

## Student User Guide

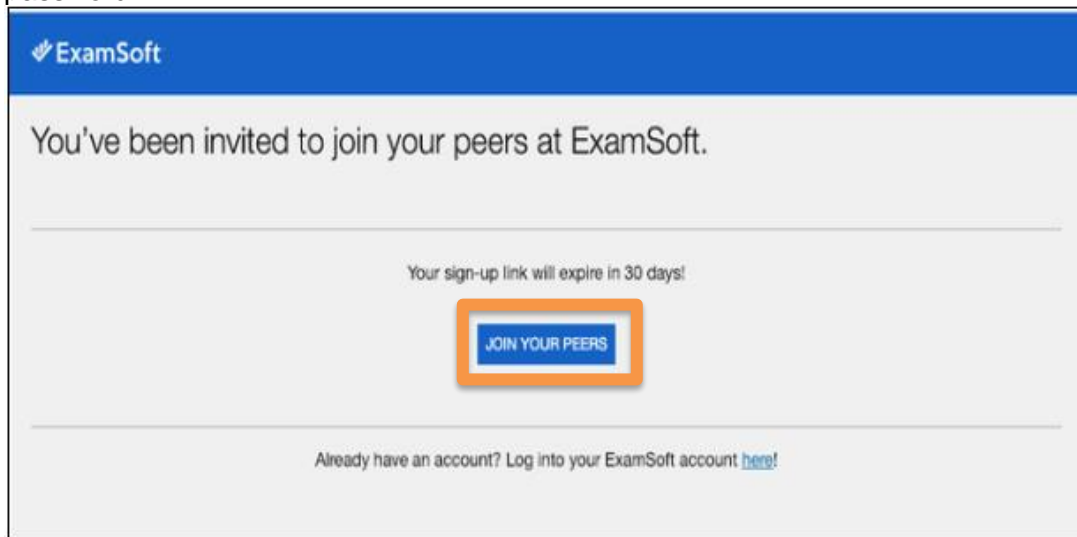
### General Computer Setup

1. Reboot your computer and turn back on.
2. Confirm your computer is powered ON and make sure the power indicator light is ON.
3. Ensure that your computer's internal clock has the correct date.
  - a. To verify the Date and Time on Windows, click on the clock in the lower-right corner of your screen.
  - b. On Mac, click the clock on the top-right of the screen. If needed, adjust Date and Time only (do not adjust your local time zone).
4. Ensure that all cables (i.e., power cord, external mouse and/or keyboard) are securely connected to your computer and your battery has at least 20 minutes of charge in it, just in case there is a temporary power outage.
5. Ensure you are connected to the Internet prior to the exam.
6. Please confirm your device meets our minimum system requirements for ExamID and ExamMonitor, for Windows and Mac <https://examsoft.com/etec>. In addition, you will need to ensure your device has a working webcam and microphone.

### Creating your Account

#### Accepting the Invitation

1. To register your student account with Examplify you will need to accept the invitation. You will receive an email from [exambot@examsoft.com](mailto:exambot@examsoft.com) and must choose **JOIN YOUR PEERS** to set your account password.



**ADD [exambot@examsoft.com](mailto:exambot@examsoft.com) AS A CONTACT TO ENSURE THIS EMAIL DOES NOT GO TO SPAM**

### Requirements for passwords:

1. Enter your password in arabic.
2. Create a password password and confirm password.
3. Select **NEXT**.

**PASSWORD MUST CONTAIN AT LEAST 8 CHARACTERS AND 1 NUMBER**

Welcome! Let's set up your account.

First Name

John

Last Name

Smith

Password

.....

Strong

✓ Must be at least 8 characters

✓ Must have at least 1 number

Confirm Password

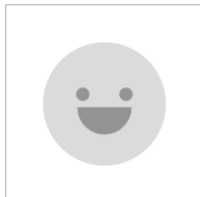
.....



**Suggestion:** A four-word password phrase will be more secure, and easier to remember.

Time Zone *(Optional)*

Turkey - Eastern European Time (GMT+03:00)



Update

No file selected

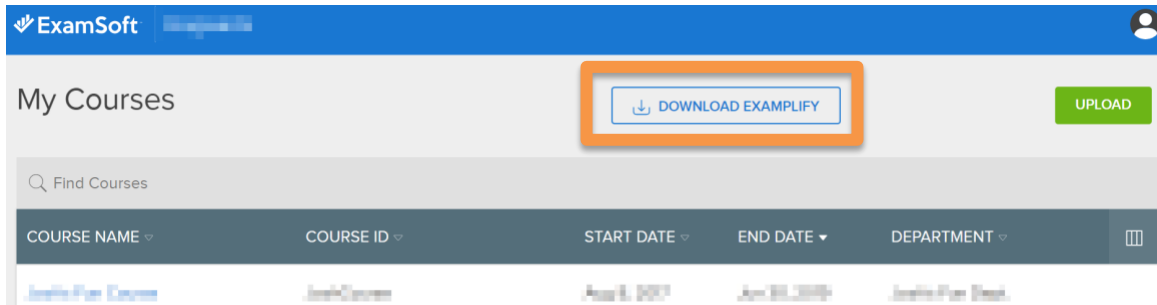
JPG, GIF, or PNG. Max size of 800K.

CANCEL

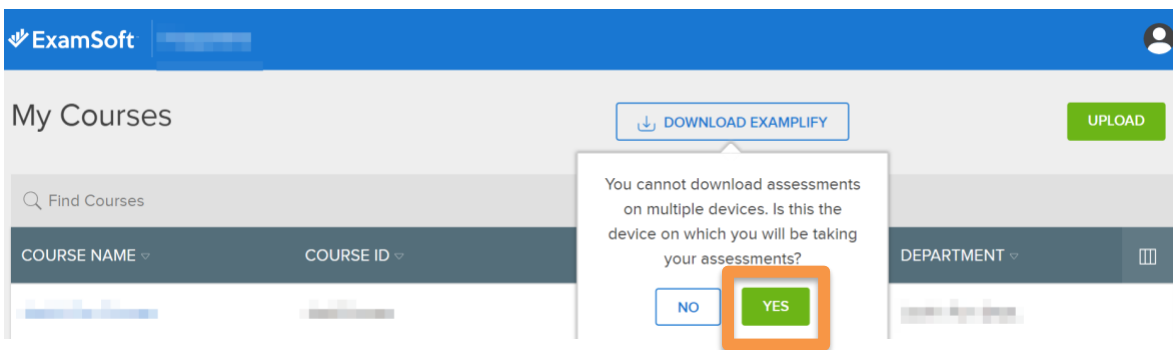
NEXT

### Downloading Exemplify

1. After you set your password, you will be brought to the Student Web Portal.
2. In the right-hand corner of the screen, click **Download Exemplify**.



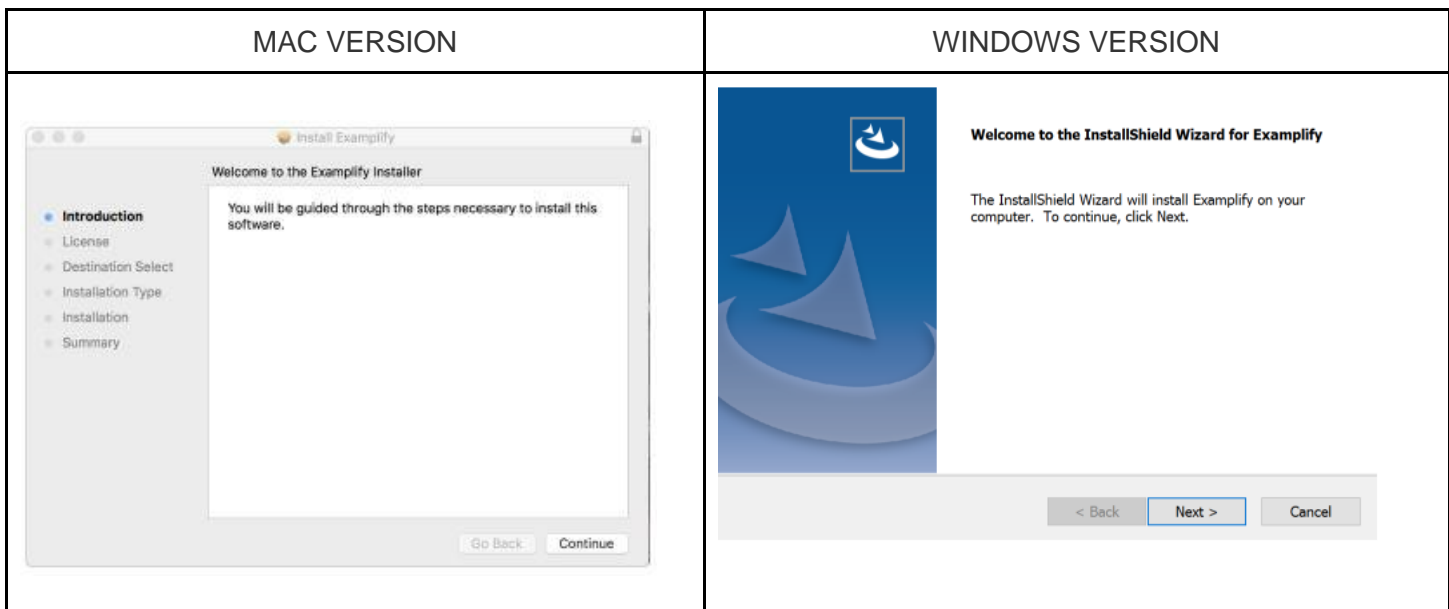
3. A message will appear prompting you to confirm that this is the device you plan to download and take your exams on. Click **YES** to confirm.

