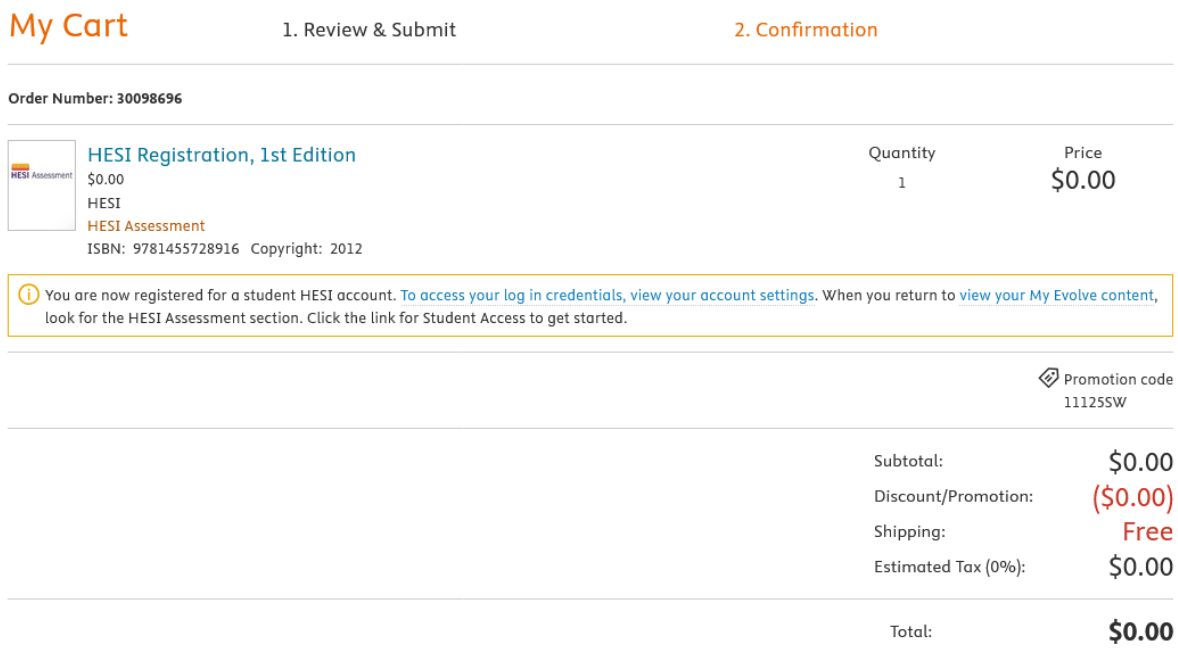
- You may be prompted to “Update your Account.”
- If so, review the information for accuracy then click “Continue”



- 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.”

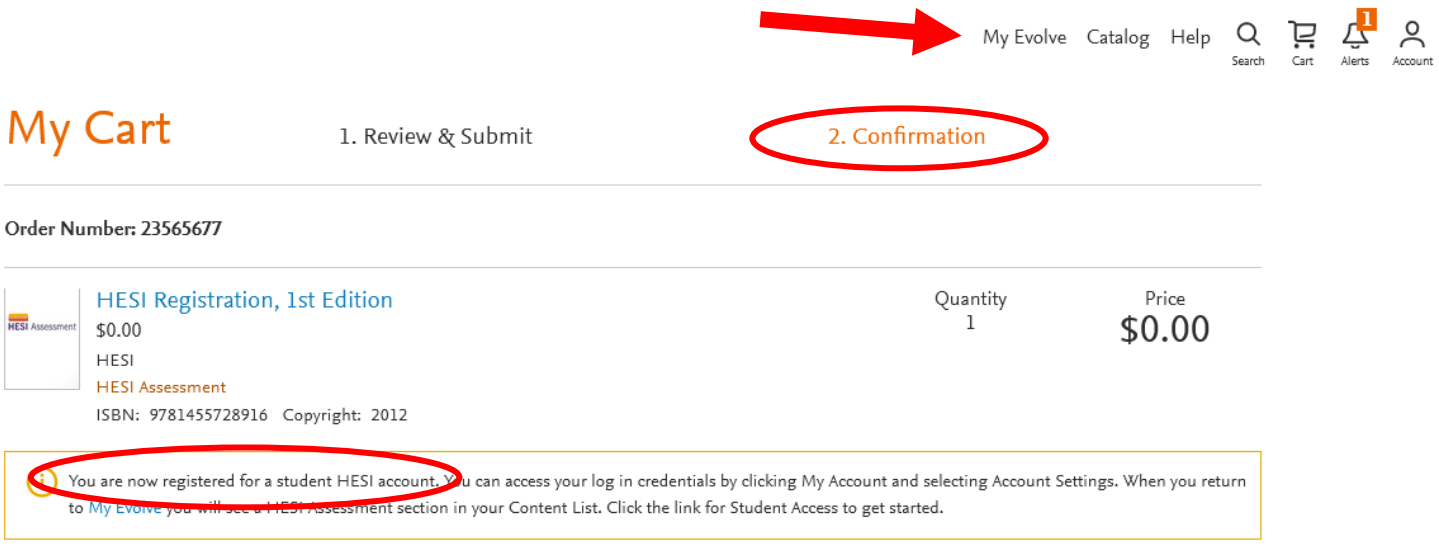


- You will receive a “confirmation” page. Move on to step 3.

