



# Student Guide for NLN HyFlex Proctorio Exams

January 2021

# 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!**



# 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.**

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

For Proctorio Technical Support: <https://proctorio.com/support#faq>



# Creating Your New NLN Account



# Creating Your New NLN Account

**IMPORTANT**



**IMPORTANT**

- 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](http://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 on 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!**

## Step # 2

Select Your School or Enter School Code (provided by 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.

# Creating Your New NLN Account

## STEP # 4

Enter City →

Enter State →

Enter Phone →

Click →

Primary Address

City \*  
Hometown

State \*  
DC

Phone \*  
555-867-5309

Create new account

## 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](http://www.NLNTEST.org)



# Reset password and set time zone

# Creating Your New NLN Account

My Assessments My Results Buy Exam Register for Exam

howard.m.eisenberg@questionmark.com

You have just used your one-time login link. It is no longer necessary to use this link to log in. **Please change your password.**

View Edit Orders

Account Main Organization Primary Address Secondary Address Details

E-mail address \*

howard.m.eisenberg@questionmark.com

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password

\*\*\*\*\*

Password quality: **Good**

Confirm password

\*\*\*\*\*

Passwords match: yes

After using the one-time use link to login;  
change your password.

Language settings

Language

English

Locale settings

Time zone

America/New York: Tuesday, April 28, 2020 - 11:48 -0400

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

Save

**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

## Step # 1

Log into [www.nlntest.org](http://www.nlntest.org)

## Step # 2

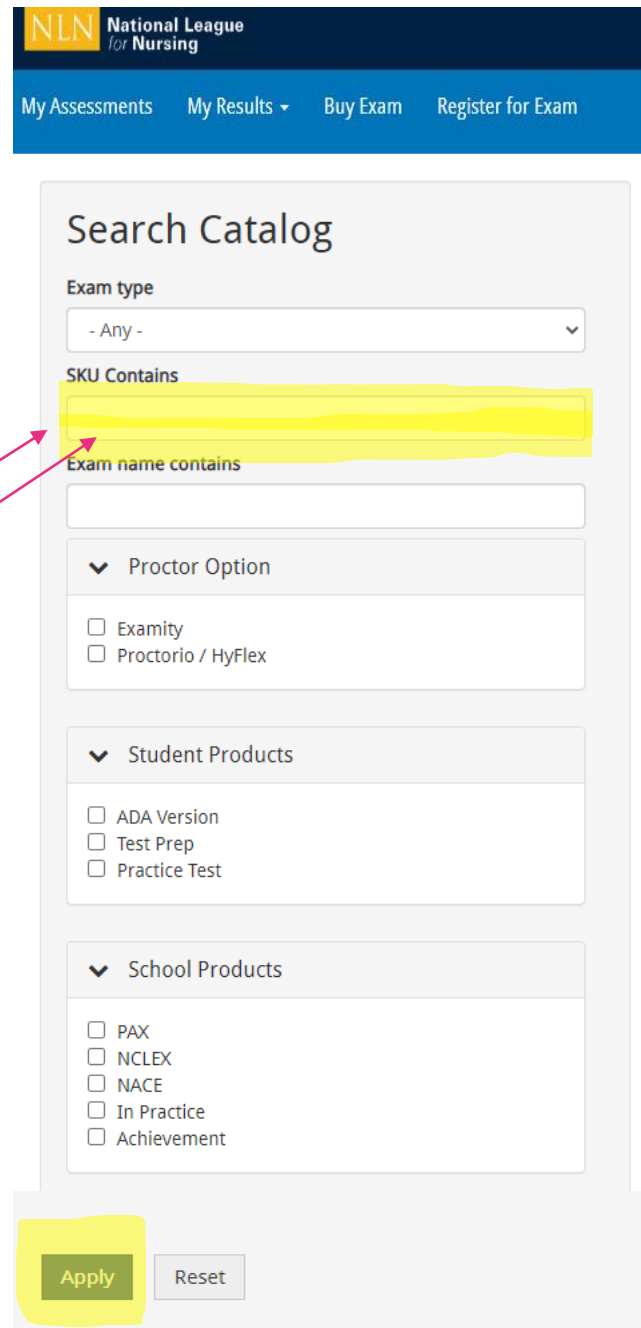
Know which Proctor Option Your School is Using.  
Yours in **HyFlex Proctorio**

## Step # 3

Select Buy Exam and this screen will pop up.

- Enter the *SKU* into the box SKU Contains and hit apply. **H-PAX\_1**
- Same goes for practice exams and practice tests.