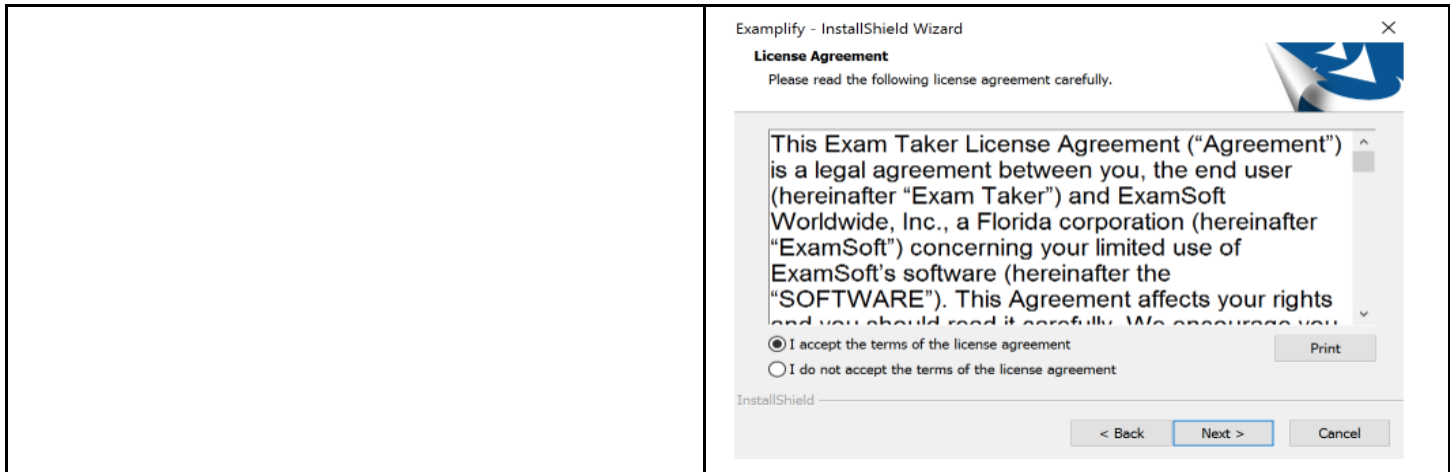


4. Depending on the browser, Examplify will download in one of 3 places. If you do not see it on your screen, open the browser's Download tab, and locate the Examplify download.

### Installing Examplify

1. Run the installer file. Once the installation is finished, they will then be able to launch the application from the desktop or app tray.




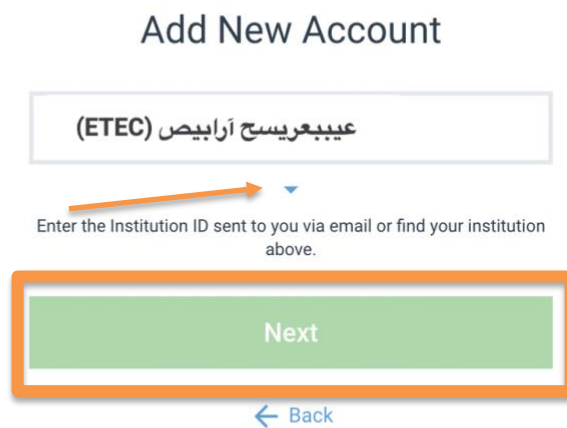
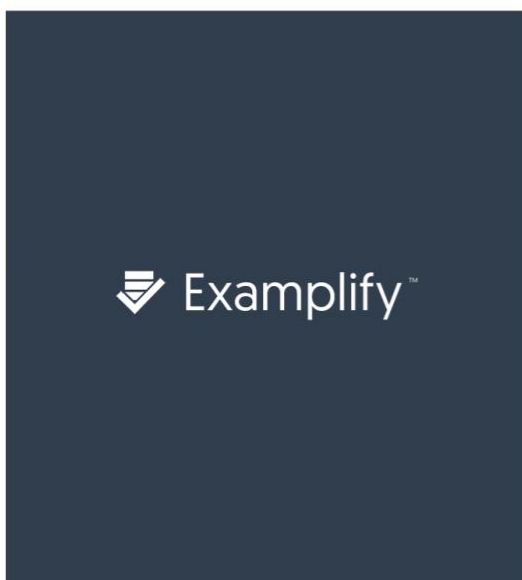


2. Next, launch the application.

## Login to Examplify

**ALTHOUGH SOME OF THE PROMPTS ARE IN ENGLISH, YOU SHOULD HAVE YOUR COMPUTER KEYBOARD SET TO ARABIC TO START THEIR EXAM**

1. Click 'Examplify' icon. 
2. Type the 'institution ID', **Education & Training Evaluation Commission** or select the down arrow to open the drop-down menu to locate the institution within the list.
3. Select **NEXT**.



4. Next, enter your user ID and Password.

## Sign In



Sign In

[Forgot User ID/Password?](#)

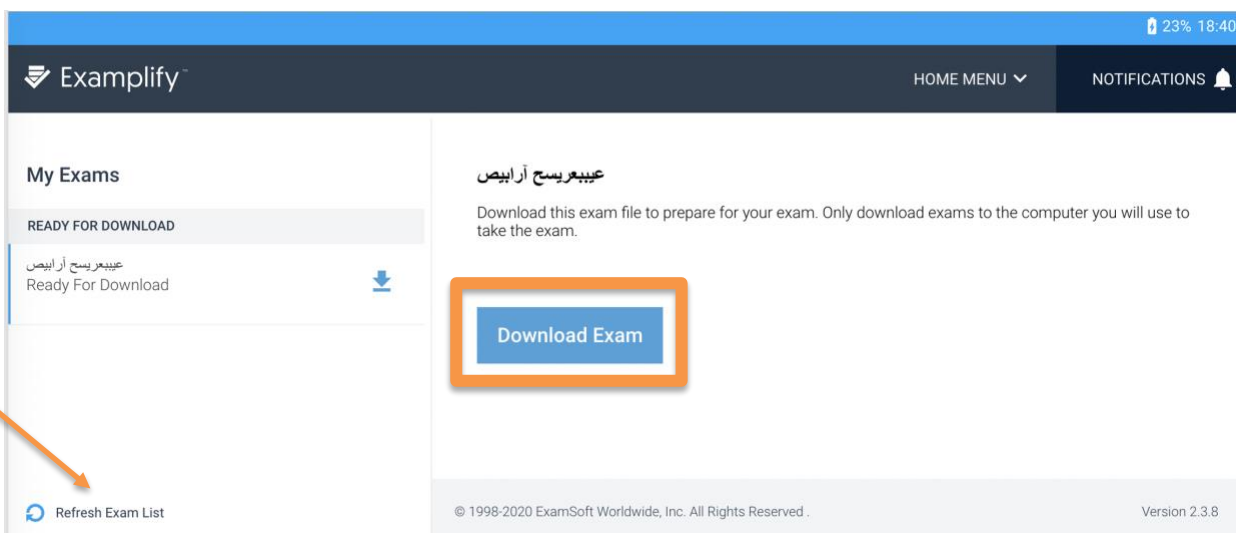
[← Back](#)

5. Lastly, click **SIGN IN** to complete registration.

## Starting the Exam

### Download the Exam

1. Once successfully logged into Exemplify, you will see exams ready to download on the left side of the screen. If you do not see the exam you are scheduled to take, click the **REFRESH EXAM LIST** button.

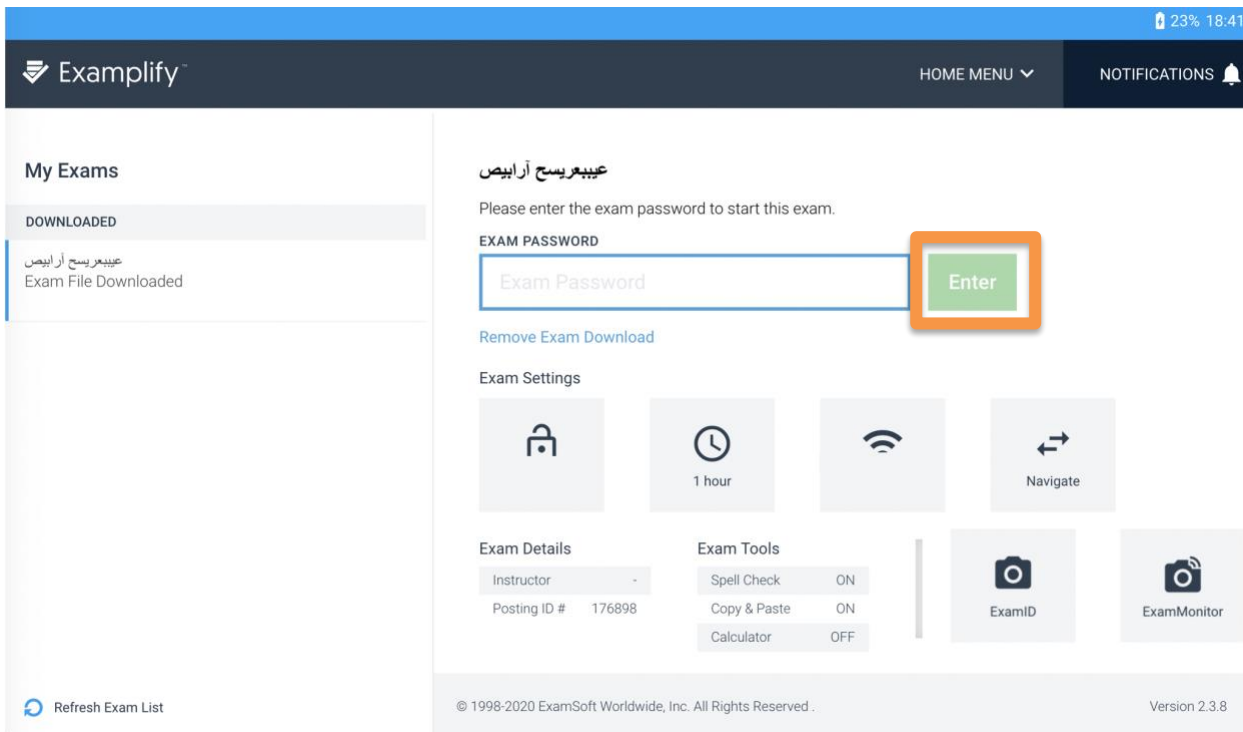


The screenshot shows the Exemplify dashboard. At the top, there is a blue header with the Exemplify logo, a 'HOME MENU' dropdown, and a 'NOTIFICATIONS' bell icon. The main content area is divided into two columns. The left column is titled 'My Exams' and has a sub-section 'READY FOR DOWNLOAD'. Below this, there is a list item for an exam titled 'عبيير يسح آرابيص' (Ebiir Yash Arabis) with the status 'Ready For Download' and a download icon. At the bottom of this list, there is a 'Refresh Exam List' button with a circular arrow icon. The right column is titled 'عبيير يسح آرابيص' (Ebiir Yash Arabis) and contains the text: 'Download this exam file to prepare for your exam. Only download exams to the computer you will use to take the exam.' Below this text is a large blue 'Download Exam' button, which is highlighted with an orange border. At the bottom of the dashboard, there is a footer with the copyright notice '© 1998-2020 ExamSoft Worldwide, Inc. All Rights Reserved.' and the version number 'Version 2.3.8'. An orange arrow points to the 'Refresh Exam List' button.

Select an exam from the list and click **DOWNLOAD EXAM**.

