National League for Nursing

Student Guide for NLN HyFlex Proctorio Exams

January 2021

National League for Nursing

Table of Contents

Welcome to the NLN	3
NEW ADA Accommodations Procedure	4
Device Setup and System Requirements	5-6
Creating new NLN Account	7-11
How to Find & Purchase your Prep Materials and Exams	12-14
Using Voucher Codes	15-17
Using Credit Card	18-21
Two Options After Purchase STOP or Proceed to Exam	22
Before You Begin	23-27
Starting the Exam	28-30
Accessing Your Scores	31-32
PAX	33-35
Non-PAX	36-38
Frequently Asked Questions	39-40
Prep Materials	41
Exams	42
How to Change Password	43
How to Update Profile	44
Thank you	45

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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 ADA ACCOMODATIONS POLICY Effective 1-11-21

NEW 2021 ADA ACCOMODATIONS PROCEDURE

Institution Responsibilities:

1) An authorized administrator or instructor must complete, sign, and submit this form on behalf of the student: NLN EXAM ACCOMODATIONS 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.

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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/

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.

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Proctorio® System Requirements

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.

	Windows	Mac	Linux	Chrome OS
Operating System	Windows 7+	macOS 10.11+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM	2 GB[1]	2 GB[1]	2 GB[1]	1 GB[1]
Upload Speed	0.092 Mbps - 0.244 Mbps			
Microphone	Any Microphone, either internal or external			
Webcam	320x240 VGA resolution (minimum) internal or external			

For Proctorio Technical Support: 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.

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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**

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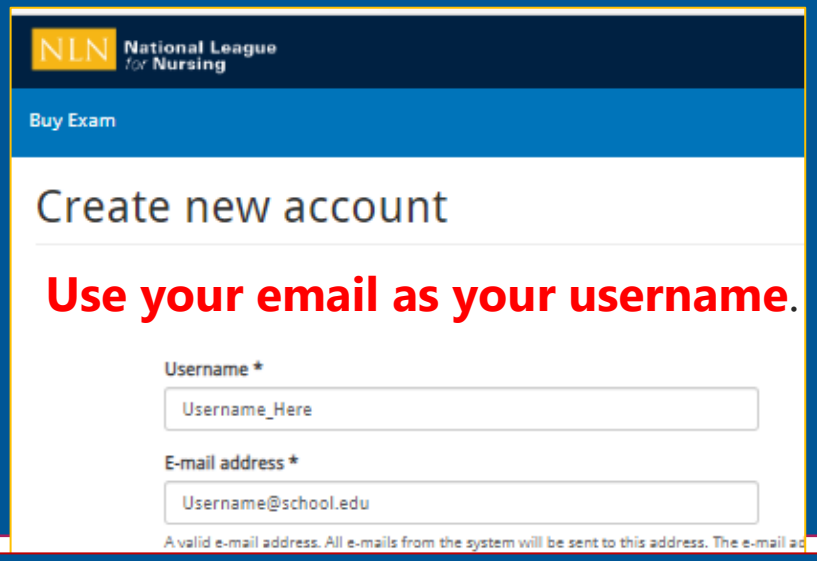
Creating Your New NLN Account

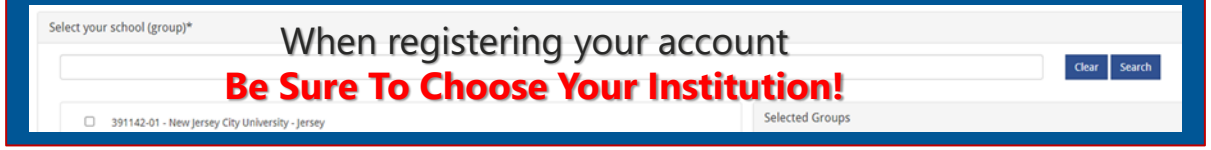
STEP # 1

- Direct Google Chrome to 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!**



Step # 2

Select Your School or Enter School Code (provided by your institution)



When registering your account

Be Sure To Choose Your Institution!

Step # 3

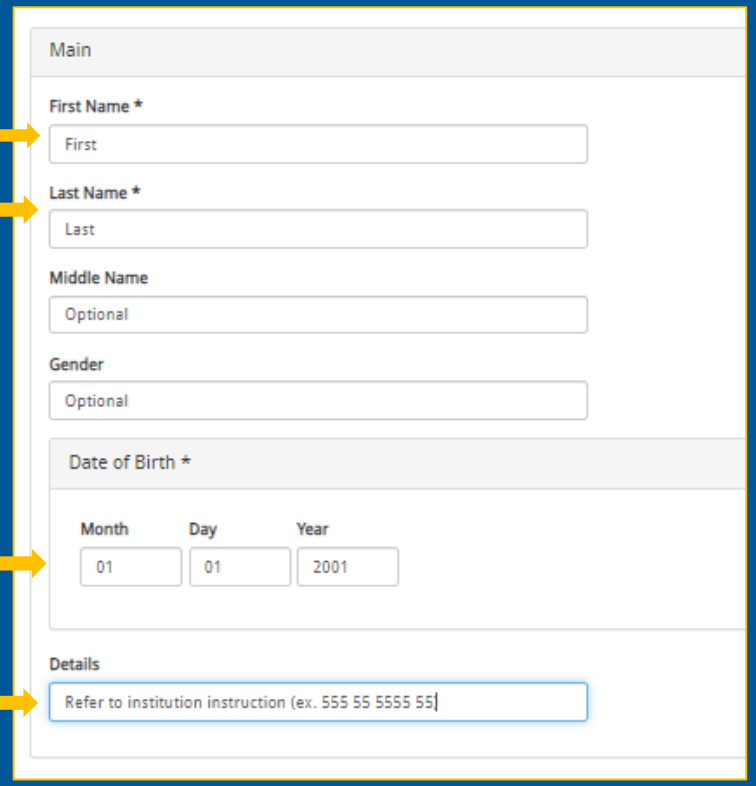
Fill out the following:

FIRST NAME

LAST NAME

DATE OF BIRTH

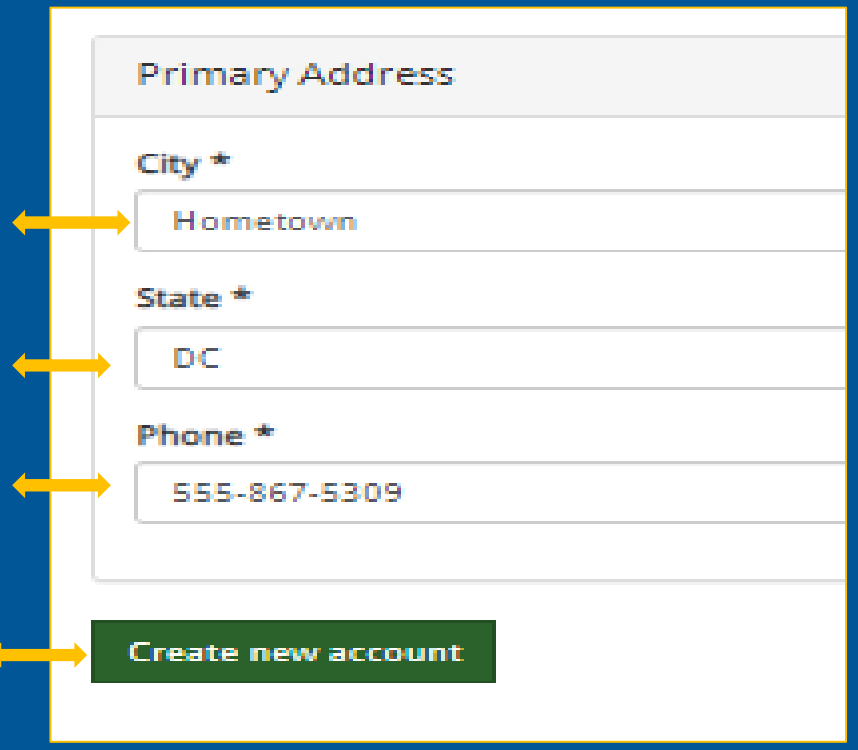
IF YOUR SCHOOL ASK YOU TO ADD INFO DO SO HERE.



Choose your institution or it could delay your results by as much as 10 days!