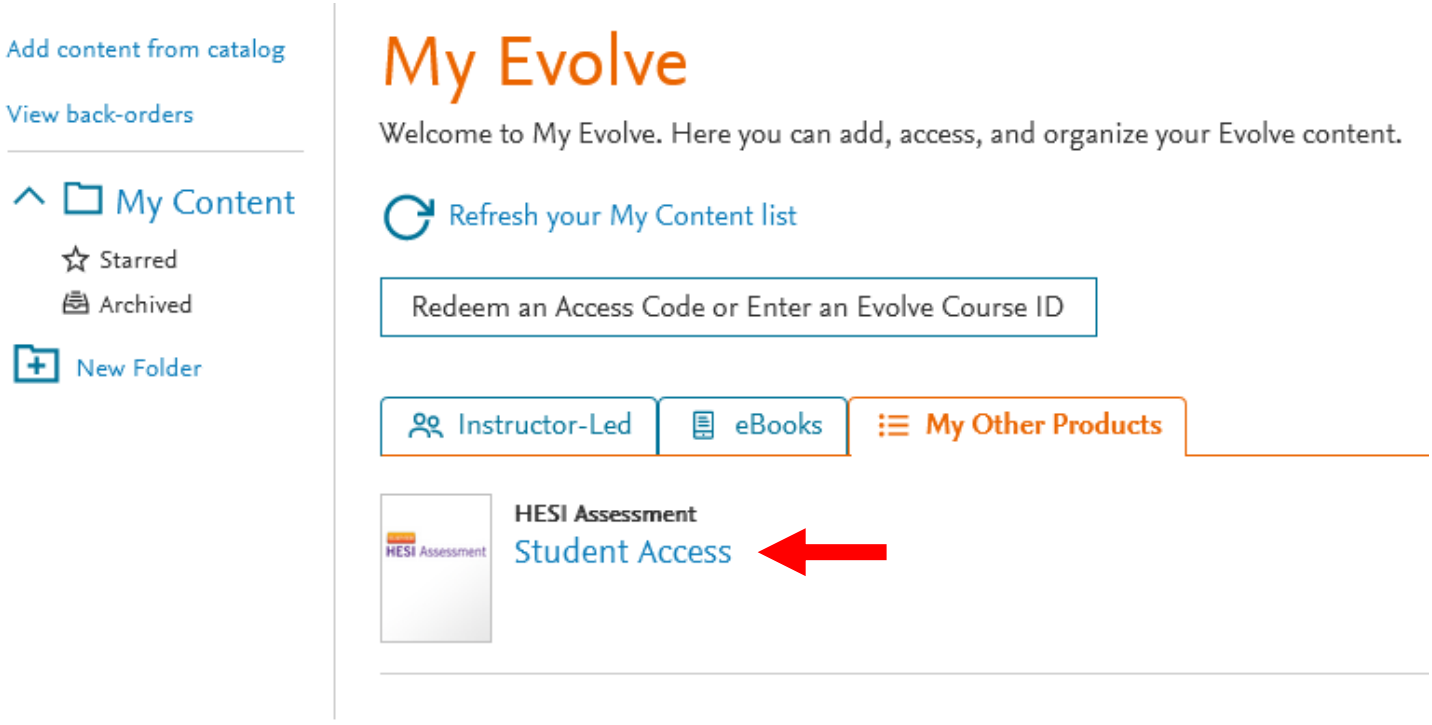


Step 3: Register for HESI Distance Testing Exam

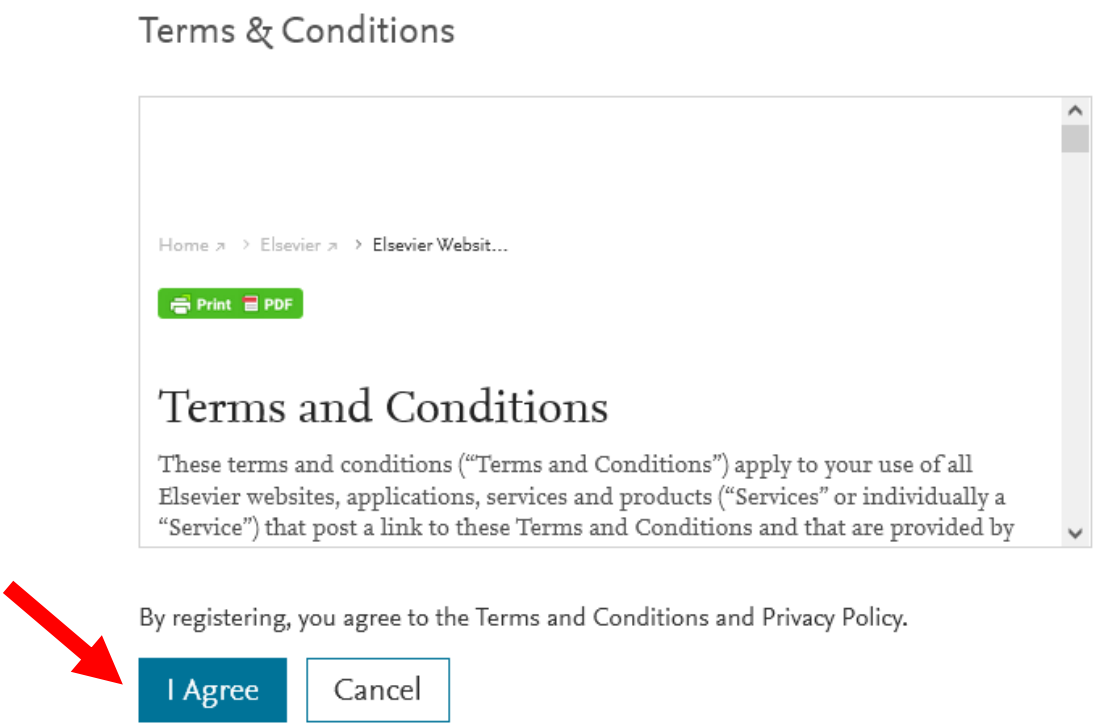
- You are now registered for a student HESI account.
- Click on “My Evolve” at the top right of the confirmation page.



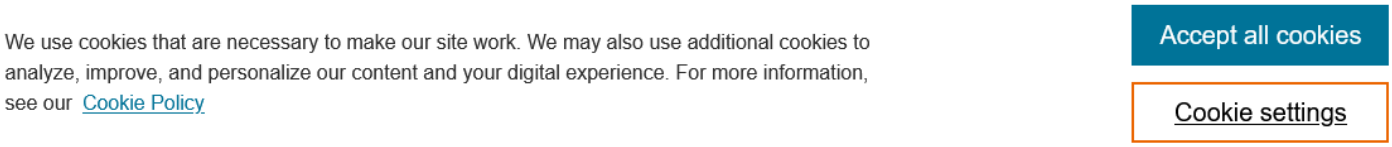
- On your “My Content” screen click on the “Student Access” link.



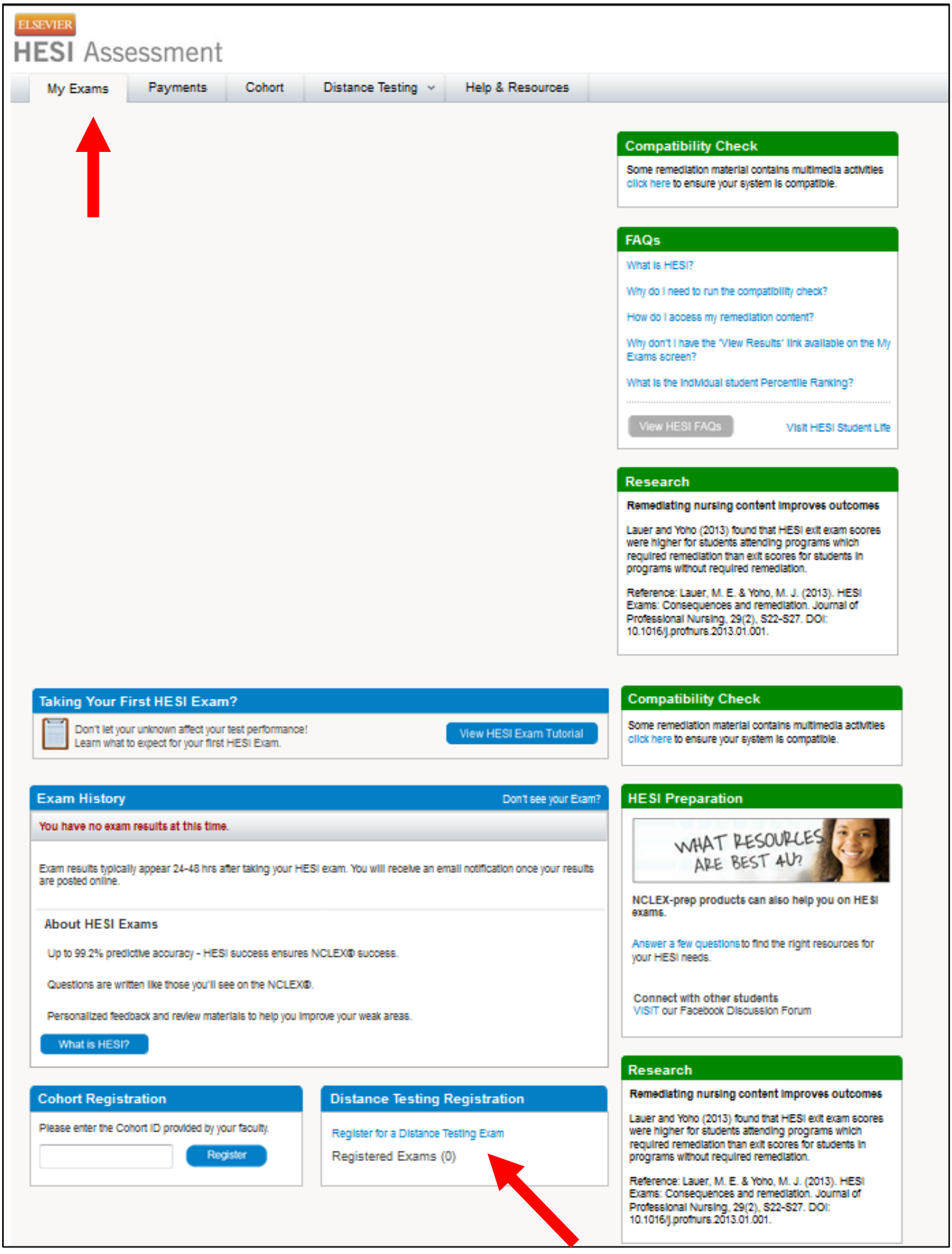
- Review/Scroll through the Terms and Conditions provided on the next page. Click the “I Agree” button.