**YOU MUST HAVE AN ACTIVE INTERNET CONNECTION IN ORDER TO DOWNLOAD EXAMS. DOING SO WILL DOWNLOAD THE EXAM FILE TO YOUR DEVICE.**

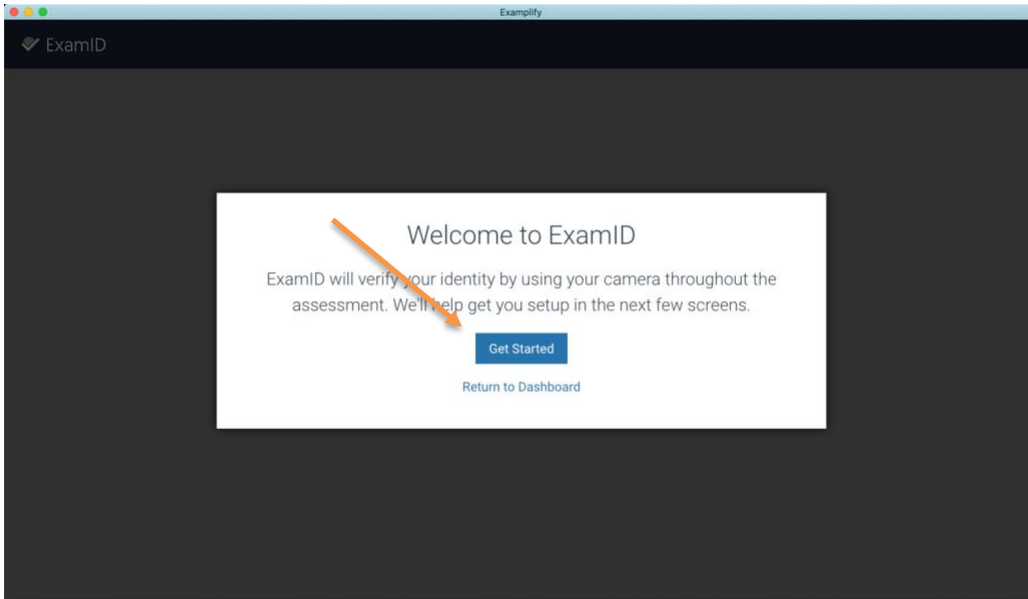
2. The download progress bar will indicate the download is in progress. When download is complete, the exam will be listed under the section downloaded.



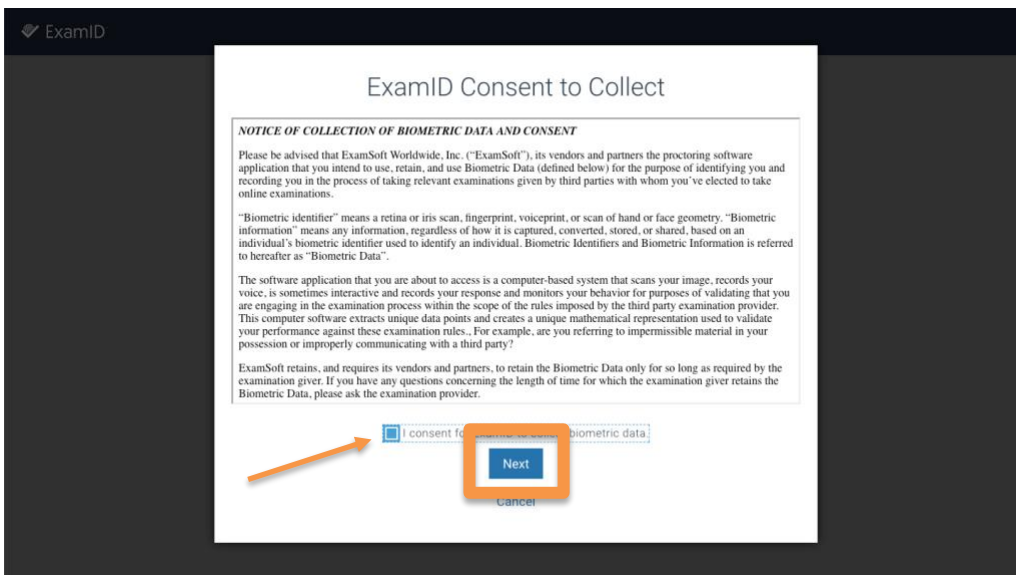
The screenshot shows the ExamSoft interface for starting an exam. The top navigation bar includes the ExamSoft logo, a 'HOME MENU' dropdown, and 'NOTIFICATIONS'. The main content area is titled 'My Exams' and shows a 'DOWNLOADED' section with the exam 'عبيدريسيح آرابييس' (Abidriyeh Arabiyyeh) listed as 'Exam File Downloaded'. The exam details section includes the title 'عبيدريسيح آرابييس', a prompt to enter the exam password, and a text input field containing 'Exam Password'. A green 'Enter' button is highlighted with an orange box. Below the password field are options to 'Remove Exam Download' and 'Exam Settings'. The 'Exam Settings' section includes icons for a lock, a clock (1 hour), a Wi-Fi signal, and a 'Navigate' button. The 'Exam Details' section shows 'Instructor: -' and 'Posting ID #: 176898'. The 'Exam Tools' section includes 'Spell Check: ON', 'Copy & Paste: ON', and 'Calculator: OFF'. There are also 'ExamID' and 'ExamMonitor' buttons. The footer contains copyright information and the version number 'Version 2.3.8'.

3. When you are ready to enter the exam, type in the **exam password**. The exam password will be provided for you at **[ETEC MICROSITE]**
4. Once the password is entered, select **ENTER** to begin.

## Allow Media Access

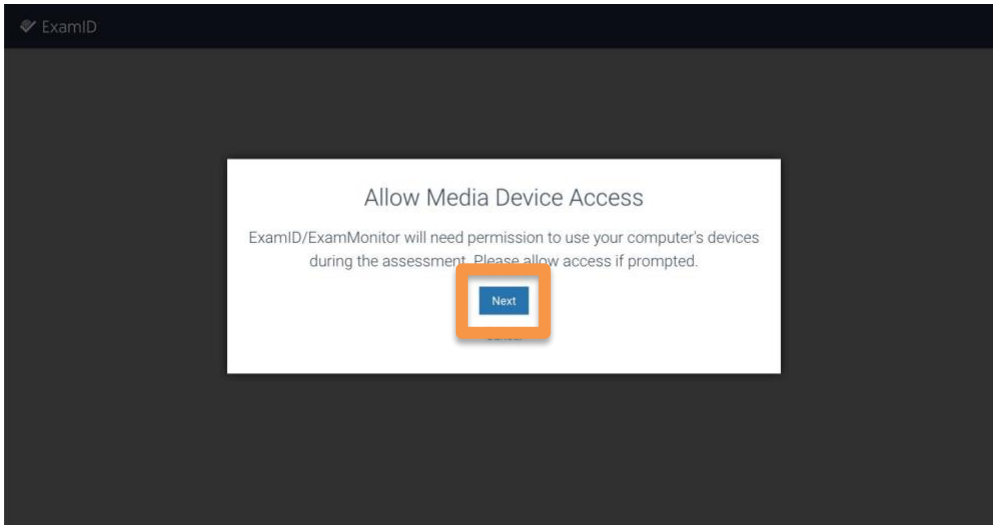


1. Select **GET STARTED** to continue.
2. Next, you will see the Biometric Consent to Collect. You will need to agree to this by **CLICKING THE CHECKBOX** and selecting **NEXT**.

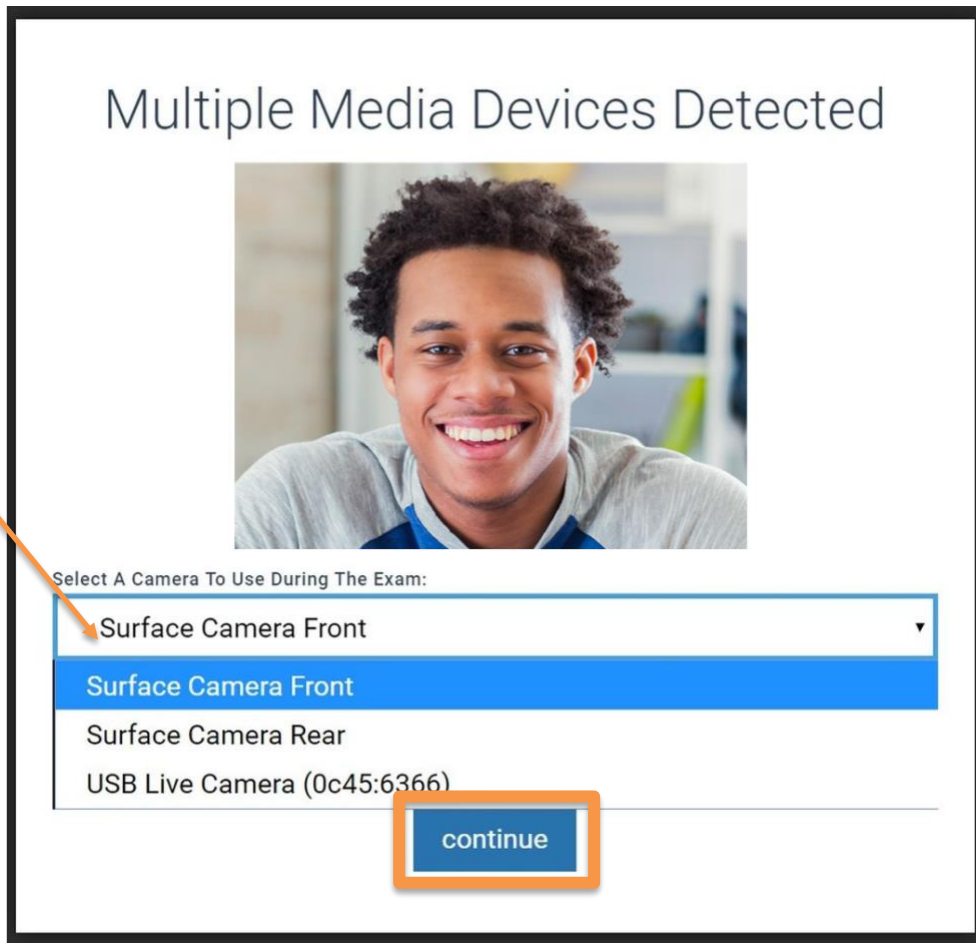


5. After accepting the Consent to Collect, Examplify will begin to ask you for various permissions including camera and microphone access. If you are using a Mac device, you may also be asked for Disk Access. For a list of permissions and technical troubleshooting, refer to **Technical Troubleshooting Guide**.

