Student Guide for NLN HyFlex Proctorio Exams

January 2021
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NLN ASSESSMENT SERVICES DIVISION Revised 1/13/21
Welcome to NLN Testing Services

This guide will provide you with everything you need to:

1.) Create your new NLN testing account
2.) Access and purchase test prep & practice exams
3.) Purchase & take your proctored exams
4.) Show you how to access your score reports

We hope you find this new platform useful and easy to navigate.
If you run into any issues along the way we have added resources throughout this presentation to assist.

Best of Luck on Your Exam & Be Well!
NEW 2021 ADA ACCOMMODATIONS PROCEDURE

Institution Responsibilities:

1) An authorized administrator or instructor must complete, sign, and submit this form on behalf of the student: NLN EXAM ACCOMMODATIONS REQUEST FORM
2) Please allow 5 business days for the request to be processed. There is no guarantee for a request submitted less than 5 business days from the desired testing date.
3) Any request submitted by a student, with or without an administrator's signature will be disregarded with no further notice.
4) *A student requiring an exam be paused/resumed will be required to test at the school with an on-site proctor to manually control the exam.
5) Please provide each student with a copy of the NLN Student Guide, the type of test they are to purchase (HyFlex Proctorio or Examity) and the name of the exam.

Student Responsibilities:

1) Students will create their new NLN Account using the NLN Student Guide.
2) Student will follow the step-by-step directions in the guide to purchase the regular exam.
3) Do NOT schedule or start the exam without confirmation from the NLN that your accommodation has been made. Failure to follow this instruction may result in a standard exam being administered. No refund or replacement exam will be granted.

NLN Responsibilities:

1) We will provide the Student Guide to the Institution.
2) We will add the accommodation to the exam within 5 business days of receipt of request.
3) We will contact the individual making the request and the examinee, by email, when the accommodation has been added to the exam.

Students that have already purchased their exams prior to 1/7/21 will still have access to them in their portal and may proceed as before. The exams were removed from the active inventory on 1/7/21.

We sincerely thank you for your time and look forward to working with you in 2021. If you have any questions or would like additional information, please do not hesitate to reach out to me at: 1-800-732-8656 ext. # 3.

NLN ASSESSMENT SERVICES DIVISION Revised 1/13/21
A Few Things to Know About HyFlex Proctorio Testing

Device Set-Up

Since the point of our HyFlex platform is to allow students the ability to test remotely there are a few things you need to be aware of before beginning your exam:

**STEP # 1** - HyFlex Exams work best using Google Chrome – Be sure to install if you are not using it already.  
[https://www.google.com/chrome/](https://www.google.com/chrome/)

**STEP # 2** - You must install the Proctorio Extension to utilize the proctoring services. (see system requirements on the next page.  
Proctorio Extension

**STEP # 3** – You will need to test in a quiet spot, free of distractions and interruptions. There are no breaks allowed during the exam and we strongly suggest no eating or drinking as this may interfere with the exam. If you require ADA accommodations, please contact your testing center for the correct exam to take.

**PLEASE NOTE:** YOU DO NOT NEED TO SCHEDULE A DATE AND TIME FOR THIS EXAM.  
Simply make the purchase and take the exam when you are ready.
Technical Requirements – Hardware / Software / Internet

Proctorio offers a flexible service, which may include recording of video, audio, and screen activity. Test takers are encouraged to use a practice exam to test their system prior to taking an exam.

*Virtual machines and proxy connections will not work.*

<table>
<thead>
<tr>
<th></th>
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<th>Mac</th>
<th>Linux</th>
<th>Chrome OS</th>
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<td>Intel</td>
<td>Intel Pentium or better</td>
<td>Intel or ARM</td>
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<td></td>
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<tr>
<td><strong>Webcam</strong></td>
<td>320x240 VGA resolution (minimum) internal or external</td>
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<td></td>
</tr>
</tbody>
</table>

For Proctorio Technical Support: [https://proctorio.com/support#faq](https://proctorio.com/support#faq)
Creating Your New NLN Account

PLEASE MAKE SURE THAT YOU CHOOSE YOUR INSTITUTION WHEN CREATING YOUR ACCOUNT, OTHERWISE, YOUR SCORES WILL NOT BE ACCESSIBLE.
This is a new NLN examination portal. Even if you have taken an NLN examination in the past, you MUST create a new account. Once you have created a new account and signed into www.nlntest.org, use the same account to login for all future NLN testing. You only need to create one account.

