



# **Student Guide to NLN Assessments**

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## NLN Assessment Services Contact Information

Welcome to the Assessment Services Division of the National League for Nursing (NLN). It is our intention to support you through the process of administering NLN assessments through this guide.

### NLN Assessment Services General Customer Service

**Hours:** Monday – Friday from 8am to 5pm

**Phone:** 1-800-732-8656 ext. 2

**Email:** [custhelp@nlm.org](mailto:custhelp@nlm.org)

### NLN Account Managers

**Suzy Allen**

**Phone:** 623-206-4091

**Email:** [sallen@nlm.org](mailto:sallen@nlm.org)

**Jesse Ramos**

**Phone:** 316-854-7642

**Email:** [jramos@nlm.org](mailto:jramos@nlm.org)

**Todd Weers**

**Phone:** 816-332-1074

**Email:** [tweers@nlm.org](mailto:tweers@nlm.org)

### QuestionMark Technical Support (QuestionMark is the testing platform)

**Chat:** Click [here](#)

**Hours:** Mon - Fri 8am - 5pm Eastern

**Phone:** 1-877-341-3168

**Email:** [servicesupport@questionmark.com](mailto:servicesupport@questionmark.com)

# Creating Your Account

## TIPS

- Choose your institution when you create your account. *If you do not choose your institution, they will not be able to access your scores.*
- Once you have created a new account and signed into [www.nlntest.org](http://www.nlntest.org), use the same account to log in for all future NLN testing.
- We recommend using your email address as your username.
- If you cannot remember your password, click on the "Request new password" tab, enter your username, and you will be sent an email to the email address you have on file.
- You only need to create one account. If you have difficulty resetting your password, please call 1-800-732-8656 Ext. 2. **DO NOT CREATE A NEW ACCOUNT.**

The NLN Portal requires **Google Chrome**, and you must sign in using a desktop or a laptop. **Phones, tablets, and other devices will not allow site access.**

## Instructions for creating your NLN account at [www.nlntest.org](http://www.nlntest.org):

- Go to the tab *Create New Account*.
- Create a username and password (we recommend using your email address as your username).
- Fill out your personal information.
- Choose your institution (failure to choose your institution could mean a delay of up to 10 days).
- Click *Create New Account*.

You will receive a new account welcome email with a one-time link to complete the following:

- Verify your account.
- Reset your password.
- Set your correct time zone (see below).

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### Extremely Important:

Change your time zone to your local time so that you meet the deadlines of the institution that you are applying to.

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After resetting your password, log out and log back in again at [www.nlntest.org](http://www.nlntest.org).

## Selecting and Purchasing Your Assessment and/or Practice Materials

- Log into the NLN Assessment Testing Portal: [www.nlntest.org](http://www.nlntest.org).
- Identify which proctor option your school is using: Onsite or Proctor 360.
- If testing Onsite, click on Register for Exam
- If testing through Proctor 360, click on Buy Exam
- Enter the *SKU* into the box *SKU contains* and click “apply”.

*Once you have located the materials you need, complete the following steps:*

- Enter the *quantity* you would like to purchase.
- Click the *Add to Cart* button.
- See Message *Exam Added to your Cart*.
- Click on the *Shopping Cart*.

## Registration Information for Onsite Assessments

*Determine whether you are paying for your own assessment or if your institution is paying for your assessment, then follow the appropriate instructions.*

### Students whose institution is paying for their assessment:

- Sign into your NLN account.
- Go to Register for Exam.
- Leave all fields BLANK except SITE.
- Confirm the institution in the SITE field is correct.
  - o If the name begins with “University”, leave it out. (i.e., UNIVERSITY OF NLN - type NLN)
- Hit Apply.
- Select the Event you want to register for – Click to register.
- Verify the correct exam is showing and hit SAVE REGISTRATION.

