

## EXAMPLIFY TROUBLESHOOTING GUIDE

OVERVIEW	3
EXAMSOFT SUPPORT CONTACT INFORMATION	3
EXAM TAKER EXAM DAY ACTIVITIES	3
EXAMPLIFY MINIMUM SYSTEM REQUIREMENTS	3
ANTI-VIRUS EDUCATION AND EXAMPLIFY FEATURES	4
KEYBOARD INFO AND SHORTCUTS	4
SPELL CHECK	5
EXAMPLIFY INSTALLATION & LAUNCH	4
MICROSOFT ERRORS DURING INSTALLATION (1603, 1920)	4
APPLICATION'S SERVICE UNAVAILABLE (THE APPLICATION'S SERVICE IS NOT	
CONNECTED)	4
MSVCR100.DLL ERROR WHEN LAUNCHING EXAMPLIFY	7
VIRTUAL MACHINE ERROR	8
MULTIPLE USERS LOGGED IN ERROR	11
COMPUTER FREEZES WHEN BEGINNING EXAM (MAC)	11
EXAMPLIFY WILL NOT START (MAC)	11
CLEAN RE-INSTALLATIONS (TAMPER TEST FAILURE OR INTERNAL INCONSISTENC	
ERRORS)	12
MID-EXAM	20
ABNORMALITIES DURING EXAM	22
COMPUTER LOCKUPS AND MID-EXAM RESTARTS	22
WI-FI DETECTED AND EXAMPLIFY EXITS EXAM (IPAD)	23
RESUME CODES FOR EXAMPLIFY	24
LEGACY PORTAL RESUME CODES	24
NEW PORTAL RESUME CODES	26
POST-EXAM	29
DISABLED INTERNET	29
COMPUTER SETTINGS FAILED TO REVERT (MAC)	30
BLACK SCREEN BEFORE OR AFTER EXAM (WINDOWS ONLY)	31
• WINDOWS 8 OR 10	31
<ul> <li>WINDOWS 7</li> </ul>	36
SECURE AND DELAYED SECURE REVIEW	<b>39</b>
DELAYING AN ANSWER FILE UPLOAD	45
EXAMPLIFY OPENS AT STARTUP (MAC)	47

9



TROUBLESHOOTING UPLOAD FAILURES	48
EXAMPLIFY BACKUPS	48
MANUAL UPLOADS	49
MAC AND WINDOWS DEVICES	49
IPAD DEVICES	52







## **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 <u>admins@examsoft.com</u> Exam Taker Support **866-429-8889**, 954-429-8889 or <u>support@examsoft.com</u> 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 Examplify 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 Examplify from starting properly or can affect Examplify's performance during an exam. If your computer is running an anti-virus application, disable it before installing Examplify 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\Examplify\Services

#### Keyboard Info and Shortcuts

Function	Mac OS X	Windows
Select multiple choice or true/false answer	${\mathbb H}$ Shift [letter]	Ctrl Shift [letter]
Next question	¥ >	Ctrl >
Previous question	₩ <	Ctrl <
Show notices	ЖN	Ctrl N
Show exam attachment	НG	Ctrl G
Show/hide exam	н	Ctrl H
Cut	жx	Ctrl X
Сору	нс	Ctrl C
Paste	жv	Ctrl V
Undo	ℋZ	Ctrl Z
Redo	ℋY	Ctrl Y
Select all	₽A	Ctrl A

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











	00 <b>–</b>	
Find	ቻ F	Ctrl F
Jump to selection	ЯJ	Ctrl J
Bold	H B	Ctrl B
Italicize	μ	Ctrl I
Underline	нс	Ctrl U
Align left	ℋL	Ctrl L
Align center	нЕ	Ctrl E
Align right	H R	Ctrl R

For example, to choose answer choice A on a multiple-choice question, press the  $\mathbb{H}$ , 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.





ኛ Exam	DIIIA RINR RAFTCRECK IN EXYMATILA IRGE NIKLO		
Exam 0	Controls 💌	02:51:28	Ø
► <b>T</b> *	P Question #1 of 1		
1	How do I use spell check in Examplify?		
	Essay Answer 🖺 118 /100000 characters		
	Arial • 24px • BUIAA, ĒΞΞΞ SB ΞΕ № α		
	The incorrect wod will appear with a red line underneath it. Right click over the word to select the correct spelling.		

## **EXAMPLIFY INSTALLATION & LAUNCH**

## Microsoft Errors during Installation (1603, 1920)

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

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

Examplify			-	×
Examplify				
The A	pplication's Service Unav	ailable		
	The Application's Service Unavailable			
	The Application's Service is not			
	connected, Please retry or contact the administrator.			
	Exit			

**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

Services					- 0	×
ile Action View						
• 🗣   📰   🖾 🦉	9 🗟   🚺 📷   🕨 🔳 💵					
Services (Local)	Services (Local)					
	ExamplifyService	Name	Description	Status	Startup Type	Log '
		🖾 Downloaded Maps Manager	Windows se		Automatic (D.,,	Net
	Start the service	Sembedded Mode	The Embed		Manual (Trig	Loc
		Encrypting File System (EFS)	Provides th		Manual (Trig	Loc
	Description:	Enterprise App Managemen	Enables ent		Manual	Loc
	ExamSoft Exam Management Service	ExamplifyService	ExamSoft Ex		Automatic	Loc
		ExamsoftShieldService	ExamSoft Ex	Running	Automatic	Loc
		Extensible Authentication P			Manual	Loc
		Sk Fax	Enables you		Manual	Net
		File History Service	Protects use		Manual (Trig	Loc
		Eunction Discovery Provide	The FDPHO	Running	Manual	Loc
		Function Discovery Resourc		Running	Manual	Loc
		Geolocation Service	This service		Manual (Trig	Loc
		Google Update Service (gup	Keeps your	-	Automatic (D	Loc
		Google Update Service (gup			Manual	Loc
		Group Policy Client	The service	Running	Automatic (T	Loc
		HomeGroup Listener	Makes local	-	Manual	Loc
		HomeGroup Provider	Performs ne	Running	Automatic (T	Loc
		Human Interface Device Ser	Activates an	-	Manual (Trig	Loc
		HV Host Service	Provides an		Manual (Trig	Loc
		Hyper-V Data Exchange Ser	Provides a		Manual (Trig	Loc
		Hyper-V Guest Service Inter			Manual (Trig	Loc
		<				>
	Extended Standard					