If you cannot remember your password, click on the "Request new password" tab and enter your username and it will send an email to the account you have one file with us. If you have difficulty resetting your password please call 800-732-8656 Extension # 2. DO NOT CREATE A NEW ACCOUNT.
Creating Your New NLN Account

**STEP # 1**
- Direct Google Chrome to [www.nlntest.org](http://www.nlntest.org)
- This screen will pop up, it is simple and does not identify your school in any way (If you see the same information as below you are in the right place).
- We recommend using your email address as your username to keep things simple!

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**Step # 2**
Select Your School or Enter School Code (provided by your institution)

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**Step # 3**
Fill out the following:

- **FIRST NAME**
- **LAST NAME**
- **DATE OF BIRTH**
- **IF YOUR SCHOOL ASK YOU TO ADD INFO DO SO HERE.**

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**Helpful Tips**
Choose your institution or it could delay your results by as much as 10 days!
Creating Your New NLN Account

You will then receive a New Account/Welcome Message in the email you provided. It will include a link to:

- Verify your account
- Reset your password
- Set your correct time zone

Please note: This is a one time use link for resetting your password and it will expire in 24 hours.

After resetting your password logout and then log into www.NLNTEST.org
Reset password and set time zone

Creating Your New NLN Account

This is extremely important – not changing your time zone to your local time can be the difference between making it into a program and not!! If your deadline is Noon Central time and you submit it at 12 Noon Pacific – YOU MISSED, THE DEADLINE!

Remember to set your local time zone. That is important for booking an online proctoring appointment.

After using the one-time use link to login, change your password.
HOW TO PURCHASE TEST PREP, PRACTICE TEST AND EXAMS
**Step # 1**
Log into www.nlntest.org

**Step # 2**
Know which Proctor Option Your School is Using. Yours in **HyFlex Proctorio**

**Step # 3**
Select Buy Exam and this screen will pop up.

- Enter the SKU into the box SKU Contains and hit apply. *(for a list of SKU's please see the reference guide page 39 in the back of this guide)*

- Same goes for practice exams and practice tests.

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**Helpful Tips**

1.) HyFlex/Proctorio exams will begin with H.
2.) Practice exams begin with PRAC
3.) PAX Prep with PAX

**Please note:**
If you are taking the Pre-admission (PAX) exam the catalog only list the verbal exam **BUT** all three sections are included with purchase.
Once you have located the materials you need please complete the following steps:

1. Enter the **Quantity** you would like to purchase
2. Click the **Add to Cart** button
3. See Message stating the Exam added to your cart
4. Click on the **Shopping Cart**
CHECKING OUT USING A VOUCHER CODE

A Voucher Code is Used When an Institution Pays for the Students Exams.
Review Quantities & Total, Update Cart if changed and then Click **Checkout**

**STEP # 2**

If you are paying with a *Voucher Code* provided by your institution, employer or agency please enter the complete code here then click **Add Voucher**

*Codes are case sensitive.*

*Once an exam is purchased it is good for 90 days. It will expire after that time and the student/employee will be responsible for repurchasing the exam at their own expense.*

NEXT Click on **Continue to next step**
STEP # 3

Confirming Payment

Please wait while we confirm your payment …

STEP # 4

Checkout complete

When order number 40672 is confirmed, you can view your order on your account page when logged in.

Click the Return to My Assessments link for next steps.
CHECKING OUT WITH A CREDIT CARD, PAYPAL OR WIRE TRANSFER
Review Quantities & Total, Update Cart if changed and then Click **Checkout**

Once an exam is purchased it is good for 90 days. It will expire after that time and the student/employee will be responsible for repurchasing the exam at their own expense.

**STEP # 2**

NEXT Click on **Continue to next step**
STEP # 3

Confirming Payment

Please wait while we confirm your payment … 😛

STEP # 4

Checkout complete

Your order number is 14. You can view your order on your account page when logged in.

Click the Return to My Assessments link for next steps.
Review Cart & Checkout
Using a Credit Card, PayPal or Wire Transfer

STEP # 3
- The Pay with Credit Card should Auto Populate
- Click on Next Step

STEP # 4
- Please fill out this form completely and then press continue

ALL Payment Issues Must Be Addressed With 2Checkout at 2Checkout
YOU HAVE TWO OPTIONS AT THIS POINT

TAKE THE EXAM NOW

1.) Continue to take your exam.  
    - Proceed to the next page for instructions.

OR

TAKE THE EXAM LATER

1.) Log out and take the exam at a later time. 
2.) When you are ready to complete the assessment log in to www.NLNtest.org and click on my assessments to locate your exam. 
3.) When you log back in come back to the guide for additional instructions.