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



**NLN National League  
for Nursing**

My Assessments My Results ▾ Buy Exam Register for Exam

### Search Catalog

Exam type  
- Any - ▾

SKU Contains

Exam name contains

▼ Proctor Option

☐ Examity  
☐ Proctorio / HyFlex

▼ Student Products

☐ ADA Version  
☐ Test Prep  
☐ Practice Test

▼ School Products

☐ PAX  
☐ NCLEX  
☐ NACE  
☐ In Practice  
☐ Achievement

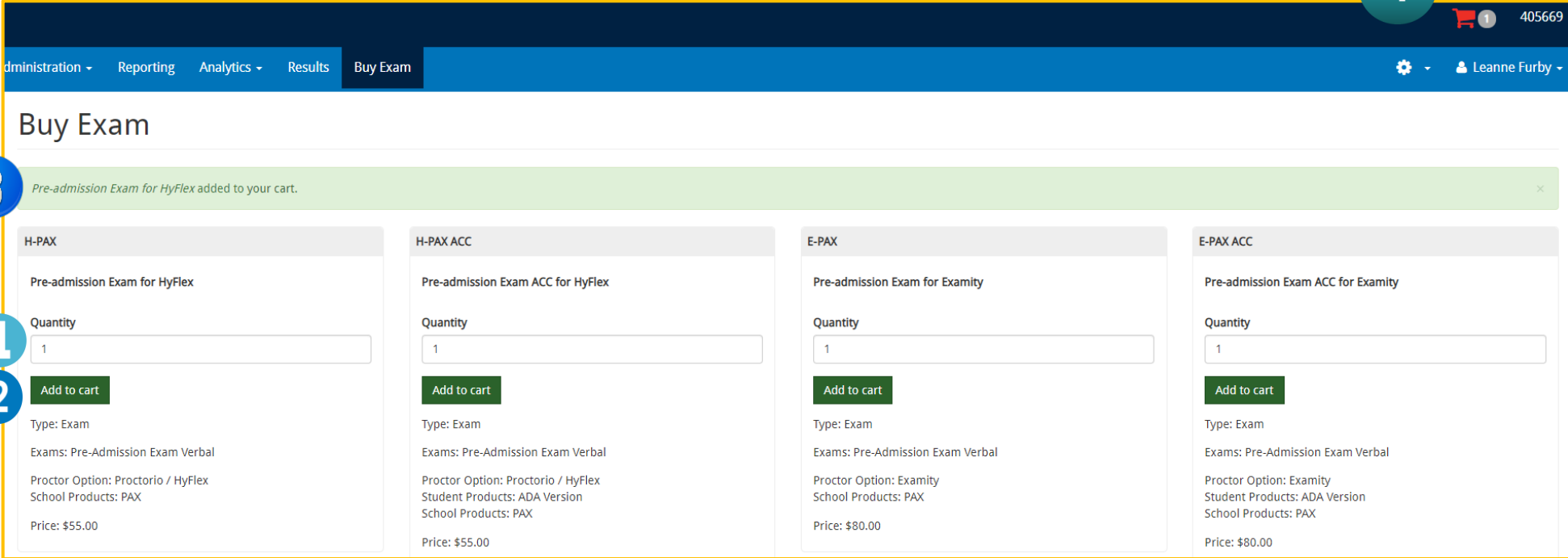
Apply Reset

# Locating Your Materials or Exam



- 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.***



The screenshot shows the 'Buy Exam' interface. At the top, a navigation bar includes 'Administration', 'Reporting', 'Analytics', 'Results', and 'Buy Exam'. A user profile for 'Leanne Furby' is visible. A green notification banner at the top states 'Pre-admission Exam for HyFlex added to your cart.' Below this, four exam options are displayed in columns:

- H-PAX:** Pre-admission Exam for HyFlex. Quantity: 1. Add to cart button. Type: Exam. Exams: Pre-Admission Exam Verbal. Proctor Option: Proctorio / HyFlex. School Products: PAX. Price: \$55.00.
- H-PAX ACC:** Pre-admission Exam ACC for HyFlex. Quantity: 1. Add to cart button. Type: Exam. Exams: Pre-Admission Exam Verbal. Proctor Option: Proctorio / HyFlex. Student Products: ADA Version. School Products: PAX. Price: \$55.00.
- E-PAX:** Pre-admission Exam for Examiity. Quantity: 1. Add to cart button. Type: Exam. Exams: Pre-Admission Exam Verbal. Proctor Option: Examiity. School Products: PAX. Price: \$80.00.
- E-PAX ACC:** Pre-admission Exam ACC for Examiity. Quantity: 1. Add to cart button. Type: Exam. Exams: Pre-Admission Exam Verbal. Proctor Option: Examiity. Student Products: ADA Version. School Products: PAX. Price: \$80.00.

Numbered callouts on the left indicate the steps: 1. Enter quantity, 2. Click 'Add to cart', 3. See message, 4. Click on the Shopping Cart (indicated by a circled '4' in the top right corner).

Once you have located the materials you need please complete the following steps:

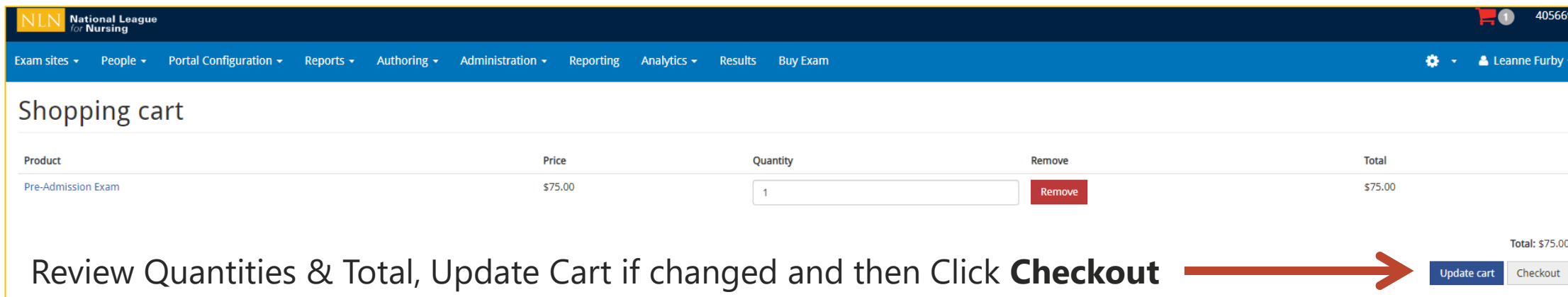
1. Enter the **Quantity** you would like to purchase
2. Click the **Add to Cart** button
3. See Message stating the Exam added to your cart
4. Click on the **Shopping Cart**