## 

**Step 3:** Double click the ExamplifyService. 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 Examplify 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\Examplify\Services

Examplify	Service F	Properties (l	.ocal Comput	er)		$\times$
General	Log On	Recovery	Dependencies	S		
Service	name:	ExamplifyS	ervice			
Display	name:	ExamplifyS	ervice			
Descrip	tion:	ExamSoft I	Exam Managen	nent Service	1.7	
	executabl gram Files		soft\Examplify\	Services\Exan	nsoft.SoftShield	l.e
Startup	type:	Automatic			```	/
Service	status:	Stopped				-
S	òtart	Stop	F	ause	Resume	
You car from he		he start para	meters that app	ly when you st	art the service	
Start pa	rameters:					
			ОК	Cancel	Apply	/

## MSVCR100.dll Error when launching Examplify

When Installing Examplify, some users may encounter an error message stating that the program cannot be run due to a missing '**Msvcr100.dll**'. This message is caused by a missing Windows component not being present on the device.

Examplify	v.exe - System Error	×
	The program can't start because MSVCR100.dll is missing from your computer. Try reinstalling the program to fix this problem.	
	ОК	

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) 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'.





info@examsoft.com

Florida | Texas

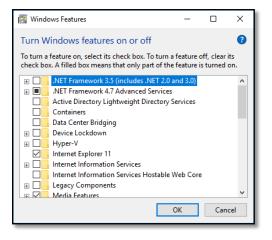


nicrosoft Visual C++ 2010 x86 Redistributable Setup	×
Setup has detected that this computer does not meet the requirements to in software. The following blocking issues must be resolved before you can ins Visual C++ 2010 x86 Redistributable Setup software package.	
Please resolve the following:	
A newer version of Microsoft Visual C++ 2010 Redistributable has been detected	on the machine.
I	
Please, see the $\underline{Microsoft}$ Visual Studio website for more information.	
Continue	Close

#### 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 <u>minimum system requirements</u> 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.
- Find the Hyper-V folder in the Windows Features window and clear the checkbox to disable this feature.
- 4. Restart the device.





www.examsoft.com

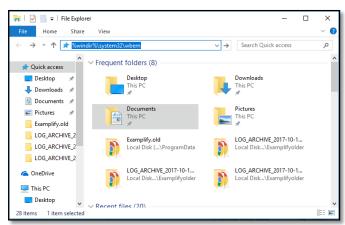
info@examsoft.com



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.
- Open a File Explorer and enter the following text into the address bar (without quotes):
  "%windir%\system32\wbem\"
- Rename the "Repository" folder to "RepositoryOLD"
- 6. Restart the device.
- 7. Install and Launch Examplify
- If the issue persists, contact ExamSoft Support.

🔍 Services					- 0	×			
File Action View	Help								
🔶 🏟 🚾 🖾 G									
Services (Local)	Services (Local)								
	Windows Management	Name	Description	Status	Startup Type	Log ^			
	Instrumentation	😳 Windows Management Inst		Running	Automatic	Loc			
	Stop the service	Windows Media Player Net	Shares Win		Manual	Net			
	Pause the service	Windows Mobile Hotspot S	Provides th		Manual (Trig	Loc			
	Restart the service	🚇 Windows Modules Installer	Enables inst	Running	Manual	Loc			
		Q Windows Perception Service	Enables spa		Manual (Trig	Loc			
	Description:	Q Windows Push Notification	This service	Running	Automatic	Loc			
	Provides a common interface and	Q Windows Push Notification	This service	Running	Automatic	Loc			
	object model to access management	🍓 Windows Remote Manage	Windows R		Manual	Net			
	information about operating system, devices, applications and services. If	Windows Search	Provides co	Running	Automatic (D	Loc			
	this service is stopped, most	🍓 Windows Time	Maintains d		Manual (Trig	Loc			
	Windows-based software will not	Windows Update	Enables the		Manual (Trig	Loc			
	function properly. If this service is disabled, any services that explicitly	WinHTTP Web Proxy Auto	WinHTTP i	Running	Automatic	Loc			
	depend on it will fail to start.	Wired AutoConfig	The Wired		Manual	Loc			
		WLAN AutoConfig	The WLANS	Running	Automatic	Loc			
		WMI Performance Adapter	Provides pe	Running	Manual	Loc			
		Work Folders	This service		Manual	Loc			
		Workstation	Creates and	Running	Automatic	Net			
		WWAN AutoConfig	This service		Manual	Loc			
		Q Xbox Accessory Manageme	This service		Manual	Loc			
		A Xbox Game Monitoring	This service		Manual (Trig	Loc			
		Xbox Live Auth Manager	Provides au		Manual	Loc Y			
	Second Constant (	(				,			
	Extended Standard								