Creating Your New NLN Account

STEP # 4



STEP # 5

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

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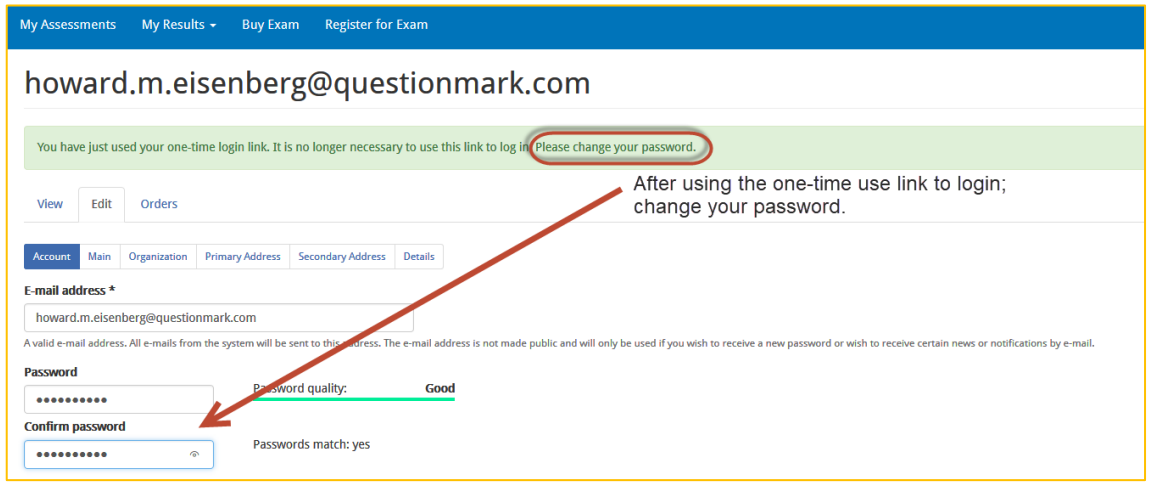
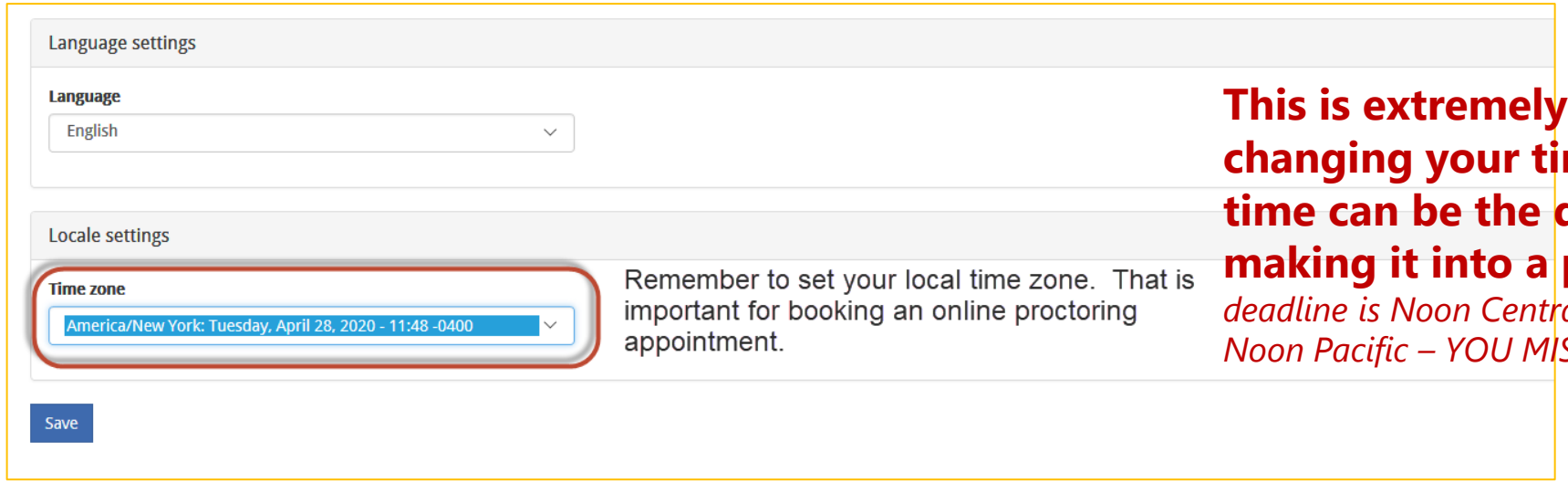
Creating Your New NLN Account

Reset password and set time zone





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!*

HOW TO PURCHASE TEST PREP, PRACTICE TEST AND EXAMS

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Locating Your Materials or Exam

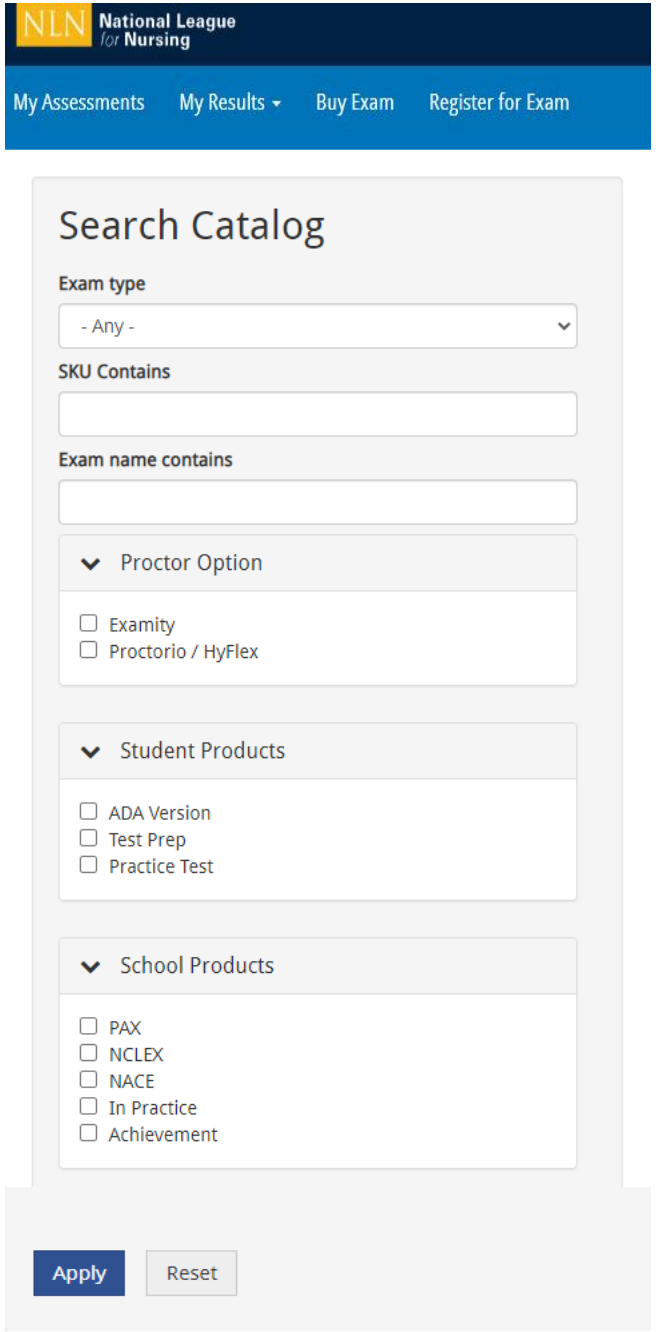
Step # 1
Log into www.nlntest.org

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)*

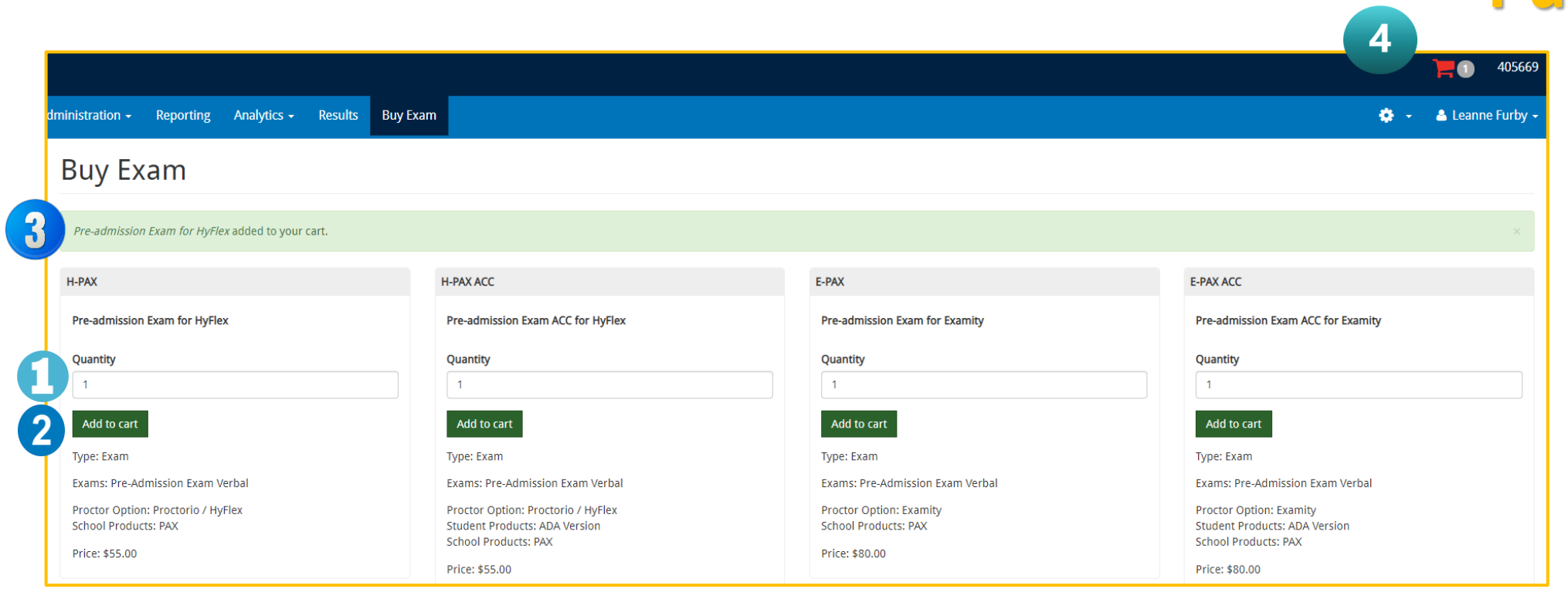
- Same goes for practice exams and practice tests.