# CHECKING OUT WITH A CREDIT CARD, PAYPAL OR WIRE TRANSFER

# Review Cart & Checkout

## Using a Credit Card, PayPal or Wire Transfer

### STEP # 1



Shopping cart

Product	Price	Quantity	Remove	Total
Pre-Admission Exam	\$75.00	1	<a href="#">Remove</a>	\$75.00

Total: \$75.00

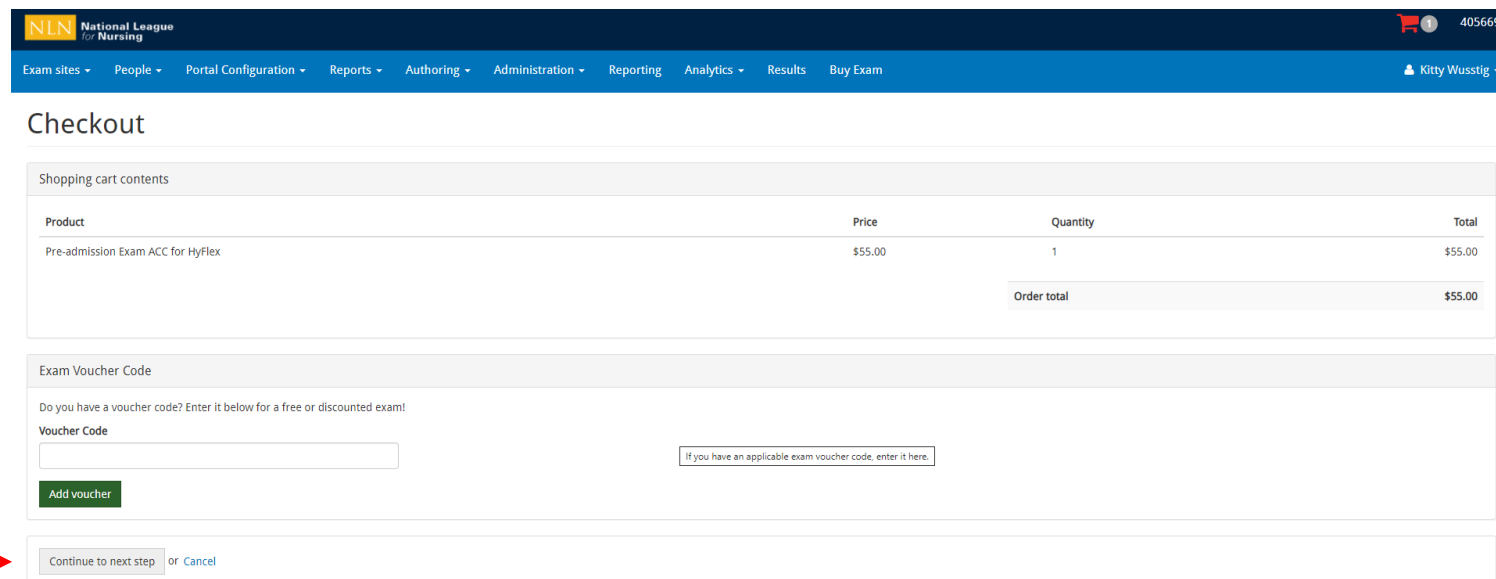
Review Quantities & Total, Update Cart if changed and then Click **Checkout** → [Update cart](#) [Checkout](#)

Helpful  
Tips

**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** →



Checkout

Shopping cart contents

Product	Price	Quantity	Total
Pre-admission Exam ACC for HyFlex	\$55.00	1	\$55.00
Order total			\$55.00

Exam Voucher Code

Do you have a voucher code? Enter it below for a free or discounted exam!

Voucher Code

[Add voucher](#)

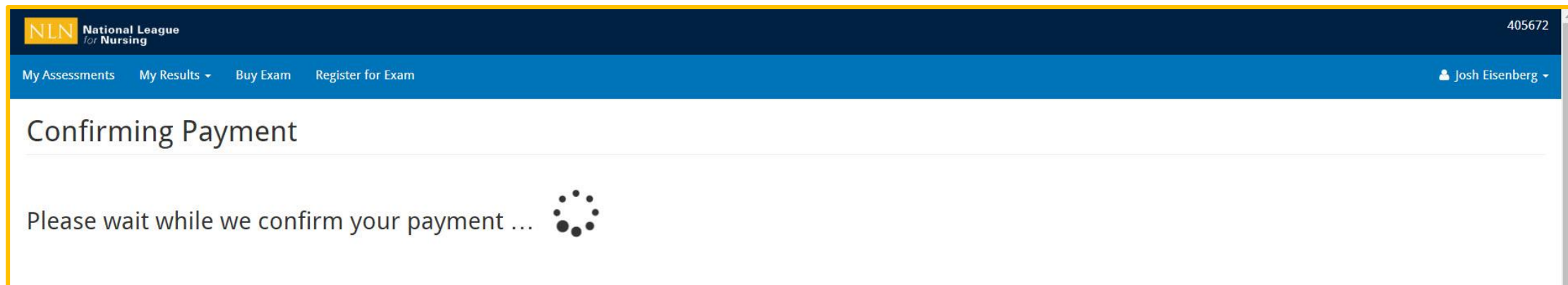
[Continue to next step](#) or [Cancel](#)