NOTE EXAMS ARE GOOD FOR 90 DAYS FROM THE DATE OF PURCHASE.
What You Need to Know **Before** You Begin Your NLN Exam

- Identification Requirements
- Testing Environment / Workspace Requirements
- Standard Rules
- Prior to Launching Exam

If any of these items are unable to be completed or you believe there might be a problem **DO NOT** Click Start and contact your local testing center or call 800-732-8656 Ext # 2

[NLN Student Customer Support](https://www.nln.org/contact)

NLN ASSESSMENT SERVICES DIVISION Revised 1/13/21
Identification requirements

Candidates are expected to provide the following identification:

- An original, current (valid) ID issued by a city/state/federal government agency.
- Your first and last names must match the name on your NLN testing account you created.
- The photo must be clearly recognizable as you.

Unacceptable Documents

- Bond Receipt or Bail/Bond Card
- Business Card
- Check Cashing Card
- Club/Fraternal Membership Card
- College or University ID Card
- Commercially produced (non-State or unofficial) ID Card
- DHS Card or documents (Department of Human Services)
- Fishing License
- HFS Card (Healthcare and Family Services)
- Handwritten ID/Employment Card
- Hunting License
- Illinois Concealed Carry Card
- Illinois FOID Card
- Instruction Permit/Receipt
- Insurance Card
- International Driving Permit
- Library Card
- Personal Mail
- Traffic Citation (Arrest Ticket)
- Unlicensed Financial Institution Loan Papers
- Vehicle Registration
- Video Club Membership Card
- Wallet ID
When Testing from Home: Testing Environment / Workspace Requirements

- Candidate must be in a well-lit, quiet, private room.
- Any doors to the room or closet are to be closed.
- Candidate must be alone in the room.
- The table or desk and surrounding area including floor must be clear of any material.
- Candidate’s mobile phone should be turned off and stored away out of sight.
- Additional monitors are to be turned off and turned away from sight of candidate.
- Any desk phone is to be disconnected.
When Testing from Home: Standard Rules

- You are alone in the room
- Your desk and work area are clear
- You are connected to a power source
- No phones or headphones
- No dual monitors
- No leaving your seat
- No talking

- Webcam, speakers, and microphone must remain on throughout the test.
- The proctor must be able to see you for the duration of the test
Examinee Agreements

NLN requires that all agreements are accepted before allowing the exam to begin.

1 You certify that you are not accepting or utilizing any external help to complete the exam and are the applicable exam taker who is responsible for any violation of exam rules. You understand and acknowledge that all exam rules will be supplied by the applicable university or test sanctioning body, and the company will have no responsibility with respect thereto. You agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make such request of you in connection with any violation of exam rules.

2 You agree that you will be held accountable for all infractions associated with identity misrepresentation and agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make any request of you.

3 You understand that by using any of the features of the NLN web site and services, you act at your own risk, and you represent and warrant that (a) you are the enrolled student who is authorized to take the applicable exam and (b) the identification you have provided is completely accurate and you fully understand that any falsification will be a violation of these terms of use and will be reported to the appropriate university or test sanctioning body.

4 You acknowledge that your webcam and computer screen may be monitored and viewed, recorded and audited to ensure the integrity of the exams. You agree that no one other than you will appear on your webcam or computer screen. You understand acknowledge that such data, along with your test answers, will be stored, retrieved, analyzed and shared with the university or test sanctioning body, in our discretion, to ensure the integrity of the exams.
Starting the Exam
Starting Proctorio

To start an assessment:
1. Log in to www.nlntest.org
2. Click My assessments to view assessments only.
3. Find the desired assessment and click the start button.

You will be prompted to:

- Complete System Diagnostics Test
- Show your ID Card
- Complete a Camera Test – Make sure the room is well lit and you appear in camera

Inside the Exam – Quiz Tools
- Zoom In / Out
- Calculator
- White board
- Support Chat

Once you get to the system diagnostics portion of the setup you will need to reach out to Proctorio for support:
Proctorio Customer Support
How to Navigate an Assessment

A question-by-question assessment contains questions on separate pages. To move between questions, you can:

• Use the **Next question** and **Previous question** buttons by clicking them (or touching them on a touchscreen) or pressing the spacebar (when selected). If you're viewing the assessment in a window with a small area, the Next and Previous buttons may be replaced by < and > buttons,

When You Have Completed Your Exam

• Contact your institution and let them know you have completed the exam.
• Scores should be available within 4 hours of completing testing.
ACCESSING YOUR SCORES

Results Dashboard
How to Access PAX Reports & Understanding the PAX Participant Report
How to Access Non-PAX Reports & Understanding the Student Coaching Report
1.) Log in to www.nlntest.org
2.) Enter your Username and Password
3.) Click on My Results (This is what you should see)

The NLN does not set a pass/fail score. Your assessment report will be available to access from this account for up to one year.

