



Partner Guide to Administering NLN Exams with HyFlex Proctorio

**NLN Customer Support is available:
Mon. – Fri., 8am -4pm (Central)**

**1-800-732-8656 Ext. # 3
kwusstig@nlm.org**



Greetings from NLN Assessment Services Division,

Your institution has partnered with the **National League for Nursing** (NLN) to administer secured, standardized exams for your Nursing Program. We are very excited to be a part of your journey to educate future Nurses and Health Care Professionals. We want you to know that we are here to help you and your students succeed. If you ever have questions or concerns regarding the NLN or our exams, please do not hesitate to reach out and a member of our team would be happy to speak with you.

The Assessment Services team is dedicated to providing you with an excellent customer experience, but to do so, we need your help. Please take a few moments to familiarize yourself with the On-Site Process, the NLN Portal, and be sure to share the Student documents that were included in 2021-2022 NLN Partner Information email with anyone that will be utilizing NLN testing.

Once you have had a chance to review the materials feel free to contact our Customer Experience Coordinator, Kitty Wusstig at:

1-800-732-8656 ext #3
618-381-4882 Direct Dial

kwusstig@nlm.org

Monday – Friday, 8am – 4 pm Central

Finally, don't forget, Administrators and Proctors now have direct access to technical support (Mon. – Fri., 8am - 4pm central). If you have a problem, you can reach out directly to our support team at Servicesupport@questionmark.com, by calling 877-341-3168 or LIVE CHAT [NLN QUESTIONMARK CHAT](#) .

Thank you for your time!

Be Safe & Be Well!

A handwritten signature in black ink that reads 'Leanne Furby'.

Dr. Leanne Furby
Director of Assessment Services



How to Administer NLN Exams On-Site With HyFlex Proctorio

	TO DO	INSTITUTION PAID	STUDENT PAID
1.	Choose the time frame when you want the students to test.		
2.	Buy exam credits	How to Purchase HyFlex Proctorio Credits with Credit Card How to Purchase HyFlex Proctorio Credits with Purchase Order	If student paid – skip this step
3.	Share NLN Information with Students*	NLN Student Guide to Testing with Examiity – Revised 6-26-21 <i>Exam Voucher Codes</i>	NLN Student Guide to Testing with Examiity Revised 6-26-21
4.	Access Score Reports	PAX Score Report Information NLN Score Reports	

* It is the responsibility of the institution to share the testing information with your students. Please make sure they receive a copy of the NLN Student Guide or that it is available to them on your website. The most recent documents are from 6/26/21.

Customer Experience 1-800-732-8656 Ext. 3
Custhelp@nlm.org

Technical Support 1-877-341-3168
servicesupport@questionmark.com

Notes:

- Students MAY NOT USE any testing implements for this exam. Inside the exam they will find a calculator and a whiteboard.
- Students DO NOT register for this exam. It is available to be taken once purchased.