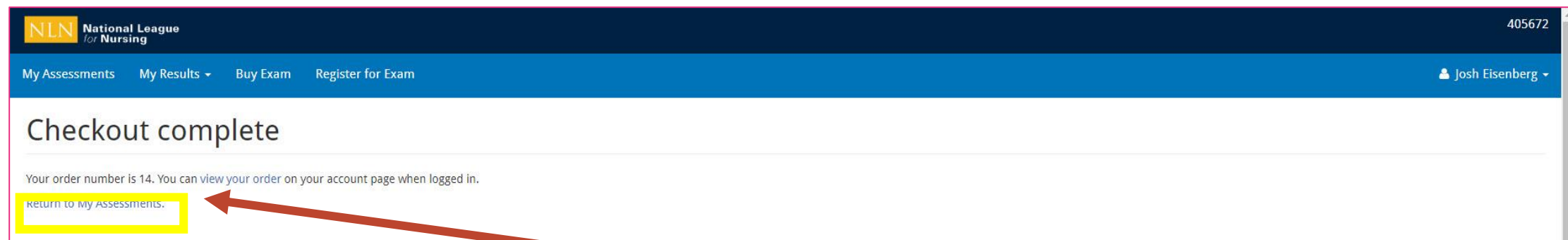
# Completing Checkout & Confirming Payment

## Using a Voucher Code

### STEP # 3



### STEP # 4



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

### STEP # 3

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

Account information

E-mail address kwusstig@nl.n.org

Payment

☒ Pay with Credit Card

Continue to next step or Go back



**ALL** Payment Issues Must Be Addressed With 2Checkout at [2Checkout](#)

# Review Cart & Checkout

## Using a Credit Card, PayPal or Wire Transfer

### STEP # 4

-Please fill out this form completely and then press continue

question mark
Hotline: +31 88 000 0008 (International) | English

1 Billing Information
2 Confirmation and Payment
3 Finish

Products in your shopping cart
Show price in: \$ USD - United States ...

Product/Service name	Quantity	Unit price	Value
Pre-admission Exam ACC for HyFlex - 1.0	1	\$55.00	\$55.00

The billing currency is USD (\$)
Total price: \$55.00

The total price inclusive of applicable taxes will be displayed before the order is transmitted.

< Back to shopping

Secure Checkout
VISA MasterCard PayPal WIRE TRANSFER

Billing Information
Payment Options

Licensed to: ☒ Person ☐ Company

First name\*:
Last name\*:
Address\*:
City\*:
Zip or postal code:
Country\*: Please select...
State or province:
Email\*:
Confirm email\*:

Billing currency\*: USD - United States Dollar
Card number\*:
Card expiration date\*: Month Year
Security code\*:
Card holder name\*:

Continue

Additional Information
☐ I accept these terms and conditions.\*

SECURE CHECKOUT
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](http://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**

