

## EXAMPLIFY TROUBLESHOOTING GUIDE

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## OVERVIEW

### ExamSoft Support Contact Information

If an Exam Taker or Exam Manager needs to reach the ExamSoft staff, please use the following contact info:

Exam Manager Support **888-792-3926** or [admins@examsoft.com](mailto:admins@examsoft.com)

Exam Taker Support **866-429-8889**, 954-429-8889 or [support@examsoft.com](mailto:support@examsoft.com)

Start a Chat or view Support Articles at <http://examsoft.com/support>

### Exam Taker Exam Day Activities

Exam Takers are expected to attend the exam with the computer used to download, install, and register their copy of Examplify. Exam Takers should download the exam files to the device they plan to use to take their exams. Exam Takers will be provided with an exam password by their instructor or proctor.

Upon exiting the exam, Examplify attempts to automatically upload an Exam Taker's answer file. If an exam upload fails, ensure that the Exam Taker has an active internet connection before troubleshooting further.

### Examplify Minimum System Requirements

Technical issues may arise if a device does not meet Examplify's Minimum System Requirements. Please ensure the device being used meets the minimum system requirements before taking an exam. Your institution may also have additional requirements for exam takers.

To view the minimum system requirements, visit

<https://examsoft.force.com/etcommunity/s/article/Examplify-Minimum-System-Requirements>



## Anti-virus Education and Exemplify Features

We always recommend disabling the use of anti-virus software. ExamSoft does currently partner with anti-virus companies to ensure our product is properly whitelisted so that there is not any interruption during the testing experience.

In some cases, certain anti-virus applications may block Exemplify from starting properly or can affect Exemplify's performance during an exam. If your computer is running an anti-virus application, disable it before installing Exemplify and re-enable after installation is complete. When taking any secure exam, disable the anti-virus software before taking the exam and re-enable it after exiting your exam. If an Exam Taker requires any assistance with disabling their antivirus, contact ExamSoft Support.

For Windows Users: You may also want to create an exclusion within your anti-virus application for the following folder path C:\Program Files (x86)\Examsoft\Exemplify\Services

## Keyboard Info and Shortcuts

The following keyboard shortcuts can be used during an Exemplify exam.

Function	Mac OS X	Windows
Select multiple choice or true/false answer	⌘ Shift [letter]	Ctrl Shift [letter]
Next question	⌘ >	Ctrl >
Previous question	⌘ <	Ctrl <
Show notices	⌘ N	Ctrl N
Show exam attachment	⌘ G	Ctrl G
Show/hide exam	⌘ H	Ctrl H
Cut	⌘ X	Ctrl X
Copy	⌘ C	Ctrl C
Paste	⌘ V	Ctrl V
Undo	⌘ Z	Ctrl Z
Redo	⌘ Y	Ctrl Y
Select all	⌘ A	Ctrl A



Find	⌘ F	Ctrl F
Jump to selection	⌘ J	Ctrl J
Bold	⌘ B	Ctrl B
Italicize	⌘ I	Ctrl I
Underline	⌘ U	Ctrl U
Align left	⌘ L	Ctrl L
Align center	⌘ E	Ctrl E
Align right	⌘ R	Ctrl R

For example, to choose answer choice A on a multiple-choice question, press the ⌘, Shift, and A keys at the same time on Mac or the Ctrl, Shift, and A keys on Windows.

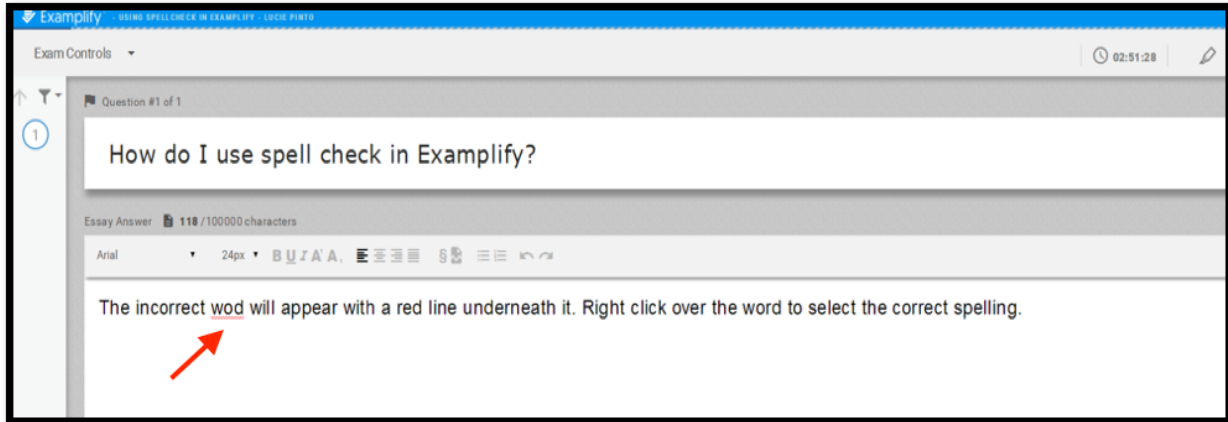
## Spell Check

**The use of spell check is controlled by the exam manager. Check with your proctor or instructor to determine if it will be enabled for your exam.**

If spell check is enabled for an exam:

1. Type your essay as normal. There may or may not be spelling mistakes depending on typing accuracy.
2. The words that are misspelled will display a red line stating that the word is misspelled.
3. To select a correct spelling of the misspelled word right-click the word and you will be provided with a list of possible correct spellings. Choose the word that is the correct spelling and it should update.





## EXAMPLIFY INSTALLATION & LAUNCH

### Microsoft Errors during Installation (1603, 1920)

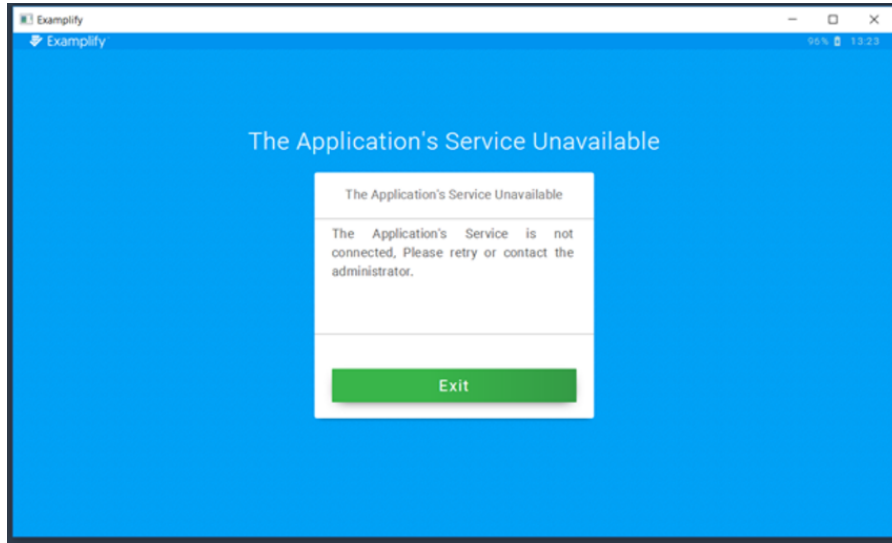
These errors are generally caused by the Exemplify service being quarantined by an anti-virus program during installation. To resolve the issue:

1. Disable the anti-virus application and add the Exemplify file path to the exclusions or exceptions list in the anti-virus software
2. (C:\Program Files (x86)\Examsoft\Exemplify\Services)
3. Restart the Device
4. Ensure the anti-virus software remains disabled after restarting the device.
5. Install Exemplify
6. Re-enable anti-virus



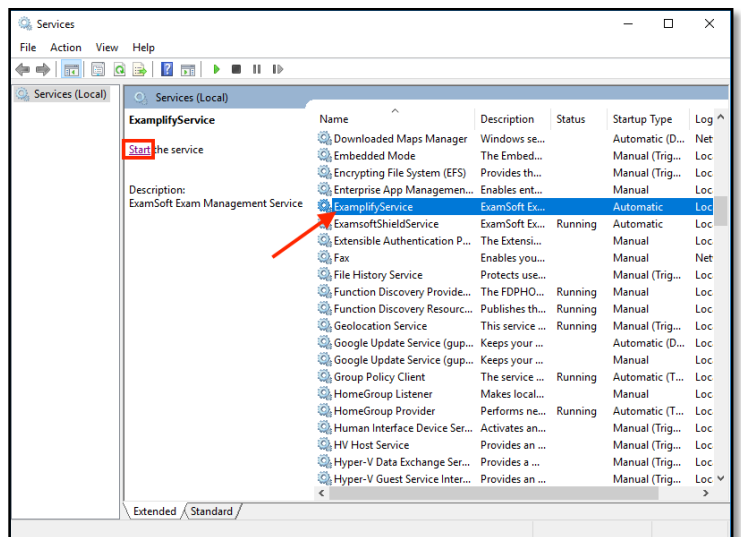
## Application's Service Unavailable (The Application's Service is not connected)

In certain circumstances, upon starting Examplify you may encounter this error indicating that the Examplify service is not running:



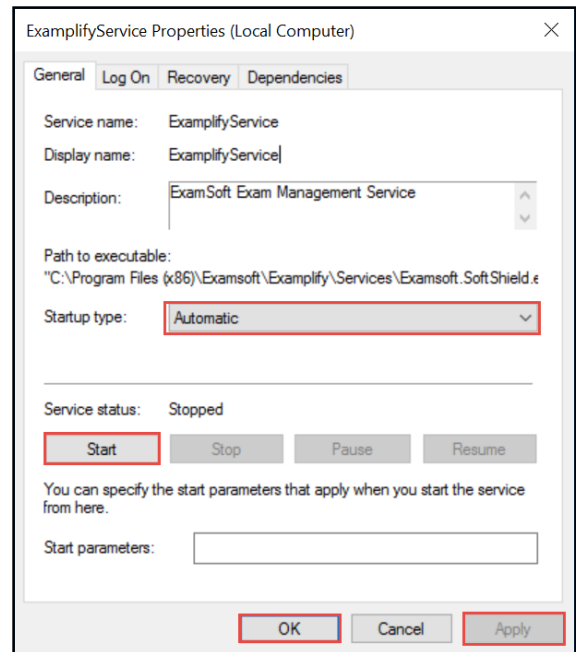
**Step 1:** Navigate to the Services Console  
Click the Start button or use the search box on the lower left of your screen, type "Services" without the quotes and then press enter.

**Step 2:** Start the ExamplifyService  
In the Services application, find the item named ExamplifyService



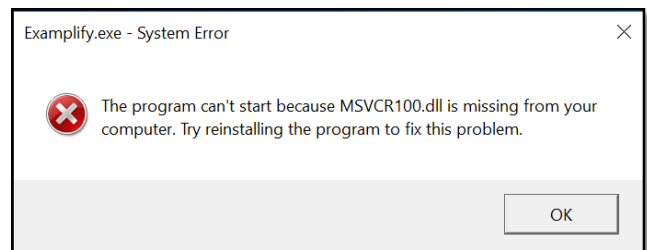
**Step 3:** Double click the ExemplifyService. This will open up a new window. Ensure that the Startup Type is set to Automatic. Click Apply. Click Start to start the service manually, and Click OK.

**Note:** If the service is not listed, or you receive an error when attempting to start the service, you will need to re-install Exemplify and check your anti-virus settings to remove it from the quarantine. As mentioned earlier in the guide, we also recommend creating an exclusion in your anti-virus software for the following folder path: C:\Program Files (x86)\Examsoft\Exemplify\Services



## MSVCR100.dll Error when launching Exemplify

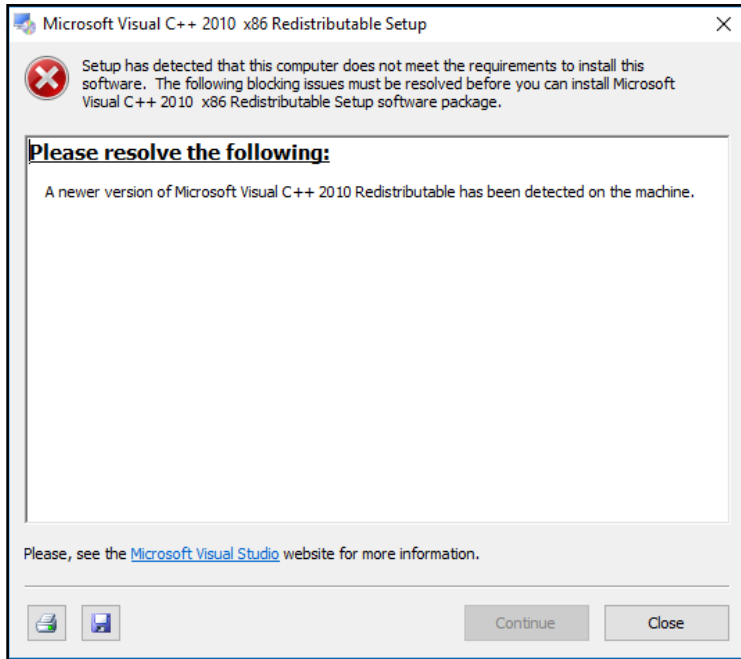
When Installing Exemplify, some users may encounter an error message stating that the program cannot be run due to a missing **'Msvcrt100.dll'**. This message is caused by a missing Windows component not being present on the device.



To resolve this issue, please install the **'Microsoft 2010 C++ redistributable (x86)'** package from [Microsoft's website](http://www.microsoft.com/en-us/download/details.aspx?id=5555) (http://www.microsoft.com/en-us/download/details.aspx?id=5555) to your device. If you receive an error that a newer version of the application is already installed, you will need to uninstall the currently installed version via 'Programs and Features' or 'Add or remove programs'.