### Students who are paying for their assessment:

- Sign into your NLN account.
- Go to Register for Exam.
- Leave all fields BLANK except SITE.
- Confirm the institution in the SITE field is correct.
  - o If the name begins with “University”, leave it out. (i.e., UNIVERSITY OF NLN - type NLN)
- Hit Apply.
- Select the Event you want to register for – Click to register.
- Verify the correct exam is showing and hit SAVE REGISTRATION.
- It will then take you to the page where you will verify the test you want to register for – if correct, proceed to checkout. If incorrect, make changes, update the cart, and then checkout.

### Verify Your Registration After Purchase

- After you have completed your registration, click on the “Home Tab” at the top of the page. Listed here you will see your upcoming exam information.

## Completing Your ONSITE Assessment

*Onsite testing is the traditional method and requires that you take the assessment on campus with a live proctor.*

### On the day of your onsite assessment:

- Bring your government-issued photo ID and/or school ID, any approved testing instruments, and your NLN login and password. Remind your proctor of any approved accommodation(s).

### After you complete your onsite assessment:

- Follow any instructions given to you by the proctor.
- Access Results in your NLN account under My Results, NLN *Student Reports*.

## Completing Your Exam With PROCTOR 360

### Schedule Your Exam

1. AFTER you have purchased your NLN Assessment, go to **Proctor360** to schedule your online exam session. DO THIS AS EARLY AS POSSIBLE to increase the likelihood of a convenient date/time slot. You will need to schedule **AT LEAST 48 HOURS IN ADVANCE of your desired testing time**.

2. Click the blue "Register" button next to the name of the assessment you purchased.

3. On the page that loads, you will need to register as a student/test candidate on Proctor360's platform if this is the first time you have used Proctor360. You **MUST** use the same email address that you used to purchase your assessment from NLN.

If you are a new user, click the box below the login button that says, "Don't have an account?". If you are a returning Proctor360 user, please log in to your account.

4. Choose from the available dates and times to schedule\* your session.

5. Once you have scheduled your exam session, Proctor360 will send you an email with instructions to complete a System Inspection prior to your actual exam date. This process **MUST** be completed prior to your scheduled exam time to ensure that your computer and internet access are sufficient to take the exam online. Please note, **you will need either a laptop OR an external webcam** to complete the environment check while testing.

6. When your System Inspection is complete, you will receive another email from Proctor360 confirming that you have completed the process, and a link will be provided to check into your session on the day of your exam. If you do not receive this email within an hour after completing the System Inspection, please contact Proctor360's Support Staff for assistance.

IF YOU NEED TECHNICAL SUPPORT AT ANY POINT WHILE COMPLETING THE STEPS ABOVE, PLEASE [CONTACT PROCTOR360 SUPPORT](#).

\*If you need to reschedule your exam session, you must do so at least 24 hours in advance. Failure to do so will result in a \$30 rescheduling fee. To reschedule, please [create a support ticket with Proctor360](#).

## Virtual Testing Environment

You must be alone in a secure area with no other individuals or distractions in the testing area. You should be at a desk or table (not in bed, on a couch, etc).

- No headsets or earbuds are allowed during the test.
- Absolutely no cell phones are allowed in the testing area at any time during the session.
- You may only have ONE monitor connected to your computer during the exam session. Your proctor will not let you begin the exam until all other screens have been disconnected and removed from your testing space.
- No food or beverages are allowed in the testing area at any time.
- The testing area must be silent with no other background noise. There is no speaking allowed during your test. This is required in order to maintain equity with students who test in person.
- No Smart Watches or similar IOT devices are allowed. Make sure you remove any watches or similar devices before beginning the check-in process for your exam session.
- There are no restroom breaks allowed during the majority of the assessments, so please plan accordingly.

## Allowed Testing Material

During your exam session, your environment must be clean and clear of any prohibited materials, notes, or study guides. During the check-in process on exam day, you will be required to submit a scan of your desktop and the surrounding space in order to verify that you have no prohibited materials accessible during the exam.