6. Select **NEXT** to proceed to allow media access.

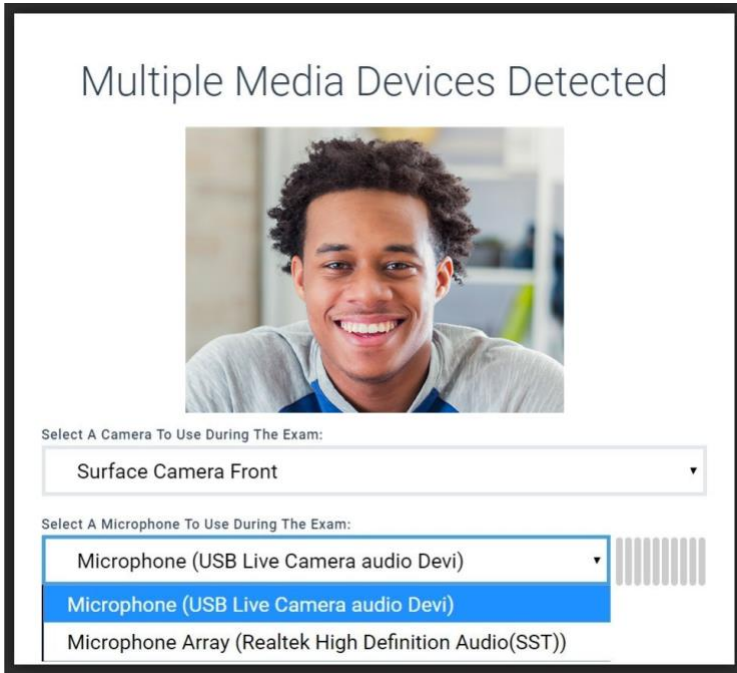


Select Camera

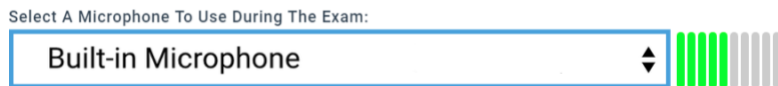


## Select Microphone

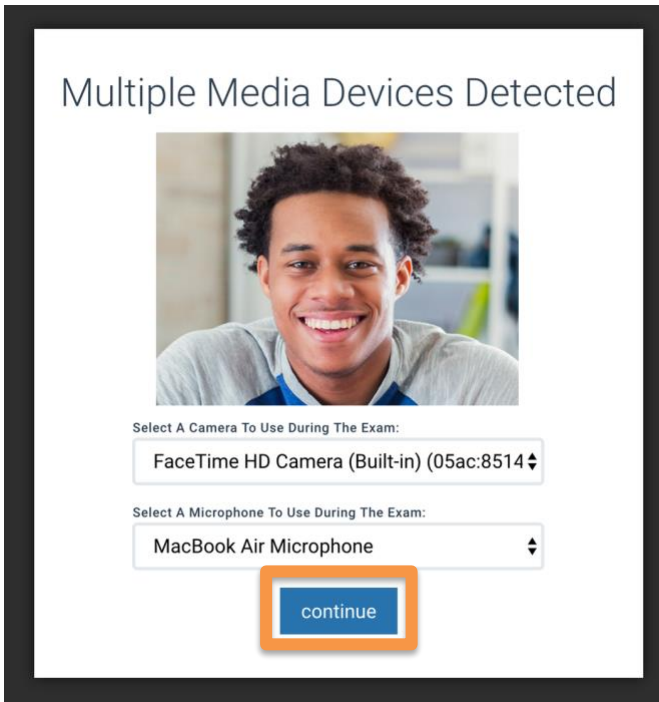
1. Next you need to verify the microphone Examplify will use and if you have multiple devices, select the appropriate device from the dropdown.



2. After selecting the microphone, green will fill a portion of the indicator on a functioning microphone. If the microphone is not detecting sound, select an alternative microphone.

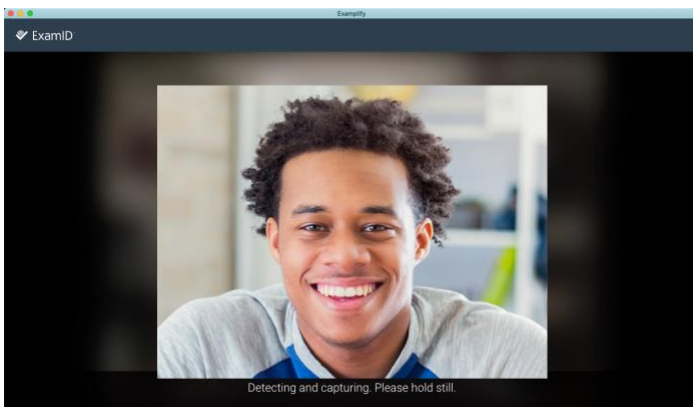


3. Once you have confirmed the appropriate devices are selected, choose **CONTINUE**.

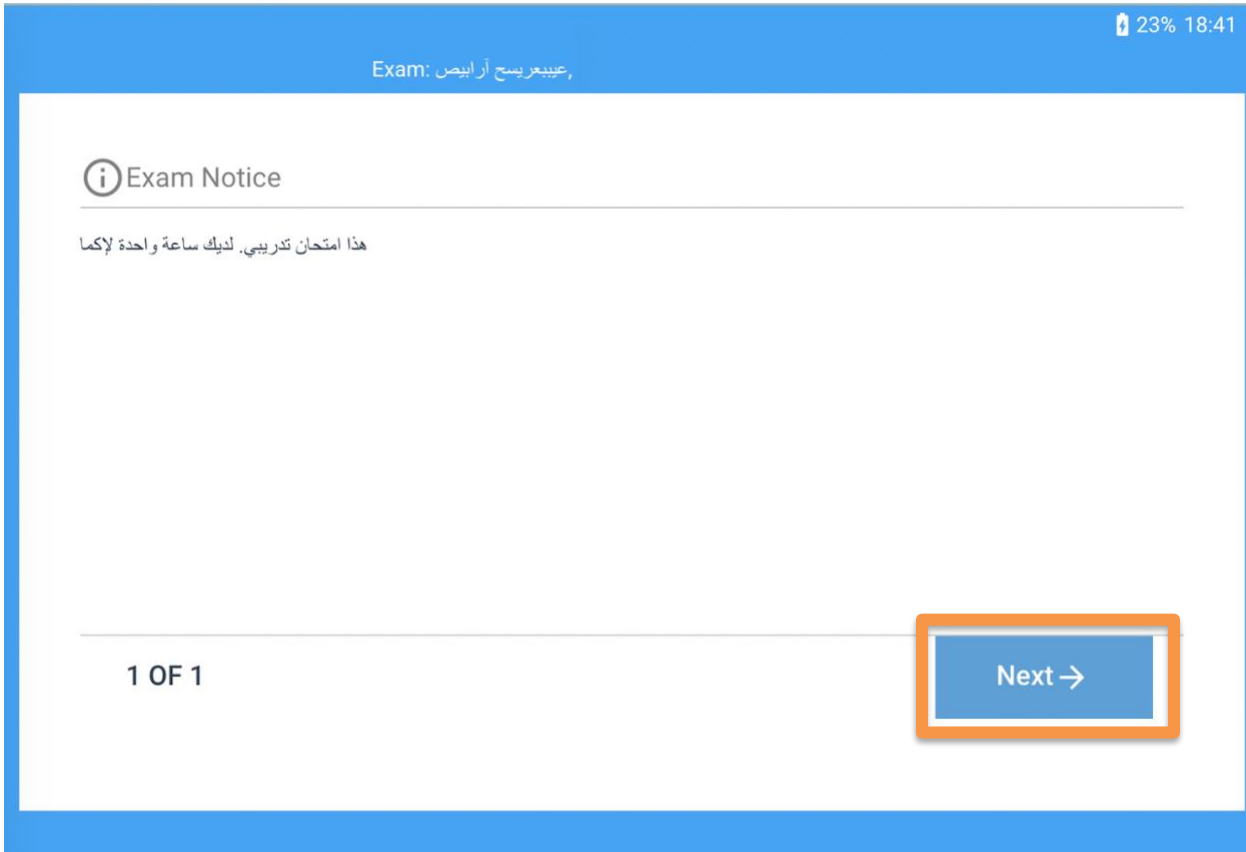


### Authenticate through ExamID

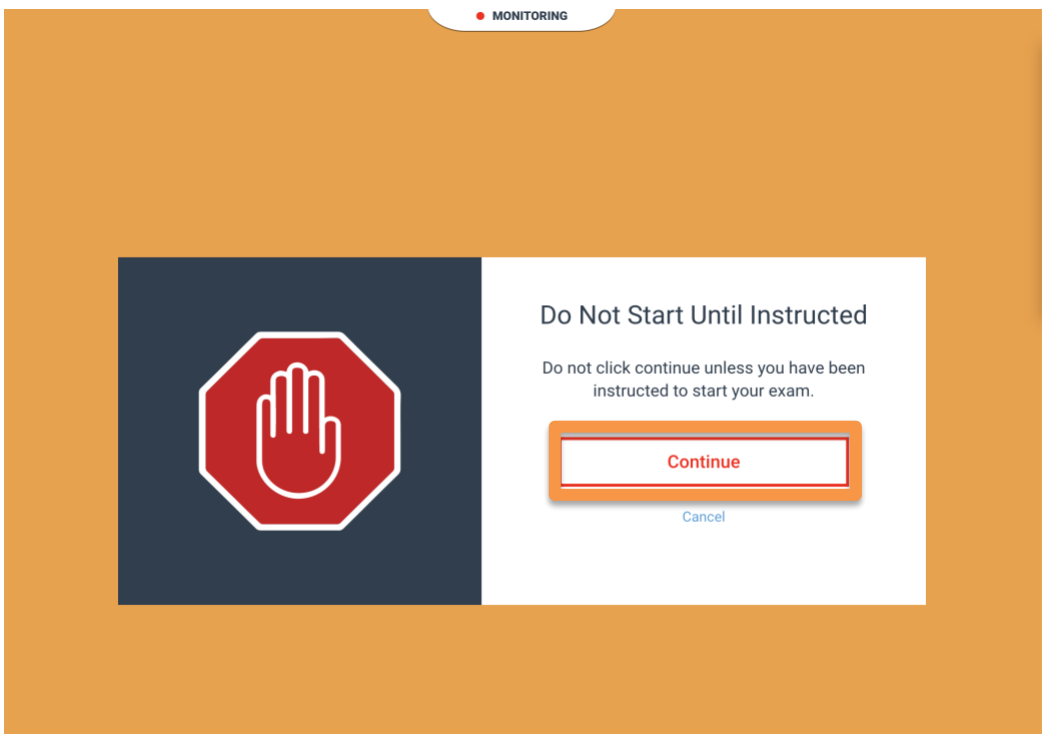
1. Exemplify will now attempt to take your photo. Remain still so the camera can take a good photo.
2. If Exemplify is able to successfully auto-detect your face, a square will be placed around your face and you can then click **SAVE AND CONTINUE**. If the image is not clear, you can click **RETAKE** to take another photo.

