

# Student Support Resources

- Support articles & live chat: <https://help.examssoft.com/s/>
- 24/7 technical support line: 866.429.8889, ext. 1

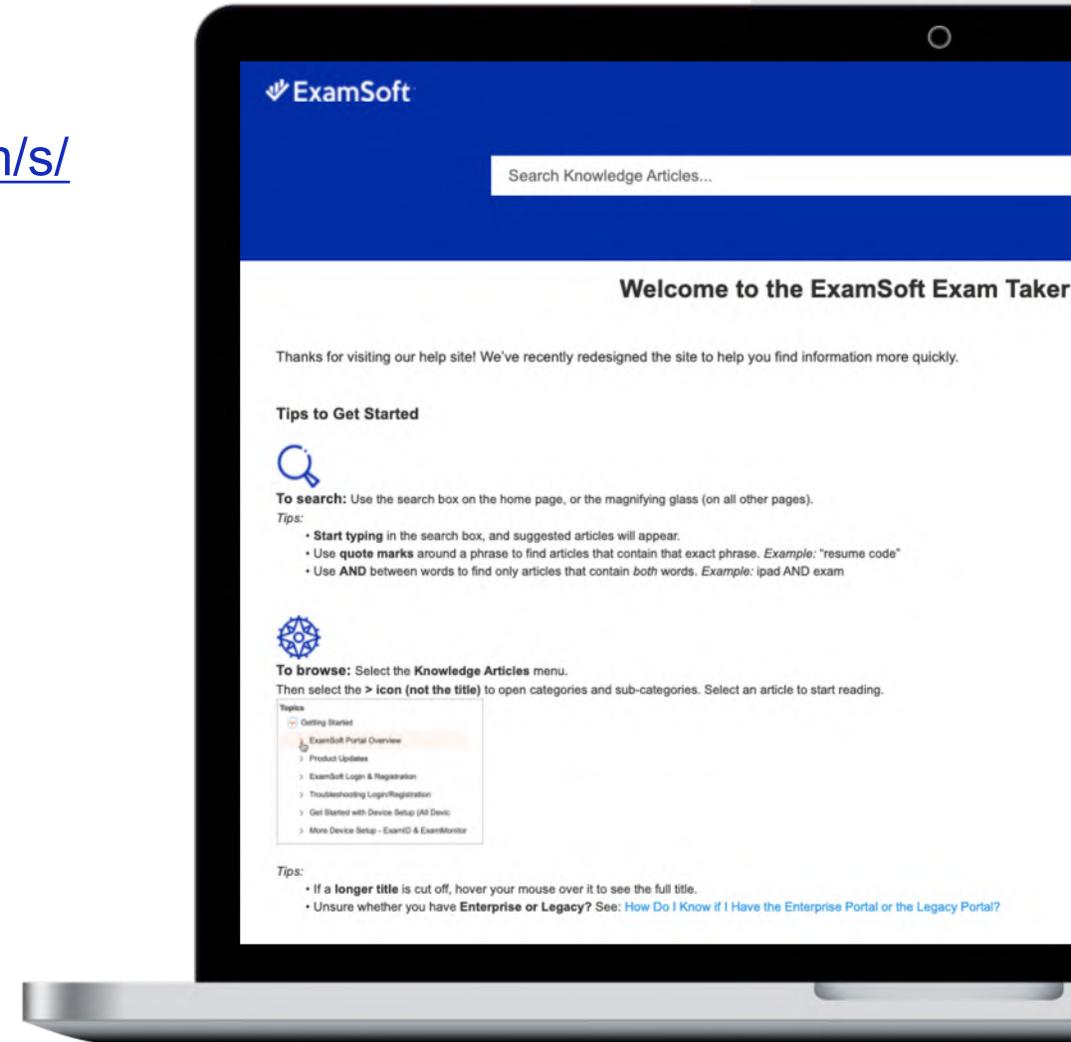
## Top Articles:

[Minimum-System-Requirements](#)

[Disable-Anti-Virus-Software](#)

[Restore-Device-Settings](#)

[Manually-Upload-an-Answer-File](#)



# Camera Lighting Guide for Exam Takers

✓ **Do** ✓



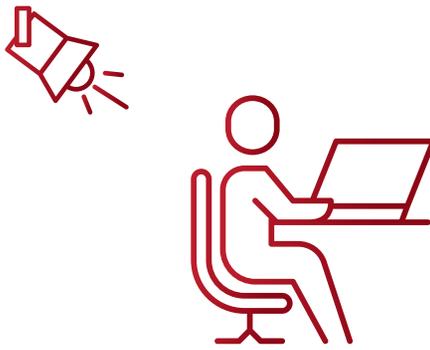
Light in front of you

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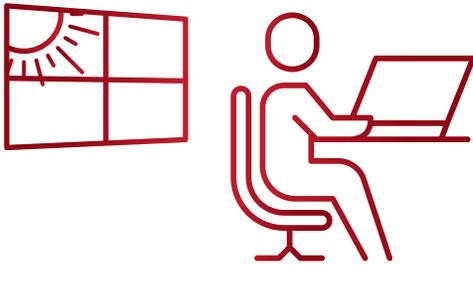
Window in front of you