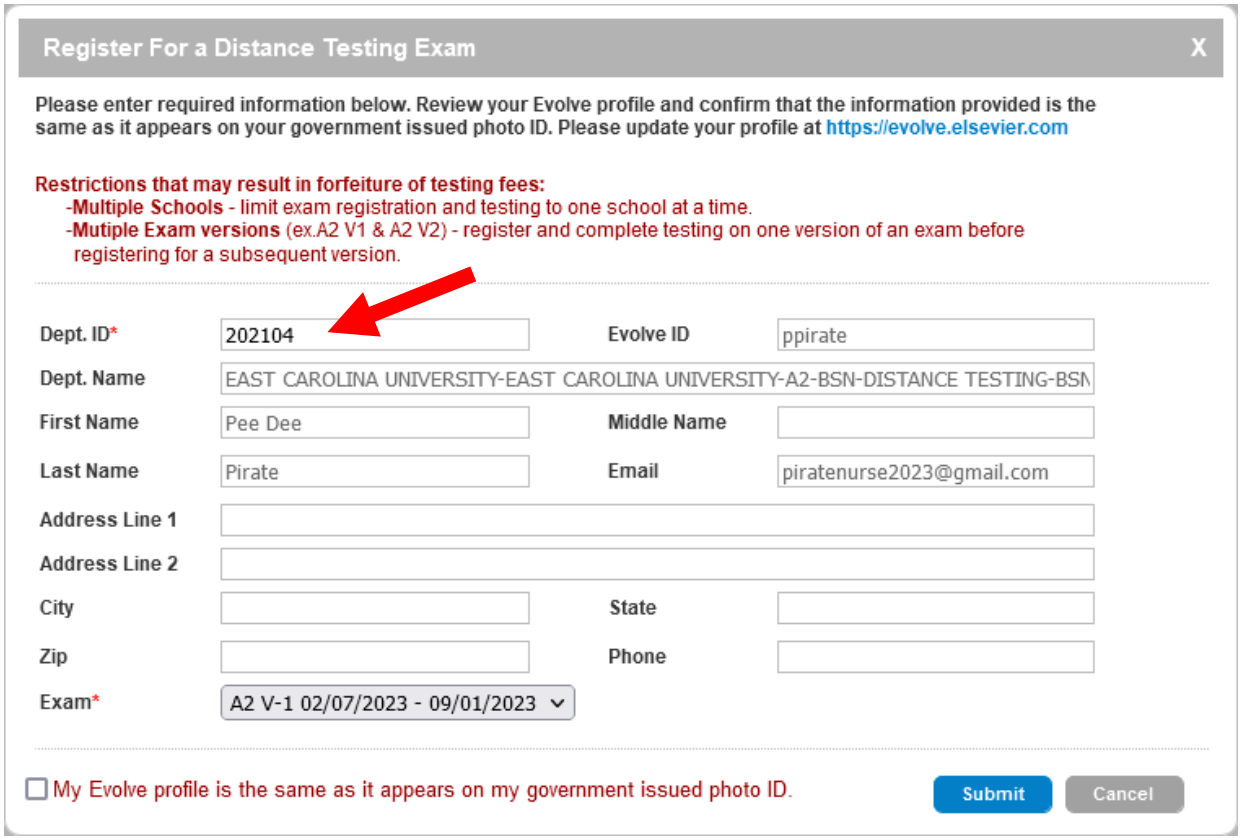
- On the next screen, if prompted, choose “Accept all cookies” or “Cookie Settings” and adjust to your preferences.



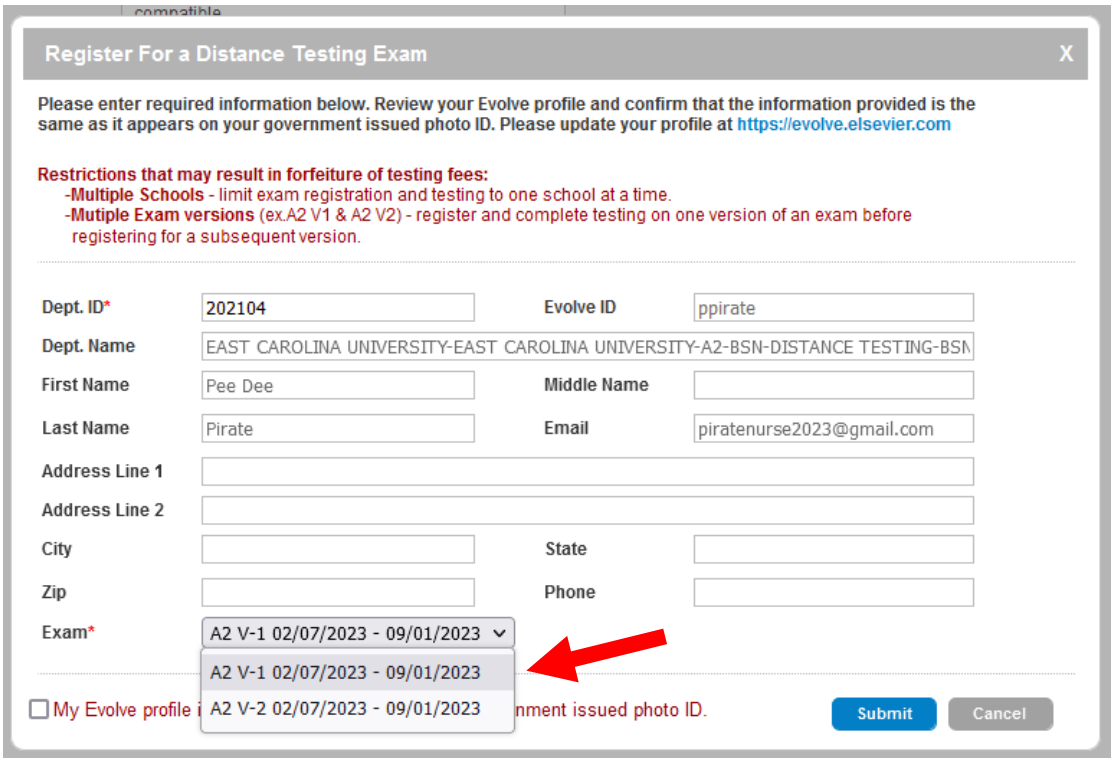
- From the “My Exams” tab, click on the “Register for a Distance Testing Exam” link at the bottom of the screen.



- 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.