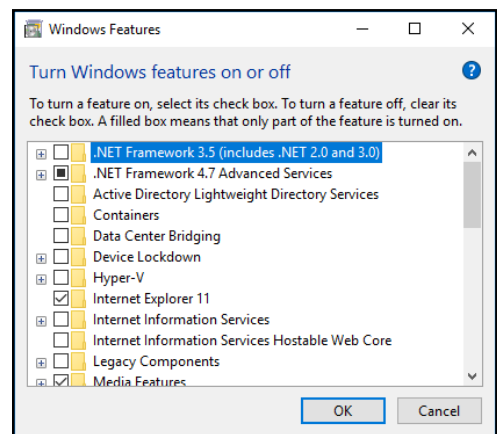




## Virtual Machine Error

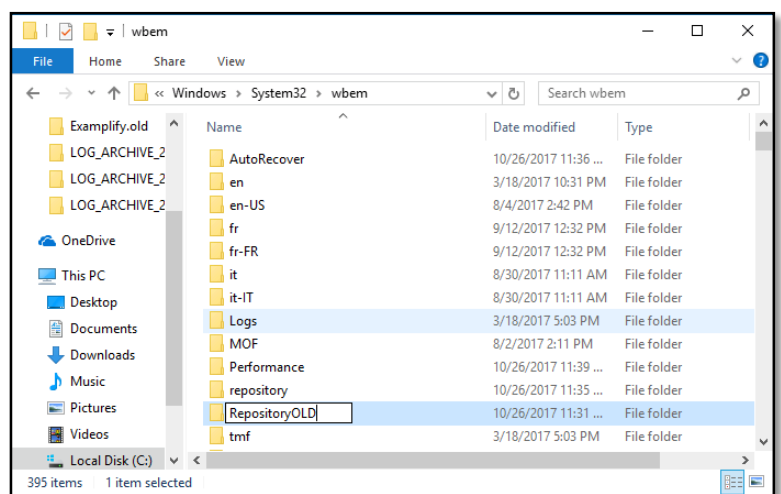
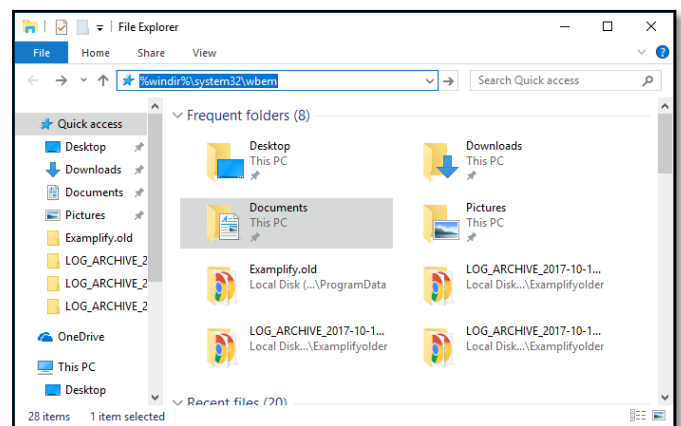
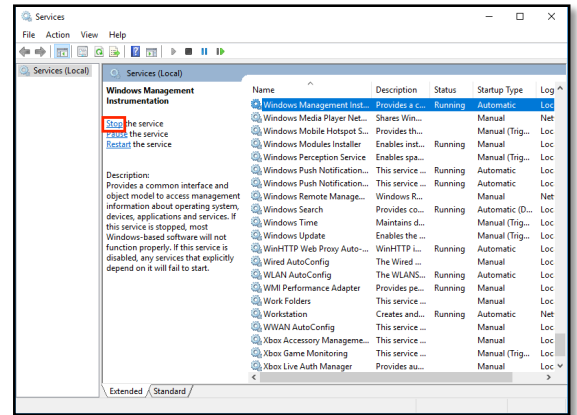
Examplify cannot be used on virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion, or any other virtual environments. Please refer to the [minimum system requirements](#) for more information. If you are sure that your device is not running in a virtual environment and you are receiving a Virtual Machine error, the first troubleshooting step would be to ensure that Hyper-V is not enabled on the device.

1. Click the Start or Windows button on the bottom left of your screen.
2. Type "Hyper-V" without the quotes and press enter.
3. Find the Hyper-V folder in the Windows Features window and clear the checkbox to disable this feature.
4. Restart the device.



If Hyper-V is disabled or not listed as a Windows Feature and you are still receiving a virtual machine error, attempt the troubleshooting steps listed below:

1. Uninstall Examplify
2. Click the Start button and type “services” without the quotes and press enter.
3. Locate “Windows Management Instrumentation” service and click ‘Stop’ to stop the service.
4. Open a File Explorer and enter the following text into the address bar (without quotes):  
"%windir%\system32\wbem\"
5. Rename the “Repository” folder to “RepositoryOLD”
6. Restart the device.
7. Install and Launch Examplify
8. If the issue persists, contact ExamSoft Support.



## Multiple Users Logged in Error

This error can arise when an exam taker clicks 'Start Exam' and specifically pertains to the actively logged in User Accounts on the computer. To resolve this, simply restart the device which will automatically log out of all actively logged in Computer User Accounts.

## Computer Freezes When Beginning Exam (Mac)

If the Exam Taker's device freezes after the Exam Taker clicks "Start Exam" and is prompted to enter a 4-letter code, shut down the Mac by holding down the power button for 10 seconds. Turn the device back on and resume the exam when prompted.

## Examplify Will Not Start (Mac)

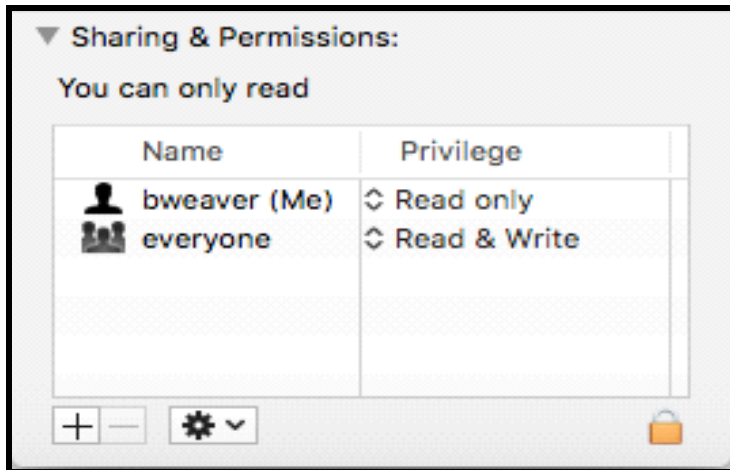
If the Exam Taker opens Examplify (from the dock or by directly opening the application) and it bounces for a few moments and does not respond any further, the application was most likely moved from the **Applications** folder. To resolve this, simply click and drag the application back into the **Applications** Folder.

To create an alias (shortcut), right-click the app and select **Create Alias**. Next, drag the alias to the desktop or move to the dock.

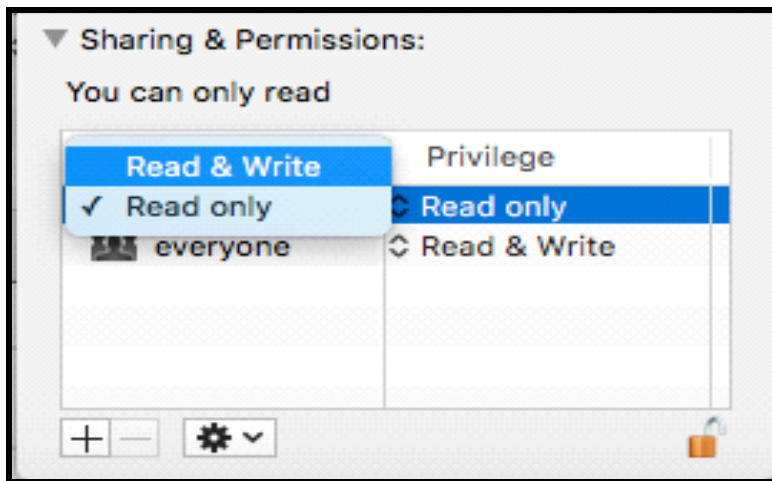
If Examplify is located in your Applications folder but the issue persists, you may need to perform the following permissions fix:

- Navigate to the "/Library/Application Support" folder.
- Right-click the Examplify folder and select "Get Info." A new window will appear. Here you will need to change the permissions to the folder.
- Look for the sharing and permissions settings at the bottom of the window, then click the lock on the bottom right to make changes.





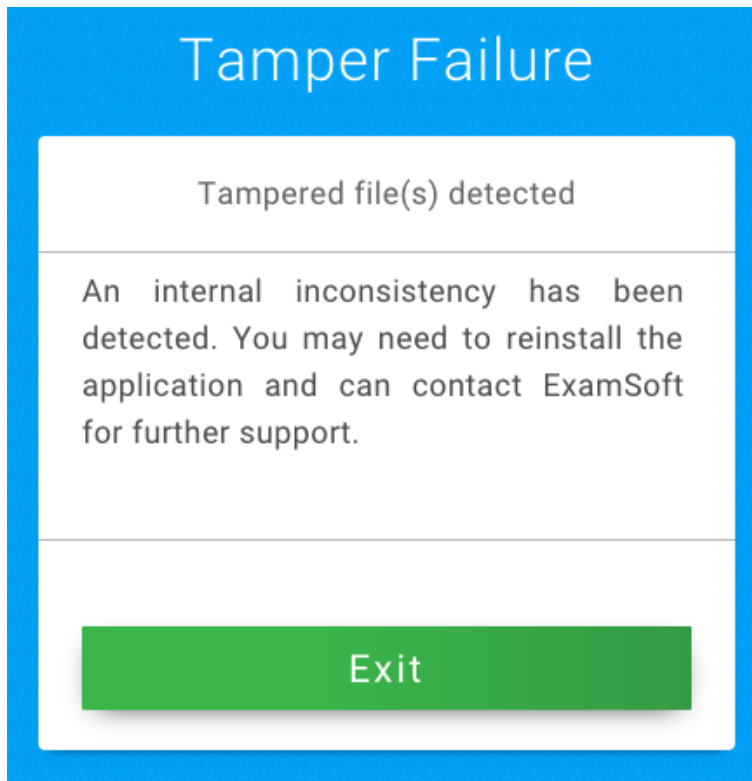
- Select the plus sign (+) and then add your user or account, also make sure it has "read & write privileges."



- Click the gear icon and choose the option to 'apply to all enclosed items'

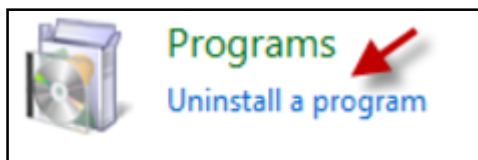


## Clean Re-Installations (Tamper Test Failure or Internal Inconsistency Errors)

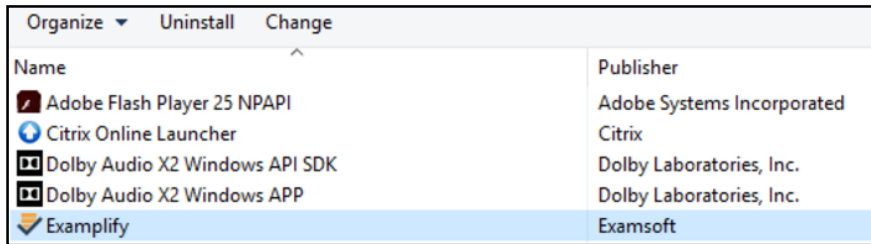


**To uninstall Examplify on a Windows 7 computer, please follow these instructions:**

- Click the Start button and open the Control Panel.
- Click "Uninstall a program" or "Programs and Features".



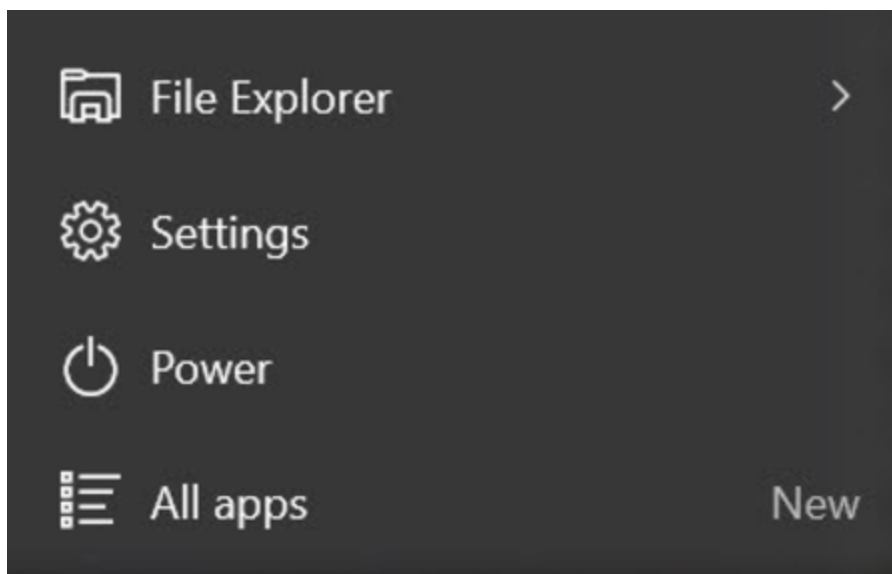
1. In the list of programs, find and select **Exemplify** and then click 'Uninstall'.



2. Follow the on-screen instructions to remove Exemplify from your computer.

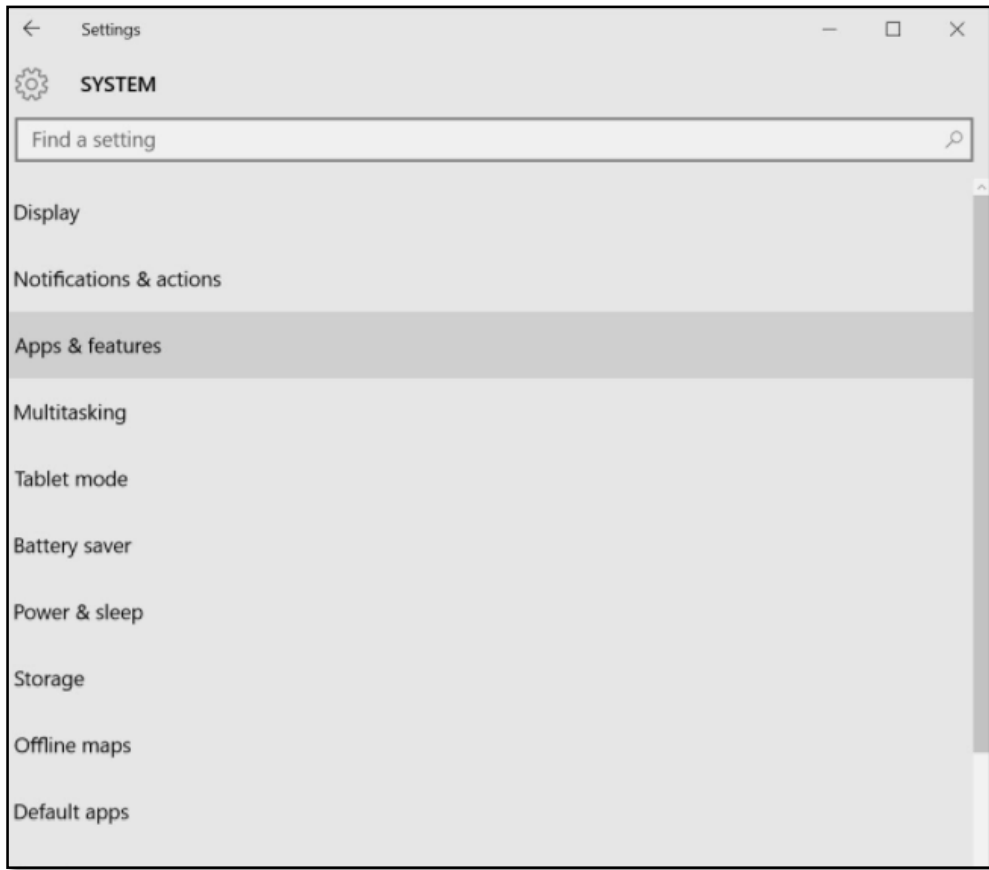
**To uninstall Exemplify on a Windows 8 or Windows 10, please follow these instructions:**