✗ **Don't** ✗



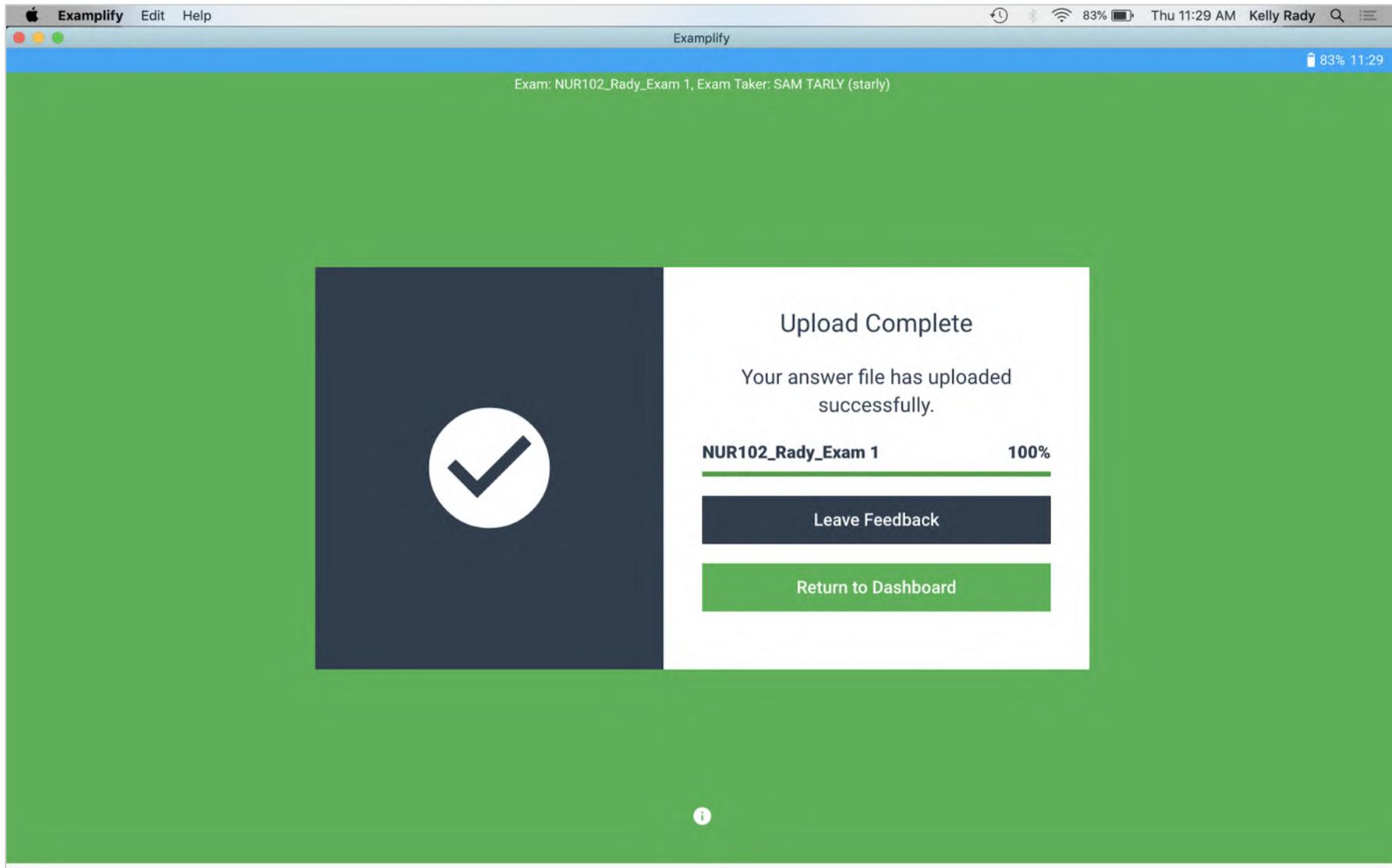
Light behind you

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Window behind you

# Successful Upload



# Exam Day Guide for Exam Takers

✓

## Do

✓



Make sure your device meets the [Minimum System Requirements](#)



Download the Exemplify™ application and test your device's camera and microphone



Reserve a quiet, **well-lit space** with a comfortable chair



Close all applications and web browsers and turn off your phone



Follow instructions provided

✗

## Don't

✗



**Leave the View of the Camera**



Use Unauthorized Materials



Move in an Unusual or Excessive Way



Use External Devices



Look Away from the Screen



Have Other People in the Room



Wear Hats, Head Coverings, or Headphones



Speak or Have Any Background Noise

For any questions or concerns, contact your test provider before the day of your exam.

 ExamSoft

## Exam Troubleshooting Guide

ExamSoft Support: 866.429.8889

Issue	Error Type	Resolution
<b>Before the Assessment</b>		
Exam-taker cannot log in for first time and receives an error message that there's no record of their account.	Single Sign On (if applicable)	<ul style="list-style-type: none"> <li>Ensure that the exam-taker is using Chrome or Firefox.</li> <li>Clear cache on browser or switch browsers.</li> <li>Work with ExamSoft and institution security team to verify appropriate form of external ids and if changes need to be made to the integration(s).</li> </ul>
Exam-taker says nothing happens when they click to download Exemplify.	Exemplify – technical	<ul style="list-style-type: none"> <li>Ensure that the exam-taker is using Chrome or Firefox.</li> <li>It may also be necessary for them to disable pop-up blockers.</li> </ul>
Exam-taker experiences an error when attempting to download Exemplify on a personal device (VM error, insufficient memory, etc.)	Exemplify – technical	<ul style="list-style-type: none"> <li>Provide the ExamSoft support phone number to the exam-taker. Our support specialists can remotely connect to the device to check minimum system requirements as well as help resolve the error.</li> </ul>
Exam-taker says that they can't see where to start the exam.	User error – exam-taker	<ul style="list-style-type: none"> <li>The exam-taker is likely in the web-based portal. Confirm what the exam-taker is seeing and then direct them to open the Exemplify application, not the web-based portal.</li> </ul>
Exam-taker says that the password does not work.	User error – exam-taker	<ul style="list-style-type: none"> <li>The exam-taker is most likely entering their password incorrectly. Admins should double-check that it was provided correctly (case-sensitive).</li> <li>Ensure that the exam-taker is entering the password into the correct assessment.</li> </ul>