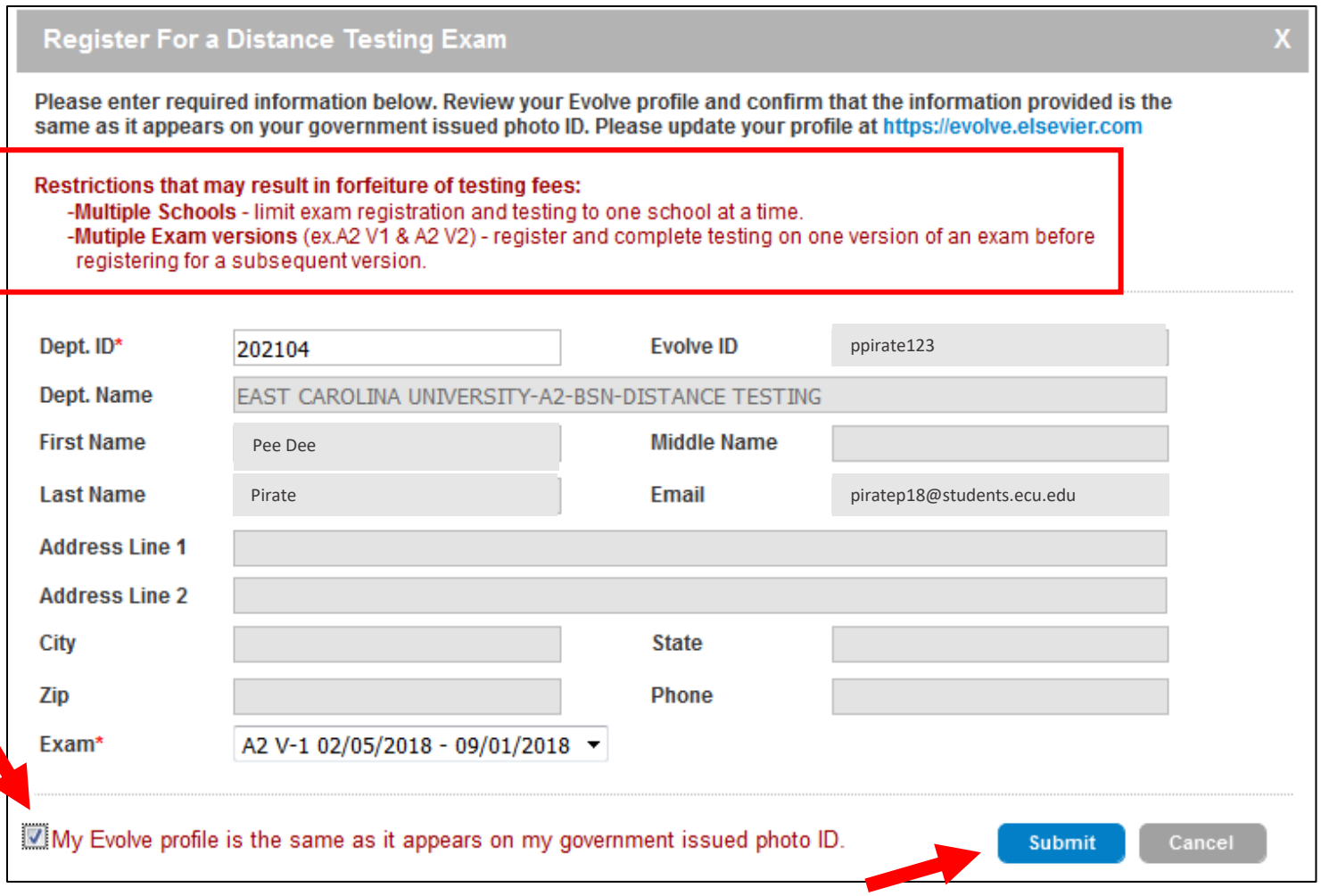


- IMPORTANT!!!! Please review the restrictions note in the red box below.

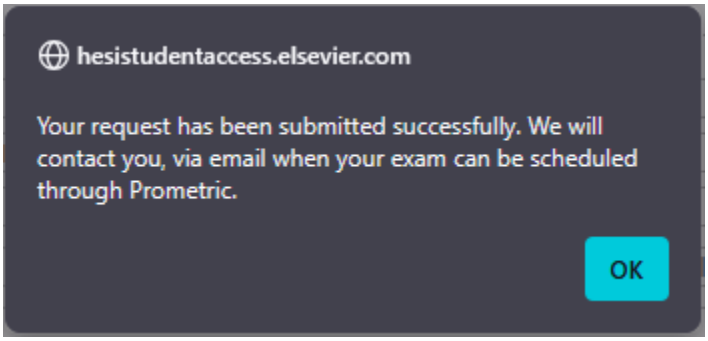
  ECU has multiple HESI A2 exam versions (V1 and V2). Once you begin this registration process and choose "V1" you MUST follow it through all the way to scheduling your exam. If you fail to do so and then there will be issues in access two attempts on this exam and you may find yourself not getting exam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

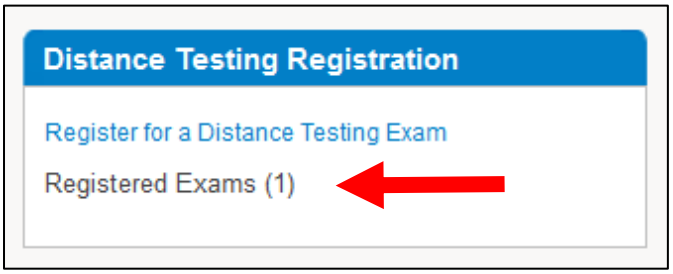
- Make sure that the information listed in the box matches the government ID you plan to provide on test day (e.g. driver's license). Check the box in the bottom left corner and then click "Submit."



- 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: Keep an eye on your email inbox.

- You will receive an email from **support@hesitest.com** within 1-3 business days with the **subject line: Distance Testing Registration Confirmation**. Add this email address to safe sender list to avoid having the email sent to your spam folder.
- An example of the email you will receive is below. Please review all the information carefully.

Dear **Pee Dee Pirate,**

Please follow the directions below to schedule your appointment to take the **A2 V-1** exam at Prometric. This exam may be taken between **9/2/2025** and **2/1/2026**, depending on availability at Prometric.

Your **Eligibility ID/Student ID** is: **ppirate123**

Your eligibility ID is also your Evolve username. You will need to know your **username and password** when you are logging into the exam.

Please go to https://www.prometric.com/exams/elsvr and follow the prompts to schedule and pay for your testing session. If you are experiencing problems when attempting to register for your exam, please call Prometric Support at **(800) 481-6457**.

Important Information:

- After reading through the entire email, click on the Prometric Testing Center website link to move on to the next step of the scheduling process.
- You will be taken to the Prometric Testing Center website designated for the Elsevier exam company.
- Review all the information on this page and then click the bottom link to set up a remote test with ProProctor.

Testing Options Based on Exam Type

Are you taking one of the following exam types?

- HESI Admission Assessment Exam (A2) for RN, PN, or HP
- HESI Admission Assessment Exam with Critical Thinking (A2CT) for RN or PN

If yes, you now have two ways to take your Admission Assessment Exam:

1. In person, at a Prometric Testing Center
2. Virtually through Prometric's **remote proctoring capability.**

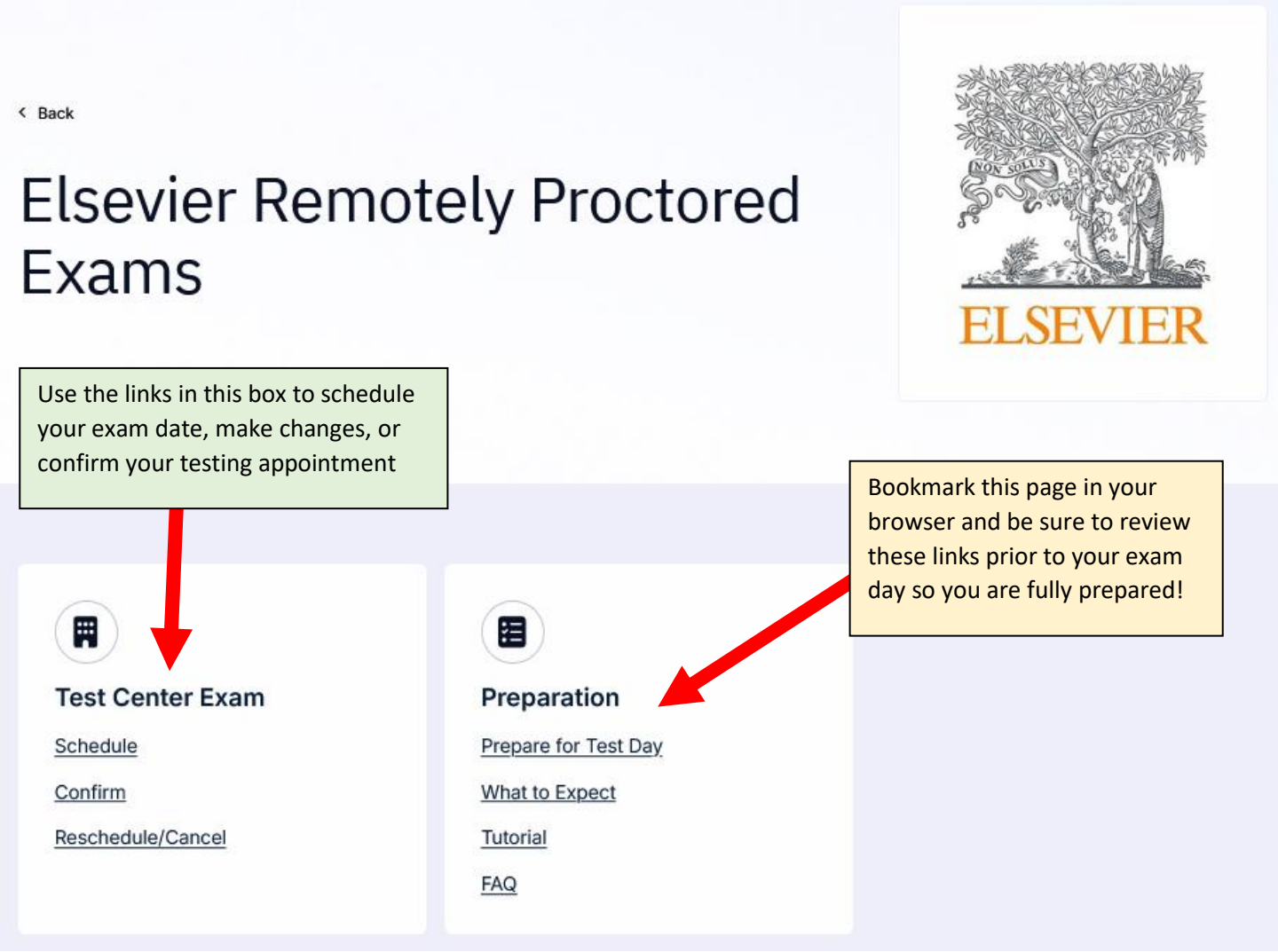
The remotely proctored exam can be taken at an internet enabled location of your choice. You must provide a computer with a camera, microphone and an internet connection. The computer must pass all compatibility tests.