1. From the Start menu, select Settings.



2. In Settings, select System and then **Apps & features**.





3. Select **Exemplify**, and then click Uninstall.

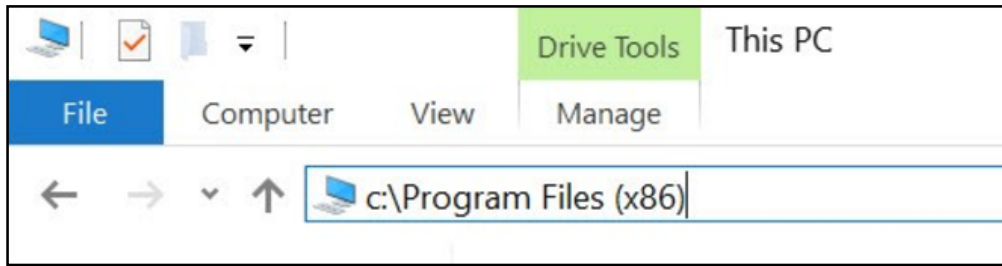


4. Follow the on-screen instructions to remove Exemplify from your computer.

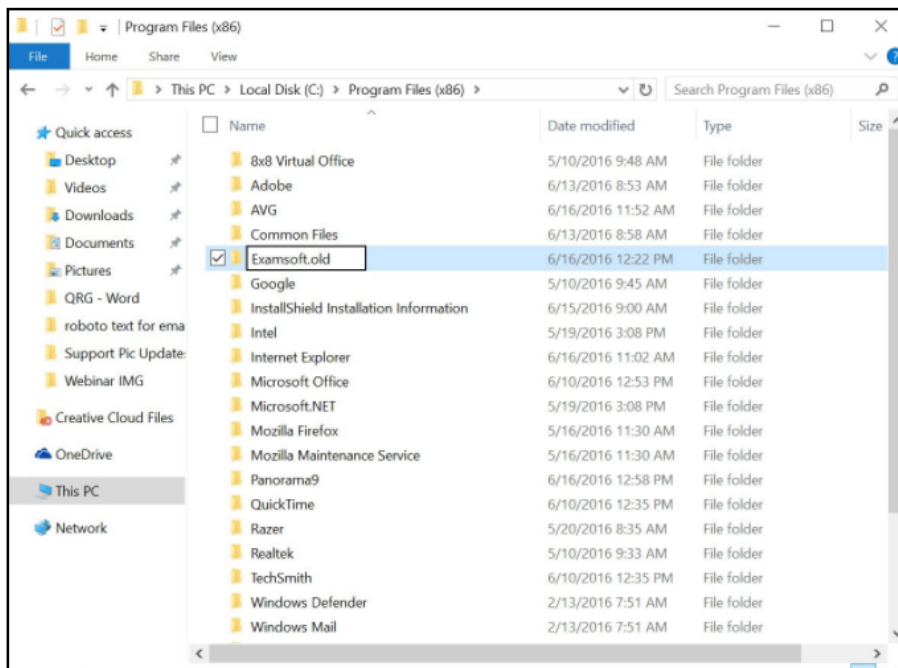


**To do a 'CLEAN' re-install please follow these instructions:**

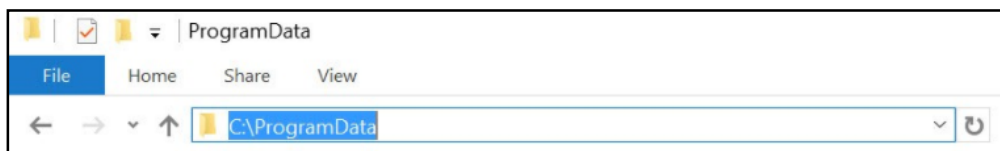
1. Follow above steps for uninstalling Examplify.
2. Open a file explorer and type this into the address bar: **"C:\Program Files (x86)"**



3. Locate the Examsoft folder and rename it to **"Examsoft.old"** without quotations.



4. Within the address bar, type: **"C:\ProgramData"**

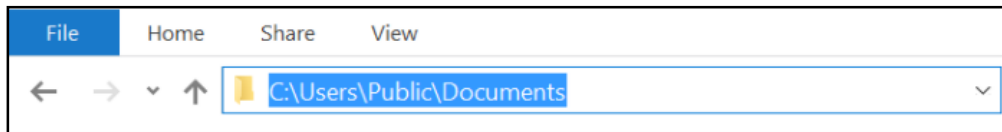






5. Locate the Exemplify folder and rename to "**Exemplify.old**" without quotations.

 Exemplify.old	5/12/2017 11:00 AM	File
 Intel	4/6/2017 8:29 PM	File

6. Within the address bar, type "**C:\Users\Public\Documents**"



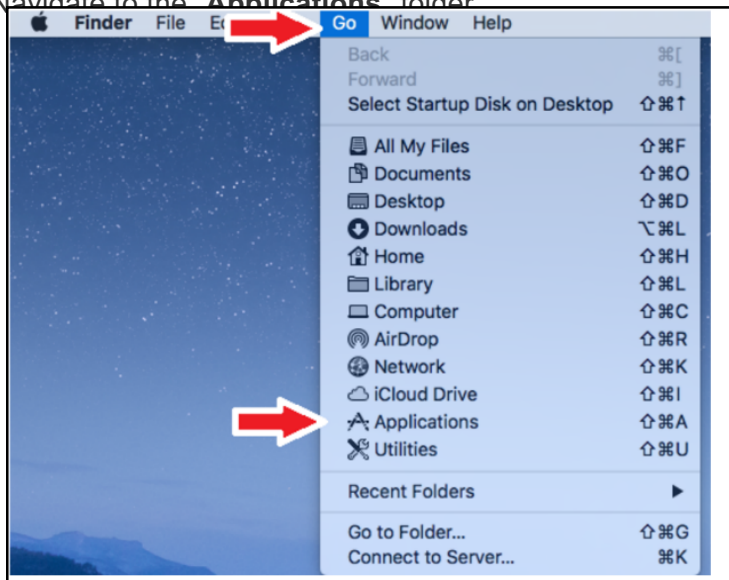
7. Delete both of the ".adata" folders listed

-  .adata
-  .adata-Exemplify

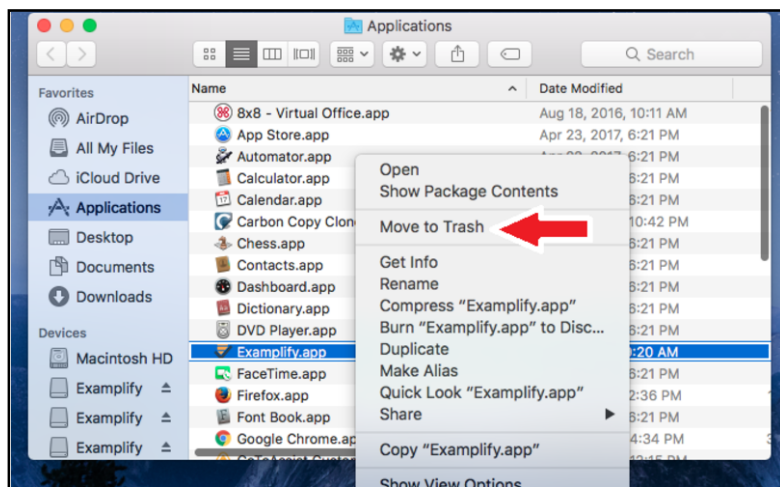
**To uninstall Exemplify on your MacBook or other Mac OS X computer, please follow these instructions:**



1. Navigate to the "Applications" folder



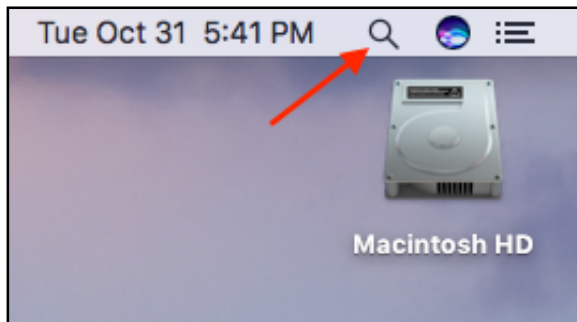
2. Find the Exemplify app.
3. Drag the Exemplify icon into the Trash on your dock, or select "Move to Trash".



4. Choose "Empty Trash..." from the Finder menu.

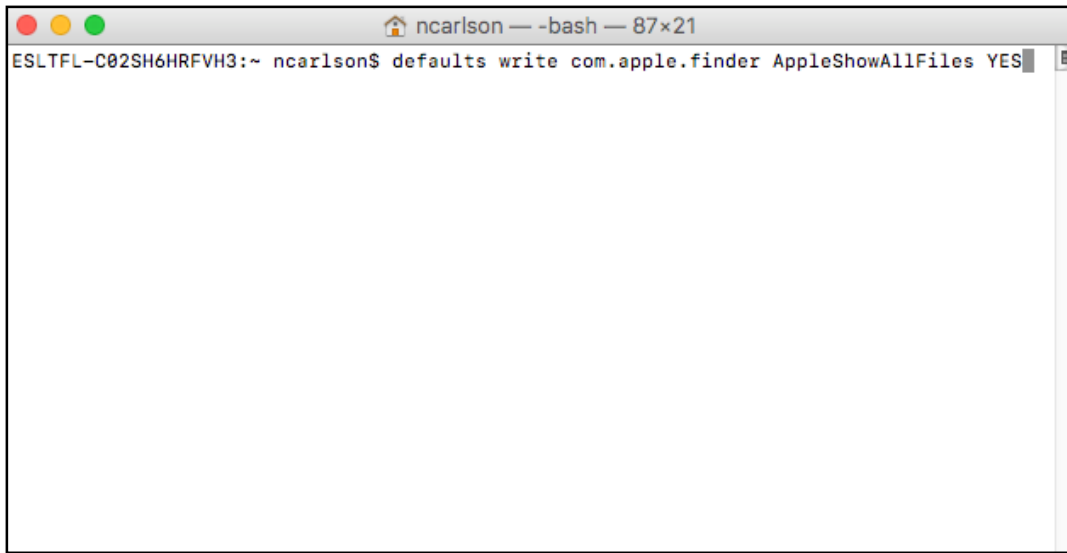
**To do a "CLEAN" reinstall of Exemplify:**

1. Click the Magnifying Glass Icon on the top right of your screen. Type "Terminal" without the quotes and press enter.

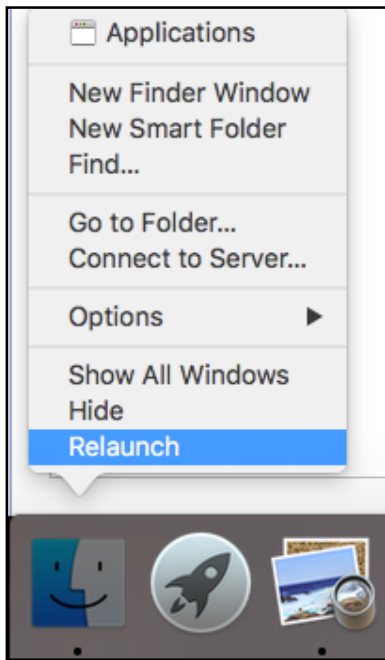


2. Enter the following command into Terminal and press Enter:  
defaults write com.apple.finder AppleShowAllFiles YES

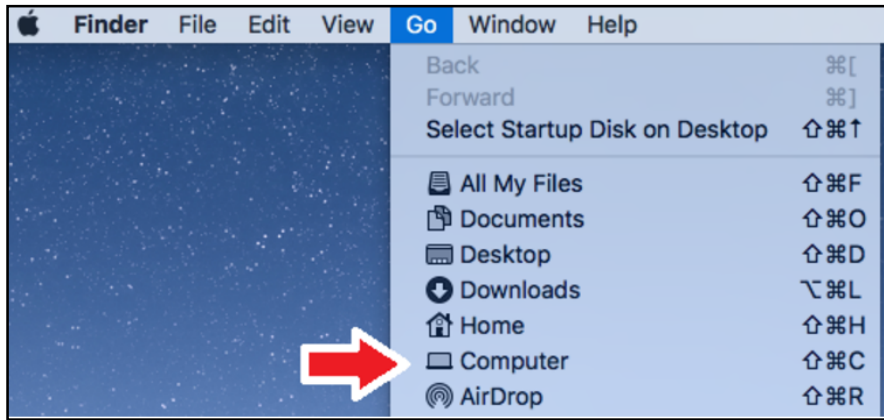




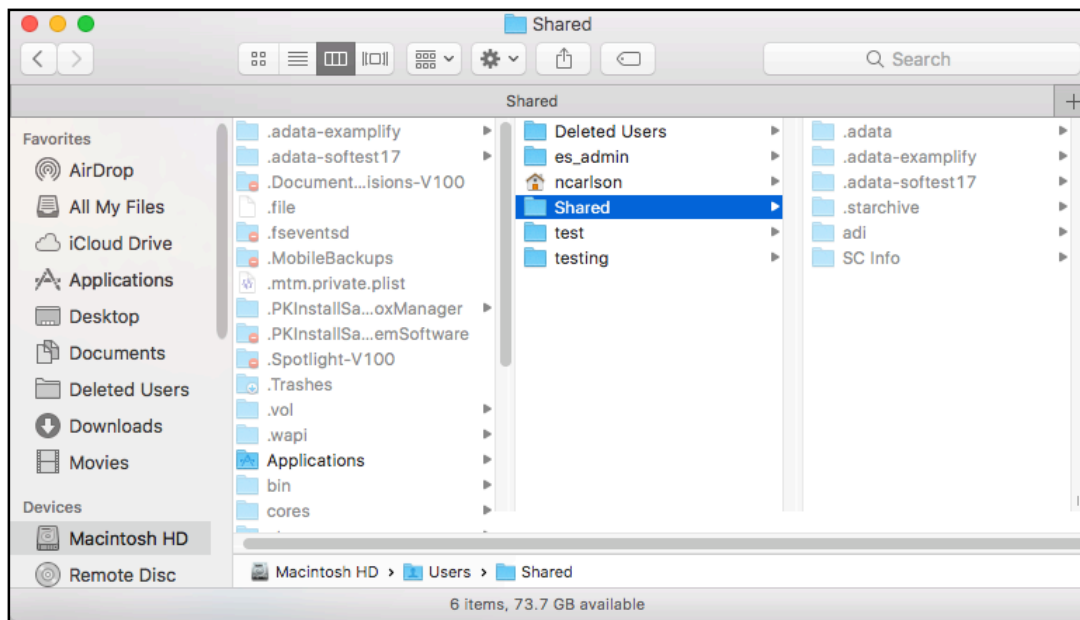
3. Hold down the Option Key and Right-click the Finder Icon on the Dock. Select 'Relaunch'.