Exam-taker opens Exemplify but does not see an exam available.	Assessment Building/ Posting	<ul style="list-style-type: none"> <li>● Check post settings to ensure that the download window is open. Adjust time if necessary.</li> <li>● Exam-takers can select Refresh Exam List within Exemplify once the download window has been confirmed as being open.</li> </ul>
When attempting to begin an exam with ExamMonitor enabled, the exam-taker is met with a <b>blue</b> resume code screen.	Exam Integrity (if applicable)	<ul style="list-style-type: none"> <li>● Do not give a resume code for a blue resume code screen, as this will bypass monitoring.</li> <li>● Ask the exam-taker to select Return to Dashboard and re-enter the assessment password. This may require multiple attempts.</li> <li>● If the exam-taker continues to see this screen, ask them to connect to another network or a cellphone hotspot just for the beginning of the exam.</li> </ul>
<b>During the Assessment</b>		
Exam-taker using an iPad entered the exam, but it uploaded immediately.	User error – exam-taker	<ul style="list-style-type: none"> <li>● The exam-taker did not disable WiFi or turn on airplane mode. When the exam-taker entered the secure exam, it detected internet access.</li> <li>● After ensuring that the download window is still open, provide the exam-taker with an additional download.</li> <li>● Provide the exam-taker with <a href="#">Exemplify for iPad</a> instructions.</li> </ul>
Exam-taker does not see an image attachment referenced in the question stem.	User error – admin	<ul style="list-style-type: none"> <li>● The exam maker may have forgotten to add the picture. Review the assessment to ensure that the image was added as either an in-line image or attachment.</li> </ul>
Exam-taker experiences a freeze during the assessment.	Exemplify – technical	<ul style="list-style-type: none"> <li>● Advise exam-taker to hard reboot device (turn off and on manually) and re-enter Exemplify. If it's a mock exam, provide an additional download to test the device again prior to a high-stakes assessment.</li> <li>● If mid-exam freeze continues, advise exam-taker to call ExamSoft support.</li> </ul>
Exam-taker receives an <b>orange</b> resume code screen.	Exemplify – technical	<ul style="list-style-type: none"> <li>● Ask the exam-taker for the code on the screen.</li> <li>● Navigate to the Proctoring tab and enter the code in the Continuation Code field. Select Submit.</li> <li>● Provide the code to the exam-taker.</li> </ul>

Find additional support documents on our Community site: <https://community.examsoft.com/s/>

Contact our support team directly: U.S. & Canada 866.429.8889, ext. 2 | International +1.954.429.8889, ext. 2

Exam-taker cannot enter secure immediate review.	User error – exam-taker	<ul style="list-style-type: none"> <li>● In most cases, the exam-taker has clicked the button to "continue to upload" which disables the ability to access the review.</li> <li>● Double check that the case-sensitive password is being entered correctly.</li> </ul>
<b>After the Assessment</b>		
Exam-taker cannot upload assessment.	Exemplify – technical	<ul style="list-style-type: none"> <li>● Instruct the exam-taker to reboot the device.</li> <li>● Check network settings to ensure that the device is connected to the internet. If the network signal is weak, the exam-taker may need to briefly connect to a hotspot.</li> <li>● In some cases, a <a href="#">manual upload</a> may be necessary. This may be completed by the exam-taker, or the exam-taker may ask our support team for assistance.</li> </ul>
The ExamMonitor file does not upload.	Exam Integrity (if applicable)	<ul style="list-style-type: none"> <li>● The exam-taker should check the internet connection and review the Exemplify dashboard for completed upload confirmation.</li> </ul>
Exam-taker experiences issues on the device after an exam, such as the following: background screen becomes Exemplify logo, desktop icons are hidden, internet does not reconnect.	Exemplify – technical	<ul style="list-style-type: none"> <li>● Instruct the exam-taker to reboot the device.</li> <li>● Remind the exam-taker to disable antivirus on the device prior to starting secure exams.</li> <li>● In the instance where the desktop icons are hidden and do not return, instruct exam-taker to call support.</li> </ul>

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