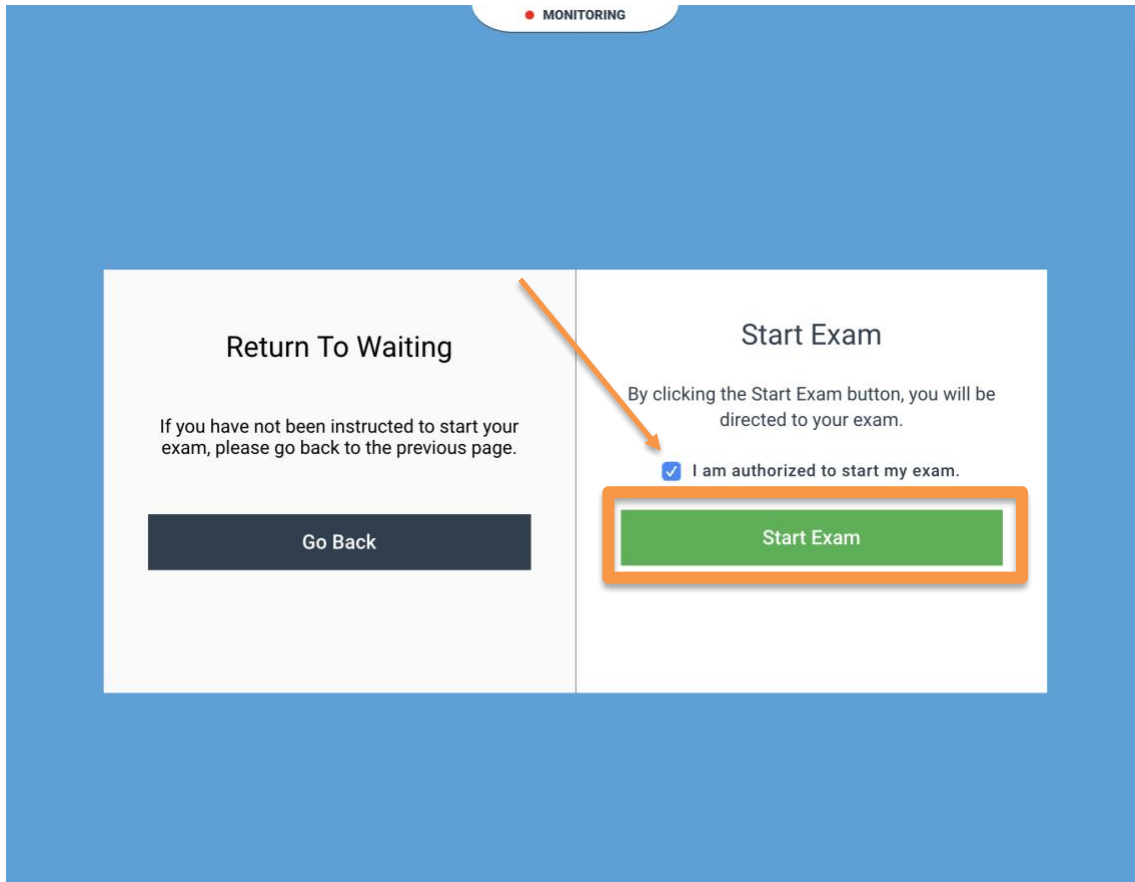


4. From here, the photo will process and then you will be ready to begin your assessment.
5. Once your identity is verified, ExamMonitor will enable.
6. At the top of the screen, you will now notice a pull-down at the top of the screen that says **MONITORING**. If you click on this, you can see your live video feed. Clicking anywhere in Exemplify will exit this screen and return you back to Exemplify. Additionally, you will notice that your camera light is on. Make sure you do not have your webcam covered to prevent any proctoring errors in your exam.
7. This exam has an Exam Notice enabled. Please read the notice, and select **NEXT** to continue.



8. Once you reach this screen, please select **CONTINUE** immediately to move forward.





9. To begin the exam, select the **CHECKBOX** and select **START EXAM**.

10. When you select **START EXAM** your computer will begin to enter secure mode; the internet will be disabled and all applications will close.

**NOTE, you cannot return to previous screens, desktop, or applications at this point. The exam timer will begin at this time.**

## Taking your Exam

### Exam Controls and Options

1. On the left-hand side of the screen, you will see the numbers that correspond to each question. An answered question will be filled in and the current question that you are on, will be outlined in blue.

FILTER >

^

1

2

3

2. To Flag a question, click on the area, **FLAG QUESTION**. Flagging a question is useful for students that wish to come back and review or complete the question before exiting the exam.



Examplify™ عيبعريسيح آرابيص | ENGLISH ONE (E01)

FILTER >

^

1

2

Question 2 ^ UNFLAG QUESTION  >

Answers A - D

A كيس خيطي لاسع

3. Above this list, you will see the Exam Controls option.

4. After clicking on **EXAM CONTROLS** you will see three possible options; Exam Notices, Hide Exam and Submit Exam.

Examplify عيبيريسح آراييص | ENGLISH ONE (E01) TIME REMAINING 00:27

EXAM CONTROLS

TOOL KIT

Question 2 FLAG QUESTION

Exam Notices 1

Hide Exam

Submit Exam

في الشكل أدناه، يشير السهم إلى تراكيب بها خلايا تحتوي على

2 OF 2 QUESTIONS VERSION 2M.3.8 Previous Finish

- a. **EXAM NOTICES** will allow you to review the pre-exam notices included for the exam.

The screenshot displays the ExamSoft application interface. At the top, the status bar shows '25%' battery and '18:45' time. The main header includes the ExamSoft logo, 'ENGLISH', 'TIME REMAINING', 'EXAM CONTROLS', and 'TOOL KIT'. The question area shows 'Question 2' with a 'FLAG QUESTION' button and an image of cacti. An 'Exam Notice' dialog box is open, containing the text: 'هذا امتحان تدريبي، لديك ساعة واحدة لإكمالها'. Below the dialog, the selected answer 'A كيس خيطي لاسع' is shown with a checkmark. At the bottom, there are 'Previous' and 'Finish' buttons, and a footer indicating '2 OF 2 QUESTIONS' and 'VERSION 2M.3.8'.

- b. **HIDE EXAM** will hide the entire exam, but leave the Examplify application and the exam timer running. Select **RESUME** to return to the exam.

40% 19:14

Examplify™ عيبيريسح آراييص | ENGLISH ONE (E01) TIME REMAINING 00:27

EXAM CONTROLS ▾

Exam Notices 1

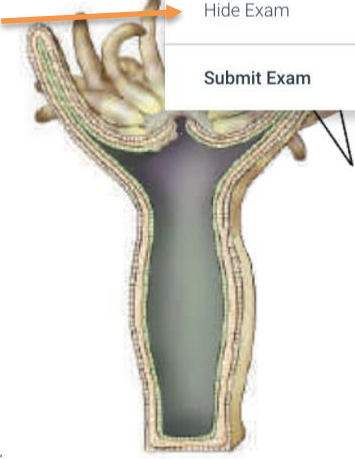
Hide Exam

Submit Exam

TOOL KIT ⋮

FILTER >

Question 2 ▾ FLAG QUESTION ⚡ >



في الشكل أدناه، يشير السهم إلى تراكيب بها خلايا تحتوي على

2 OF 2 QUESTIONS VERSION 2M.3.8

Previous Finish

● MONITORING

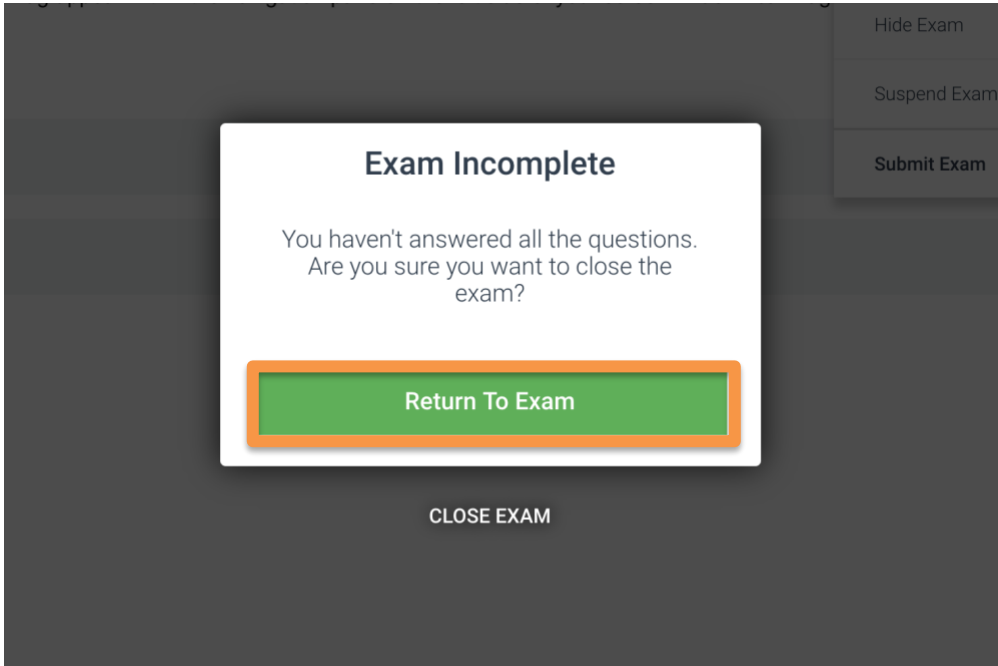
Exam Hidden

Click Resume to continue.

Examplify™

Resume

- c. **SUBMIT EXAM** will confirm the student is ready to upload the exam. If the exam is incomplete, a warning will appear indicating there are unanswered questions. Select **RETURN TO EXAM** to return back to the exam screen.