# 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.

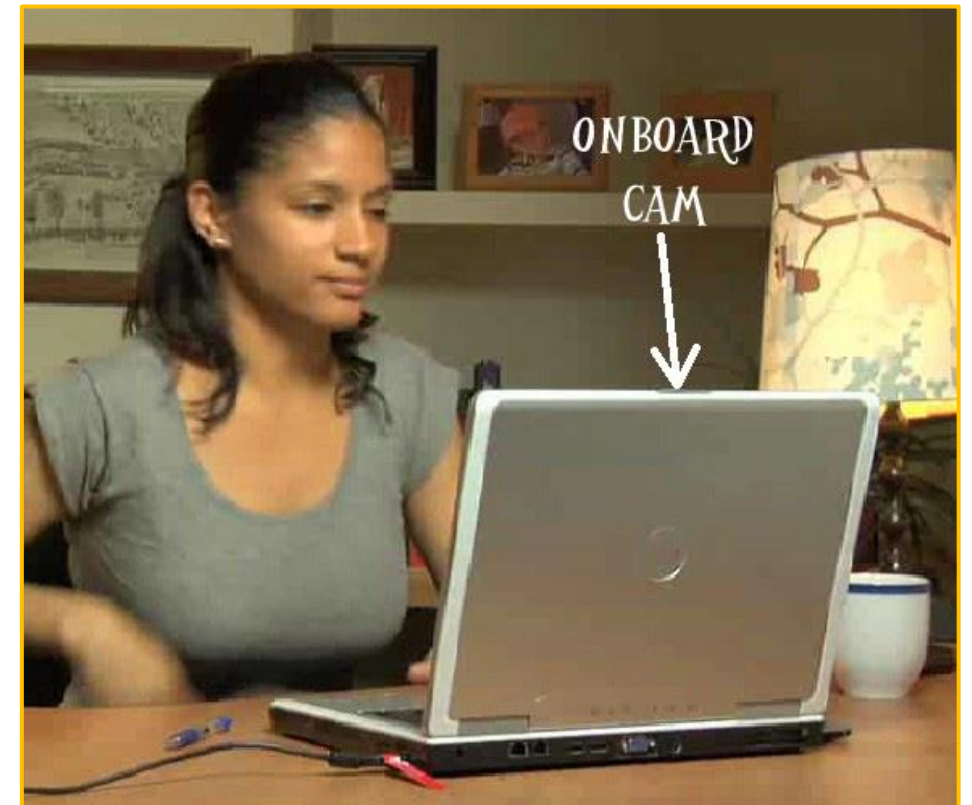


## Unacceptable Documents

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

## When Testing from Home: Testing Environment / Workspace Requirements

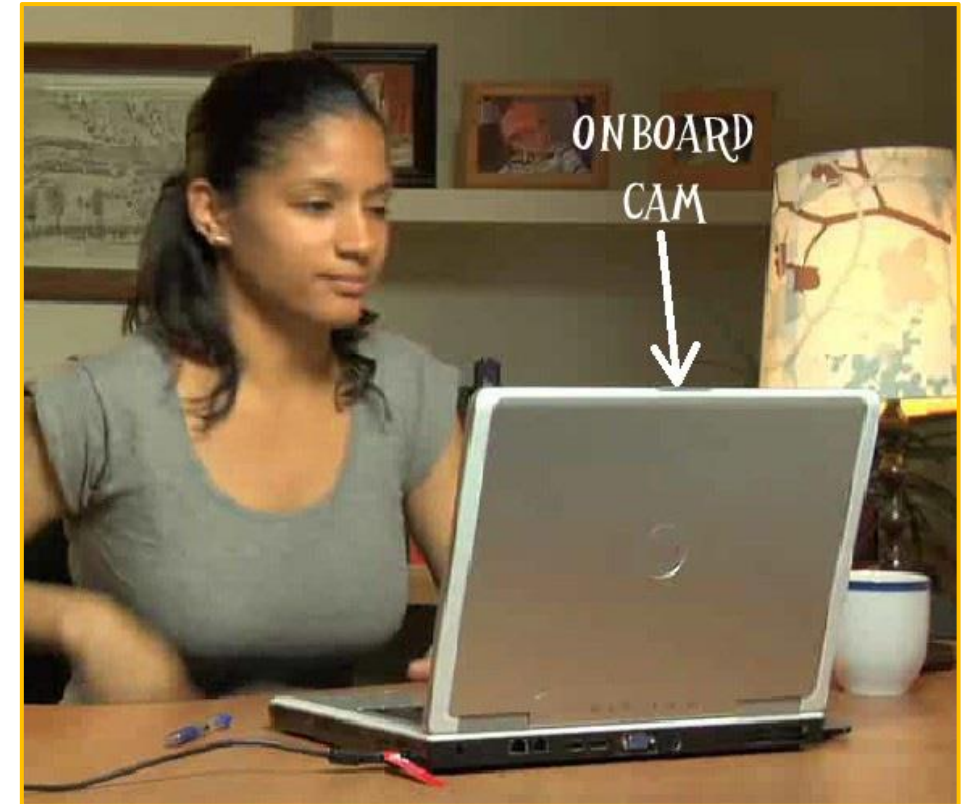
- ☐ Candidate must be in a well-lit, quiet, private room.
- ☐ Any doors to the room or closet are to be closed.
- ☐ Candidate must be alone in the room.
- ☐ The table or desk and surrounding area including floor must be clear of any material.
- ☐ Candidate's mobile phone should be turned off and stored 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

# STARTING YOUR EXAM

To start an assessment:

1. Log in to [www.nlntest.org](http://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

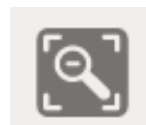
Once you get to the system diagnostics portion of the setup you will need to reach out to Proctorio for support:  
[Proctorio Customer Support](#)

Inside the Exam – Quiz Tools

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



Zoom in



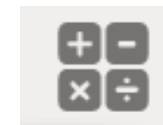
Zoom out



Battery  
Life



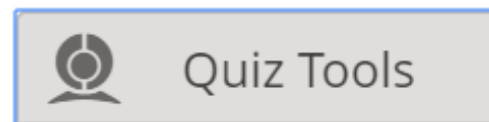
Proctorio  
Help - Chat



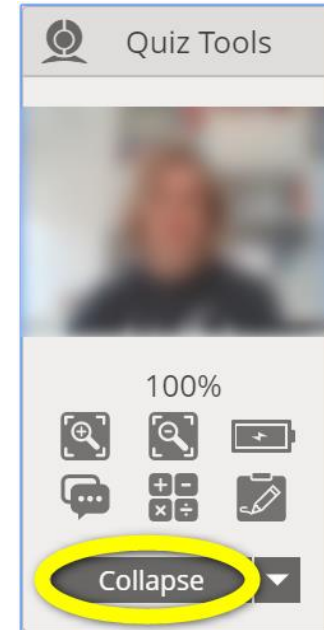
Calculator



Whiteboard



Tools  
Open



Tools  
Collapsed



## 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](http://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.



The screenshot shows the NLN Student Reports page. At the top is a dark blue header with the NLN logo and 'National League for Nursing'. Below this is a blue navigation bar with links: 'My Assessments', 'My Results' (with a dropdown arrow), 'Buy Exam', and 'Register for Exam'. The main content area has the title 'NLN Student Reports' and a sub-header 'Click the report links below to view your individual score reports.' The first section is 'NLN Nursing Pre-Admission Exam (PAX) (Delayed Reporting 4 hours)', followed by a paragraph explaining its purpose and a link to 'Participant Report'. The second section is 'All Other Types of Exams', followed by a paragraph and a link to 'Transcript of My Results'.