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.

Browse to Cart and 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**

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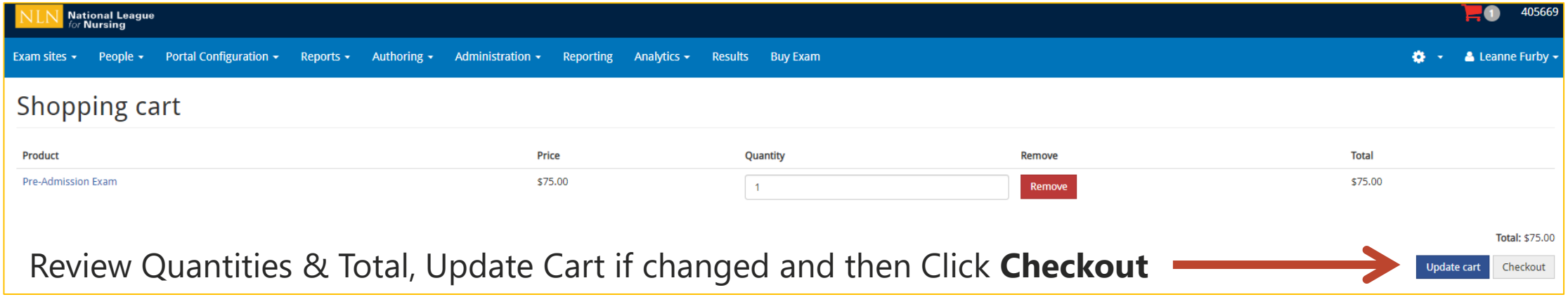
CHECKING OUT USING A VOUCHER CODE

A Voucher Code is Used When an Institution Pays for the Students Exams.

Review Cart & Checkout

Using a Voucher Code

STEP # 1



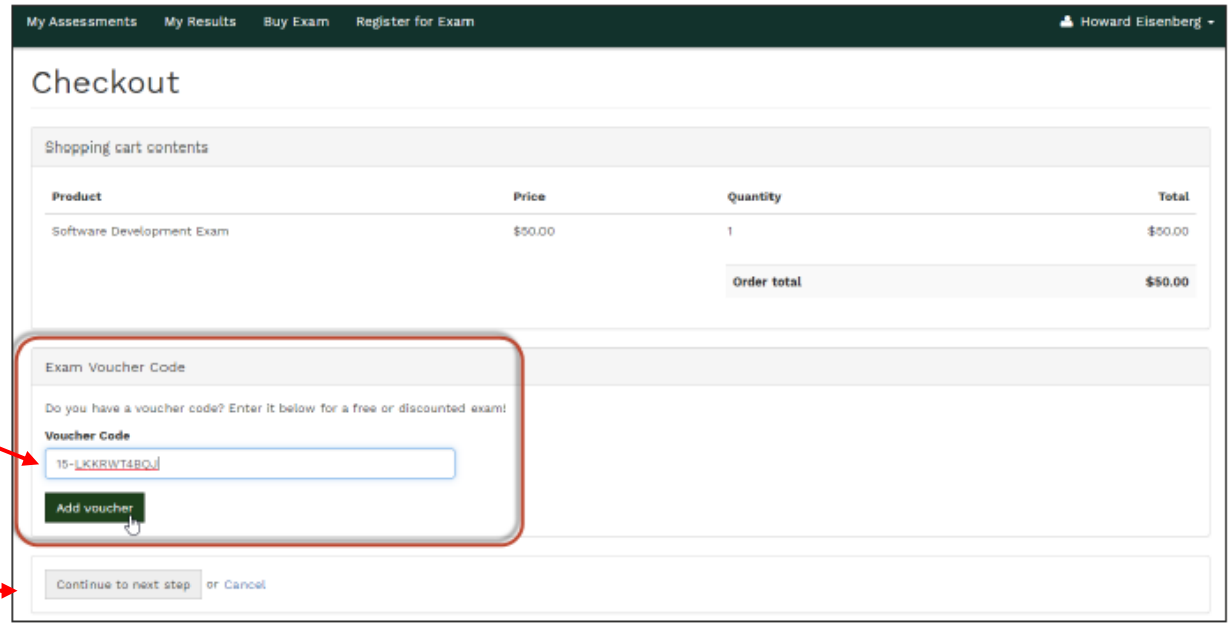
Review Quantities & Total, Update Cart if changed and then Click **Checkout**

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.

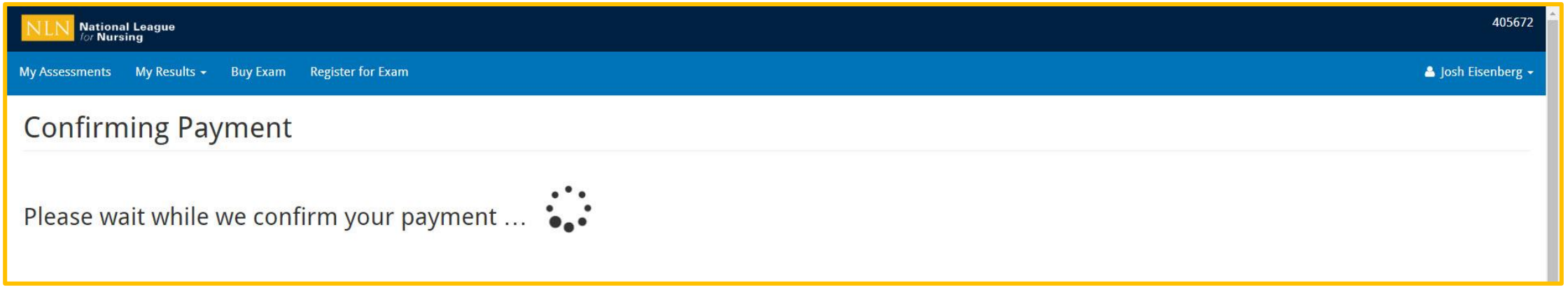
NEXT Click on ***Continue to next step***



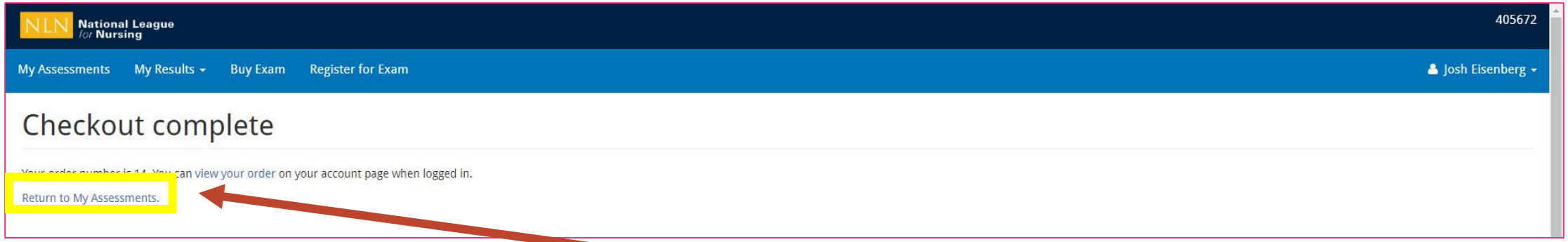
Completing Checkout & Confirming Payment

Using a Voucher Code

STEP # 3



STEP # 4



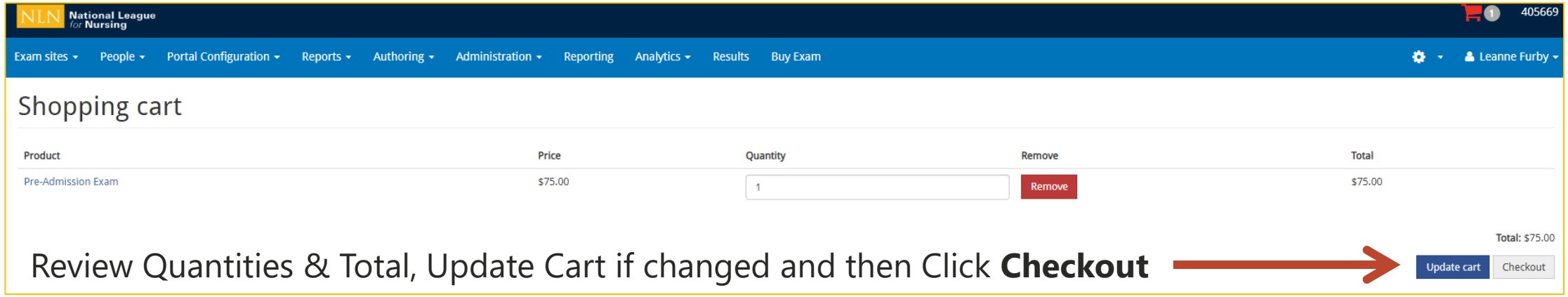
Click the **Return to My Assessments** link for next steps.