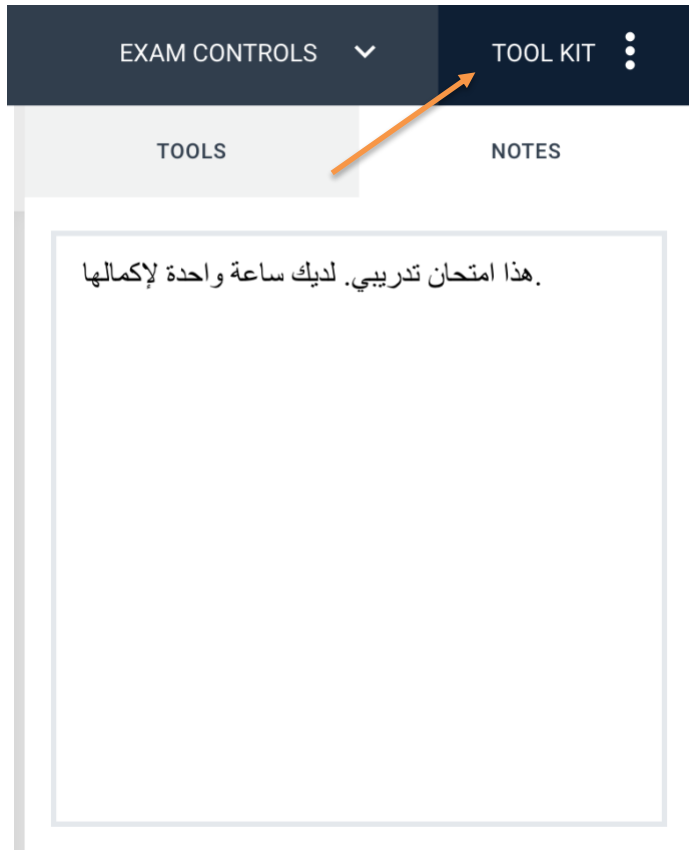
**SUBMITTING AN EXAM MAY NOT BE UNDONE ONCE THE STUDENT CONFIRMS THIS ACTION**

4. Along the top row you will see the exam time that is remaining, displaying in hours followed by minutes.



5. In the top right corner you can access the Toolkit where you will have the ability to set an access to a text box for note taking, set an alarm, utilize the zoom feature for question text, as well as a highlighting tool (if enabled by your instructor for this exam).

6. Within the Tool Kit, you have access to a text box to write notes during the exam.



8. You can adjust the text size of the exam by locating the “Adjust Text Size” bar in the Toolkit. Click and drag the blue circle to make the text size larger or smaller.

ADJUST TEXT SIZE



9. You will see a Time Remaining alarm with a time countdown or a 5 Minute Warning alarm with a time countdown.

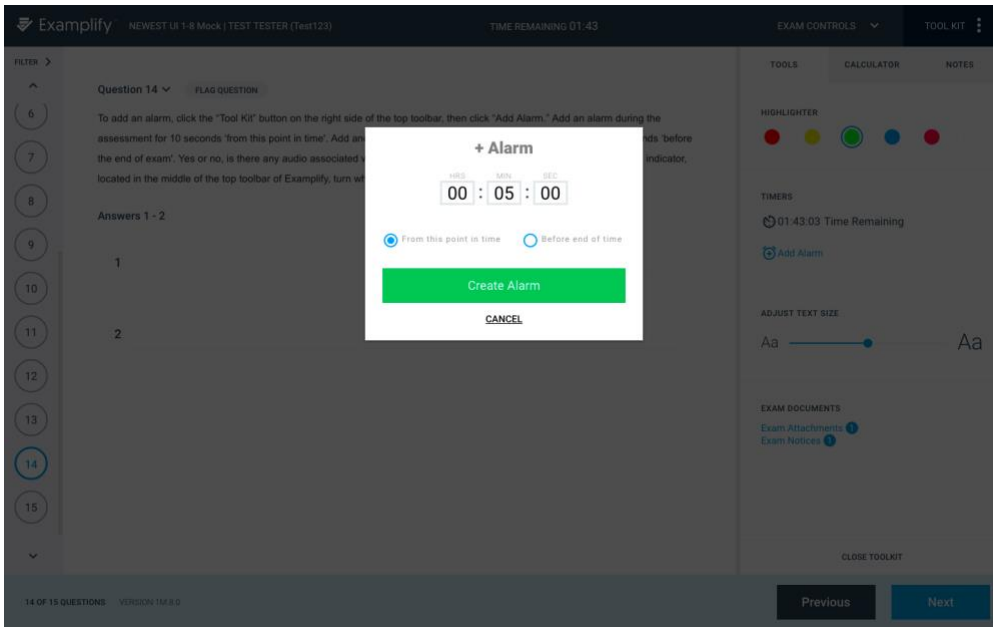
TIMERS

🕒 00:17:14 Time Remaining

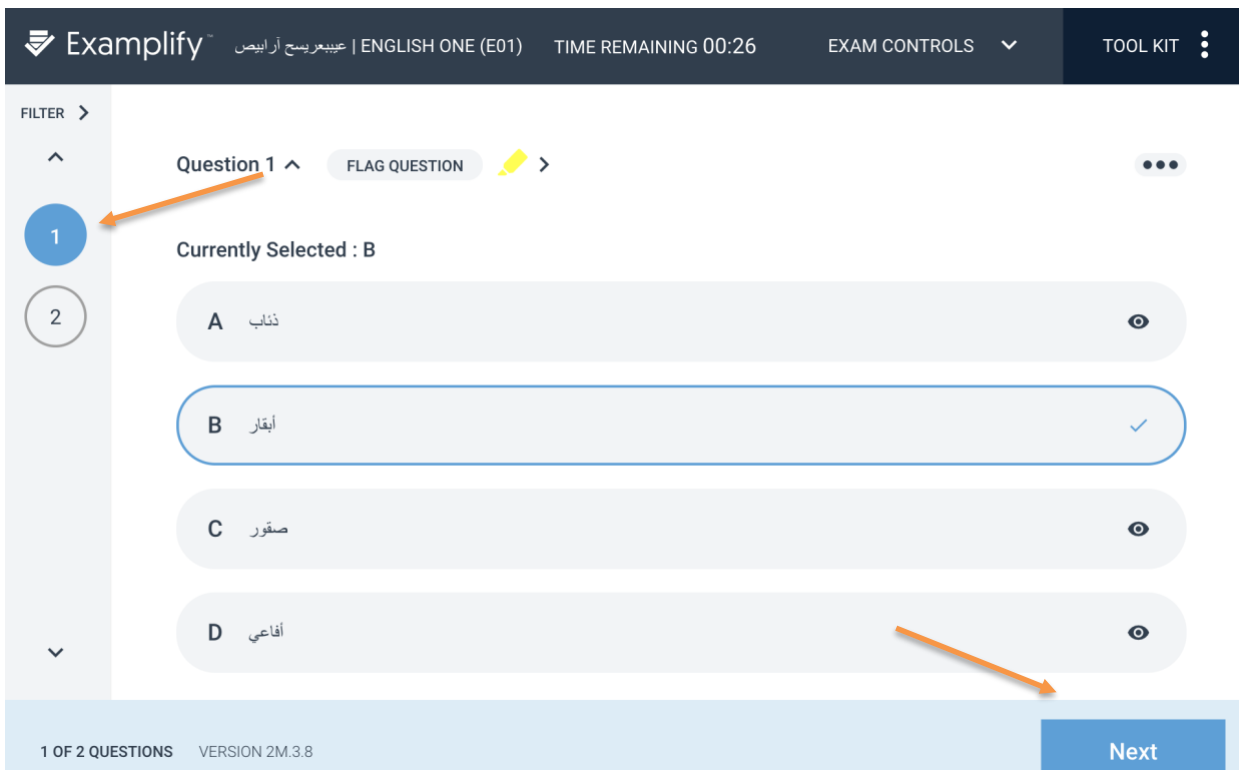
🕒 00:12:14

⊕ Add Alarm

10. To set an additional alarm, click the Alarm icon, and select **ADD ALARM**. Within the popup window, you will be able to set an alarm “From this point in time”, or “Before end of time”. You may add up to 2 alarms to run at the same time.

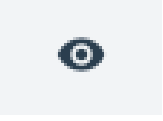
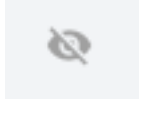
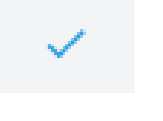


10. Along the bottom row, the **NEXT** button will take you to the next question. Selected the next number will also take you to that question.



## Student Exam View

1. For Multiple Choice questions, you will be able to strike out unwanted answers, and choose one or multiple answers (if “Select all that Apply” is enabled for that question).





|   |   |   |
|---|---|---|
|  |  |  |
| Select this icon to eliminate an answer selection                                 | This icon indicates you have eliminated this answer choice                        | This icon indicates you chose this answer choice as your answer                     |

40% 19:16
Examplify™ عيبيريسخ آرابيس | ENGLISH ONE (E01) TIME REMAINING 00:25 EXAM CONTROLS TOOL KIT

FILTER >

Question 1 ^ FLAG QUESTION >

Currently Selected : C

- A ذناب 
- B ليقتر 
- C صقور** 
- D أفاعي 

1 OF 2 QUESTIONS VERSION 2M.3.8
Next

## Submitting your Exam

1. When you are finished with your assessment, click **FINISH** or click the **EXAM CONTROLS** and click **SUBMIT EXAM**.