📕   💆 📕 🖛   wbem			- [	) ×
File Home Share	View			~ 🕜
← → • ↑ 📙 « Wir	ndows > System32 > wbem	✓ Ö Search wbe	m	<i>م</i>
Examplify.old	Name	Date modified	Туре	^
LOG_ARCHIVE_2	AutoRecover	10/26/2017 11:36	File folder	
LOG_ARCHIVE_2	en 🔤	3/18/2017 10:31 PM	File folder	
LOG_ARCHIVE_2	en-US	8/4/2017 2:42 PM	File folder	
ConeDrive	📙 fr	9/12/2017 12:32 PM	File folder	
ConeDrive	fr-FR	9/12/2017 12:32 PM	File folder	
This PC	📊 it	8/30/2017 11:11 AM	File folder	
Desktop	📊 it-IT	8/30/2017 11:11 AM	File folder	
Documents	Logs	3/18/2017 5:03 PM	File folder	
Downloads	MOF	8/2/2017 2:11 PM	File folder	
	Performance	10/26/2017 11:39	File folder	
J Music	repository	10/26/2017 11:35	File folder	
Pictures	RepositoryOLD	10/26/2017 11:31	File folder	
Videos	📙 tmf	3/18/2017 5:03 PM	File folder	~
🏪 Local Disk (C:) 🗸 🗸	<			>
395 items   1 item selected				





#### 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.

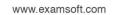
## Examplify Will Not Start (Mac)

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.

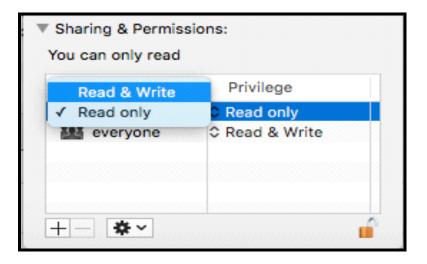






	ring & Permissio can only read	ons:	
	Name	Privilege	
	bweaver (Me) everyone	≎ Read only ≎ Read & Write	
+-	<b>*</b> ~		<u> </u>

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".







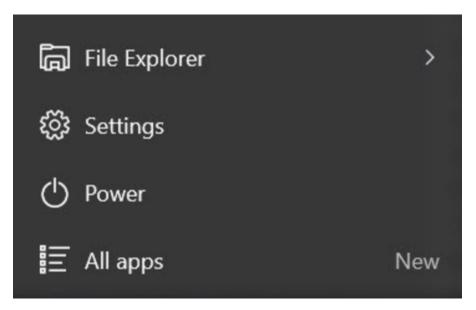
1. In the list of programs, find and select Examplify and then click 'Uninstall'.

Organize 🔻 Uninstall Change		
Name	Publisher	
🖊 Adobe Flash Player 25 NPAPI	Adobe Systems Incorporated	
🔾 Citrix Online Launcher	Citrix	
Dolby Audio X2 Windows API SDK	Dolby Laboratories, Inc.	
Dolby Audio X2 Windows APP	Dolby Laboratories, Inc.	
🛹 Examplify	Examsoft	

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

To uninstall Examplify 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.





← Settings	-	×
န့်္ခို SYSTEM		
Find a setting		9
Display		~
Notifications & actions		
Apps & features		
Multitasking		
Tablet mode		
Battery saver		
Power & sleep		
Storage		
Offline maps		
Default apps		

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



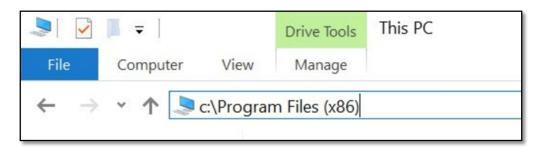
4. Follow the on-screen instructions to remove Examplify from your computer.





#### 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.

ile Home Share	Viev				~ 6
→ × 个  > This	s PC ⇒	Local Disk (C:) > Program Files (x86) >	2 0 ~	earch Program Files (x86)	Q
🖈 Quick access		Name	Date modified	Туре	Size '
Desktop 🖈		8x8 Virtual Office	5/10/2016 9:48 AM	File folder	
Videos 🖈		Adobe	6/13/2016 8:53 AM	File folder	
Downloads		AVG	6/16/2016 11:52 AM	File folder	
Documents *		Common Files	6/13/2016 8:58 AM	File folder	
Pictures *	$\checkmark$	Examsoft.old	6/16/2016 12:22 PM	File folder	
		Google	5/10/2016 9:45 AM	File folder	
QRG - Word		InstallShield Installation Information	6/15/2016 9:00 AM	File folder	
roboto text for ema		Intel	5/19/2016 3:08 PM	File folder	
Support Pic Update:		Internet Explorer	6/16/2016 11:02 AM	File folder	
Webinar IMG		Microsoft Office	6/10/2016 12:53 PM	File folder	
Creative Cloud Files		Microsoft.NET	5/19/2016 3:08 PM	File folder	
Creative Cloud Files		Mozilla Firefox	5/16/2016 11:30 AM	File folder	
OneDrive		Mozilla Maintenance Service	5/16/2016 11:30 AM	File folder	
This PC		Panorama9	6/16/2016 12:58 PM	File folder	
THIS PC		QuickTime	6/10/2016 12:35 PM	File folder	
Network		Razer	5/20/2016 8:35 AM	File folder	
		Realtek	5/10/2016 9:33 AM	File folder	
		TechSmith	6/10/2016 12:35 PM	File folder	
		Windows Defender	2/13/2016 7:51 AM	File folder	
		Windows Mail	2/13/2016 7:51 AM	File folder	

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

📜 🛛 🔁 📮 ProgramData								
File Home Share View								
← → ヾ ↑ 📕 C:\ProgramData ∨ ひ								
			()					
	Ŭ		Ŭ					
www.examsoft.com	+1.866.429.8889	info@examsoft.com	Florida I Texas					



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

Examplify.old	5/12/2017 11:00 AM	File
	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-Examplify