CHECKING OUT WITH A CREDIT CARD, PAYPAL OR WIRE TRANSFER

Review Cart & Checkout

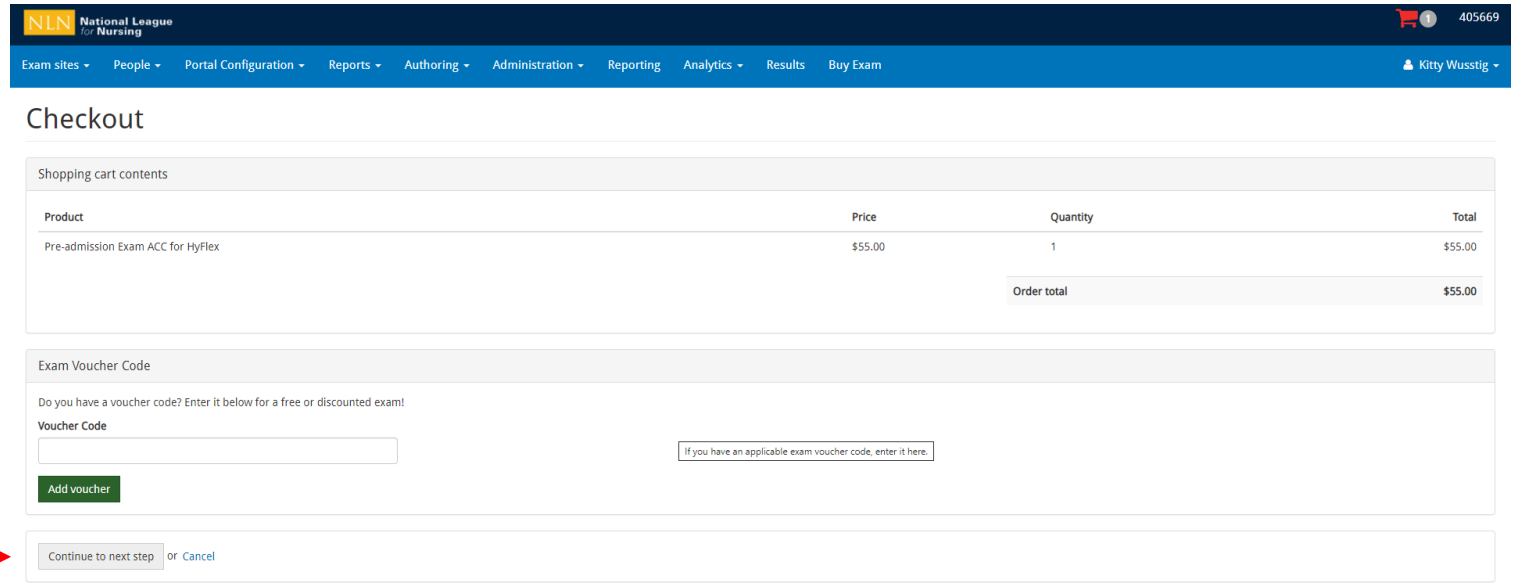
Using a Credit Card, PayPal or Wire Transfer

STEP # 1



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.



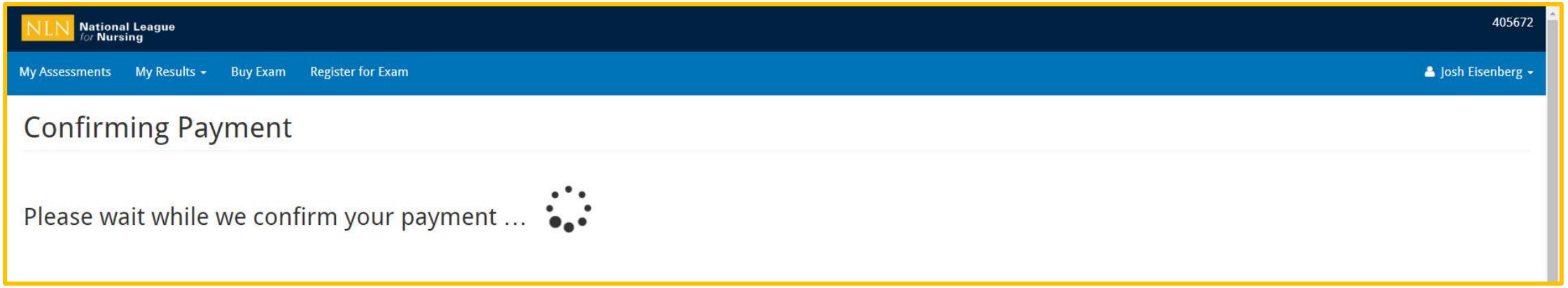
STEP # 2

NEXT Click on ***Continue to next step***

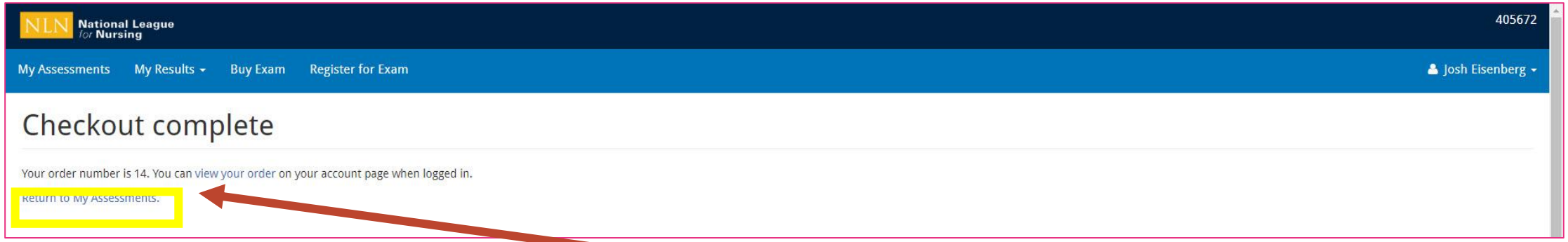
Completing Checkout & Confirming Payment

Using a Voucher Code

STEP # 3



STEP # 4



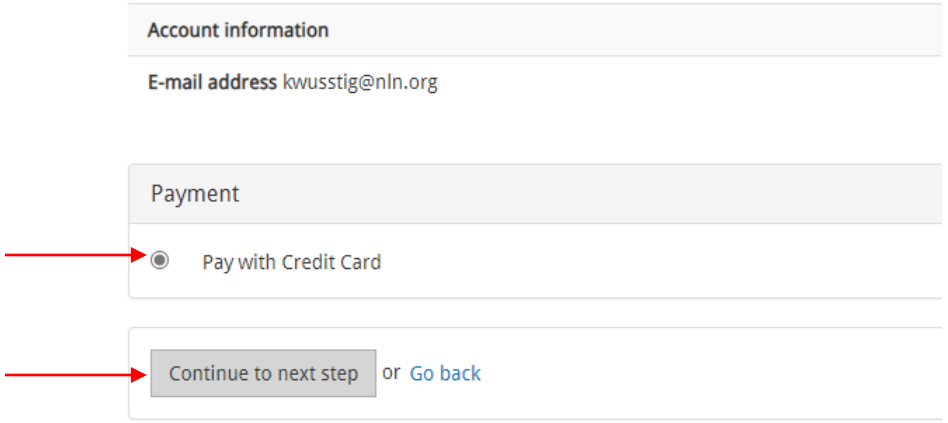
Click the **Return to My Assessments** link for next steps.

Review Cart & Checkout

Using a Credit Card, PayPal or Wire Transfer

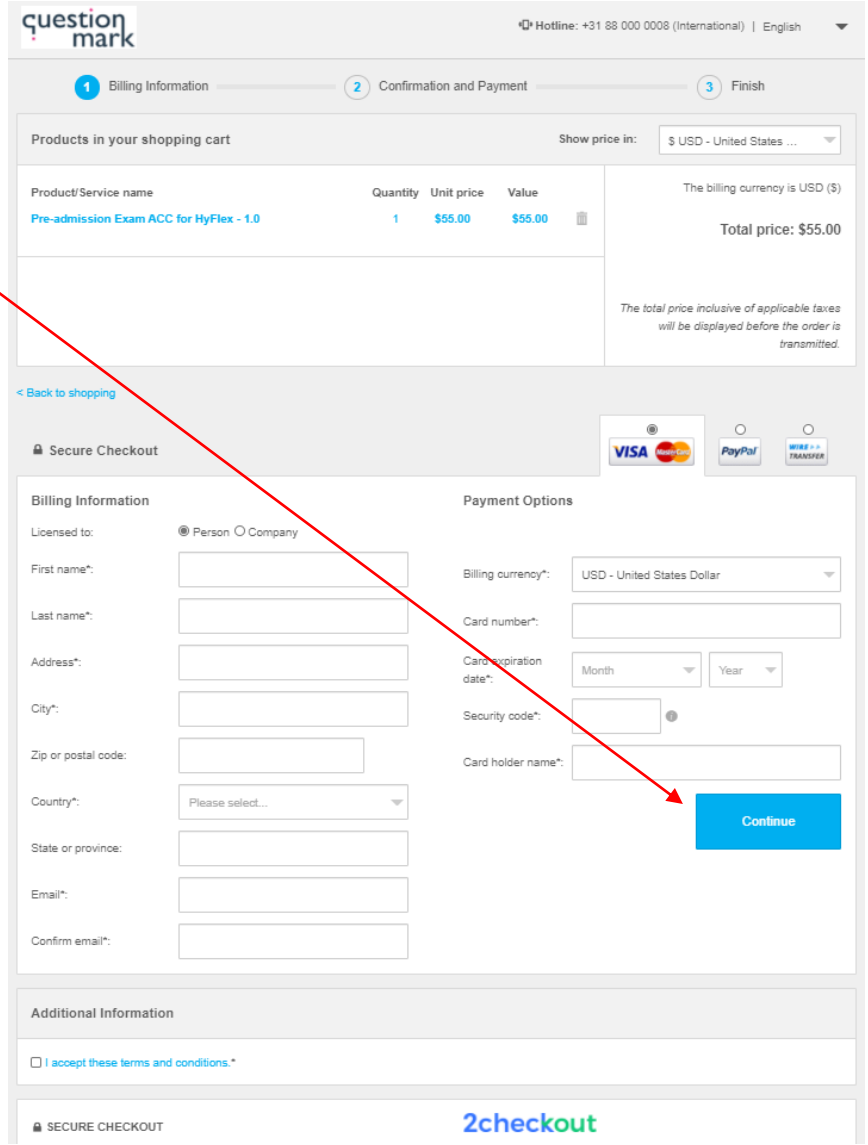
STEP # 3

- 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

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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

