

ProctorU HESI Exam Support – Test Takers

Pre-Exam Support

- ProctorU account creation
- Exam registration
- Testing equipment
- Downloading the ProctorU extension
- Technical Requirements

[Student Training](#)

We offer a recorded training walking test takers through ProctorU account creation, exam registration, best practices and more.

[Student Portal Page](#)

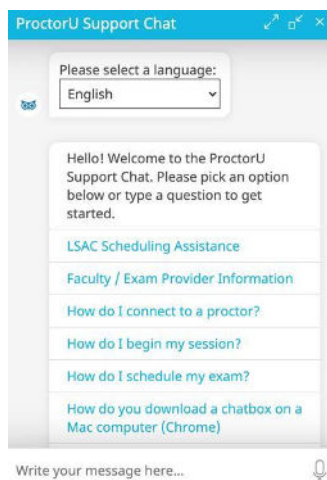
This page is dedicated to test takers and preparing them for their exam. All the information they need to know to test with us is listed here.

[Student Resource Center](#)

Our resource center includes detailed explanations for items such as equipment and technical requirements, and compliance and privacy information.

[Live Chat](#)

Still have questions? Visit the Live Chat from within your ProctorU account. Our support is available 24/7 and this is our fastest and most preferred method of communication.



During Exam Support

- Difficulty sharing screen
- Exam error message
- Exam password not working
- Tech issues

If you are connected with a proctor, immediately reach out and let them know you are having issues. **If you are already in your exam you may have to exit the exam so you can access your proctor. Don't worry, if you must exit your exam, you will be able to pick up where you left off.**

If you are **not** connected with a proctor, immediately reach out to our support through the Live Chat from within your ProctorU account and let them know what you are seeing. Be specific as possible. **If you are in your exam you may have to exit the exam so you can access this feature. Don't worry, if you must exit your exam, you will be able to pick up where you left off.**



Call Us

You can also reach out via telephone.

+1 (855) 772-8678

Post Exam Support

- Questions/feedback about your testing experience
- Need assistance rescheduling
- Restore computer settings

[Submit a Ticket](#)

You can reach out to our support team by submitting a ticket and they will get back to you with details regarding your question or concern.

[Restore Mac Settings](#)

[Restore Windows Settings](#)

You can always ask the proctor to restore your device settings after you have completed your exam, or you can do it yourself.