4. Select "Go" at the top and choose "Computer".



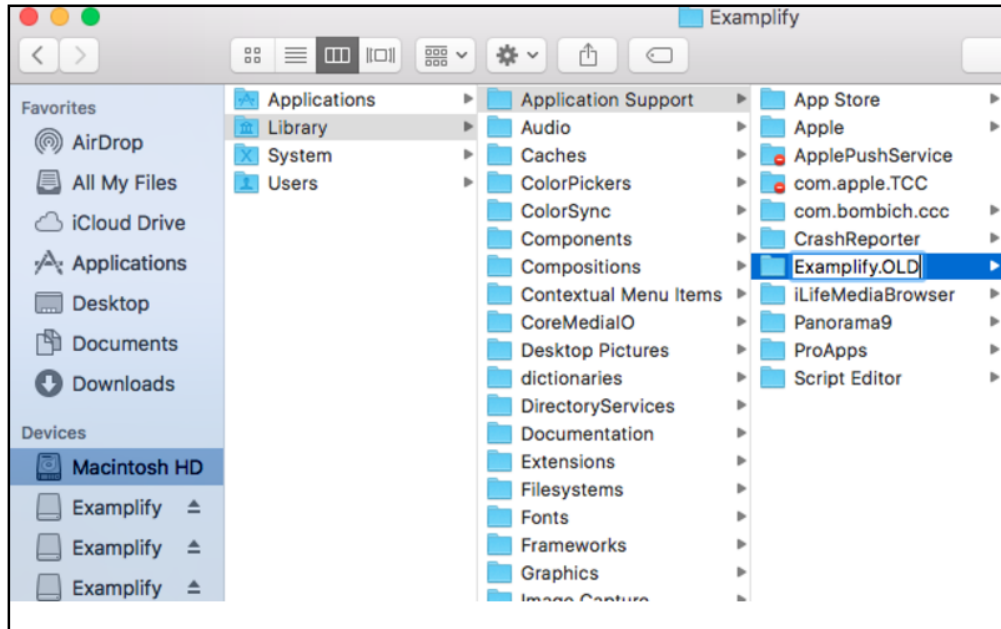
- Navigate to and delete the following hidden folders:
- \MacintoshHD\.adata-Exemplify
- \MacintoshHD\Users\Shared\.adata
- \MacintoshHD\Users\Shared\.adata-Exemplify



5. Navigate to "Library" and then "Application Support".



6. Find the Exemplify folder and rename it to "**Exemplify.OLD**"



7. Restart the Device and Install Exemplify.

## MID-EXAM

### Abnormalities During Exam

Most mid-exam software issues can be corrected with a simple reboot of the computer or iPad. If a reboot does not resolve the issue, contact ExamSoft Support.

### Computer Lockups and Mid-Exam Restarts

Most mid-exam software issues can be corrected with a simple reboot of the computer or iPad. During an exam, if an Exam Taker's computer freezes or receives one of the following messages:

- Warning Unable to Save ExamSoft
- Windows Virtual Memory Too Low



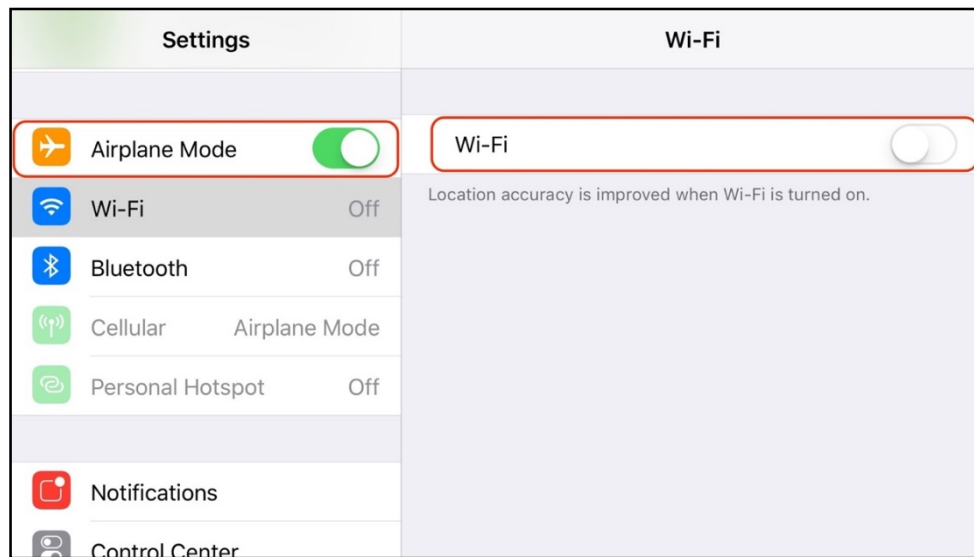
- Out of Memory
- Disk Full

Do the following:

- DO NOT exit the exam.
- Power off the computer (hold down the power button for 8-10 seconds).
- Restart the computer.
- Resume the exam when prompted

## Wi-Fi Detected and Exemplify Exits Exam (iPad)

We recommend enabling Airplane Mode and Disabling Wi-Fi in the settings section on the iPad. Ensuring that Wi-Fi is disabled and Airplane Mode is enabled will prevent an exam taker from involuntarily being exited out of their exam. While enabling Airplane Mode alone should automatically disable Wi-Fi, we had had reports where Wi-Fi access is detected even with airplane mode enabled. Disabling Wi-Fi manually will resolve this.



## Resume Codes for Exemplify

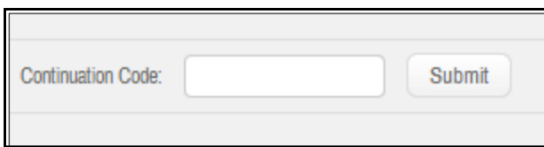
The Resume Code is a number that needs to be entered into Exemplify in the event the computer is turned off mid-exam. If a computer is turned off and if the computer remains off for a time longer than the Rebooter Time Limit (designated by the institution), then the student will be prompted to enter a resume code prior to being able to reenter the exam. This prevents students from shutting off their device for long periods of time without the direction of a proctor.

You have two options when providing a resume code. You can provide a resume code that can only be used by a singled student on a specific assessment or you can provide a Universal Resume Code which can be used by all students on a specific assessment. We have detailed both below.

### Legacy Portal Resume Codes

To Generate an Individual Resume Code:

1. Log on to the ExamSoft Portal.
2. Navigate to **Assessments**.
3. Navigate to the desired assessment.
4. Navigate to the **Exam Taker Activity** tab.

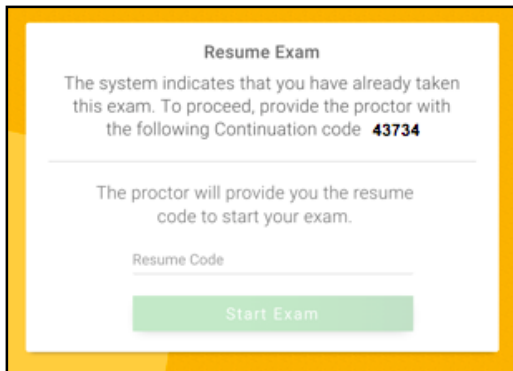


The image shows a screenshot of a web form. On the left, the text 'Continuation Code:' is followed by a white rectangular input field. To the right of the input field is a light gray button with the word 'Submit' in a sans-serif font.

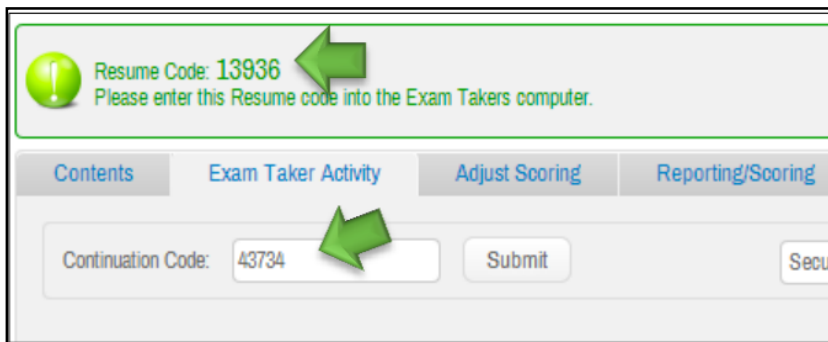
5. Enter the code from the Exam Taker's Exemplify screen (in this example: **43734**) in the continuation box.







6. Hit the submit and receive the Response Code (in this example: **13936**).



7. Enter the response code in the box in Exemplify. The ET will now be able to continue with the assessment.

### To Retrieve the Universal Resume Code:

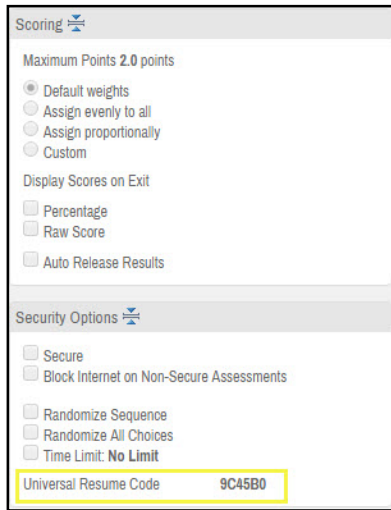
This code is unique to each assessment, and could be used for any Exam Taker assigned in the assessment. It will be provided when initially creating the assessment and can be retrieved after the assessment is posted.

### When building an assessment:

1. The Universal Resume Code will be automatically generated under the Security **Options** tab and cannot be edited.



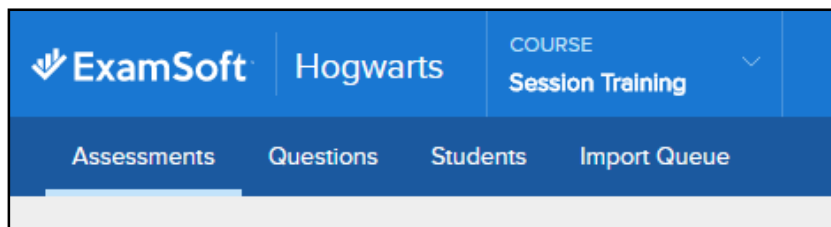
- This code can be viewed in the same location after an assessment has been posted.



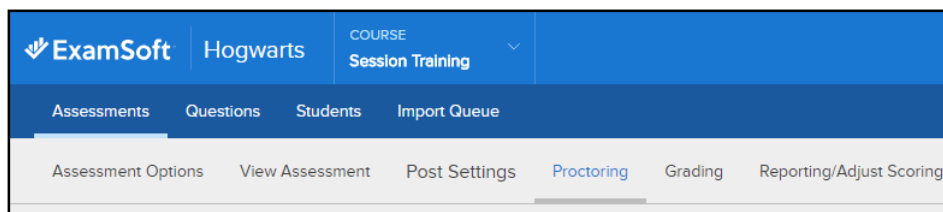
### New Portal Resume Codes

To Generate an Individual Resume Code:

- Log in to the ExamSoft Portal.
- Choose your course from the **My Courses** page, and navigate to the **Assessments** tab.

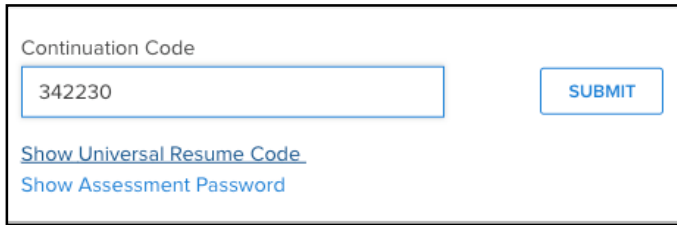
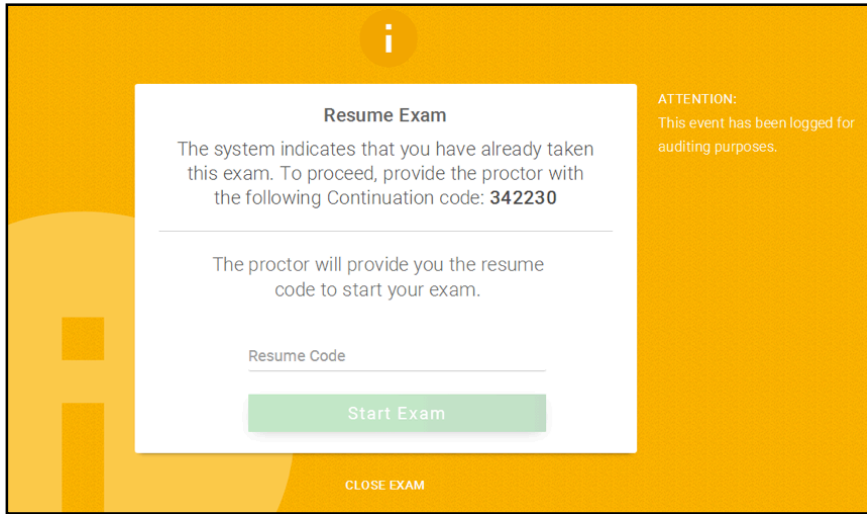


- Choose the desired assessment.
- Select the **Proctoring** sub-tab within the assessment.

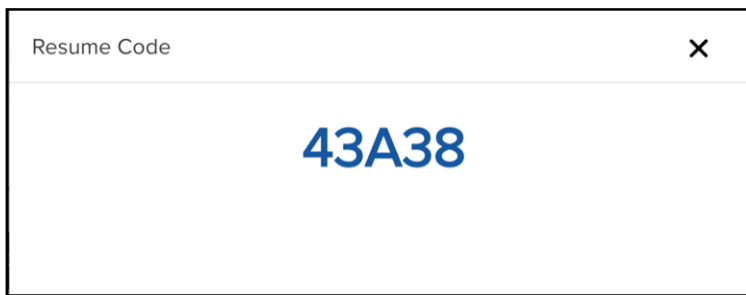


- Enter in the code from the student's Exemplify screen (in this example: **342230**) in the **Continuation Code** box in the portal.

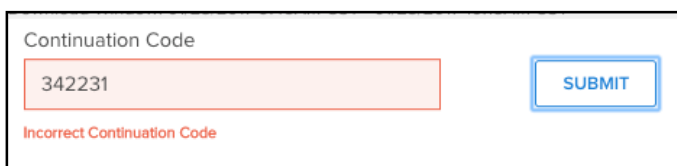




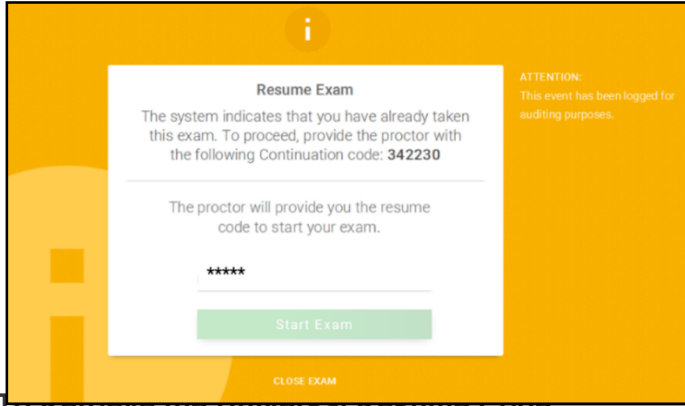
6. Hit the **Submit** button and receive the **Individual Resume Code** in a new pop-out window (in this example: **43A38**).