How to Schedule your A2 or A2CT exam:

To test virtually, via remote proctor: Click here

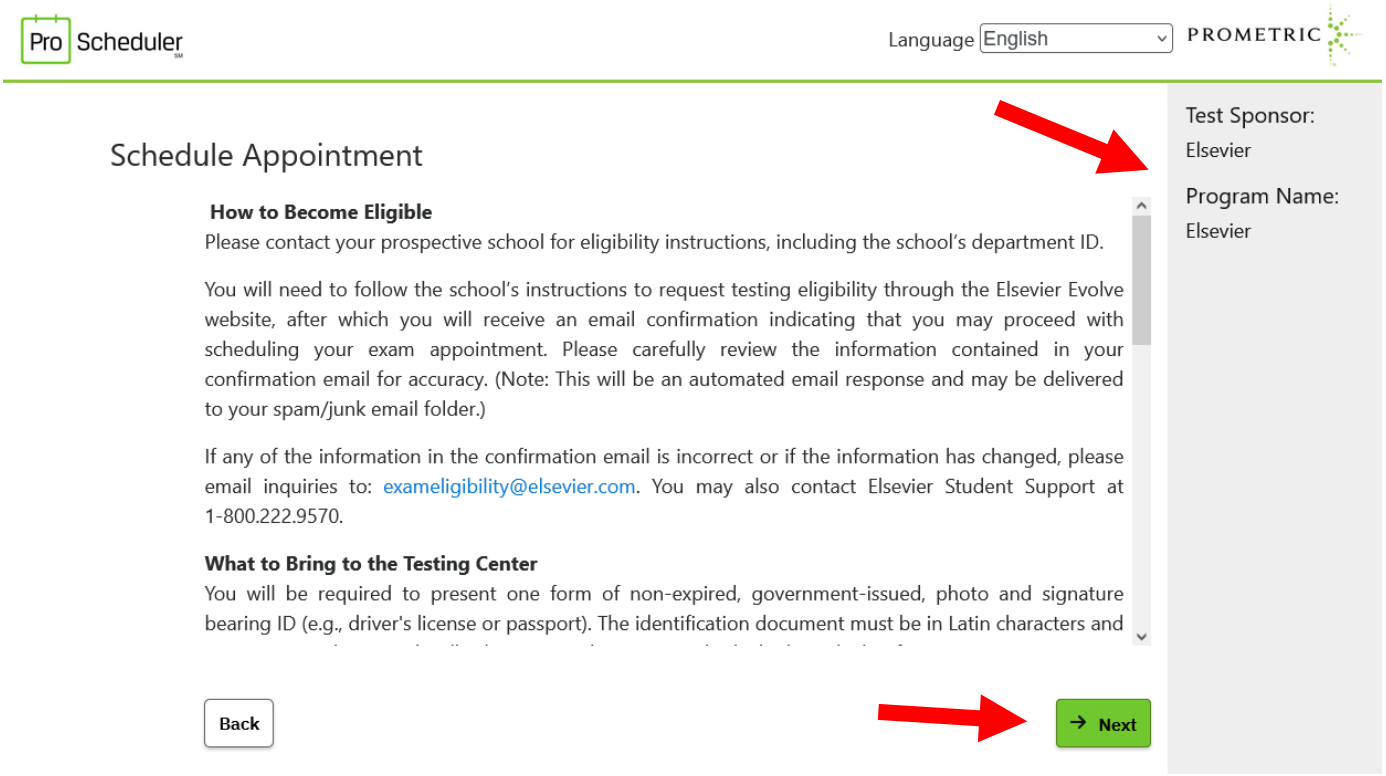
To test onsite at a Prometric Testing Center: Click here

- **The information provided on the next screen is extremely important. We highly recommend you BOOKMARK THIS PAGE in your web browser so you can review it at any time.**
- Use the left menu box to schedule your onsite HESI A2 exam.
- Review all the links in the right menu box prior to your exam date to be fully prepared for what to expect.

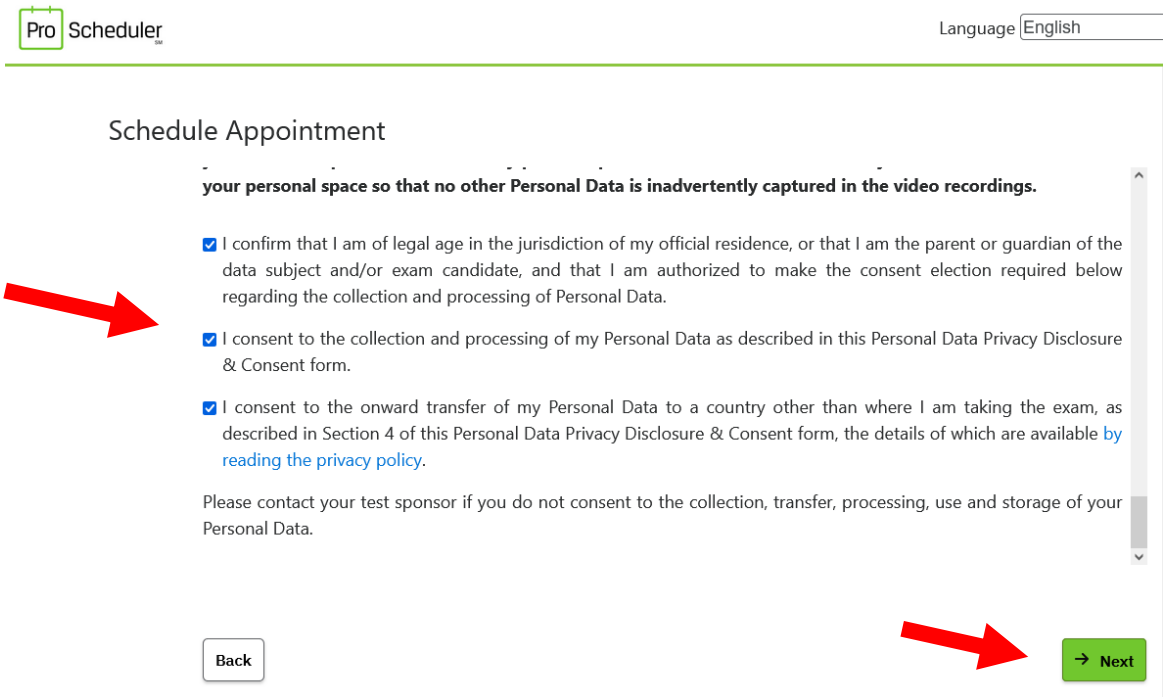


- BEFORE YOU SCHEDULE A REMOTE EXAM, please read carefully the full information on this page as it outlines how to ensure your computer is compatible with Prometric's ProProctor software, what items are allowed during a remote test, etc.
- Do not schedule a remote exam if you cannot confirm your computer is compatible!
- When you are ready, click on the "Schedule" link in the left menu box to proceed to the next step of the registration process.

