Hello Nursing Applicants!

We have been getting some great questions regarding the TEAS exam that we wanted to help clarify so you will all feel more prepared to take your exams. Please see some of those questions and answers below. Please be sure to follow all the steps on our previous email regarding the TEAS exam (if you didn’t receive that, please let me know!).

* First, everyone must take a TEAS exam to be considered for our program except in very few circumstances. This is the first time we are requiring a TEAS exam for our nursing program, and it was previously used in a different capacity. If you are not sure if you need a TEAS, you likely do. Since it is free this cycle, we recommend taking it to be sure you are considered for the program, but you are also welcome to reach out to your advisor with questions and to be sure.
* Second, you must START the dry run and the TEAS exam during a proctor window. For example, today we are testing from 2-3:30. This does not mean you must be finished testing by 3:30; you simply must have started your exam by 3:30. A proctor will remain online with you until you complete your exam which typically takes about three hours. So, if you started at 3, you would end around 6.
* Third, we have had reports of students saying the times are full. We believe students who see that are choosing the option “Remote Proctoring Through ATI.” You need to choose “Remote Proctoring through your Institution.” It may also just say “proctoring through institution,” but most importantly choose the one that say for institution.  That will allow you to test with us.
* Fourth, some of our testers have had trouble getting into the exam after they do a dry run. One of your fellow students contacted support and graciously provided us with the instructions she got from support:
	+ If you get to a screen that says “please wait” and won’t go away, please try this:
* Please follow these instructions to help the product work properly in Chrome.
* If you are using Chrome Version 80, please perform these additional steps:
* In the address bar, enter “chrome://flags” and press Enter.
* In the search bar at the top of the screen, enter SameSite.
* Change all of the settings to Disabled:
* After changing the settings to disabled, click the blue Relaunch button at the bottom of the page To clear your history in Chrome, please use the following steps:
* At the top right corner of Chrome, click the three dots menu icon. This icon can change to an exclamation point or arrow if your browser or extensions are out of date
* Click History, and then click History again
* On the left of the page, click Clear browsing data. A box will appear
* There are two tabs at the top of the box, click on Advanced
* From the drop-down menu next to Time Range, select All time
* Check the boxes for “Cookies and other site data” and “Cached images and files”, uncheck the rest
* Click Clear Data
* Completely exit every Chrome window, including the chat window
* Go back to [www.atitesting.com](http://www.atitesting.com) in a new browser window

If you have any additional questions about the TEAS process, please let testingservices@coxcollege.edu or your advisor know. If you have any trouble during your exam, please reach out to ATI directly at 800-667-7531. ATI support is available from 7 Am to 7 PM Monday through Friday. Technical Support may not be available on Saturdays.