The following items are the ONLY items allowed during your test session:

- Basic 4 Function Calculator (no cellphone, advanced, or scientific calculator is permitted; there is a calculator built into the testing software if you do not have your own)
- Dry Erase Board
- Dry Erase marker
- Dry Erase Board Eraser

## Testing Day

Use the link provided in your e-mail from [noreply@proctor360exams.com](mailto:noreply@proctor360exams.com) to connect to your proctored session. Proceed with the check-in process. A chat box will be located on the bottom right of your screen to communicate with your proctor.



## Accessing Your Results

There are two different processes for accessing your results, depending on whether you took the NEX, PAX, or another assessment. Follow the instructions below to access the results for the assessment that you completed.

### Please note:

- Your assessment report will be available to access from this account for three years.
- **The NLN does not set a pass/fail score.** Your institution will provide additional information regarding their required score and their process for repeating an exam if you should not pass.

### Accessing Your Results for the *Pre-Admission Exam (PAX) and Nursing Entrance Exam (NEX)*

Follow the instructions below to access your NEX or PAX results:

- Log into [www.nlntest.org](http://www.nlntest.org).
- Click on *My Results* at the top of the page.
- Click on *NLN Student Reports*.
- Click on the *Participant Report* link.
- Select the exam from the field *Exam Date*.
- Click on your exam, then click *Run Report*.

If you'd like a breakdown of how you did on subcategories of the NEX, you can run a coaching report following the same instructions as Other NLN Assessments.

### Accessing Your Results for *Other NLN Assessments*

Follow the instructions below to access non-PAX and NEX assessment results:

- Log into [www.nlntest.org](http://www.nlntest.org).
- Click on *My Results* at the top of the page.
- Click on the *Transcript of My Results* link and select from the list of exam events.
- Under the *Coaching Report* column, click on *View Report* to see your report.

### Understanding Your Score (Non-PAX and NEX exams)

- The **Total Score** is the number of questions you answered correctly.
- The **Percentage Score** is the number of test items answered correctly / total # of test items.
- The **Average Score** is used to compare how other students scored on the same exam across the United States.

## Frequently Asked Questions

**1. How do I send my scores to my institution?**

Should you need to send scores to your institution, please complete the [Student Duplicate Score Report](#).

**2. Does the NLN limit the number of times I can take the test?**

The NLN does not limit the number of times a student can take a test. Please check with your institution to inquire about any limitations they might have.

**3. How often can I take an exam?**

The NLN requires a 30-day wait period between attempts on the NEX, PAX, and Foundations of Nursing exams. Some institutions have communicated shorter or longer wait periods. Please check with your institution.

**4. How do I reset my password?**

To reset your password, go to the Login Page and click on Request New Password. Enter your email address or username and click to request password. Check your email for the reset link.

**5. How do I update my profile?**

Right-click on your name in the upper-righthand corner of the screen. Select *Edit Profile*.

**6. How do I change my legal name?**

Please email [studenthelp@nlm.org](mailto:studenthelp@nlm.org) for assistance in changing your legal name.

**7. How can I find the cut score so that I can determine whether I passed or failed my assessment?**

The NLN does not set the cut score for passing or failing. Please check with your institution.

**8. Why can't I log into my account?**

Please make sure you are using the correct username/password. If you are still unable to log into your account, please email [studenthelp@nlm.org](mailto:studenthelp@nlm.org) for assistance.

**9. Why can't my school see my scores?**

If your school cannot see your scores, you may not have listed the correct institution when creating your account.

**10. How do I report an issue with my assessment?**

Please send an email to [studenthelp@nlm.org](mailto:studenthelp@nlm.org) or call 1-800-732-8656 ext. 2.

**11. How can I request my assessment to be hand-scored?**

Hand-scoring is completed on an as-needed basis. Please send an email to [studenthelp@nlm.org](mailto:studenthelp@nlm.org).

**12. How long does the NLN keep my score on file?**

The NLN keeps scores on file for three years. Anything older than three years is considered invalid, and you will need to be retested.

**13. How do I request ADA Accommodations?**

All ADA Accommodation Requests must come directly from the institution. Please contact your institution's Disability Department.