41% 19:17

Examplify™ عيبعريسيح آرابيص | ENGLISH ONE (E01) TIME REMAINING 00:24 EXAM CONTROLS TOOL KIT

FILTER >

Question 2 ^ FLAG QUESTION >

1

2

Currently Selected : D

A كيس خيطي لاسع

B أوعية دموية

C أعضاء إخراجية

D قنوات تنفسية

2 OF 2 QUESTIONS VERSION 2M.3.8

Previous Finish

41% 19:17

Examplify™ عيبعريسيح آرابيص | ENGLISH ONE (E01) TIME REMAINING 00:24 EXAM CONTROLS TOOL KIT

FILTER >

Question 2 ^ FLAG QUESTION >

1

2

Currently Selected : D

A كيس خيطي لاسع

B أوعية دموية

C أعضاء إخراجية

D قنوات تنفسية

EXAM CONTROLS

Exam Notices 1

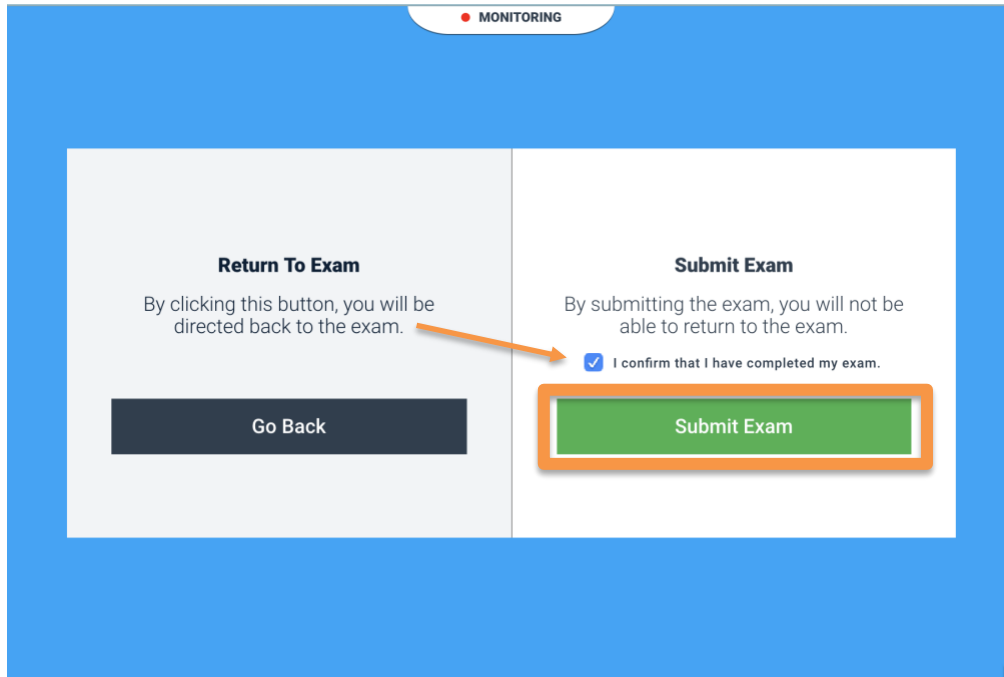
Hide Exam

Submit Exam

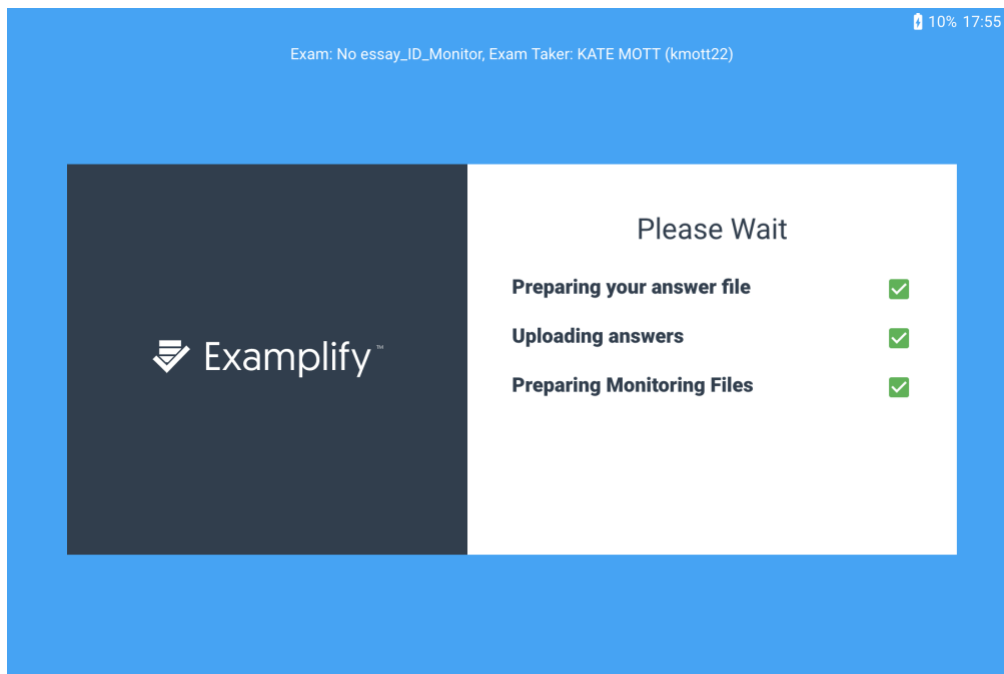
2 OF 2 QUESTIONS VERSION 2M.3.8

Previous Finish

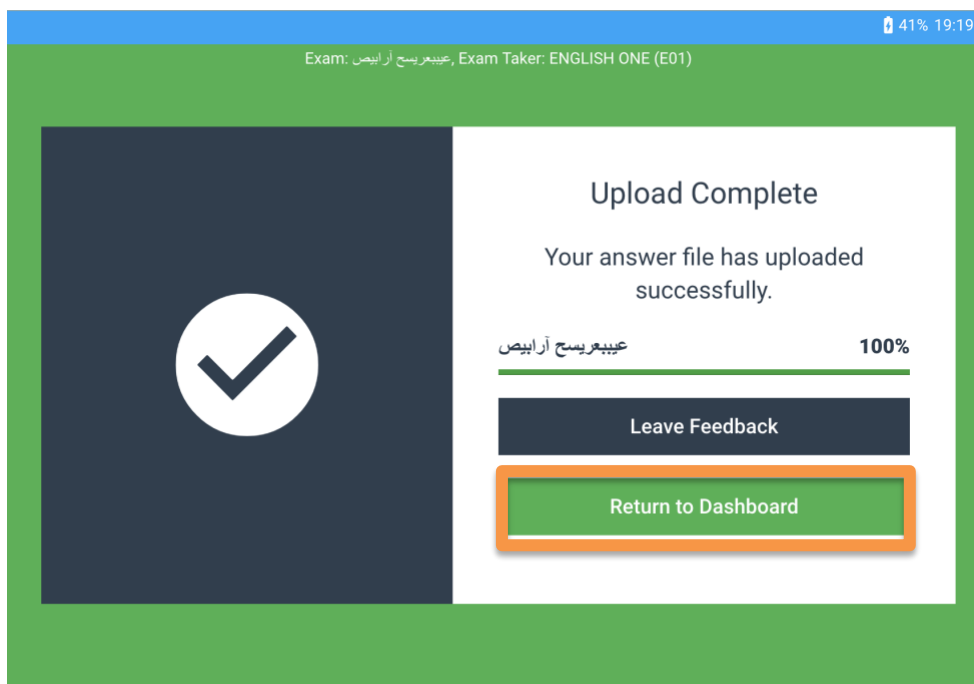
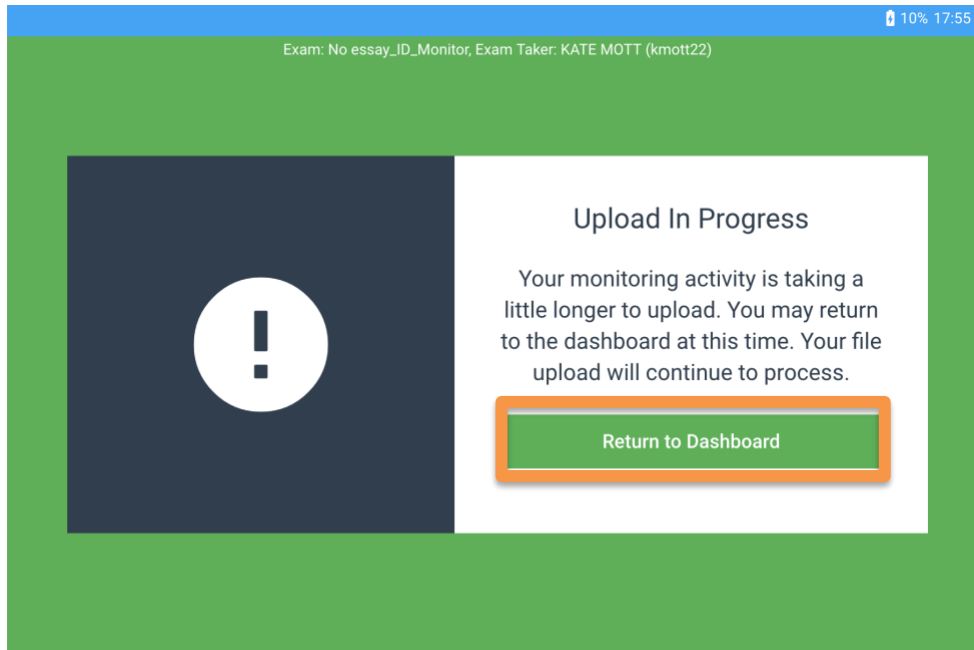
2. Select **SUBMIT EXAM**.



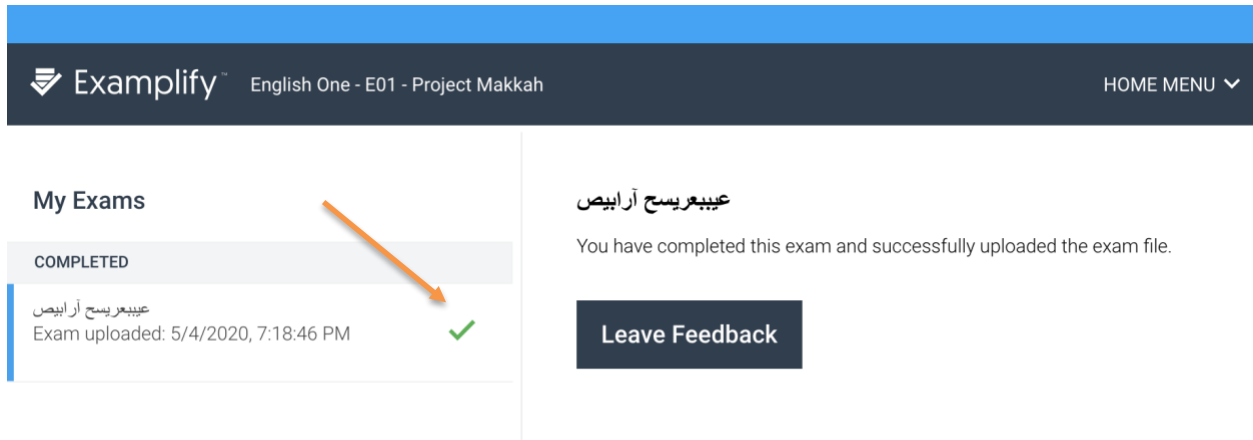
3. Next, you will see a screen that will tell you your files are being uploaded.



4. You will then see the 'green screen' that tells you that your answer file has been uploaded, but proctoring files are still uploading. You can click Return to Dashboard if you need to go back and take another assessment or you can click Return to Dashboard to see your upload status.