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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

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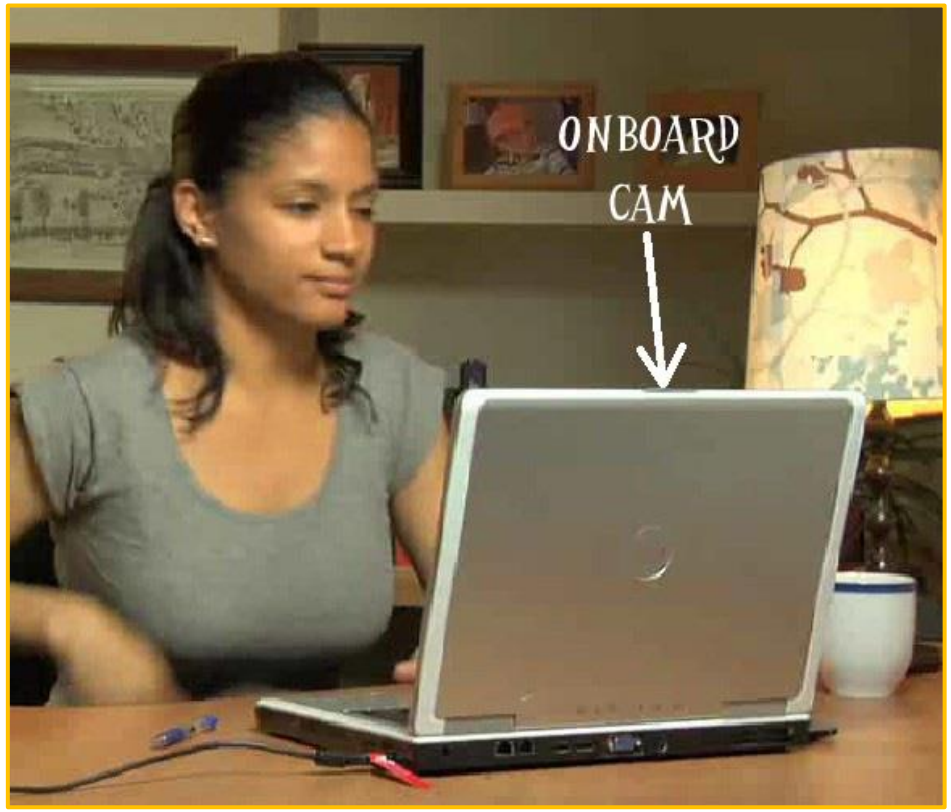
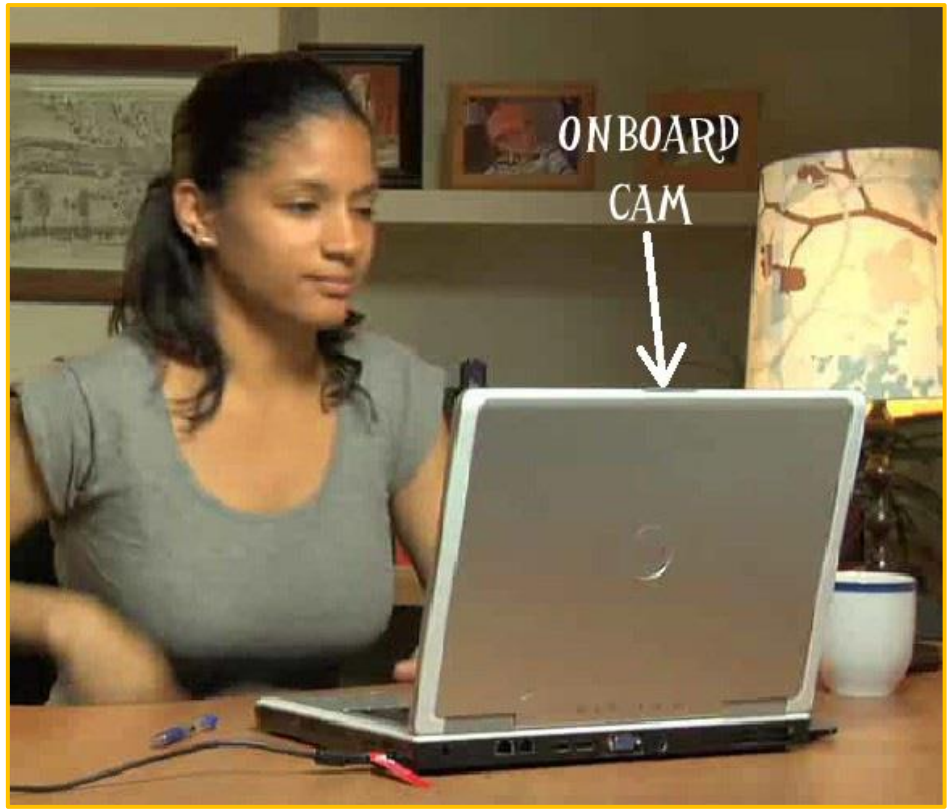
When Testing from Home:
Testing Environment / Workspace Requirements

- ❑ 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.

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Starting the Exam

Starting Proctorio

To start an assessment:

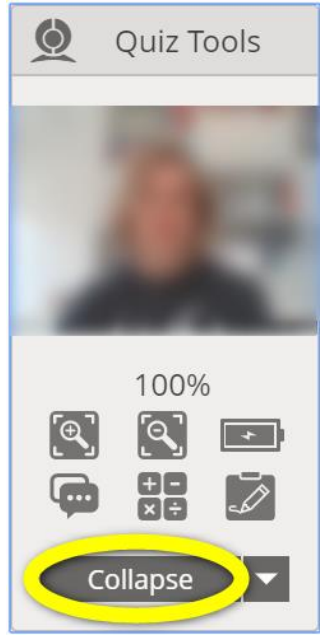
1. Log in to www.nlntest.org
2. Click **My assessments** to view assessments only.
3. Find the desired assessment and click the start button.

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

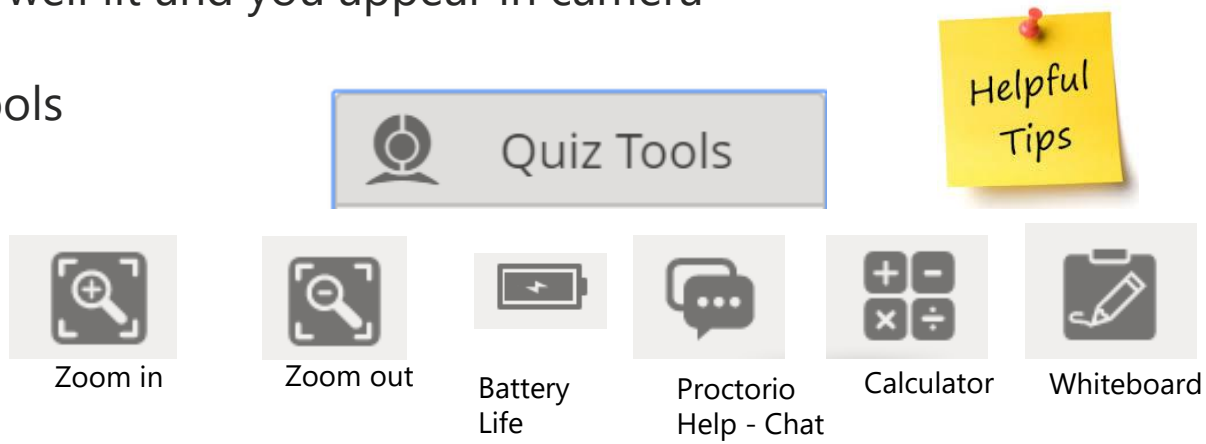
Once you get to the system diagnostics portion of the setup you will need to reach out to Proctorio for support:
Proctorio Customer Support

Tools Open



Inside the Exam – Quiz Tools

- Zoom In /Out
- Calculator
- White board
- Support Chat



Tools Collapsed

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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

