

Dedicated Support Channels for HESI Exams

We have multiple layers of support for HESI instructors. Use this guide to determine which channel is best for your specific support need.

Instructor and Exam Administrator Channels

HESI Support Ticketing System

To create a ticket, simply email hesi@meazurelearning.com with your needs. Please allow **24-48 hours** for our team to respond and assist with your requests.

The following support requests **must** run through our specialized HESI channel:

- Inquiries about your ProctorU instructor account activation status
- Session reviews or investigations, including technical or quality-related requests
- Exam configuration and parameter changes
- Exam administration window adjustments

ProctorU Platform Live Chat and Phone Support

You can reach our general support staff by initiating a [live chat within your ProctorU account](#) or by calling **855-772-8678**. These channels are available 24/7.

Our live chat support agents are best equipped to handle the following support requests:

- All platform technical troubleshooting needs
- All requests made on a student's behalf, such as scheduling, rescheduling, cancellation, and refund assistance
- All requests that require immediate attention

Accommodation Requests for Your Students

Please [use this form](#) to request accommodations, or [watch this video](#) for detailed how-to guidance.

Test-Taker Channels

24/7 Support

The best way for a test-taker to get immediate support is by initiating a **live chat** within their ProctorU account or by calling **855-772-8678**.

For non-urgent requests, they can file a general support ticket by [filling out this form](#).

For additional exam support, you can reach out directly to Elsevier HESI at 800-222-9570 to speak to a support specialist.