NLN National League  
for Nursing

My Assessments My Results ▾ Buy Exam Register for Exam

## NLN Student Reports

Click the report links below to view your individual score reports.

### NLN Nursing Pre-Admission Exam (PAX) (Delayed Reporting 4 hours)

The purpose of the Pre-Admission Examination-RN (PAX) is to facilitate admission decisions by providing nurse educators with information about nursing programs. Each school determines the minimum score for their applicants. The NLN does not set a pass/fail, nor

- [Participant Report](#)

### All Other Types of Exams

To report on your results for all other types of products - non-PAX exams - use the link below. This will bring you to a co

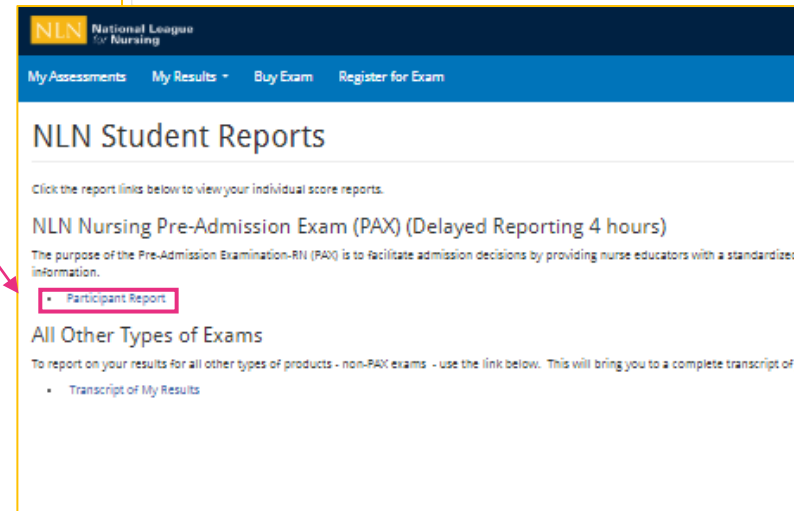
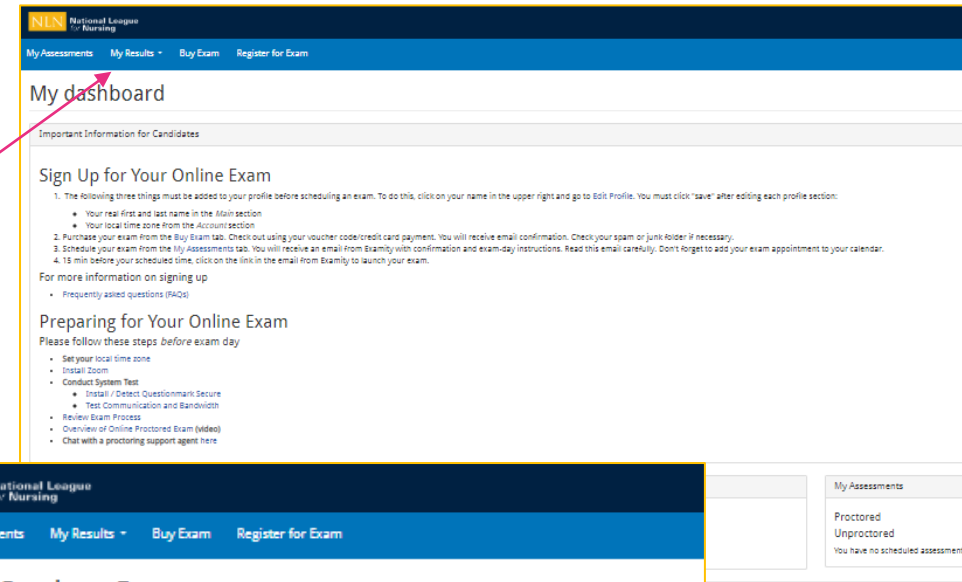
- [Transcript of My Results](#)