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

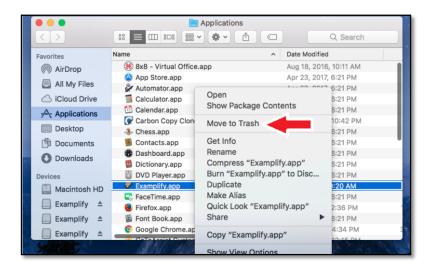




1. Navigate to the "Applications" folder

<b>É Finder</b> File E	Go Window Help	0.0.7
	Back	¥[
성장 방송 관계를 위해 가지 않는다.	Forward Select Startup Disk on Desktop	%] <b>☆∺</b> ↑
2011년 2011년 - 2012년 2011		
영양 2017년	All My Files	企業F
	🖻 Documents	<b>☆業O</b>
그는 성격 전에 걸린 것이 없는 것이다.	🔜 Desktop	企業D
	O Downloads	~χ#Γ
	針 Home	<mark>ት</mark> ₩ብ
집은 방어를 통하는 것이 물건이 많다.	🛅 Library	<mark><mark>ዮ</mark> </mark> ዘ
	Computer	<mark>ጉ</mark> װ℃
	AirDrop	企業R
	Wetwork	<mark>ዮ</mark> ዤ
	iCloud Drive	☆第1
	A: Applications	ዮ₩A
	💥 Utilities	<b>☆業U</b>
	Recent Folders	►
	Go to Folder	<b>企</b> #G
and the second se	Connect to Server	ЖК

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





www.examsoft.com



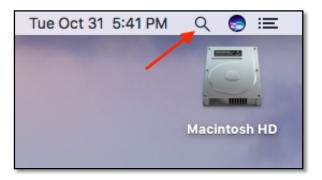




4. Choose "Empty Trash..." from the Finder menu.

#### To do a "CLEAN" reinstall of Examplify:

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





● ● ●		
ESLTFL-C02SH6HRFVH3:~ ncarlson\$ defaults write com.apple.finder AppleShowAllFil	es YES	

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



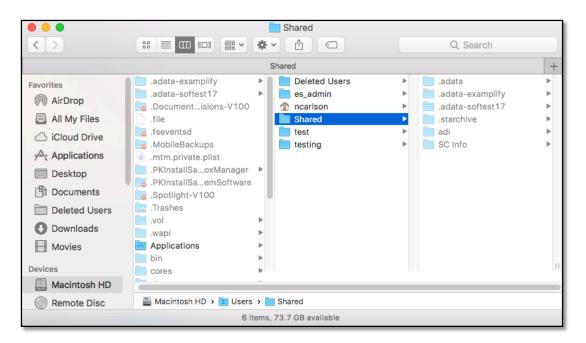




4. Select "Go" at the top and choose "Computer".

Ś	Finder	File	Edit	View	Go	Window	Help	
					Ba	ick		¥[
					Fo	rward		¥]
					Se	lect Startur	Disk on Desktop	δ₩↑
						All My File	S	ት¥F
					ß	Document	S	<b>ûжO</b>
						Desktop		企業D
					0	Downloads	6	₹₩L.
					Î	Home		企業H
						Computer		<mark>ት</mark> ዙር
			1.24		Ø	AirDrop		<b>企業R</b> .

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



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





- Examplify Ô  $\odot$ < Applications Application Support App Store ► Favorites Library Audio Apple AirDrop System Caches ApplePushService All My Files Users ColorPickers com.apple.TCC com.bombich.ccc ColorSync iCloud Drive Components CrashReporter Applications Compositions ► Examplify.OLD Contextual Menu Items 🕨 iLifeMediaBrowser Desktop CoreMedialO Panorama9 • Documents Desktop Pictures ProApps dictionaries Script Editor Downloads DirectoryServices Devices Documentation Extensions Macintosh HD Filesystems Examplify ≜ Fonts Frameworks Examplify ≜ Graphics Examplify ≜ Image Contur
- 6. Find the Examplify folder and rename it to "Examplify.OLD"

7. Restart the Device and Install Examplify.

## **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 Examplify 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.

	Settings	Wi-Fi
<b>&gt;</b>	Airplane Mode	Wi-Fi
<b>(</b>	Wi-Fi Off	Location accuracy is improved when Wi-Fi is turned on.
*	Bluetooth Off	
((1))	Cellular Airplane Mode	
ଡ	Personal Hotspot Off	
	Notifications	
	Control Center	







#### **Resume Codes for Examplify**

The Resume Code is a number that needs to be entered into Examplify 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.



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



ľ	Resume Exam
	The system indicates that you have already taken this exam. To proceed, provide the proctor with the following Continuation code <b>43734</b>
	The proctor will provide you the resume code to start your exam.
	Resume Code
	Start Exam
	Start Exam

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

Resume Code: 13936 Please enter this Resume code into the Exam Takers computer.					
Contents	Exam Taker Activity	Adjust Scoring	Reporting/Scoring		
Continuation C	Code: 43734	Submit	Secur		

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

#### To Retrieve the Universal Resume Code:

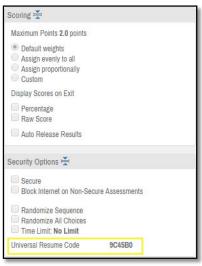
This code is unique to each assessment, and could be used for any Exam Taker assigned in the assessment. It will be provided when initially creating the assessment and can be retrieved after the assessment is posted.

#### When building an assessment:

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



2. 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:

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

	<b>∜ExamSoft</b>	Training	rts Ses
Assessments Questions Students Import Queue	Assessments	port Queue	Students

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

<b>∜ExamSoft</b>	Hogwarts	COUF Sess	rse ion Training			
Assessments	Questions S	Students	Import Queue			
Assessment Op	tions View As	sessment	Post Settings	Proctoring	Grading	Reporting/Adjust Scoring

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



## **WExamSoft**

i	
Resume Exam The system indicates that you have already taken this exam. To proceed, provide the proctor with the following Continuation code: <b>342230</b>	ATTENTION: This event has been logged for auditing purposes.
The proctor will provide you the resume code to start your exam.	
Resume Code	
Start Exam	
CLOSE EXAM	

Continuation Code	
342230	SUBMIT
Show Universal Resume Code Show Assessment Password	

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

Resume Code		×
	43A38	

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

34223	ation Code 31 Continuation Code	SUBMI	-		
				•	
	www.examsoft.com	+1.866.429.8889	info@examsoft.com	Florida I Texas	27



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

<b>i</b>	
Resume Exam The system indicates that you have already taken this exam. To proceed, provide the proctor with the following Continuation code: <b>342230</b>	ATTENTION: This event has been logged for auditing purposes.
The proctor will provide you the resume code to start your exam.	
****	
Start Exam	
	oue

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.