Your institution will provide additional information regarding:
• Required score
• Process for Repeating the exam
ACCESSING YOUR PAX SCORES
How to access PAX Assessment Reports

1. From My Dashboard click on My Results.
2. For your PAX scores click the Participant Report.
1. Select a result/date from the drop-down menu.

2. Select **Run Report**. You will view your report on-screen or export it to PDF.

3. The **Composite Score** is a statistical calculation for the combined three sections.

4. The **Percent Correct** is the number of test items answered correctly / total # of test items.

5. The **SEM (Standard error of measurement)**. A statistical score that indicates the expected average change in your score if you immediately re-tested.

6. The **Percentile Rank** is a comparison your score to the norm sampling group of students.
ACCESSING NON-PAX SCORES
How to access all other Reports

1. From **My Dashboard** click on **My Results**.
2. For all other exams click **Transcript of My Results**
Non-PAX Assessment Reports

1. Select a result/date from the drop-down menu.
2. Select Run Report. You will view your report on-screen or export it to PDF.
3. The Total Score is the number of questions you answered correctly.
4. The Percentage score is the number of test items answered correctly / total # of test items.
5. The Average Score is used to compare how other students scored on the same exam across the US.
Why can I not log into my account?
Are you logging into the new portal site www.nlntest.org? Do you have more than one account?

Why can my school not see my scores?
You did not choose a school when setting up your account.

What can I do about that?
Please complete this form. Authorization to Release Scores

How do I request a copy of my scores be sent to another location?
Please complete this form. Authorization to Release Scores

Does the NLN limit the number of times a student takes an exam?
No, but your school may have restrictions - please check with your institution for more information.

Can I use a calculator and a whiteboard?
Please see the information on page 29 of this guide

How much time does the NLN recommend a student take between exams?
The only recommendation we make is that a student wait 24 hours between PAX exams

How do I report and issue with an exam?
NLN STUDENT SUPPORT

How long are the exams?
Please see the information on page 41/42 of this guide

FREQUENTLY ASKED QUESTIONS
How many questions?
Please see the information on page 41/42 of this guide

What is the cut score? Pass/Fail?
The NLN does not suggest, nor set, cut scores or pass fail percentages

I was over charged when I bought my exam and I need a refund
Please contact 2Checkout for all refund questions. https://www.2co.com/#contactUs

I would like my test to be hand scored.
NLN Student Customer Support

How do I reset my password?
See page 43 of this guide

How do I update my profile?
See page 44 of this guide

I recently got married/divorced how do I change my name on my profile?
Please email student.help@nln.org

How long does the NLN keep scores on file?
Three years

What is your refund policy?
The NLN has a strict NO REFUND POLICY unless you have been over charged. Exams that have been taken or launched ARE NOT eligible for a refund. All refund request are to be made to our vendor https://www.2co.com/#contactUs
<table>
<thead>
<tr>
<th>SKU</th>
<th>TITLE</th>
<th>AMOUNT</th>
<th># ITEMS</th>
<th>Exam Length</th>
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<td>FC-PN</td>
<td>NLN Flash Cards for PN</td>
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<td>varies</td>
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<td>Foundations of Nursing for HyFlex</td>
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<td>90 min</td>
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<td>90 min</td>
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<tr>
<td>ACH-PN-MHC_1</td>
<td>PN Mental Health Concepts</td>
<td>$38.00</td>
<td>75</td>
<td>90 min</td>
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<tr>
<td>ACH-PN-P_1</td>
<td>PN Pharmacology</td>
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<td>75</td>
<td>90 min</td>
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How to Reset My Password

To log in to Questionmark to take an assessment:
1. Go to Questionmark [www.nlntest.org](http://www.nlntest.org)
2. Click Request New Password
3. Enter your username or email address in the Username or email address field.
4. Click Email new password.
5. Go to the one-time link in the email sent to you.
6. Click Log in
7. Change your password.
8. Click Save.
How can I Update My Profile?

To update your NLN profile:

1. Go to Questionmark www.nlntest.org
2. Click your username in the portal menu, and select Edit profile
3. In the Edit tab, you can change your password, email address, phone number, time zone, etc.
4. Click to save changes.
Thank you for your attention!
If you have additional Questions, please contact

**NLN Student Customer Support**

or call 800-732-8656 ext # 2