# ACCESSING YOUR PAX SCORES

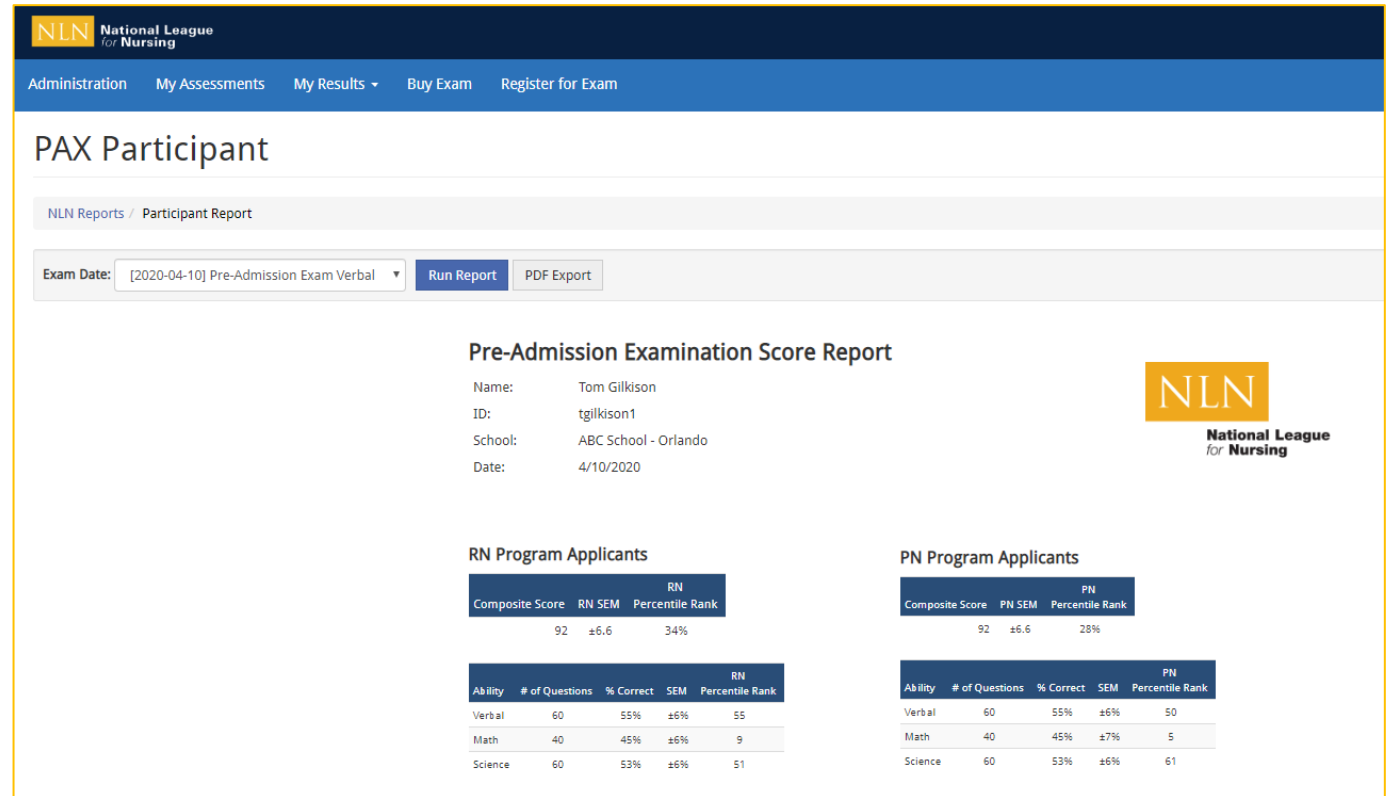
# How to access PAX Assessment Reports

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.



The screenshot shows the NLN PAX Participant report interface. At the top, there's a navigation bar with links: Administration, My Assessments, My Results, Buy Exam, and Register for Exam. Below this, the page title is "PAX Participant". A breadcrumb trail shows "NLN Reports / Participant Report".

Under the "Exam Date:" dropdown, the selected date is "[2020-04-10] Pre-Admission Exam Verbal". There are buttons for "Run Report" and "PDF Export".

The main section is titled "Pre-Admission Examination Score Report". It displays the following information:

- Name: Tom Gillkison
- ID: tgilkison1
- School: ABC School - Orlando
- Date: 4/10/2020

Below this, there are two sections: "RN Program Applicants" and "PN Program Applicants". Each section contains a table with the following data:

RN Program Applicants				
	Composite Score	RN SEM	RN Percentile Rank	
	92	±6.6	34%	

PN Program Applicants				
	Composite Score	PN SEM	PN Percentile Rank	
	92	±6.6	28%	

Below these, there are two more tables showing detailed scores for Verbal, Math, and Science sections.

Ability	# of Questions	% Correct	SEM	RN Percentile Rank
Verbal	60	55%	±6%	55
Math	40	45%	±6%	9
Science	60	53%	±6%	51

Ability	# of Questions	% Correct	SEM	PN Percentile Rank
Verbal	60	55%	±6%	50
Math	40	45%	±7%	5
Science	60	53%	±6%	61



# FREQUENTLY ASKED QUESTIONS

## **Why can I not log into my account?**

Are you logging into the new portal site [www.nlnintest.org](http://www.nlnintest.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 [studenthelp@nlm.org](mailto:studenthelp@nlm.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