Keep in mind, the code printed on the student's Exemplify screen is unique. If the wrong code is entered, the **Continuation Code** box will prompt so.



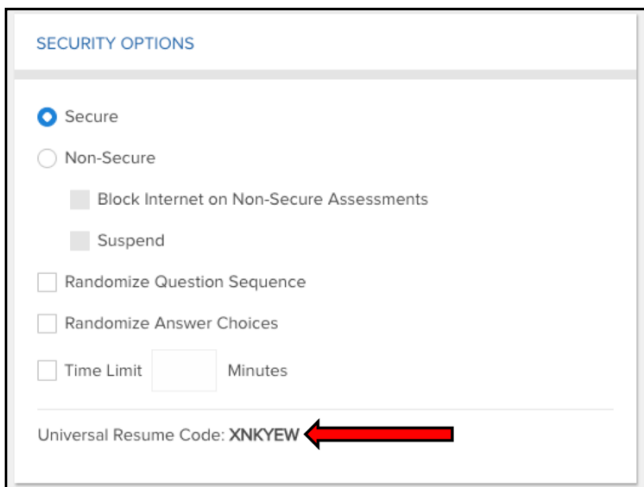
7. Enter the **Individual Resume Code** in the box provided in Exemplify. The student will now be able to continue with the assessment.



**To Retrieve the Universal Resume Code**

This code is unique to each assessment and can be used for any student is has been posted to.

1. The **Universal Resume Code** will be automatically generated under the **Security Options** dialog within the **Assessment Options** tab. This code can be viewed in this location during the assessment creation process or after the exam has been posted.



2. This code can also be viewed in **Proctoring** tab within the assessment. Click **Show Universal Resume Code** to view the code.



Continuation Code

Hide Universal Resume Code: **XNKYEW**

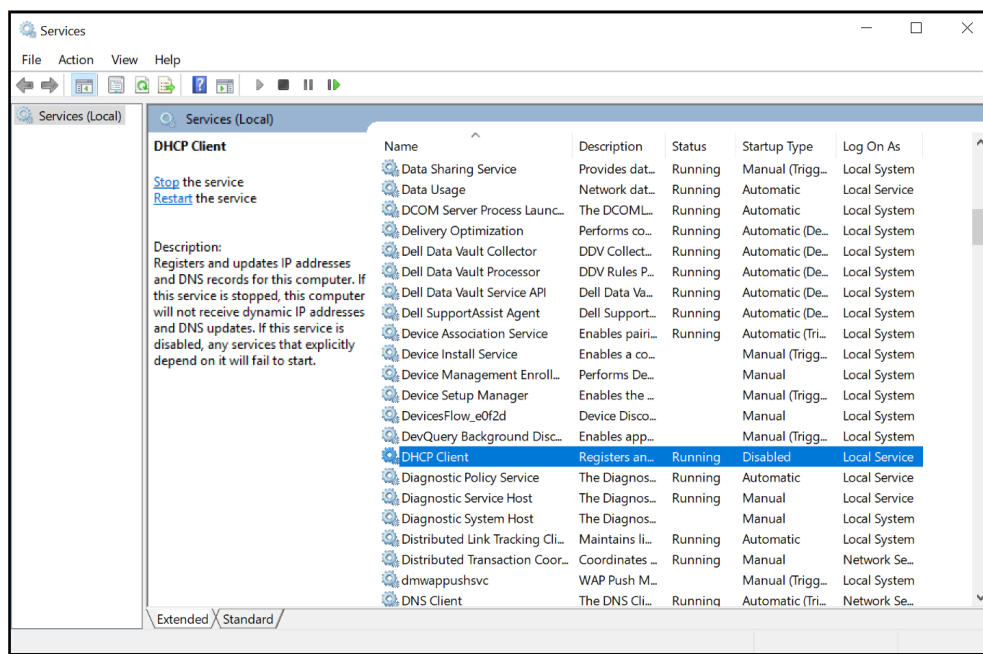
[Show Assessment Password](#)

## POST-EXAM

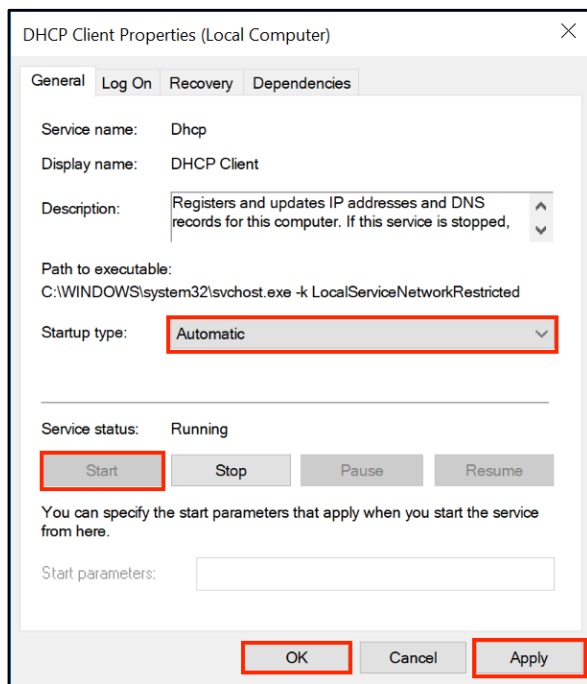
### Disabled Internet

If you are unable to access the internet after taking an exam, restart your device. In the event that the internet is still disabled, certain internet services that were disabled by Examplify may need to be re-enabled.

1. Navigate to the Services Console: Click the Start button or use the search box on the lower left of your screen, type “**Services**” without the quotes and then press enter.
2. In the **Services** application, find the item named **DHCP Client Service**.



3. Double Click the **DHCP Client Service**. This will open up a new window. Ensure that the **Startup Type** is set to Automatic. Click Apply, click 'Start' to start the service, and Click OK.



4. Follow the instructions in Step 3 for two additional services: **Network Location Awareness** and **Network List Service**.
5. You should now be able to connect to the internet. If the Wi-Fi icon is missing from your taskbar you may need to restart your device.

## Computer Settings Failed to Revert (Mac)

After taking an exam you may have lost access to certain features on your device. If you encounter any of the following issues, please contact ExamSoft Support.

- Unable to take screenshots



- Desktop Icons are not displayed
- Unable to use Mission Control/Gestures
- Login Screen has ExamSoft Background

## Black Screen Before or After Exam (Windows Only)

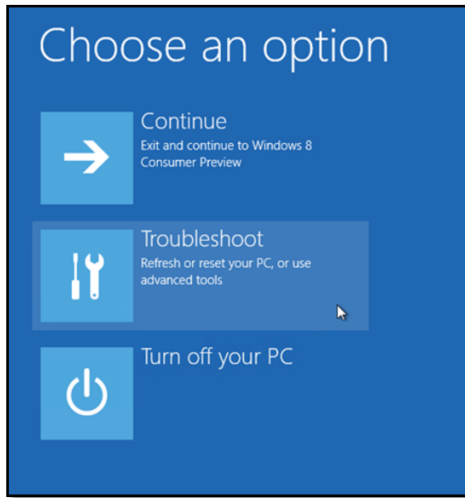
Other programs or processes such as Anti-virus running simultaneously with Exemplify may cause a black screen upon beginning, resuming, or exiting an exam. In the event of a black screen, the answer file is still stored securely on the machine and can be accessed after restoring the machine's pre-exam working state. This can be done by following the directions below:

### Windows 8 or 10

1. If the computer is powered on, press Ctrl-Alt-Delete. If the computer is powered off, turn on the computer and wait until you see the log-in screen (DO NOT LOG-IN).
2. Hold down shift, click the power symbol on the bottom right of the screen, and then click **"Restart"** (do not release shift until after you click restart.) This will boot the computer into a new menu.



3. Click 'Troubleshoot'.

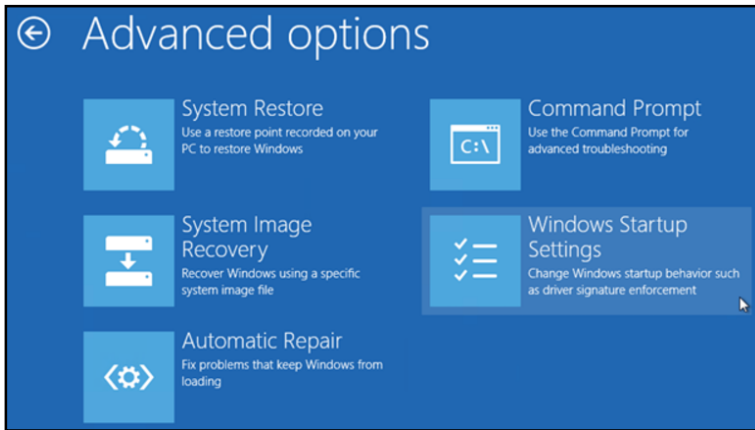


4. Click 'Advanced Options'.

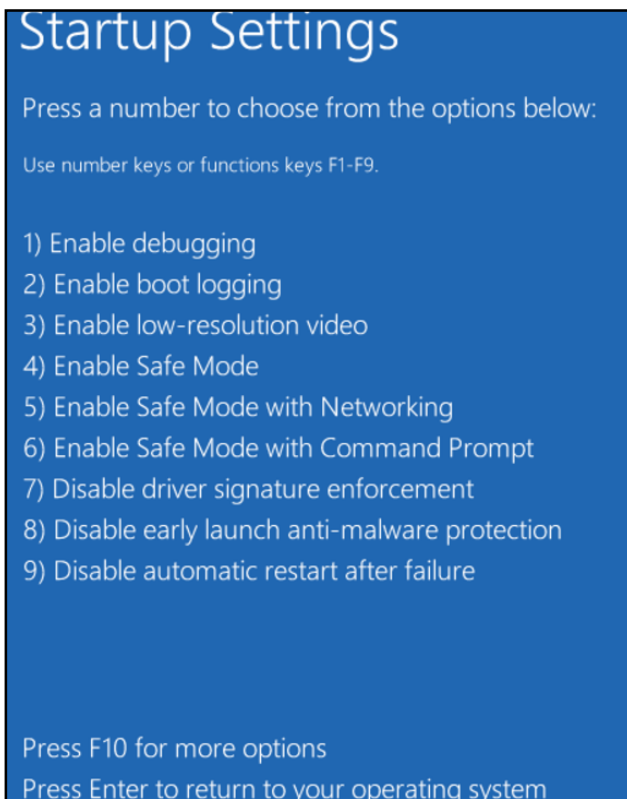




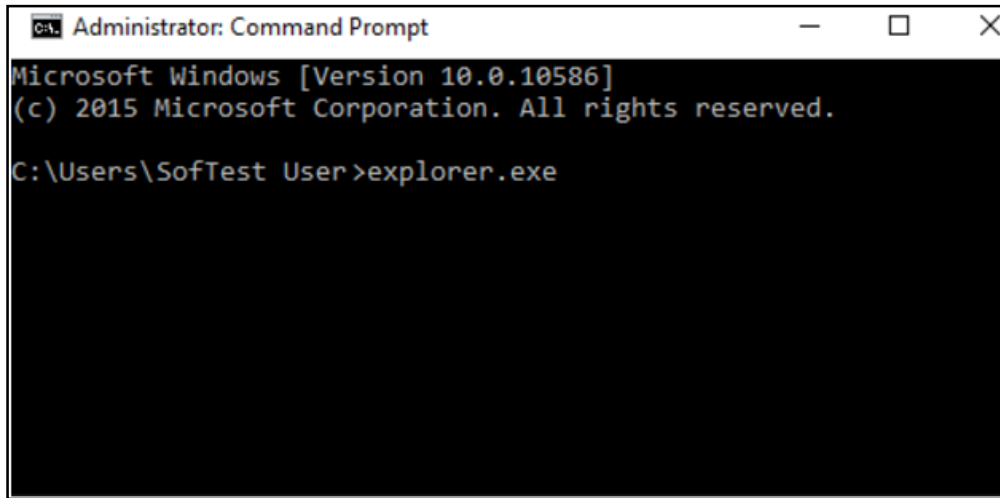
5. Click 'Startup Settings'.



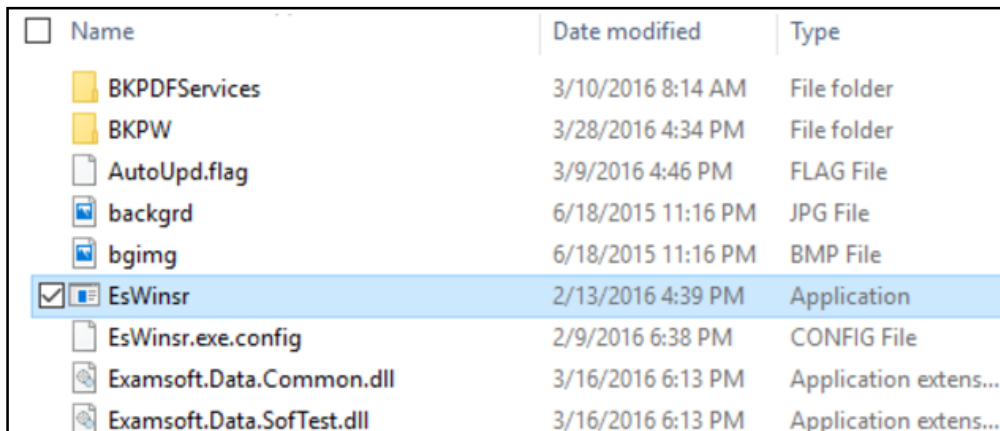
6. On this page, click “**Restart**” and the computer will boot into another menu giving more boot-options.
7. Select “**Safe Mode with Command Prompt**” from the menu. This will reboot your computer.



8. You may now need to log in. Please ensure that you are logging into your windows account with administrator privileges. If you took your exam on an account without administrator privileges, it is likely that you will need to seek Microsoft Support as this is part of the Minimum System Requirements to run Examplify.
9. In the command prompt, type in “**explorer.exe**” without the quotes and press enter to bring up the file explorer.