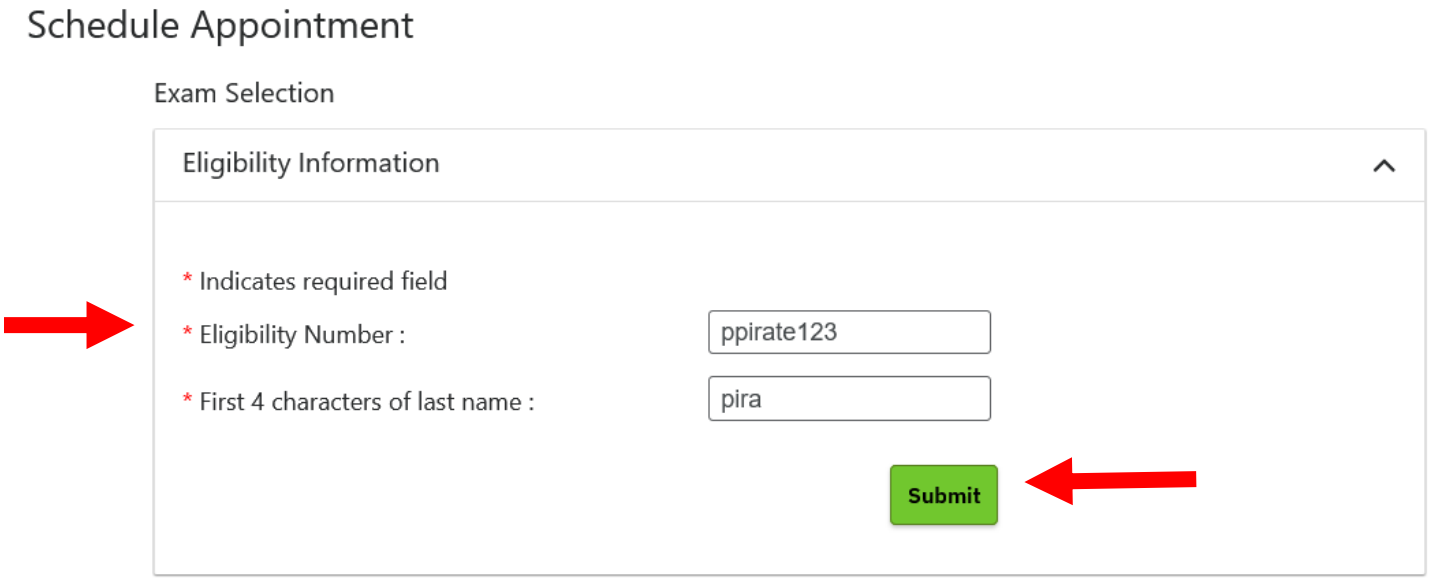
- You are now on the “ProScheduler” website. On the left side, you should see Elsevier listed for your Test Sponsor and your Program Name.
- Read through the information and then click the green “Next” button to proceed.



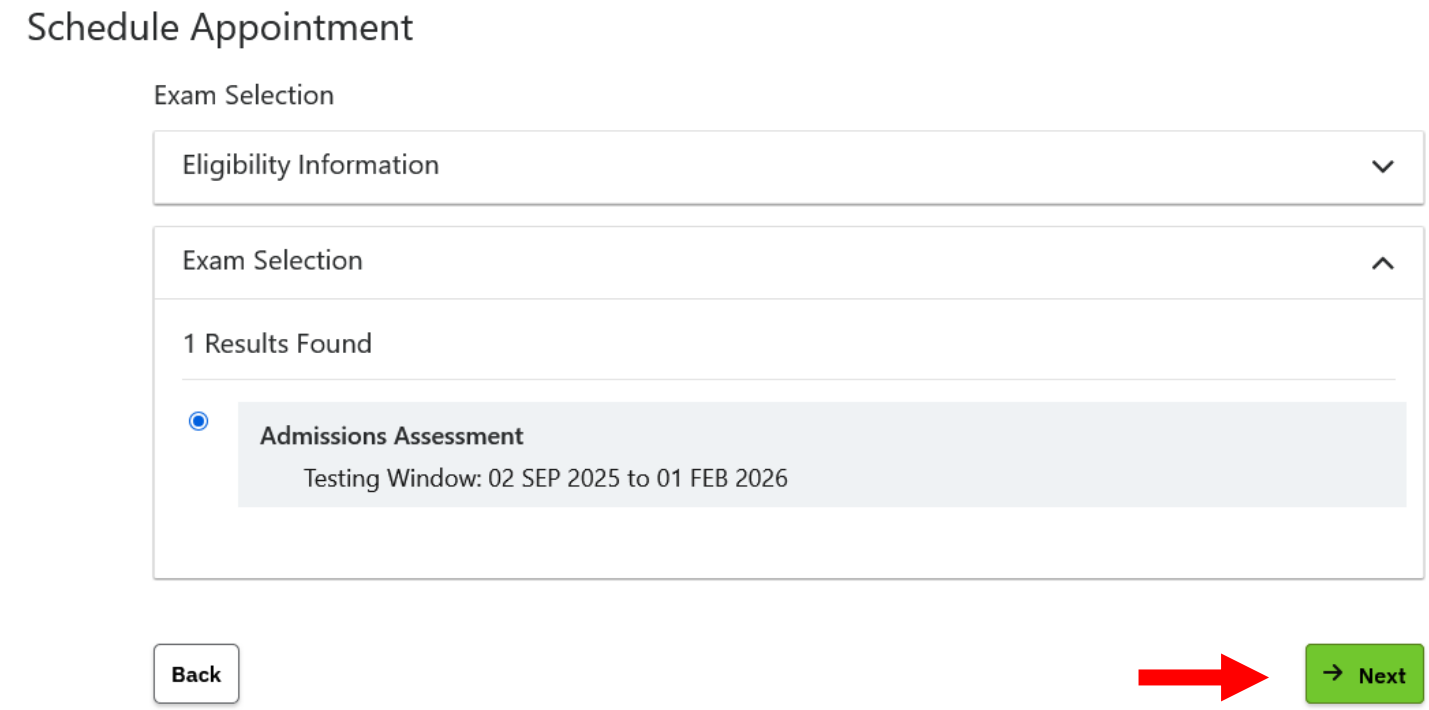
- On the next screen, read all information carefully.
- Check the 3 consent boxes at the bottom of the page then click the green “Next” button to proceed