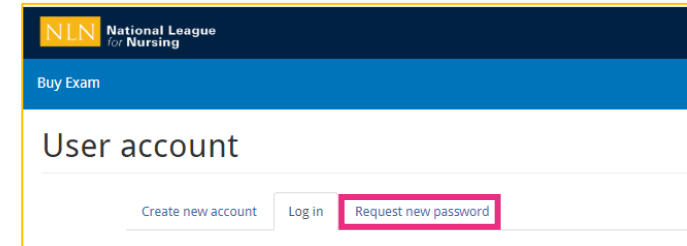
<https://www.2co.com/#contactUs>



# 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**.

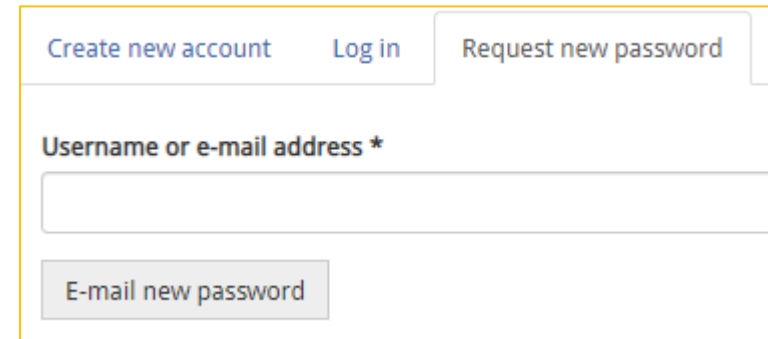


NLN National League for Nursing

Buy Exam

User account

Create new account Log in Request new password



Create new account Log in Request new password

Username or e-mail address \*

E-mail new password

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/RtfZdgmLhIMSgKDLVN6urfFamxseoh8TibZIJ9oxSA\\_\\_;!!DAxFFaumoJbh!NQpWMGvmb2SEf7x6Lcs5p89qdgr](https://urldefense.com/v3/__https://ondemand.questionmark.com/home/405669/user/reset/528/1596324313/RtfZdgmLhIMSgKDLVN6urfFamxseoh8TibZIJ9oxSA__;!!DAxFFaumoJbh!NQpWMGvmb2SEf7x6Lcs5p89qdgr)

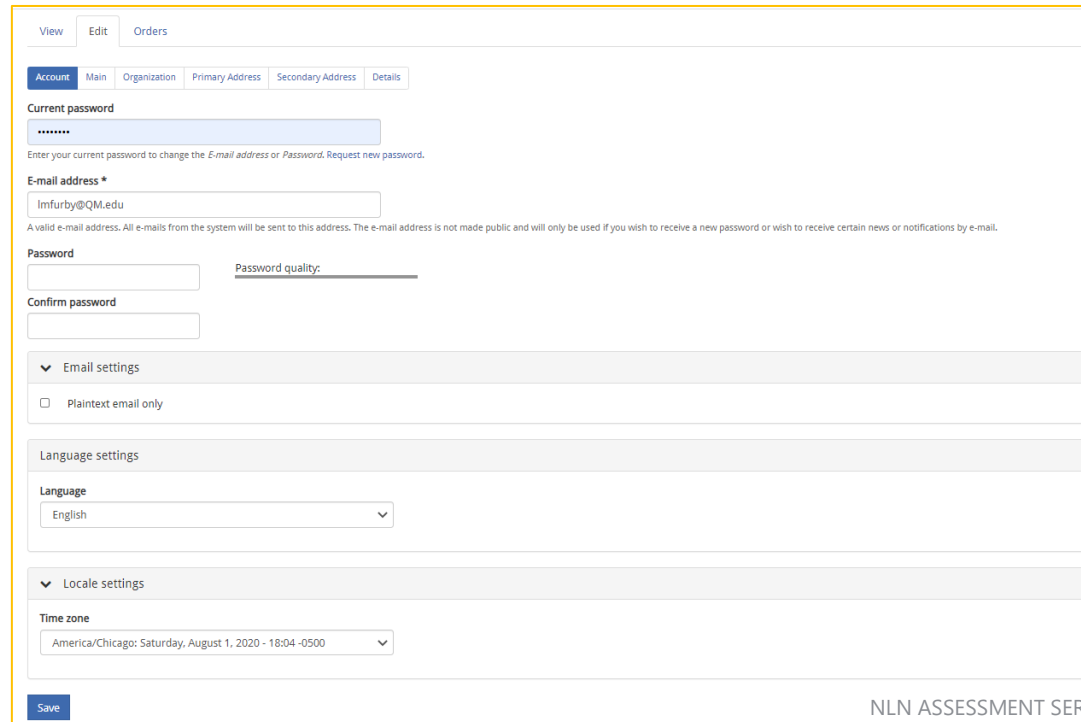
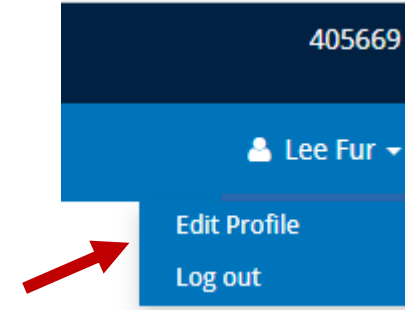
This link can only be used once to log in and will lead you to a page where you can set your password. It expires after one day and nothing will happen if it's not used.

-- NLN Testing team

# How can I Update My Profile?

To update your NLN profile:

1. Go to Questionmark [www.nlntest.org](http://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.

A screenshot of the 'Edit' profile page. The page has tabs for 'View', 'Edit', and 'Orders', with 'Edit' being the active tab. Below these are sub-tabs: 'Account', 'Main', 'Organization', 'Primary Address', 'Secondary Address', and 'Details', with 'Account' being active. The 'Current password' field is masked with dots. Below it is a note: 'Enter your current password to change the E-mail address or Password. Request new password.' The 'E-mail address' field contains 'lmfuryby@QM.edu'. Below this is a note: 'A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.' The 'Password' field is masked, and there is a 'Password quality' indicator. Below it is a 'Confirm password' field. The 'Email settings' section has a checkbox for 'Plaintext email only'. The 'Language settings' section has a dropdown for 'Language' set to 'English'. The 'Locale settings' section has a dropdown for 'Time zone' set to 'America/Chicago: Saturday, August 1, 2020 - 18:04 -0500'. A 'Save' button is at the bottom left.



Thank you for your attention!

If you have additional Questions, please contact

NLN Student Customer Support

or call 800-732-8656 ext # 2