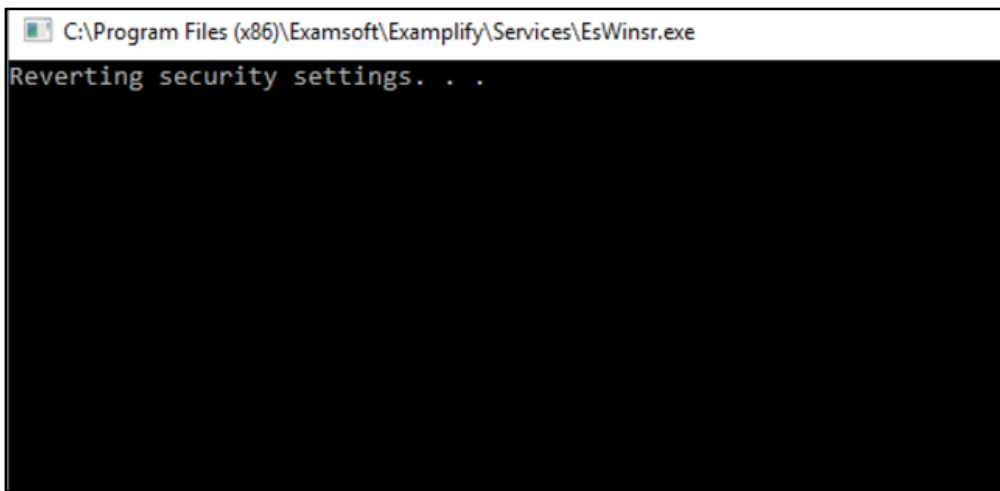
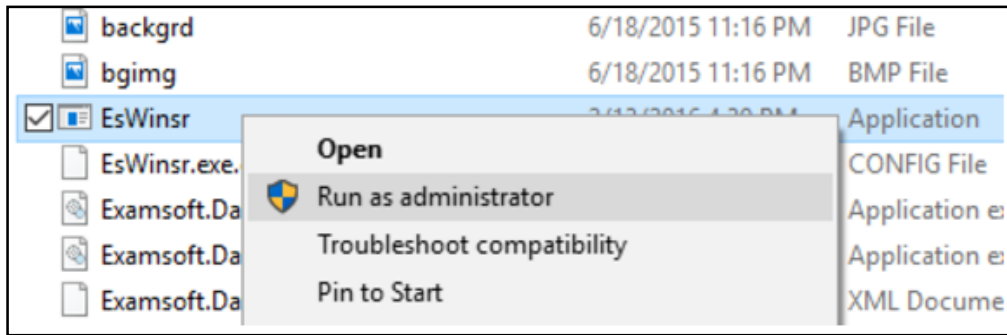


10. Navigate to this folder in the File Explorer: C:\Program Files (x86)\Examsoft\Examplify\Services
11. Scroll down until you see an Application file named EsWinsr.

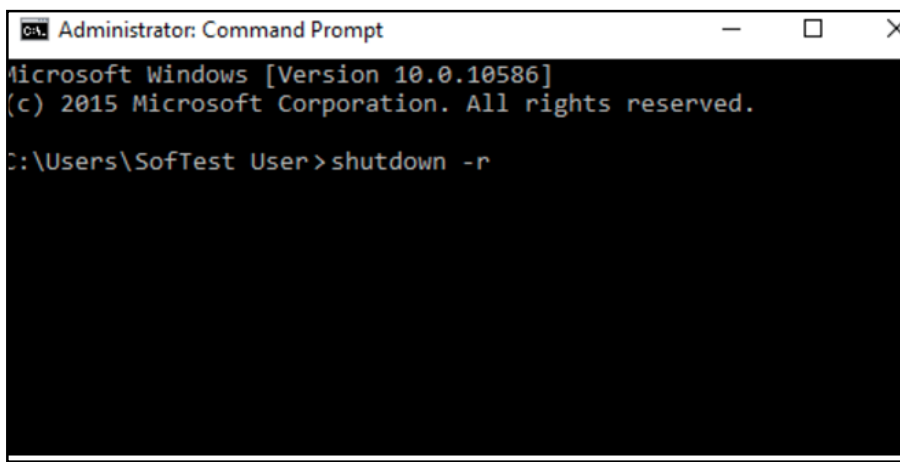


12. Right-click this file and click Run as an Administrator. This will bring up another command prompt that will revert the security settings of Examplify. After reverting the security settings this window should disappear.



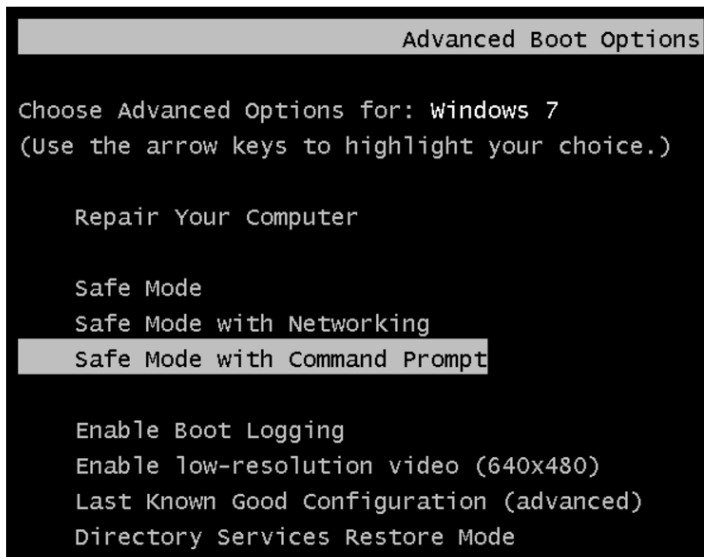


- Return to the original Command Prompt where you previously typed "explorer.exe". Type "**shutdown -r**" without the quotes and then press enter. This will trigger a native reboot of the computer, which will take longer than normal. Login to your device and you should have access to your desktop. If the issue persists or you require assistance performing these troubleshooting steps, please contact ExamSoft Support.



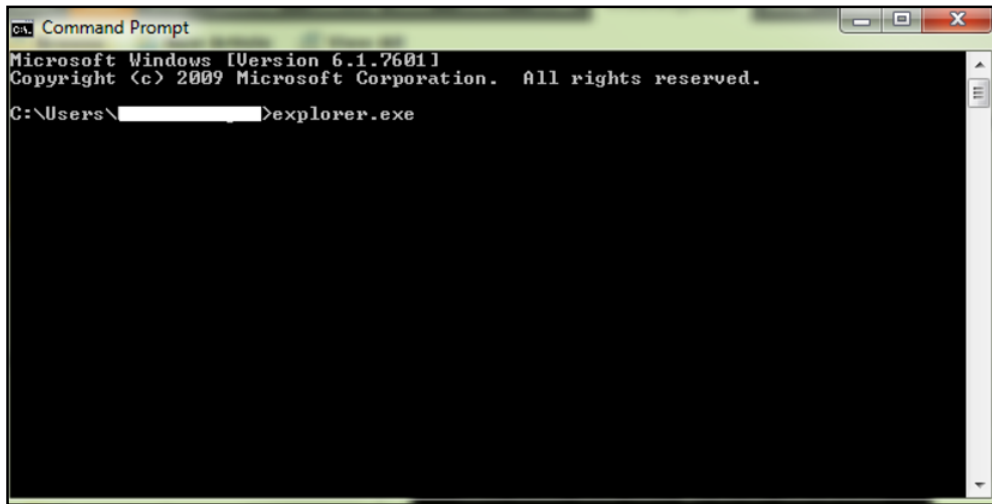
## Windows 7

1. Turn off the computer completely by holding down the power button.
2. Turn on the computer while rapidly pressing F8 to bring up the safe mode boot menu.
3. Select '**Safe Mode with Command Prompt**' from the menu. This will reboot your computer.












4. In the command prompt, type in "**explorer.exe**" without the quotes and then press enter to bring up the file explorer.



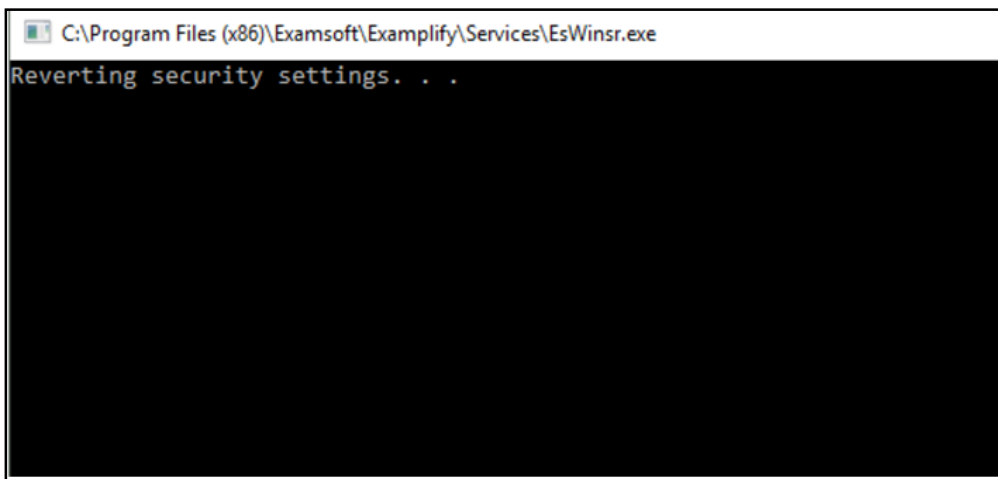
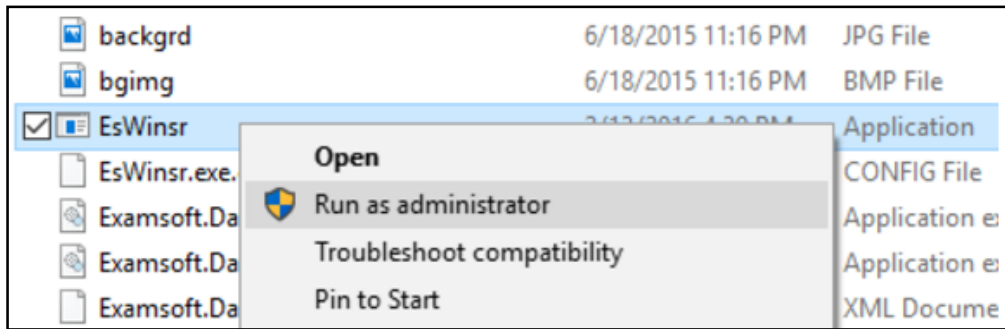


5. Navigate to this folder: **C:\Program Files (x86)\Examsoft\Exemplify\Services**
6. Scroll down until you see an Application file named '**EsWinsr**'.

	BKPDFServices	3/10/2016 8:14 AM	File folder
	BKPW	3/28/2016 4:34 PM	File folder
	AutoUpd.flag	3/9/2016 4:46 PM	FLAG File
	backgrd	6/18/2015 11:16 PM	JPG File
	bgimg	6/18/2015 11:16 PM	BMP File
<input checked="" type="checkbox"/> 	EsWinsr	2/13/2016 4:39 PM	Application
	EsWinsr.exe.config	2/9/2016 6:38 PM	CONFIG File
	Examsoft.Data.Common.dll	3/16/2016 6:13 PM	Application extens...
	Examsoft.Data.SofTest.dll	3/16/2016 6:13 PM	Application extens...

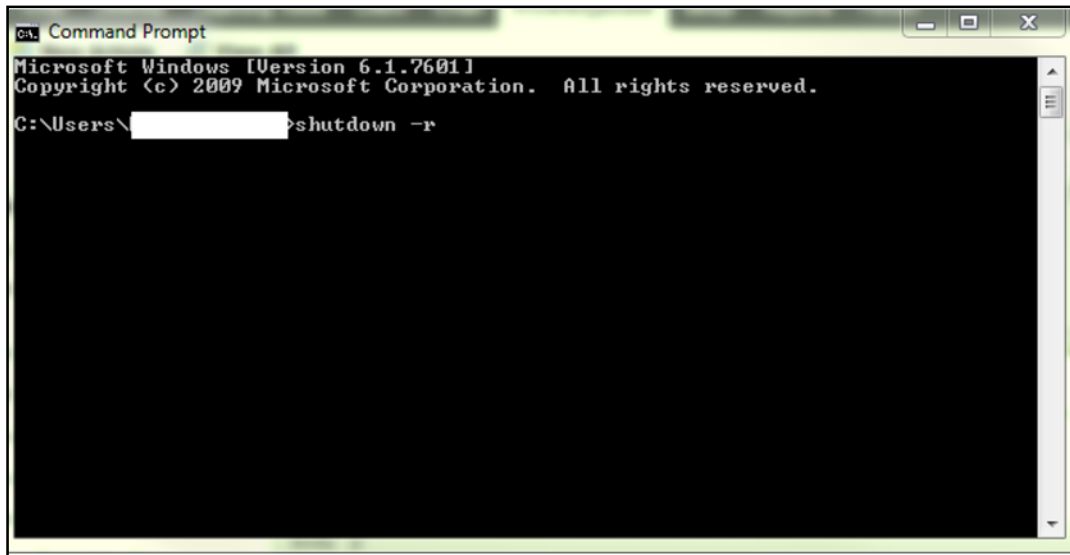
7. Right-click this file and click '**Run as an Administrator**'. This will bring up another command prompt that will revert the security settings of Exemplify. After reverting the security settings of the device, this window should disappear.





8. Return to the original Command Prompt where you previously typed "Explorer.exe". Type "**shutdown -r**" without the quotes and then press enter. This will trigger a native reboot of the computer, which will take longer than normal. Login to your device and you should have access to your desktop. If the issue persists or you require assistance performing these troubleshooting steps, please contact ExamSoft Support.





## Secure and Delayed Secure Review

Secure Exam Review allows students to review completed assessments in a controlled environment with access to the questions and their responses. Users can choose to have students view all questions and answers, or only the items that were answered incorrectly. Additionally, the instructor's rationale can be displayed for each question.

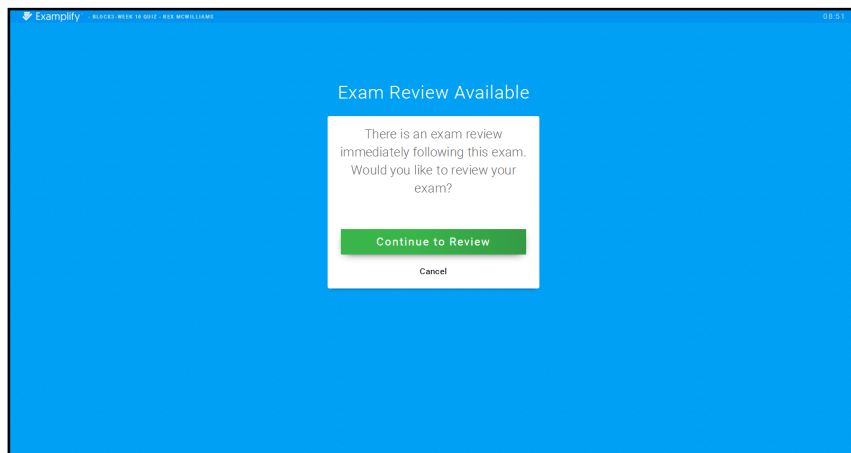
Secure exam review is only available on secure exams. This option is enabled within the security options when building the assessment. Additionally, a review password is required in order to prevent students from accessing the review until the password is provided by a proctor or exam manager.

The first option for setting up Secure Exam Review is to allow students to start the review immediately after they close their exam. Once a student opts to **Save & Quit** their exam, they will be prompted to enter Secure Review.



The second option for setting up Secure Exam Review is to set up a separate time when the Exam Review can begin. Once a student closes his or her exam and uploads it, Exemplify will create a review file for that exam on the device that the exam was taken on. There can only be one **Delayed Review** per exam. Students will start the review by selecting the review from the **Take an Exam** screen of Exemplify.