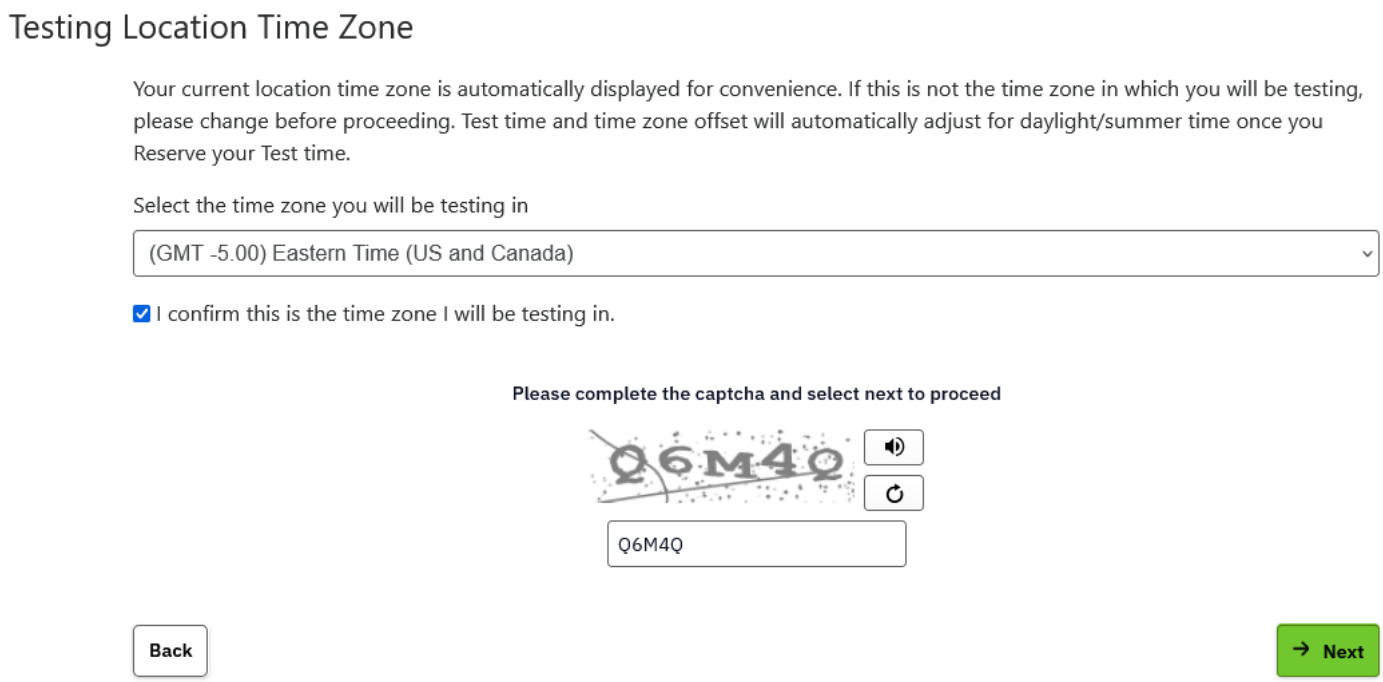
- Enter your Eligibility Number (included in your email from Prometric, same as your Eligiblity ID) and the first 4 characters of your last name on the next screen.
- Click “Submit.”



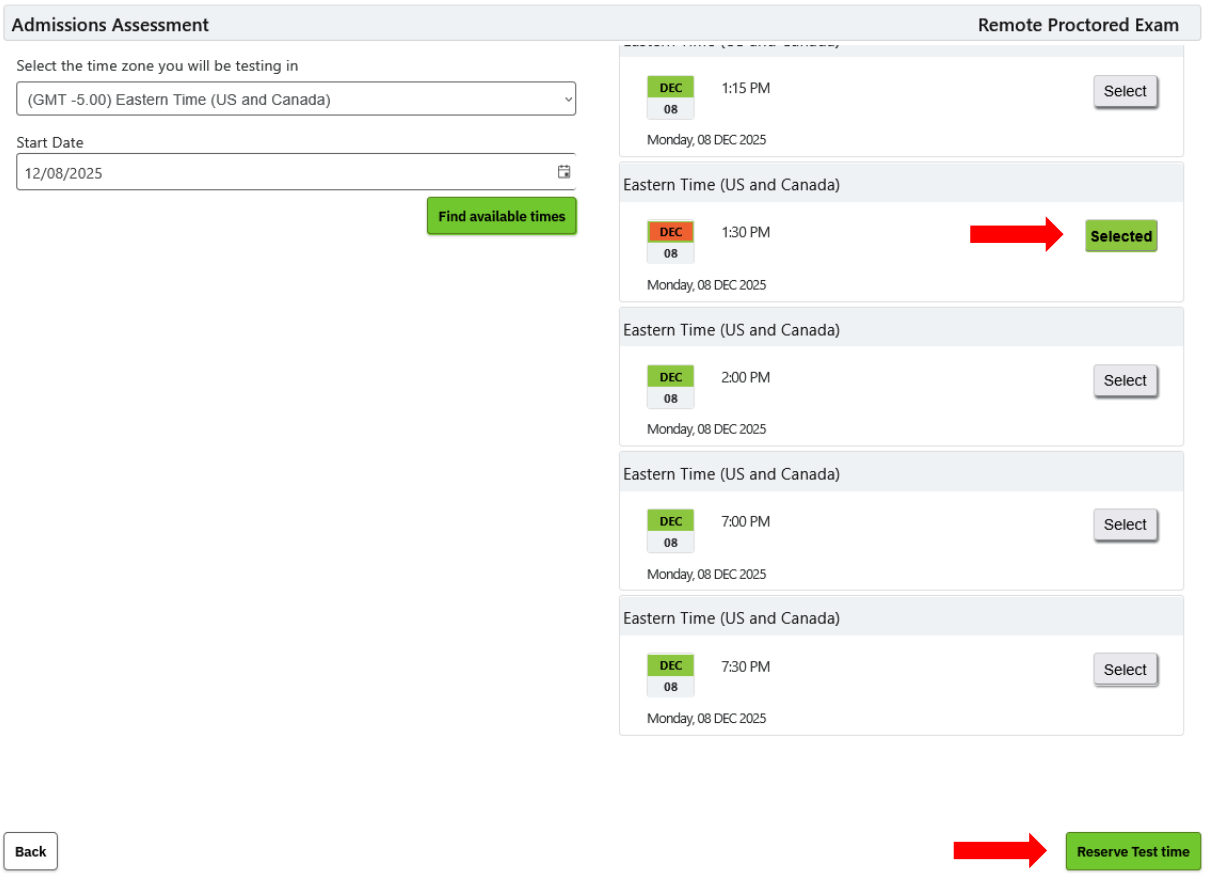
- Next you will see your Exam Selection confirmed. You should see 1 result. “Admission Assessment” is correct. It’s the A2 of HESI A2. Click “Next.”



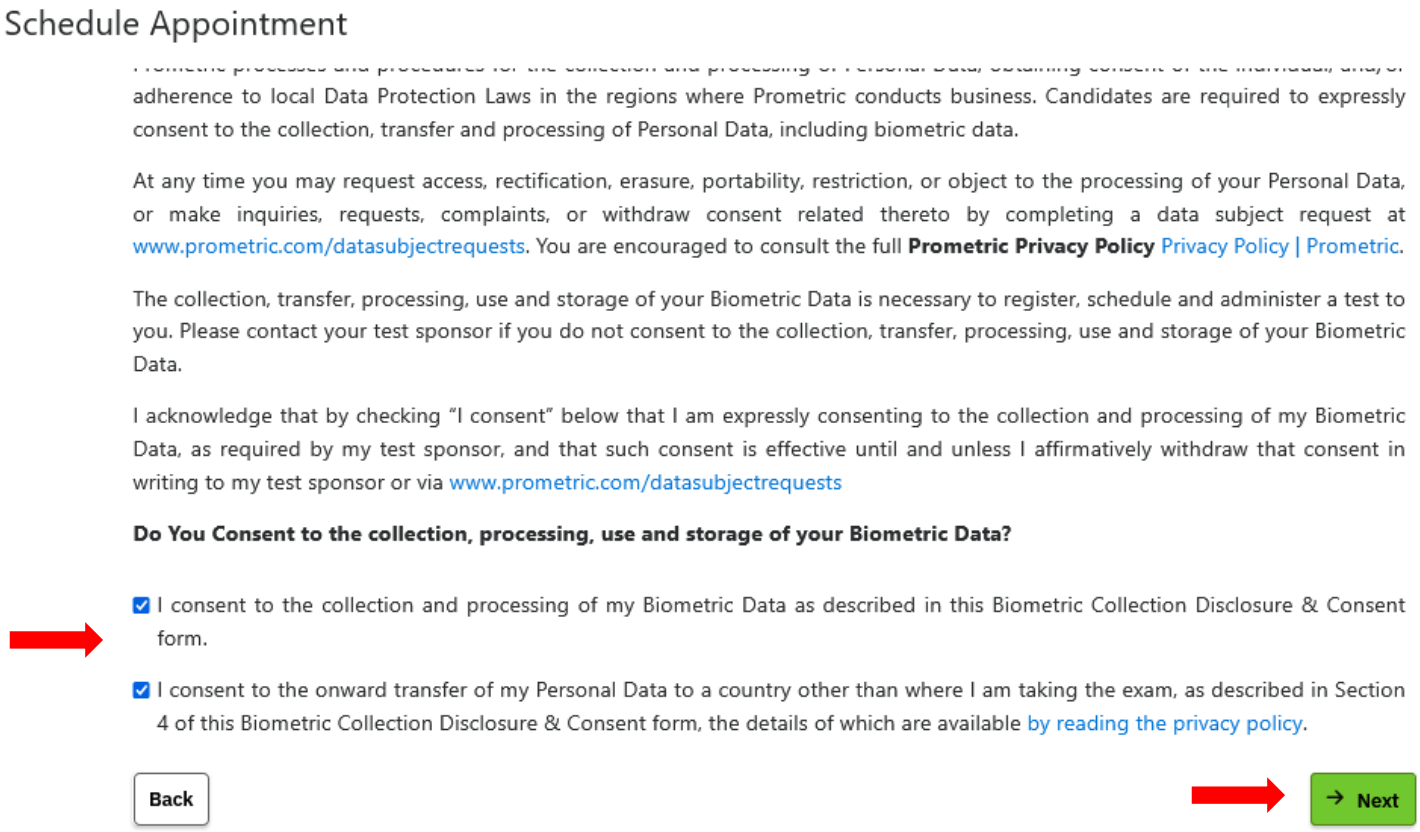
- Next you will confirm the Testing Location Time Zone. Choose your time zone from the drop down menu, click the confirmation box, enter the code, and click “NEXT.”