SECURITY OPTIONS				
Secure				
O Non-Secure				
Block Internet	on Non-Secure Assessments			
Suspend				
Randomize Question Sequence				
Randomize Answer	Choices			
Time Limit	Minutes			
Universal Resume Cod	e: XNKYEW			

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





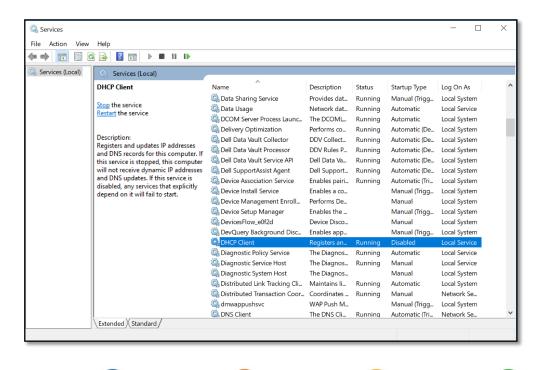
Continuation Code	
	SUBMIT
Hide Universal Resume Code: <b>XNKYEW</b> Show Assessment Password	

## **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.

- 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.





 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.

DHCP Clie	ent Prope	erties (Local	Computer)	$\times$	
General	Log On	Recovery	Dependencies		
Service	name:	Dhcp			
Display	name:	DHCP Clie	ent		
Descript	Description: Registers and updates IP addresses and DNS records for this computer. If this service is stopped,				
	Path to executable: C:\WINDOWS\system32\svchost.exe -k LocalServiceNetworkRestricted				
Startup	type:	Automatic	· · · ·		
Service status: Running					
Start Stop Pause Resume					
You can specify the start parameters that apply when you start the service from here.					
Start pa	arameters:				
			OK Cancel Apply		

- 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 Examplify 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).
- 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'.

¢	Troul	oleshoot
	<u>.</u>	Refresh your PC If your PC isn't running well, you can refresh it without losing your files.
	Ŏ.	Reset your PC If you want to remove all of your files, you can reset your PC completely.
	έΞ	Advanced options
		. 43



www.examsoft.com



9



5. Click 'Startup Settings'.

E	Adva	vanced options				
		System Restore Use a restore point recorded on your PC to restore Windows	C:\	Command Prompt Use the Command Prompt for advanced troubleshooting		
	+	System Image Recovery Recover Windows using a specific system image file	έΞ	Windows Startup Settings Change Windows startup behavior such as driver signature enforcement		
		Automatic Repair Fix problems that keep Windows from loading				

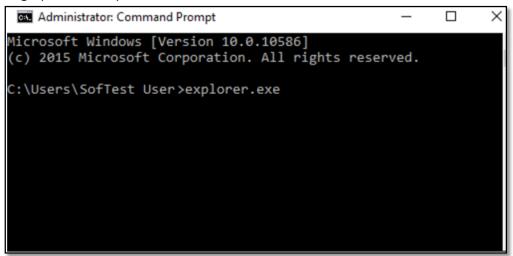
- 6. On this page, click "**Restart**" and the computer will boot into another menu giving more boot-options.
- 7. Select "Safe Mode with Command Prompt" from the menu. This will reboot your computer.







- 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.

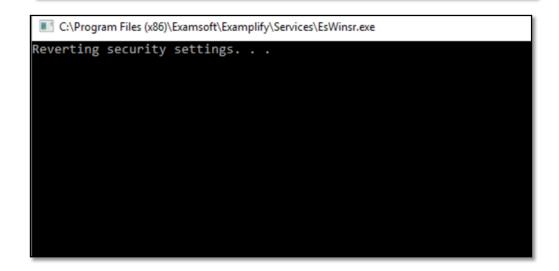
Name	Date modified	Туре
BKPDFServices	3/10/2016 8:14 AM	File folder
BKPW	3/28/2016 4:34 PM	File folder
AutoUpd.flag	3/9/2016 4:46 PM	FLAG File
🖬 backgrd	6/18/2015 11:16 PM	JPG File
🖬 bgimg	6/18/2015 11:16 PM	BMP File
EsWinsr	2/13/2016 4:39 PM	Application
EsWinsr.exe.config	2/9/2016 6:38 PM	CONFIG File
Examsoft.Data.Common.dll	3/16/2016 6:13 PM	Application extens
Examsoft.Data.SofTest.dll	3/16/2016 6:13 PM	Application extens

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.

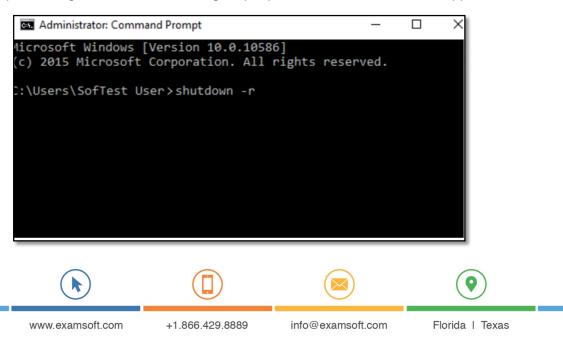




🖻 backgrd	6/18/2015 11:16 PM	JPG File
🖬 bgimg	6/18/2015 11:16 PM	BMP File
EsWinsr	2 (12 (2010 4 20 0 4 4	Application
EsWinsr.exe.	Open	CONFIG File
🗟 Examsoft.Da 🔍	Run as administrator	Application e
Examsoft.Da	Troubleshoot compatibility	Application e
Examsoft.Da	Pin to Start	XML Docume