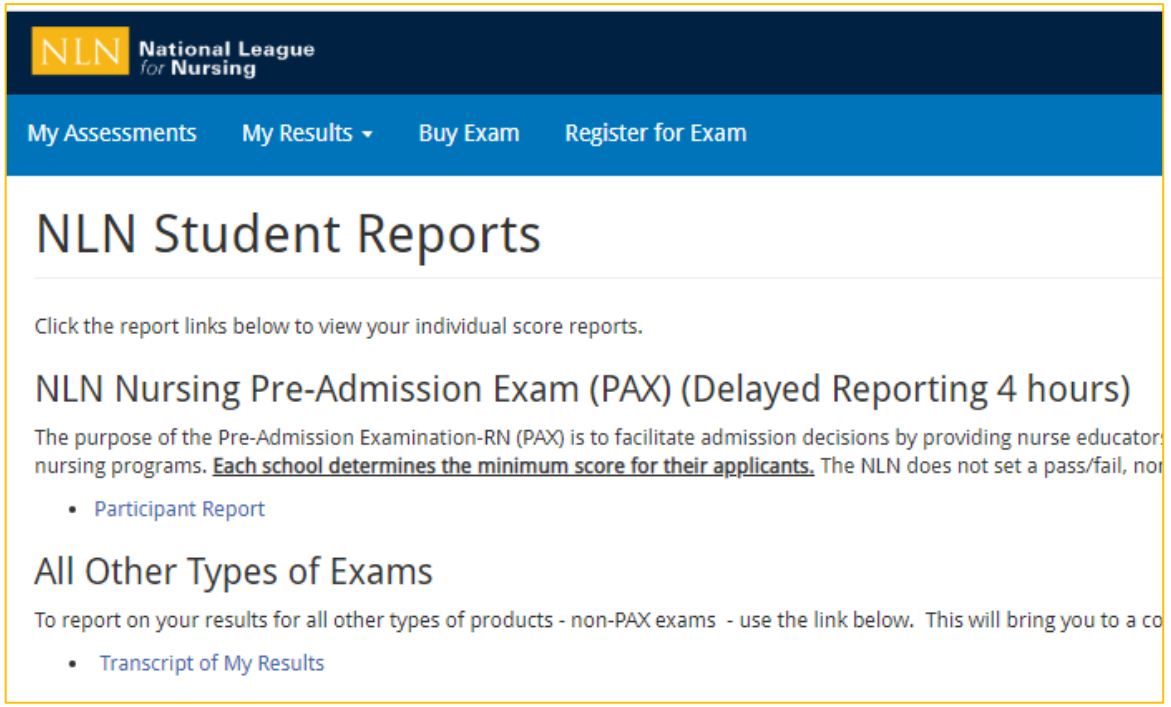
Results Dashboard

How to Access PAX Reports & Understanding the PAX Participant Report

How to Access Non-PAX Reports & Understanding the Student Coaching Report

RESULTS DASHBOARD

1.) Log in to www.nlntest.org
2.) Enter your Username and Password
3.) Click on My Results (This is what you should see)



Your institution will provide additional information regarding:

- Required score
- Process for Repeating the exam

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.

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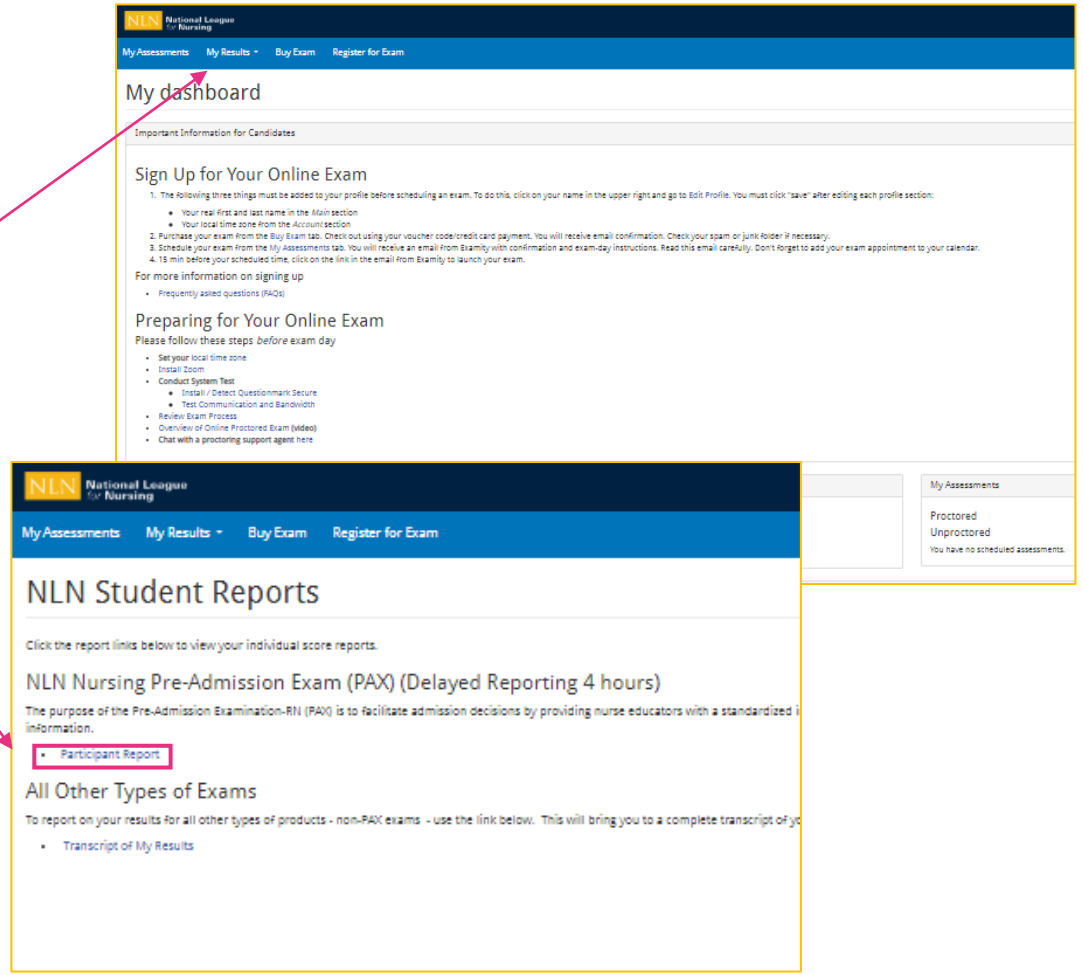
ACCESSING YOUR PAX SCORES

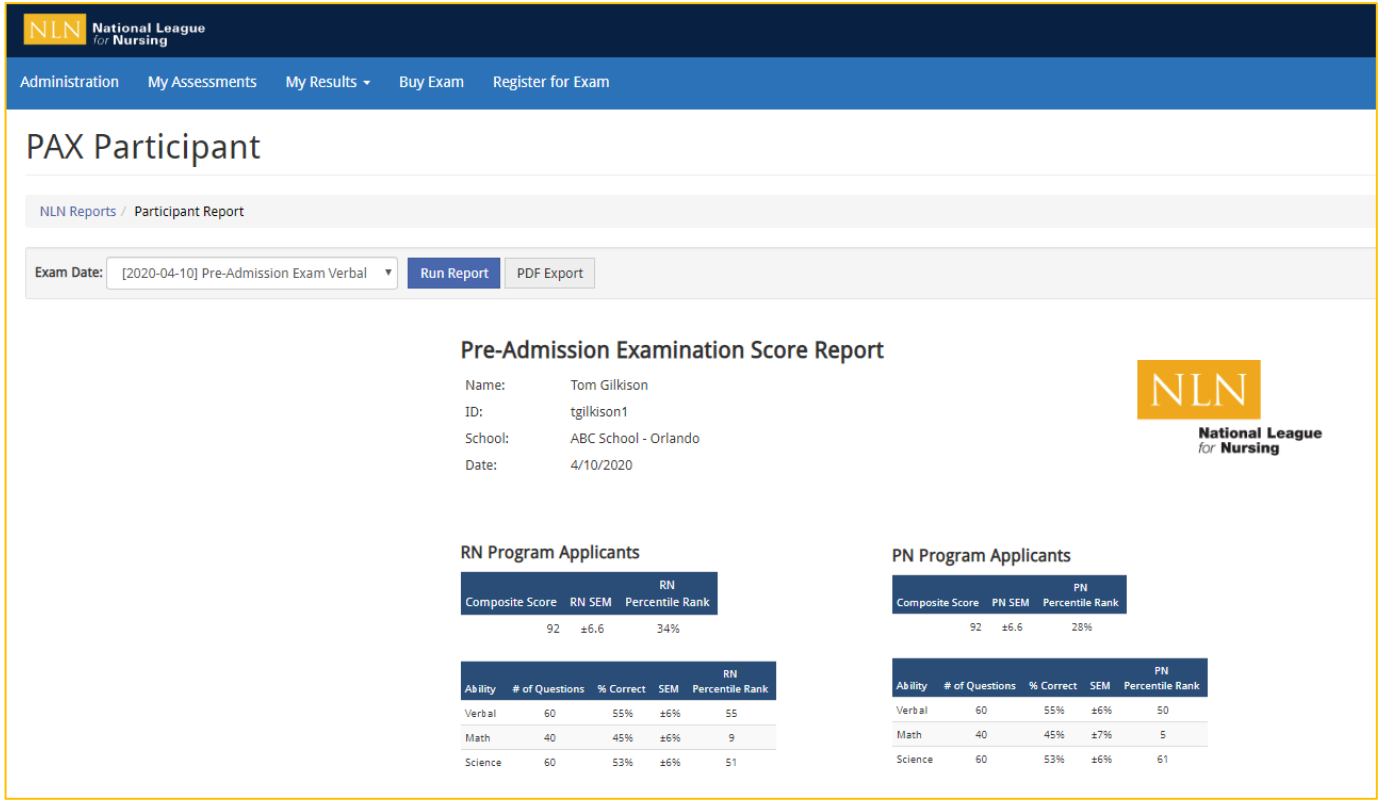
How to access PAX Assessment Reports

1. From **My Dashboard** click on **My Results.**
2. For your PAX scores click the **Participant Report**.



Generate PAX 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.