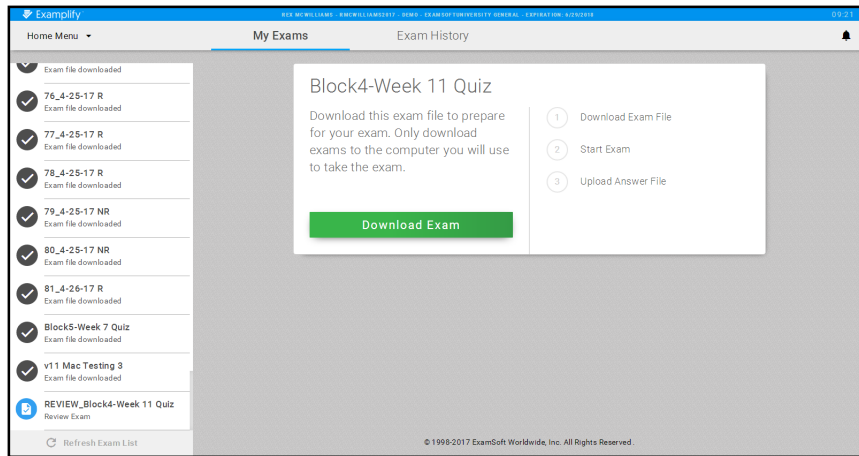
If an **Immediate Secure Exam Review** was selected, students will be prompted to enter their review immediately after submitting their exam.



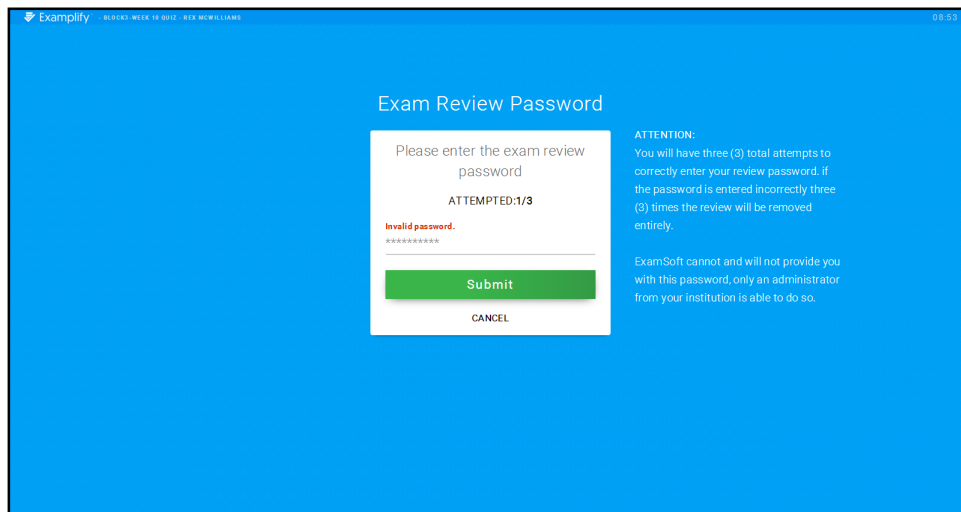
If a **Delayed Secure Exam Review** was selected, students will see the review within their exam list. When scheduled to start, students will select the review from the list. **They will then need to enter the exam password before they are prompted for the review password.**







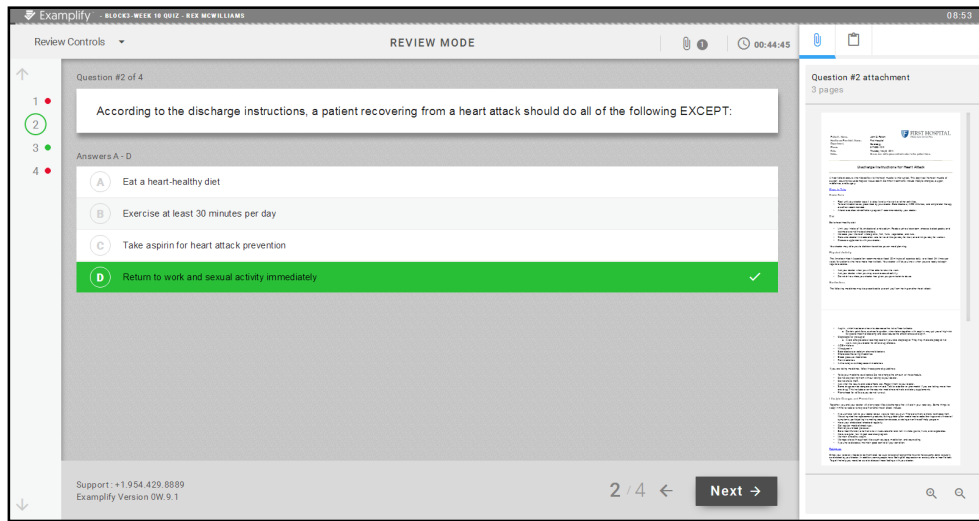
When prompted to enter the review password, students will need to enter it at this screen. All students are allowed 3 attempts to enter the review password.



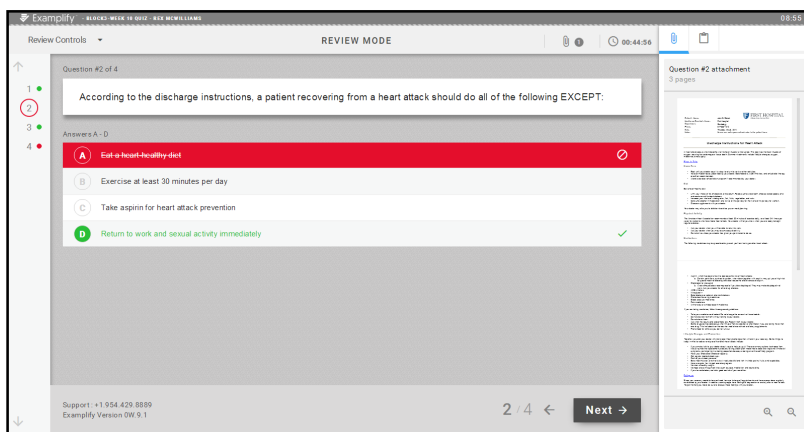
When the exam review password is accepted, the student will now be in their Exam Review. If the student flagged any questions or left any notes, they will be able to see this during the exam review; however, they will not be able to edit any notes, nor flag any questions.



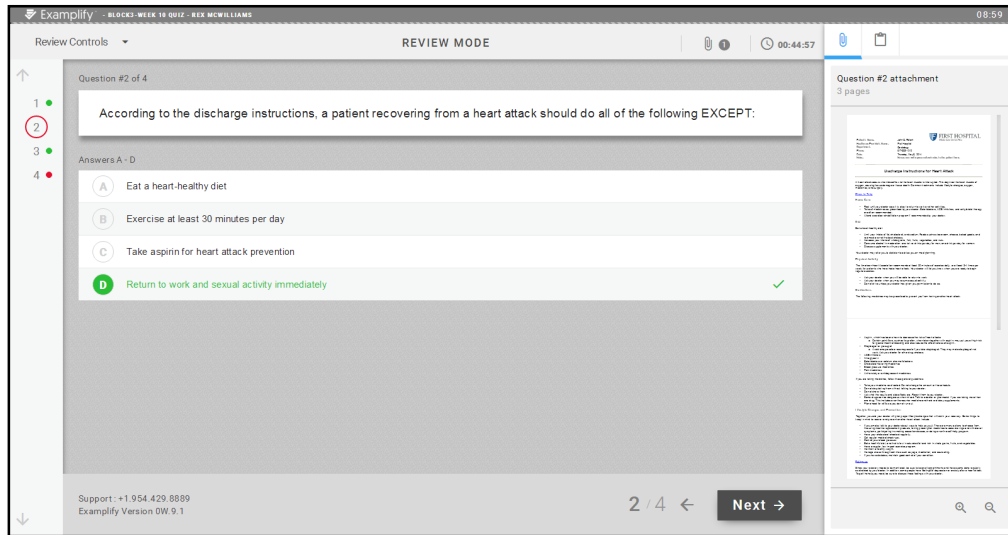
If the student chose a correct answer choice, the review will display as shown below. The correct answer choice is clearly shown. Within the navigation pane to the left, you can also see that this question is correct, as indicated by the green circle around the question number.



If the student selected an incorrect answer choice, the review will display as shown below. The incorrect answer choice is clearly shown, while the correct answer choice selection and text is colored green. Within the navigation pane to the left, you can also see that this question is incorrect, as indicated by the red circle around the question number.



If the student did not answer the question, the review will display as shown below. The correct answer choice selection and text is colored green. Within the navigation pane to the left, you can also see that this question is incorrect, as indicated by the red circle around the question number.



If there was a Select All That Apply question on the exam, the review will display as shown below. The correct answer choices are marked with a checkmark to the right, and incorrect answers are marked with a “no” symbol to the right.



Examplify - TEST\_X123 - REX MCWILLIAMS 100% 11:02

Review Controls REVIEW MODE 00:49:17

Question #1 of 1

1

A patient is admitted to the same day surgery unit for liver biopsy. Which of the following laboratory tests assesses coagulation? Select all that apply.

Answers A - F

A	Partial thromboplastin time.	✓
B	Prothrombin time.	✓
C	Platelet count.	✓
D	Hemoglobin.	✗
E	Complete Blood Count.	✗

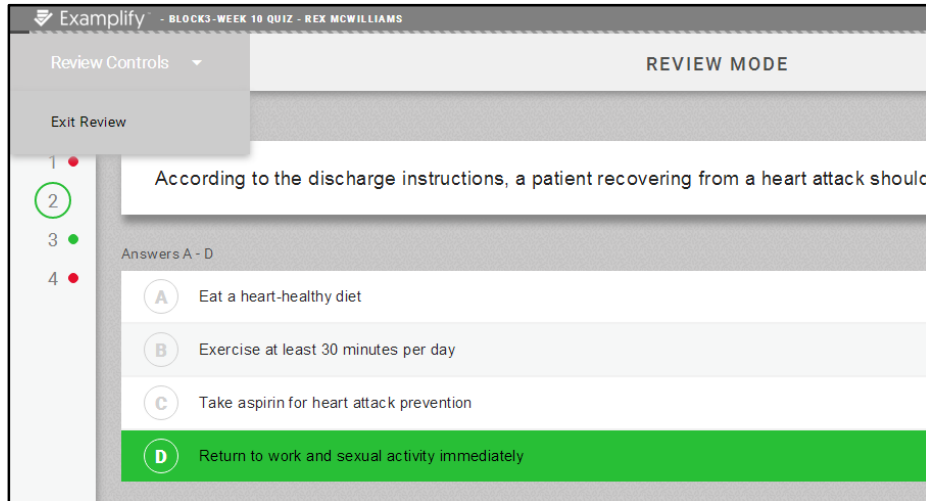
Support : +1.954.429.8889  
Examplify Version 1W.1.0

1 / 1 Exit →

- If the student did not select a correct answer choice, the answer choice letter and answer text will display in green against a red background for that selection. In the example image, answer choice A is correct but was not chosen by the student.
- If a student chose one or more correct answers, they will be indicated with a green background for each correct answer chosen as shown for answer choices B and C.
- If a student chose an incorrect answer choice, the choices will be struck out as shown in answer choice D.
- If a student did not choose an incorrect answer choice, the answer choice text will be struck out, as well as a “no” symbol to the right. This can be seen for answer choice E.



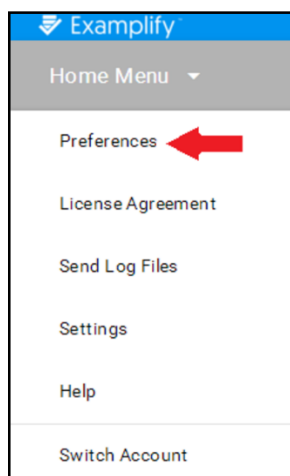
To exit the review, open the **Review Controls** drop-down menu, and select **Exit Review**.



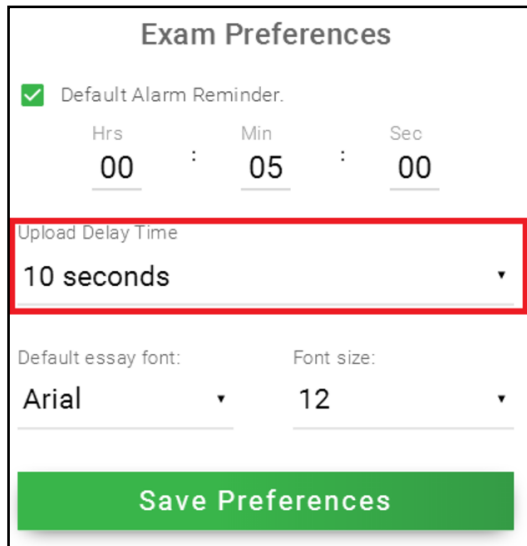
## Delaying an Answer File Upload

You have the ability to configure Examplify to wait a specified amount of time after completing an exam to upload the answer file. This is useful for devices that take a longer period of time to connect to the internet after an exam or for internet connections that require additional steps to reconnect to the internet. By delaying Examplify's upload attempt, it gives additional time to reestablish the internet connection before attempting the upload.

1. To set the delay timer open Examplify and click the 'Home Menu' drop-down.
2. From the drop-down, select **Preferences**.



- The **'Exam Preferences'** dialog box will be displayed.



**Exam Preferences**

Default Alarm Reminder.

Hrs: 00 : Min: 05 : Sec: 00

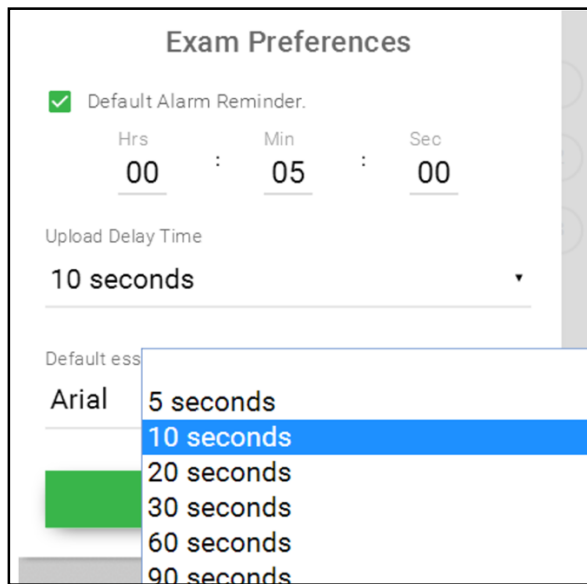
Upload Delay Time

**10 seconds** ▼

Default essay font: Arial ▼ Font size: 12 ▼

**Save Preferences**

- Select a time for **'Upload Delay Time'**, which is the amount of time in seconds that Exemplify will delay before it attempts the automatic upload.



**Exam Preferences**

Default Alarm Reminder.