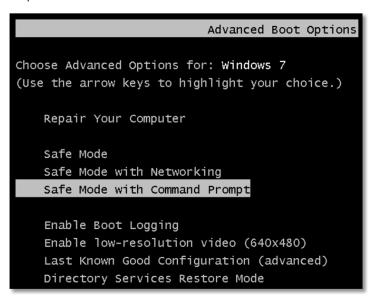
13. Return to the original Command Prompt where you previously typed "explorer.exe". Type "shutdown –r" without the quotes and then press enter. This will trigger a native reboot of the computer, which will take longer than normal. Login to your device and you should have access to your desktop. If the 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.
- 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\Examplify\Services
- 6. Scroll down until you see an Application file named 'EsWinsr'.

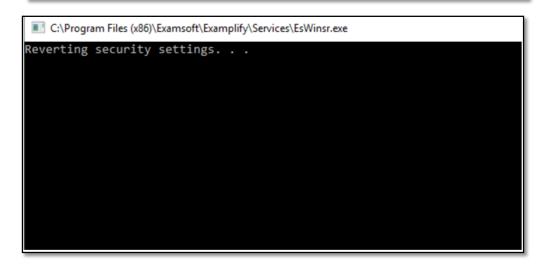
BKPDFServices	3/10/2016 8:14 AM	File folder
BKPW	3/28/2016 4:34 PM	File folder
🗋 AutoUpd.flag	3/9/2016 4:46 PM	FLAG File
🖻 backgrd	6/18/2015 11:16 PM	JPG File
🖻 bgimg	6/18/2015 11:16 PM	BMP File
EsWinsr	2/13/2016 4:39 PM	Application
EsWinsr.exe.config	2/9/2016 6:38 PM	CONFIG File
Examsoft.Data.Common.dll	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 Examplify. After reverting the security settings of the device, this window should disappear.





🖻 backgrd	6/18/2015 11:16 PM	JPG File
🖬 bgimg	6/18/2015 11:16 PM	BMP File
EsWinsr	2/12/2016 4 20.014	Application
EsWinsr.exe.	Open	CONFIG File
Examsoft.Da	🖓 Run as administrator	Application e
Examsoft.Da	Troubleshoot compatibility	Application e
Examsoft.Da	Pin to Start	XML Docume



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, Examplify 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 Examplify.

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

Exam Review Available There is an exam review immediately following this exam. Would you like to review your exam?
immediately following this exam. Would you like to review your
Continue to Review

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.



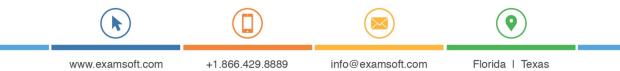


🕏 Examplify	REX MCWILLIAMS - RNGWILLIAMS2817 - DEMO - EXANSOFTUNIVE	ERSITY GENERAL - EXPERATION: 6/20/2018 09:21
Home Menu 👻	My Exams Exam History	
<ul> <li>Exam file downloaded</li> <li>76,4-25-17 R Exam file downloaded</li> <li>71,4-25-17 R Exam file downloaded</li> <li>78,4-25-17 R Exam file downloaded</li> <li>78,4-25-17 R Exam file downloaded</li> <li>80,4-25-17 NR Exam file downloaded</li> <li>80,4-25-17 NR Exam file downloaded</li> <li>81,4-26-17 R Exam file downloaded</li> <li>81,4-26-17 R Exam file downloaded</li> </ul>	Block4-Week 11 QU Download this exam file to pr for your exam. Only download exams to the computer you w to take the exam. Download Exam	repare Download Exam File
Block5-Week 7 Quiz Exam file downlosded     V11 Mac Testing 3 Exam file downlosded     REVIEW_Block4-Week 11 Quiz Review Exam     C <sup>®</sup> Reforme Example to:	A 1998-2017	Fundadi Walaka ku di Daha Sugand
C Refresh Exam List	© 1998-2017	ExamSoft Worldwide, Inc. All Rights Reserved .

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

Please enter the exam review password ATTEMPTED:1/3	ATTENTION: You will have three (3) total attempts to correctly enter your review password. If the password is entered incorrectly three (3) times the review will be removed	
Invalid password. *********	entirely. ExamSoft cannot and will not provide you	
Submit	with this password, only an administrator from your institution is able to do so.	
CANCEL		

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.

w Controls 👻	REVIEW MODE	0	© 00:44:45
Question #2 of 4			Question #2 attachment 3 pages
According to the discharge instru	ctions, a patient recovering from a heart attack sh	ould do all of the following EXCEPT:	
Answers A - D			And Ann And Ann And Ann Ann Ann Ann Ann Ann Ann Ann
A Eat a heart-healthy diet			Undergradistication for their Arbon Contracts on the second seco
B Exercise at least 30 minutes per da	/		<ul> <li>Berging and and particular standard differences and specific sectors and specifi</li></ul>
C Take aspirin for heart attack prevent	ion		<ul> <li></li></ul>
D Return to work and sexual activity in	nmediately		
			<ul> <li><sup>11</sup> S (2) Sector 2017 (2) Sector</li></ul>
Support : +1.954.429.8889 Examplify Version 0W.9.1		2/4 ← Nex	t →

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.