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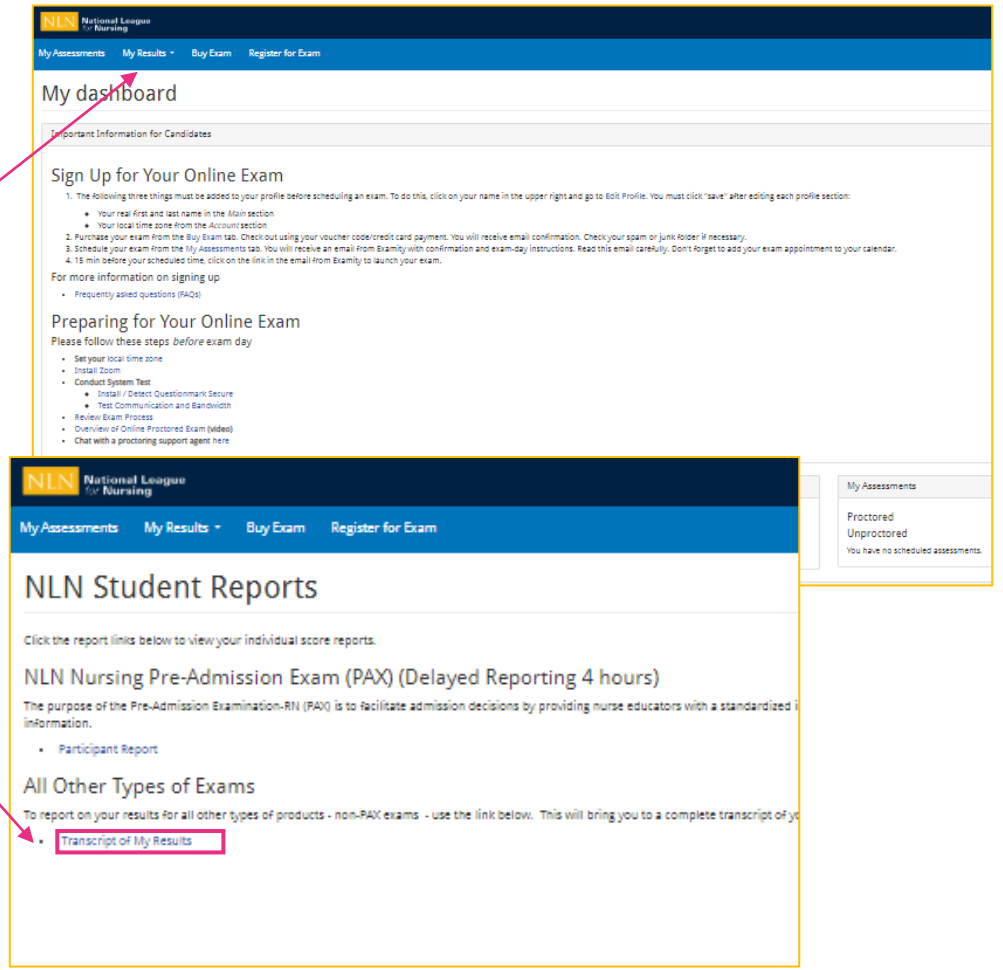
ACCESSING NON-PAX SCORES

How to access all other Reports

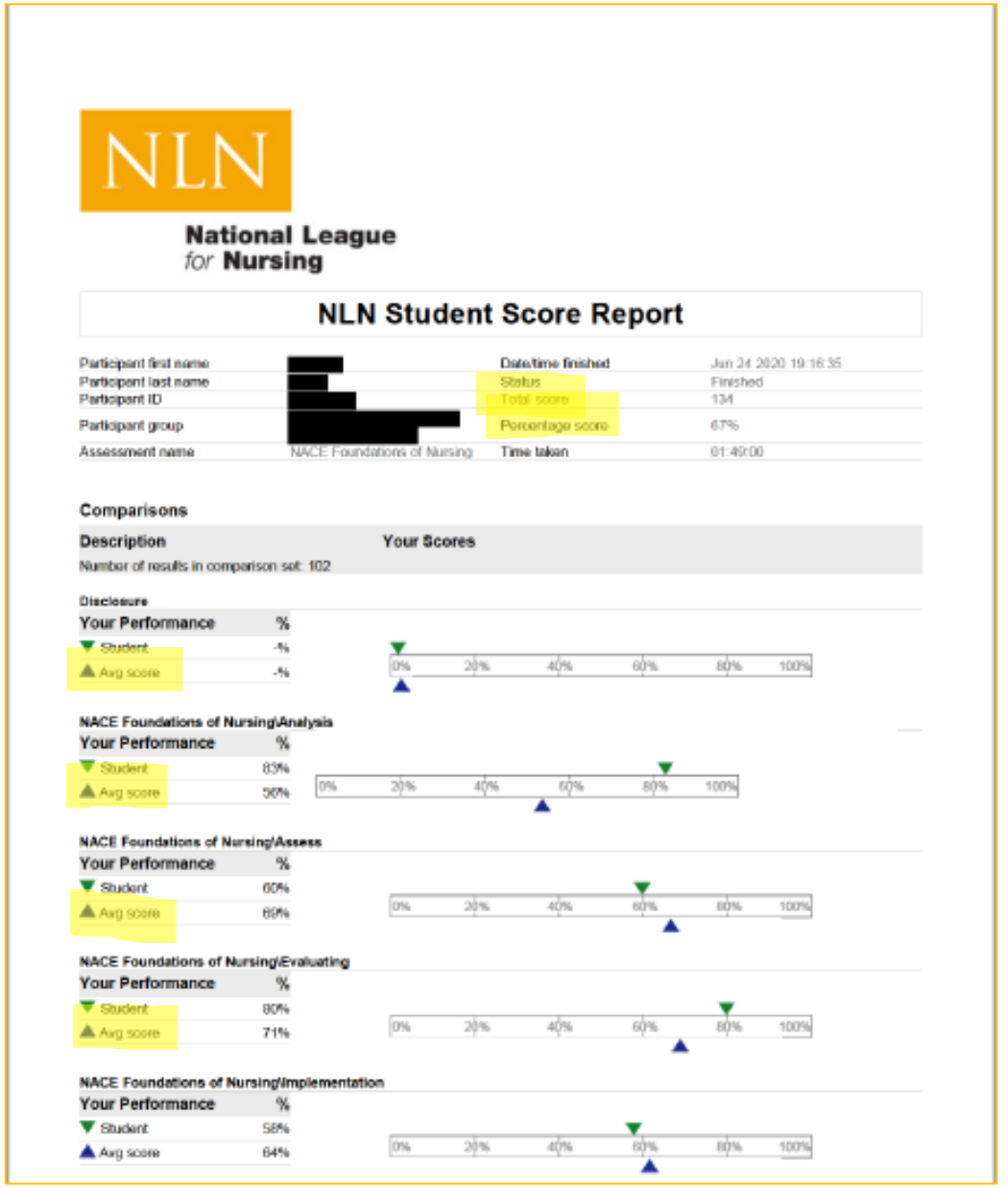
1. From **My Dashboard** click on **My Results.**
2. For all other exams click **Transcript of My Results**



National League for Nursing

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.



NLN

National League for Nursing

NLN Student Score Report

Participant first name	[redacted]	Date/time finished	Jun 24 2020 19:16:35
Participant last name		Status	Finished
Participant ID		Total score	134
Participant group		Percentage score	67%
Assessment name	NACE Foundations of Nursing	Time taken	01:49:00

Comparisons

Description	Your Scores
Number of results in comparison set: 102	

Disclosure

Your Performance	%
Student	-%
Avg score	-%

NACE Foundations of Nursing\Analysis

Your Performance	%
Student	83%
Avg score	56%

NACE Foundations of Nursing\Assess

Your Performance	%
Student	60%
Avg score	66%

NACE Foundations of Nursing\Evaluating

Your Performance	%
Student	80%
Avg score	71%

NACE Foundations of Nursing\Implementation

Your Performance	%
Student	58%
Avg score	64%

National League for Nursing

FREQUENTLY ASKED QUESTIONS

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

National League for Nursing

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

National League for Nursing

HYFLEX PROCTORIO SKU CODES & FEES FOR:

EXAM PREP PRACTICE EXAMS FLASH CARDS

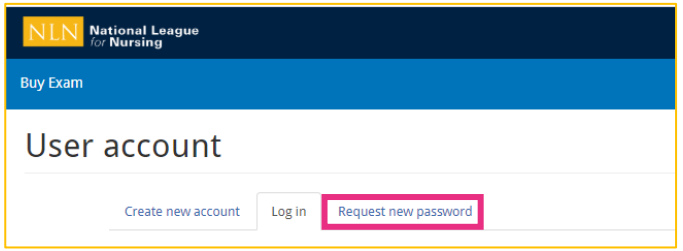
SKU	TITLE	AMOUNT	# ITEMS	Exam Length
FC-PN	NLN Flash Cards for PN	$20.00	varies	untimed
FC-RN	NLN Flash Cards for RN	$20.00	varies	untimed
PAX-PREP-B-MATH	PAX Prep Bonus Math Exam	$20.00	40	40 min
PAX-PREP-B-SCIENCE	PAX Prep Bonus Science Exam	$20.00	60	40 min
PAX-PREP-B-VERBAL	PAX Prep Bonus Verbal Exam	$20.00	60	40 min
PAX-PREP-MATH	PAX Prep Math Exam	$25.00	varies	untimed
PAX-PREP-SCIENCE	PAX Prep Science Exam	$25.00	varies	untimed
PAX-PREP-VERBAL	PAX Prep Verbal Exam	$25.00	varies	untimed
PRAC-MU-N	PRAC MU Nutrition	$15.00	varies	untimed
PRAC-PN-AHN	PRAC PN Adult Health Nursing	$15.00	varies	untimed
PRAC-PN-CHN	PRAC PN Child Health Nursing	$15.00	varies	untimed
PRAC-PN-F	PRAC PN Fundamentals	$15.00	varies	untimed
PRAC-PN-MHC	PRAC PN Mental Health Concepts	$15.00	varies	untimed
PRAC-PN-MIN	PRAC PN Maternity Infant Nursing	$15.00	varies	untimed
PRAC-PN-P	PRAC PN Pharmacology	$15.00	varies	untimed
PRAC-RN-BNCI	PRAC RN Basic Nursing Care I	$15.00	varies	untimed
PRAC-RN-BNCII	PRAC RN Basic Nursing Care II	$15.00	varies	untimed
PRAC-RN-NCAI	PRAC RN Nursing Care of Adults I	$15.00	varies	untimed
PRAC-RN-NCAII	PRAC RN Nursing Care of Adults II	$15.00	varies	untimed
PRAC-RN-NCC	PRAC RN Nursing Care of Children	$15.00	varies	untimed
PRAC-RN-NCCF	PRAC RN Nursing Care of Childbearing Family	$15.00	varies	untimed
PRAC-RN-P	PRAC RN Pharmacology Assessment	$15.00	varies	untimed
PRAC-RN-PA	PRAC RN Physical Assessment	$15.00	varies	untimed

National League for Nursing

HYFLEX PROCTORIO SKU CODES & FEES FOR: ALL NLN EXAMS

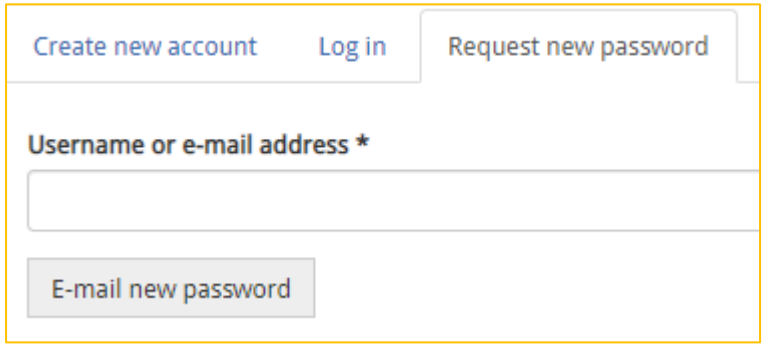
SKU	TITLE	AMOUNT	# ITEMS	Exam Length
H-NRA_1	Nursing Care of Adults for HyFlex	$80.00	200	240 min
H-NRC_1	Nursing Care of Children for HyFlex	$55.00	100	120 min
H-NRCB_1	Nursing Care of Childbearing Family for HyFlex	$55.00	100	120 min
H-NRF_1	Foundations of Nursing for HyFlex	$80.00	200	240 min
H-PAX_1	Pre-admission Exam for HyFlex	$55.00	40/60/40	120 min
ACH-PN-AH_1	PN Adult Health Nursing	$38.00	75	90 min
ACH-PN-CHN_1	PN Child Health Nursing	$38.00	75	90 min
ACH-PN-MIN_1	PN Maternity Infant Nursing	$38.00	75	90 min
ACH-PN-MHC_1	PN Mental Health Concepts	$38.00	75	90 min
ACH-PN-P_1	PN Pharmacology	$38.00	75	90 min
ACH-RN-BNCI_1	RN Basic Nursing Care I	$38.00	75	90 min
ACH-RN-BNCII_1	RN Basic Nursing Care II	$38.00	75	90 min
ACH-RN-MHN_1	RN Mental Health Nursing	$38.00	75	90 min
ACH-RN-NCAI_1	RN Nursing Care of Adults I	$38.00	75	90 min
ACH-RN-NCAII_1	RN Nursing Care of Adults II	$38.00	75	90 min
ACH-RN-NCC_1	RN Nursing Care of Children	$38.00	75	90 min
ACH-RN-NCCF_1	RN Nursing Care of Childbearing Family	$38.00	75	90 min
ACH-RN-P_1	RN Pharmacology	$38.00	75	90 min
ACH-RN-PA_1	RN Physical Assessment	$38.00	75	90 min
ACH-RN-PCN_1	RN Pharmacology in Clinical Nursing	$38.00	75	90 min
H-PAP_1	Multi Anatomy and Physiology	$38.00	75	90 min
H-NUT_1	Multi Nutrition	$38.00	75	90 min
H-MICRO_1	Multi Microbiology	$38.00	75	90 min
NCLEX-PN_1	NCLEX Readiness PN	$45.00	100	120 min
NCLEX-RN_1	NCLEX Readiness RN	$45.00	100	120 min

How to Reset My Password



To log in to Questionmark to take an assessment:

1. Go to Questionmark 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**.



A request to reset the password for your account has been made at 405669.

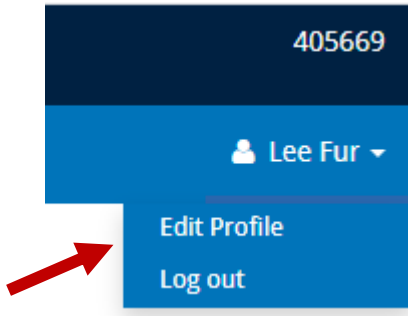
You may now log in by clicking this link or copying and pasting it to your browser:

https://urldefense.com/v3/__https://ondemand.questionmark.com/home/405669/user/reset/528/1596324313/RtfZdgmLhIMSgKDLVN6urfFamxseoh8TIbZiIJ9oxSA__;!!DAxFFaumoJbh!NQpWMGvmb2SEf7x6Lcs5p89qdgr

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after one day and nothing will happen if it's not used.

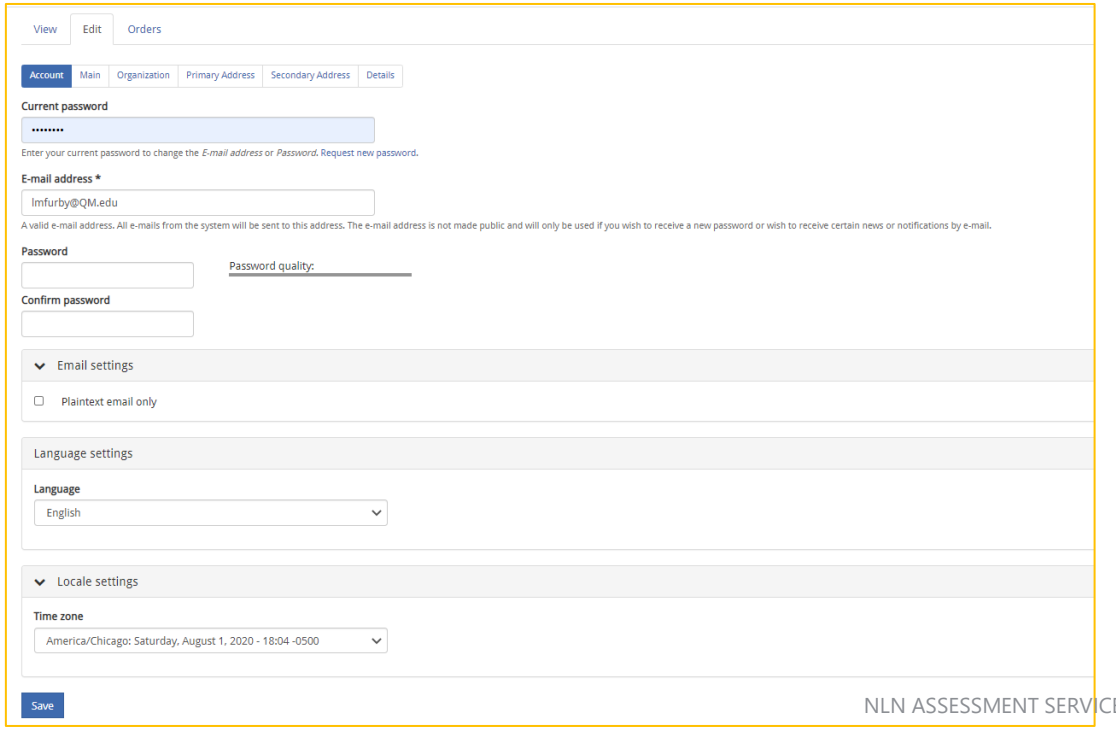
-- NLN Testing team

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.



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Thank you for your attention!

If you have additional Questions, please contact

NLN Student Customer Support

or call 800-732-8656 ext # 2