- After confirming your time zone, you will search for available test dates for your remotely proctored exam. Once you select your test date and time, click “Reserve Test Time” to move to next page.

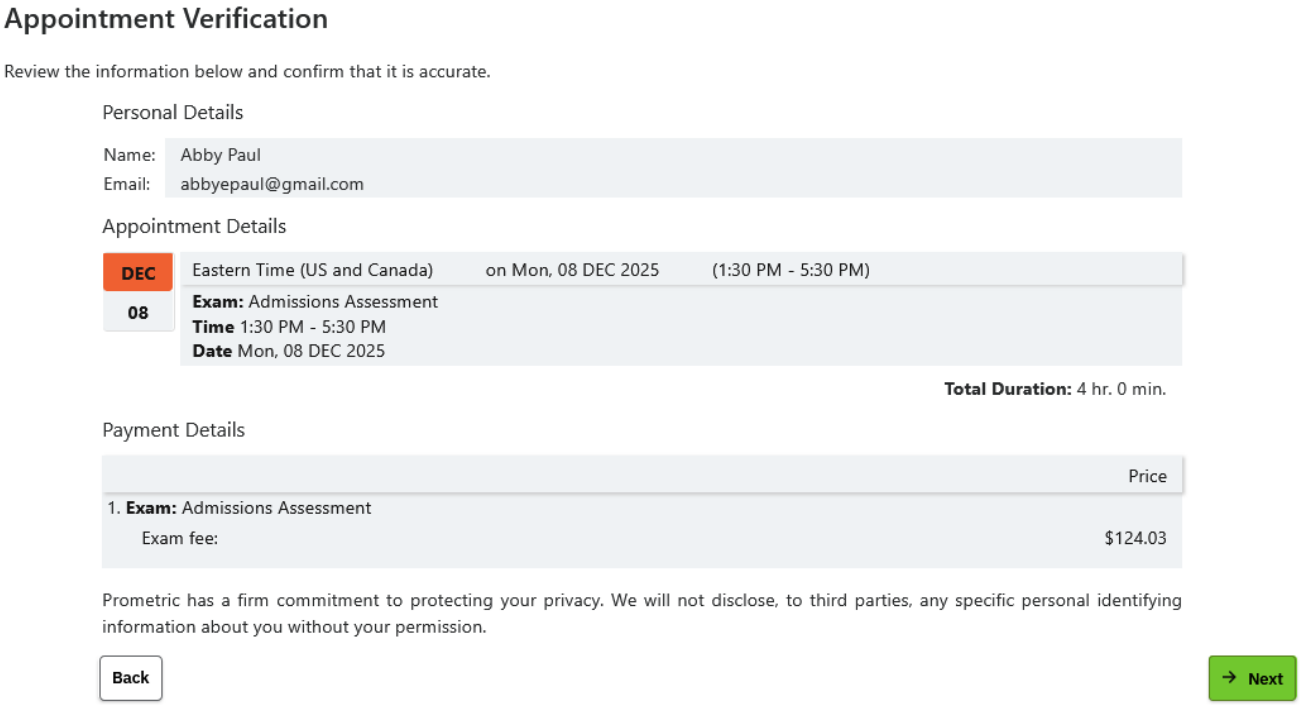


- Review the terms on the next screen, checking the boxes at the bottom if you agree to the terms presented. Click “Next.”

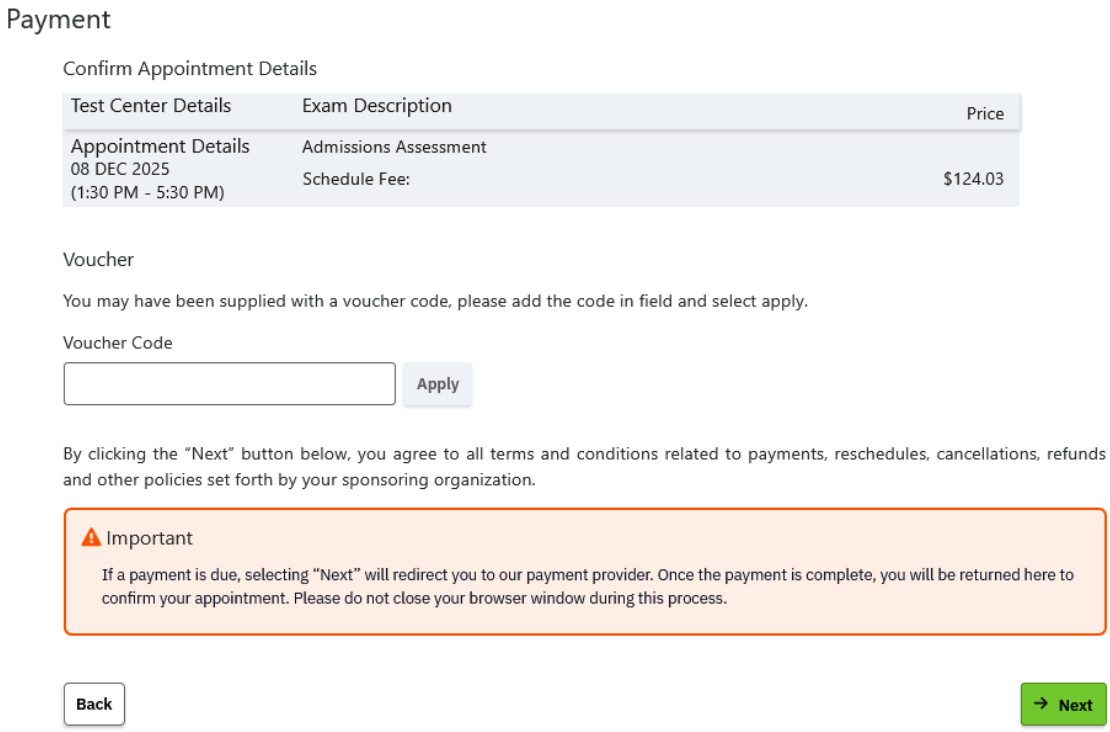


- Next you will be prompted to review and confirm your profile. The name on your profile must match EXACTLY the name on the identification you take with you on your exam day (i.e. driver’s license).

- You will then receive an Appointment Verification page. Review all information carefully and make sure it is accurate then click “Next.”



- The next step is paying for your exam. Please note that ECU does not have voucher codes for the HESI A2 exam. Please read all info on this page carefully. When you hit “Next” you will be prompted to pay for your exam and should receive a confirmation page and email.



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).

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 Customer Support: 1-800-481-6457

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

IMPORTANT:

- 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.

Most often when students encounter an issue during their remote exam, they are told follow up guidance will be sent via email from Prometric.