Review Controls 👻	REVIEW MODE	00:44:56	0
Question #2 of 4 According to the discharge instruction	ons, a patient recovering from a heart attack should do all of the folk	wing EXCEPT:	Question #2 attachment 3 pages
Answers A - D  C End a hourth-cultury dust  C Exercise at least 30 minutes per day  C Take aspirin for heart attack prevention  C Return to work and social activity imme	datty	0	
			<ul> <li>The product is a first statement of the product is a statement of the product is a</li></ul>
Support: +1,954.429.8889 Examplify Version 0W.9.1	<b>2</b> / 4	← Next →	Q (

www.examsoft.com +1.866.429.8889 info@examsoft.com Florida | Texas



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.

ew Controls 👻	REVIEW MODE	00	00:44:57
Question #2 of 4			Question #2 attachment 3 pages
According to the discharge instr	uctions, a patient recovering from a heart attack sh	ould do all of the following EXCEPT:	UNT HOATE
Answers A - D			Anat Nam Anat Nam Ana
Eat a heart-healthy diet			1.1 and including a circle strategies with the phase strategies. The approximation channel approximation of the phase strategies and the phase strategies and the phase strategies approximately ap
B Exercise at least 30 minutes per d	ay		Exploration and the second secon
C Take aspirin for heart attack preve			Normal Payor Space Annotation (Space Annotation (Space Paral Annotation)) Register Statistics The Space Annotation and Annotation (Space Annotation), and and a space Annotation (Space Annotation), and and a space and a space of the Space Annotation (Space Annotation) (Space Annotation) (Space Annotation) (Space Annotation) Space Annotation (Space Annotation) (Space Annotation) (Space Annotation) (Space Annotation) (Space Annotation) Space Annotation (Space Annotation) (Space Ann
Return to work and sexual activity	immediately	×	Construction of the second of the secon
			<ul> <li>The product of the control of the cont</li></ul>
Support: +1.954.429.8889 Examplify Version DW.9.1		2/4 ← Next -	→ Q

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.





🕏 Exar	MPIIFY - test_x123 - rex mcwilliams		100% 🔒 11:02
Review	w Controls 👻	REVIEW MODE	() 00:49:17
$\uparrow$	Question #1 of 1		
1	A patient is admitted to the assesses coagulation? Sele	e same day <mark>surgery</mark> unit for liver biopsy. Which of the following oct all that apply.	laboratory tests
	Answers A - F		
	Partial thromboplastin ti	me,	~
	B Prothrombin time.		~
	C Platelet count.		~
	D Hemoglobin.		
	E Complete Blood Count.		Ø
$\checkmark$	Support : +1.954.429.8889 Examplify Version 1W.1.0	<b>1</b> / 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**.

🕏 Exam	nplify - вlock3-week	10 QUIZ - REX MCWILLIAMS
Review		REVIEW MODE
Exit Rev	view	
1 • 2	According	to the discharge instructions, a patient recovering from a heart attack should
3 •	Answers A - D	
4 •	A Eat a h	eart-healthy diet
	B Exercis	e at least 30 minutes per day
	C Take as	pirin for heart attack prevention
	D Return	to work and sexual activity immediately

### 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**.

	₽ Examplify <sup>*</sup>				
	Home Menu 👻				
	Preferences				
	License Agreement				
	Send Log Files				
	Settings				
	Help	_			
	Switch Account				
_	R			•	
	www.examsoft.com	+1.866.429.8889	info@examsoft.com	Florida   Texas	45



3. The 'Exam Preferences' dialog box will be displayed.

Exam Preferences				
✓ Default Alarm Reminder. Hrs Min Sec 00 : 05 : 00				
Upload Delay Time 10 seconds	•			
Default essay font: Font size: Arial • 12	•			
Save Preferences				

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

	Exam Preferences	
🗸 Defa	ult Alarm Reminder.	
	rs Min Sec 00 : 05 : 00	
Upload De	lay Time	
10 sec	onds	•
Default es	s	
Arial	5 seconds	
	10 seconds	
	20 seconds	
	30 seconds	
	60 seconds	
	90 seconds	

- 5. Once a time has been selected, choose 'Save Preferences' to accept the changes.
- 6. At the end of the exam when your computer is back on the desktop to upload your answer file, Examplify 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"

• • •			Launch/	Agents	5			
$\langle \rangle$		* * *					Q Search	
			LaunchAger	its				
Favorites	Applications	•	LaunchAgents LaunchDaemons	Þ	com.adobe	d420d.plist softest.plist	xml version="1</th <th></th>	
AirDrop	System	•	Logs	Þ	Com.google	Open	encoding="UTF-8"	'UBLIC "-//
All My Files	L Users	Þ	Messages Modem Scripts	Þ	com.teamv	Open With	►	1.0//EN" .com/DTDs/ dtd">
iCloud Drive			OpenDirectory	Þ	ES.Exampli	Move to Trash		.0">
Applications			Panorama9 PDF Services	-	es.softest1	Get Info		k 0
Documents			Perl PreferencePanes	-		Rename Compress "ES	S.Examplify.plist"	l
Deleted Us			Preferences Printers			Duplicate Make Alias		
Downloads			PrivilegedHelperTools	÷			S.Examplify.plist"	lify.plist
Movies			Python QuickLook	Þ		Share	►	bytes
Devices			QuickTime	Þ		Copy "ES.Exa	mplify.plist"	19, 2017, 8:23 AM
Macintosh	Macintosh HD >	II ↓	aunchAgents > 🐼 ES.Examp	lifv.plis		Show View Op	otions	23, 2017, 3:12 PM
× Remote Disc			1 of 7 selected, 74.2			Tags		

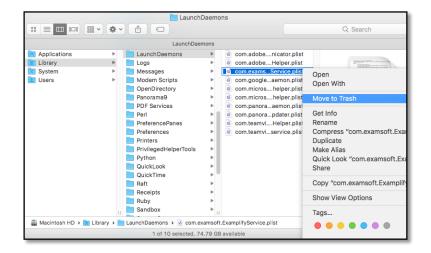
4. Navigate to "Library" and then "LaunchDaemons"



Florida I Texas



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 Examplify 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 Examplify. 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.

#### **Examplify Backups**

Examplify 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, Examplify 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.