Hrs: 00 : Min: 05 : Sec: 00

Upload Delay Time

**10 seconds** ▼

Default essay font: Arial ▼

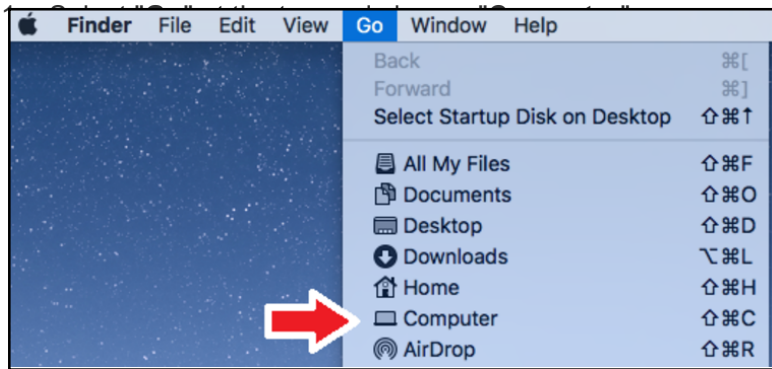
5 seconds  
10 seconds  
20 seconds  
30 seconds  
60 seconds  
90 seconds

- Once a time has been selected, choose **'Save Preferences'** to accept the changes.
- At the end of the exam when your computer is back on the desktop to upload your answer file, Exemplify will wait for the specified delay time before it attempts to perform the automatic upload.

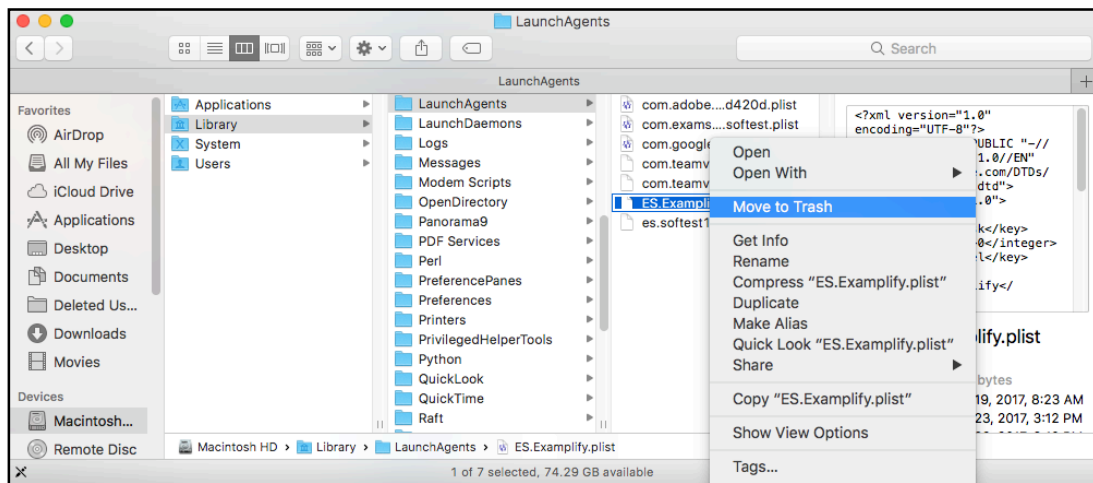


## Examplify opens at startup (Mac)

In the event that Examplify automatically opens every time you start your device, two \*.plist files can be deleted to resolve the issue.



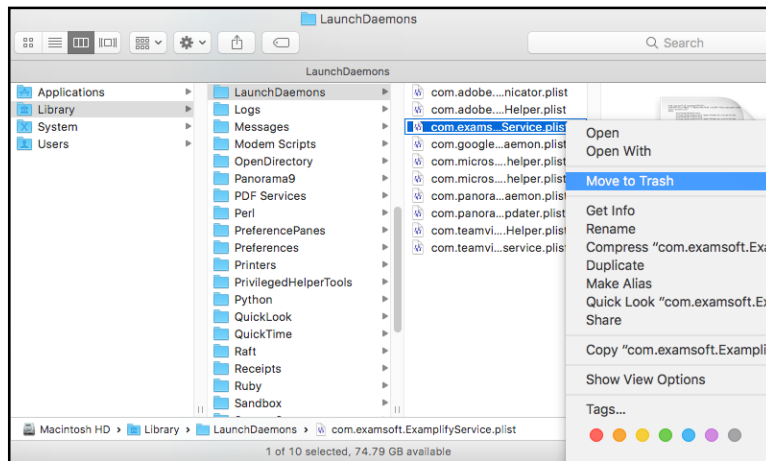
2. Navigate to "**Library**" and then "**LaunchAgents**"
3. Right-click "**ES.Examplify.plist**" and select "Move to Trash"



4. Navigate to "**Library**" and then "**LaunchDaemons**"



5. Right-click “**com.examsoft.ExamplifyService.plist**” and select “Move to Trash”



## Troubleshooting Upload Failures

In the event that an exam answer file fails to upload, ensure the device is connected to an active internet connection before trying other troubleshooting steps. If you are unable to obtain an internet connection after completing an exam, restart the device. After restarting the device, open Exemplify and you will be prompted to retry uploading the exam answer file.

Certain networks may be preventing an exam taker from uploading an exam through Exemplify. In these cases, it would be best to connect to a different network (including mobile hotspots) or perform a manual upload of the answer file using the instructions listed in the next section. If there is a specific error message displayed when attempting to upload your answer file, such as “Something unexpected happened”, or “Answer bundle does not adhere to the correct format”, please contact ExamSoft Support.

## Exemplify Backups

Exemplify auto-saves answers every 60 seconds and creates backup files every 10 minutes. The answer file is also saved every time a student navigates between questions. In the event of





a crash, Exemplify will automatically restore the most recent backup. There are two different backup files:

- **.xmdx** - This is the working backup file. This file is auto-saved every 60 seconds and compiled every 10 minutes. Upon completion of the exam a final **\*.xmdx** file is created.
- **.xmsl** - This is the final answer file for the exam. The latest **\*.xmdx** file and the logs are compiled to create the **\*.xmsl** file. This is the file that is uploaded to ExamSoft servers.

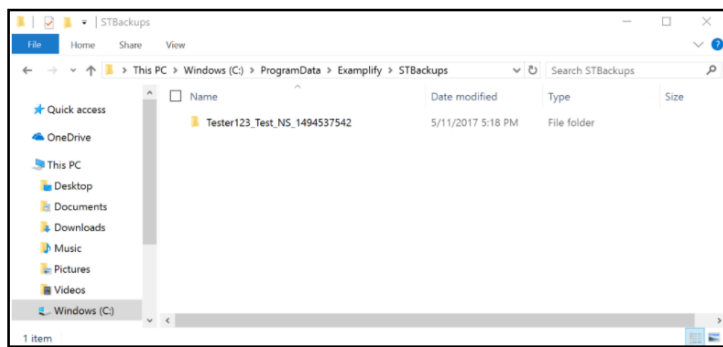
## MANUAL UPLOADS

### Mac and Windows Devices

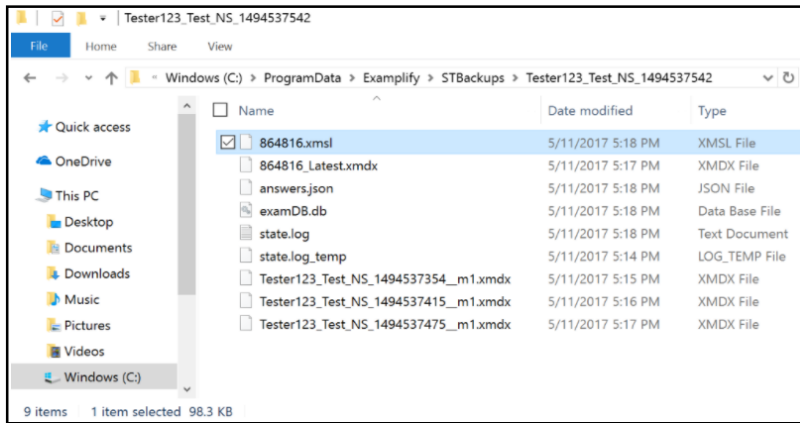
If Exemplify is unable to upload your answer file automatically after an exam, you can find and upload the file using our website instead. Please note that you will need to use the same computer that was used to complete the exam. See the instructions below for Windows and Mac.

#### If you're using a Windows computer:

1. Log in to the Custom Home Page for your institution.
2. Select **Courses** or **History** from the ExamSoft banner at the top of the page.
3. Click the **Manual Exam Upload** button and click **Browse**.
4. In the file explorer window, navigate to this folder: **C:\ProgramData\Exemplify\STBackups**
5. You can do this by copying and pasting the folder path into the address bar in the file explorer as shown below.



6. Select the folder labeled with your Student ID followed by the name of the exam you are trying to submit answers for.
7. **Select the \*.xml file in this folder and click Open.**



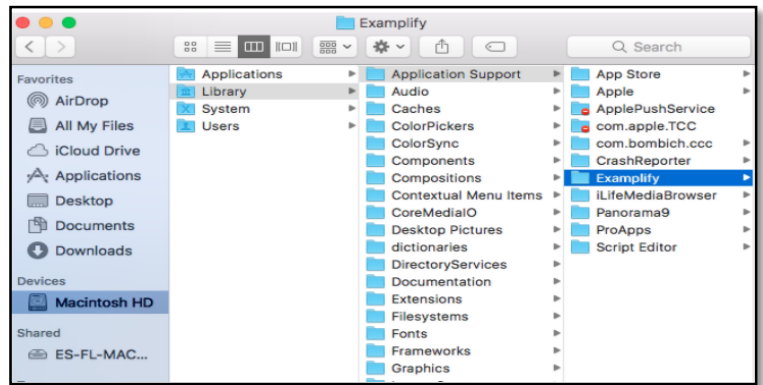
8. Click **Upload** to submit the file.

If you are unable to locate the answer file within the STBackups folder, please be sure to check the following folder path for non-uploaded answer files: **C:\ProgramData\Exemplify\Client ID\Student ID\AnswerBundle\Exam Posting ID.**

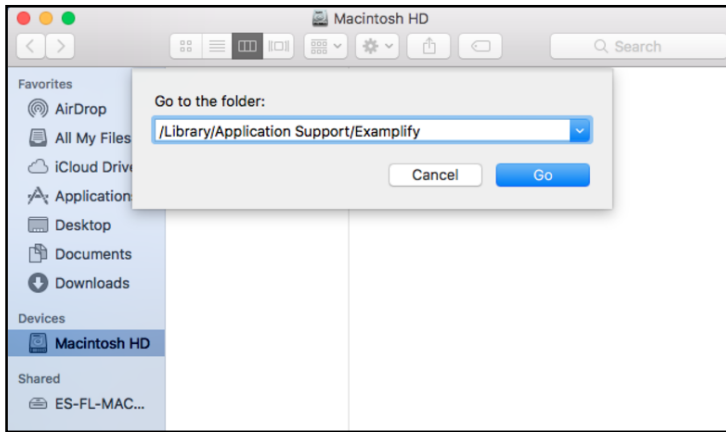
**The Client ID is generally 3-4 digits. The Exam Posting ID will be 6 digits.**

**If you're using a Mac OS X computer:**

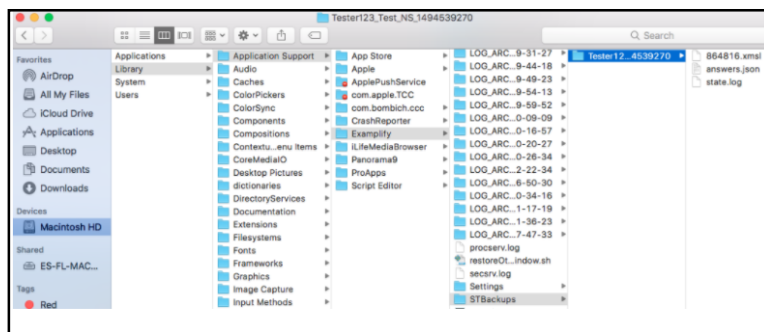
1. Log in to the custom home page for your institution.
2. Select **Courses** or **History** from the ExamSoft banner at the top of the page.
3. Click the **Manual Exam Upload** button and click Browse.
4. In the finder window, navigate to this folder: **/Library/Application Support/Exemplify.**



- You can do this by pressing the **Shift + ⌘ + G** keys at the same time, and then copy and paste the folder path into the prompt as shown below. Press Go.



1. Find and open the folder named **STBackups**.
2. Select the folder labeled with your Student ID followed by the name of the exam you are trying to submit answers for.
3. Locate the answer file with the extension **\*.xml** (without quotations).



Click the **Upload** button to submit the file.

If you are unable to locate the answer file within the STBackups folder, please be sure to check the following folder path for non-uploaded answer files: “**Library\Application Support\Examplify\Client ID\Student ID\AnswerBundle\Exam Posting ID**”. The Client ID is

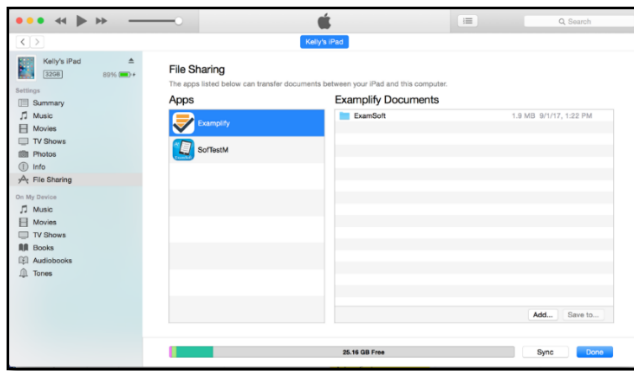


generally 3-4 digits. The Exam Posting ID will be 6 digits.

## IPAD DEVICES

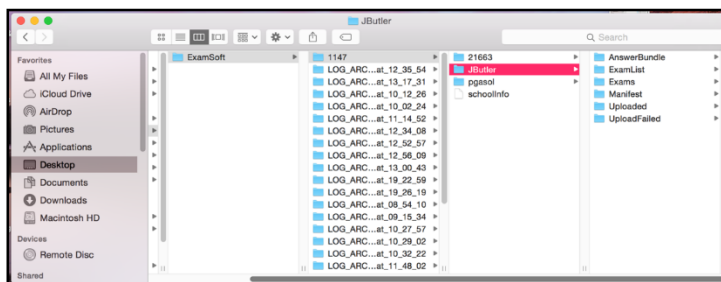
If you are unable to upload your answer file from your iPad after taking an exam using Exemplify, use the steps below to locate the answer file.

1. From your computer, download, install, and open iTunes.
2. Connect the iPad to the computer, letting the iPad fully sync.
3. Navigate to the Apps section within iTunes, and scroll down to File Sharing.



4. Select Exemplify from the File Sharing options.
5. Select the folder labeled ExamSoft.
6. Click Save to and save to the Desktop or location of your choice.
7. From your computer, open the ExamSoft folder.
8. Follow the folder path to access the non-uploaded answer file.

**ExamSoft > {School ID} > {Exam Taker ID} > AnswerBundle > Exam Posting ID.**



9. Within the **Exam Posting ID** folder, look for the **\*.xmsl** file, and proceed with the manual upload.

**If you are unable to locate an answer file, please contact ExamSoft Support for assistance.**