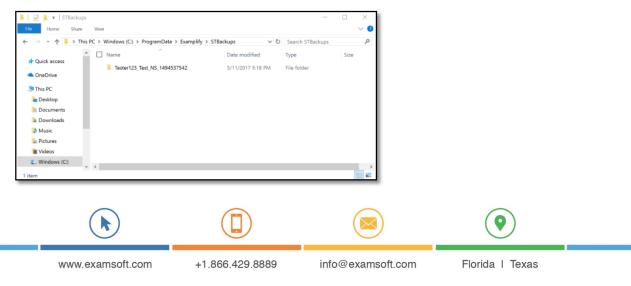
# MANUAL UPLOADS

#### Mac and Windows Devices

If Examplify 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.

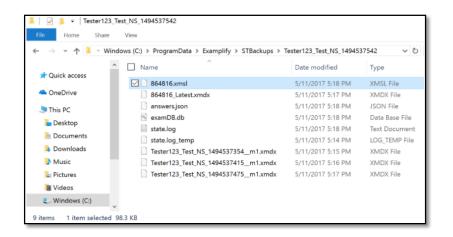
If you're using a Windows computer:

- 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.
- In the file explorer window, navigate to this folder: C:\ProgramData\Examplify\STBackups
- 5. You can do this by copying and pasting the folder path into the address bar in the file explorer as shown below.





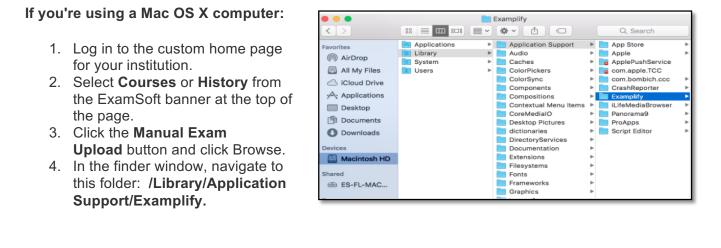
- 6. Select the folder labeled with your Student ID followed by the name of the exam you are trying to submit answers for.
- 7. Select the \*.xmsl file in this folder and click Open.



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\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.





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

• • •	Acintosh HD
$\langle \rangle$	🔡 🔲 💷 📰 🔹 🛠 🗸 📩 🕢 🔍 Search
Favorites	Go to the folder:
📃 All My Files	/Library/Application Support/Examplify
Cloud Drive	Cancel Go
Application	
Desktop	
Documents	
Downloads	
Devices	
Macintosh HD	3
Shared	
🗁 ES-FL-MAC	

- 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 \*.**xmsl** (without quotations).

< >		555 ¥	🏶 🔹 🖸 🖸			Q Search	
Ferorites  All My Files  All My Files  Could Drive  A Applications  Devices  Macintosh HD  Shared  File  Red	Applications Library System Users		Application Support Audio Caches ColorPytears ColorSync Compositions Compositions Compositions Compositions Contextu, enu Items Contextu, enu Items Contextu, enu Items Contextu, enu Items Contextu, enu Items DirectoryServices DirectoryServices DirectoryServices DirectoryServices Piotos Telesystems Fonts Frameworks Graphics Image Capture Ingut Methods	 App Brone Apple Apple com apple TotC com banbich coc CrashReporte CrashReporte CrashReporte Denorana9 Panotana9 ProApp Sorpt Editor	 LOG, ARC9-1-2 LOG, ARC9-4-1-8 LOG, ARC9-4-1-8 LOG, ARC9-4-1-8 LOG, ARC9-6-1-3 LOG, ARC9-6-9-9 LOG, ARC0-9-09 LOG, ARC0-10-9 LOG, ARC0-10-7 LOG, ARC0-2-7 LOG, ARC0-2-7 LOG, ARC2-2-3 LOG, ARC.	 Teste=124539270 ●	864816.xmal

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 Examplify, 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.

••• •• ••	<u> </u>		III Q. Search
<>		Kelly's iPad	
Kelly's iPad ▲ 3208 8916 ● + Settings Summary	File Sharing The apps listed below can trans Apps	fer documents between your IPad and this computer. Examplify Documents	
If Mack       If Movies       If Movies       If Movies       Professor       If Marks       If Marks <tr< th=""><th>Collegety Soffeed</th><th>Example 1</th><th>1.8 MB 9/1/17, 1.22 PM</th></tr<>	Collegety Soffeed	Example 1	1.8 MB 9/1/17, 1.22 PM
		25.16 GB Free	Sync Done

- 4. Select Examplify 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.

< >	** = = = = ** *	JButler	Q Search		
Arrords Al My Files CiClaud Drive CiClaud Drive Acplications Pictures Acplications Destrop Documents	E Examinist	*     1147     *     2163       LOG_ARCtl, 12, 25, 4     pageol       LOG_ARCtl, 10, 22, 4     pageol       LOG_ARCtl, 10, 22, 4     schoolnto       LOG_ARCtl, 10, 22, 4     schoolnto       LOG_ARCtl, 11, 14, 52     schoolnto       LOG_ARCtl, 12, 24, 06     schoolnto       LOG_ARCtl, 12, 24, 06     schoolnto       LOG_ARCtl, 10, 24, 57     schoolnto       LOG_ARCtl, 10, 24, 10     schoolnto       LOG_ARCtl, 10, 25, 25     schoolnto       LOG_ARCtl, 10, 25, 14     schoolnto       LOG_ARCtl, 10, 25, 25     schoolnto       LOG_ARCtl, 10, 25, 25     schoolnto       LOG_ARCtl, 10, 25, 25     schoolnto       LOG_ARCtl, 10, 25, 22     schoolnto       LOG_ARCtl, 10, 25, 22     schoolnto       LOG_ARCtl, 11, 40, 22     schoolnto	AnswerDunde     AnswerDun		
www.e	xamsoft.com	+1.866.429.8889	info@examsoft.com	Florida I Texas	



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

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









info@examsoft.com