- From the dashboard, you can see if your proctoring files are still in Pending Upload status. The green arrow will continue to move if the files are uploading. ExamMonitor requires a minimum of a 2 MB upload speed. Uploading a 90-minute exam on a 2 MB upload connection will take approximately 10 minutes. Most exams, however, will upload in 2-3 minutes on an average of 10 MB upload.
- Once the answer file *and* the proctoring files have been uploaded, your file status will change to go to the Completed section with a green checkmark. At this point, you may close Exemplify and shut off your computer and/or internet connection.



The screenshot shows the Examplify interface for 'English One - E01 - Project Makkah'. On the left, under 'My Exams', there is a 'COMPLETED' section with a list item for 'عيبعريسيح آرابييص' (Eibeerisih Arabiis) with the text 'Exam uploaded: 5/4/2020, 7:18:46 PM' and a green checkmark. An orange arrow points to the checkmark. On the right, there is a confirmation message in Arabic: 'عيبعريسيح آرابييص' followed by 'You have completed this exam and successfully uploaded the exam file.' Below this message is a dark button labeled 'Leave Feedback'.

## Technical Troubleshooting Guide

### Switching your Keyboard

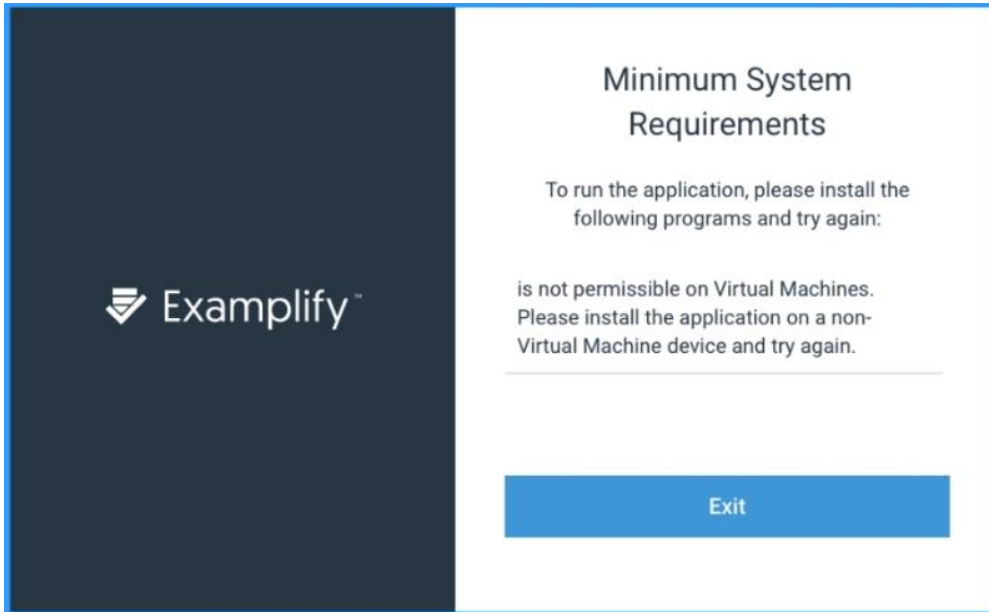
#### Student Prompted to Close Programs Before Starting Exam

If there are open Microsoft programs the student will be presented with this message. The student can select two options 'Okay, I will close the programs' to close this message or 'Continue and close for me' to close this message. We recommend that students select 'Okay, I will close the programs', close all Microsoft programs and then enter the exam.

#### Multiple Users Logged in Error

This error can arise when a student 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.

## Virtual Machine Error

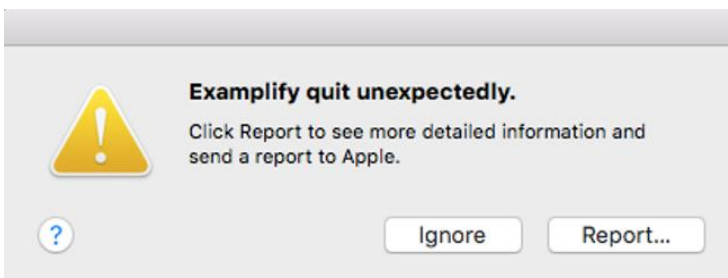


Exemplify is not supported on any machine with a virtual machine. In order to use Exemplify, any virtual machine on your device will need to be uninstalled.

## Mac Troubleshooting Guide

### Getting an 'Exemplify Quit Unexpectedly' Error?

1. When you click on Exemplify to launch on your device, it fails to launch and you receive the following error message '**Exemplify Quit Unexpectedly.**' This means that your Mac Operating System is no longer compatible with the version of Exemplify that is installed on your device.



2. To ensure your device meets our Minimum System Requirements, click the Apple icon at the top left of your screen and select '**About this Mac.**' A new window will appear with device-specific information. Review which Operating System your device is currently on as seen below. To verify your device meets Examsoft's Minimum System Requirements review here [microsite ]
- 3.



4. If your **Operating System** does not meet our minimum system requirements you will need to reach out to Apple Support to update your operating system.

### Application Service Unavailable/'NATIVE\_MSG\_SRV\_UNAVAILABLE' Error (Mac)

1. Solution 1: Restart the device. After restarting the device, Examplify should launch successfully.  
Note: On slower devices, it may take a minute or two for the application service to start.
2. Solution 2: Type the following commands into Terminal and restart the device:
  - `sudo launchctl unload /Library/LaunchDaemons/com.examssoft.ExamplifyService.plist`
  - `sudo launchctl load -w /Library/LaunchDaemons/com.examssoft.ExamplifyService.plist`

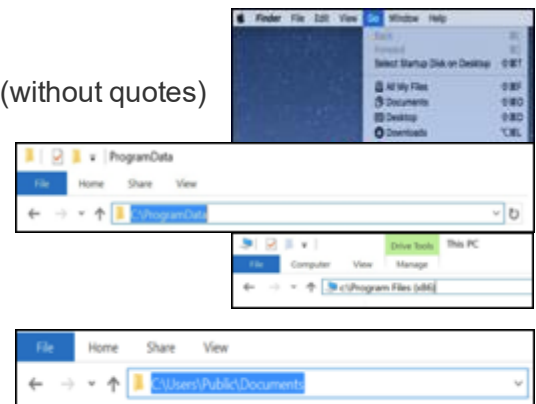
### Examplify Will Not Start (Mac)

If the student 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 moved from the 'Applications' folder. To resolve this, simply click and drag the application back into the 'Applications' Folder.

### Clean Uninstall of Examplify

A clean uninstall is only suggested **prior to the mock exam** for any pre-exam issues. If the specific troubleshooting steps for the issue you are experiencing do not resolve the issue, we recommend a clean uninstall.

1. Open 'Terminal'
2. Type: 'defaults write com.apple.finder AppleShowAllFiles YES' (without quotes) and hit Enter.
3. Relaunch Finder by holding the 'Option' key while right-clicking the Finder Icon, then select 'Relaunch'
4. You can also hide the folders by changing the attribute from YES to NO in the above command
5. Click 'Go' at the top finder menus and select 'Computer'
6. Choose the 'Macintosh HD' drive
7. Delete the following folders:
  - \MacintoshHD\.adata-Examplify
  - \MacintoshHD\Users\Shared\.adata
  - \MacintoshHD\Users\Shared\.adata-Examplify



- \MacintoshHD\Users\Shared\.bdata-Examplify
  - If you do not see the hidden files click 'Command + Shift + .'.
- 8. Navigate to 'Library' and then 'Application Support'
- 9. Find the Examplify folder and rename it to Examplify.OLD
- 10. Restart your device and re-install Examplify after login.

### Allowing Camera and Microphone Permissions:

ExamID and ExamMonitor will require camera and microphone permissions in order to correctly proctor your exam. If you do not have these permissions enabled correctly, you could receive an error saying "Device access denied", be unable to start your exam, or be asked for a resume code.

**You will NOT see the Examplify App to select under Camera, Microphone, Screen Recording, or Full Disk Access Requests UNTIL you have attempted to start an exam with ExamID or ExamMonitor. Check the four settings and enable any currently displaying the Examplify app. Once you start your exam with ExamID or ExamMonitor, prepare to be prompted and allow access to the permissions.**

If you are on a Mac device using operating system 10.13, 10.14 or 10.15, to allow camera and mic permissions, do the following:

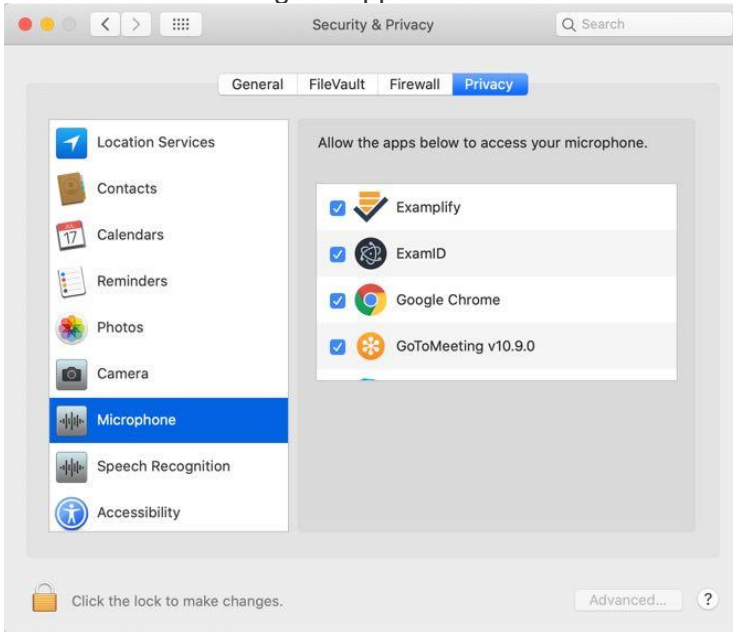
#### Camera Access:

1. Navigate to System **Preferences>Security & Privacy>Camera**. Locate Examplify and ensure you have a checkmark enabling the application.



### Microphone Access:

Navigate to **System Preferences>Security & Privacy>Microphone**. Locate Exemplify and ensure you have a checkmark enabling the application.



### Full Disk Access:

Navigate to **System Preferences>Security & Privacy>Full Disk Access**. Locate Exemplify and ensure you have a checkmark enabling the application.



## Screen Recording Access:

**This section is only applicable to users on the Catalina OS (10.15) of Mac.**

1. Navigate to **System Preferences>Security & Privacy>Screen Recording**. Locate Exemplify and ensure you have a checkmark enabling the application.



2. Once you have these permissions enabled, you should restart your computer and then **re-launch Exemplify**.

## Computer Freezes When Beginning Exam (Mac)

If the 's device freezes after the student clicks 'Start Exam', shut down the Mac by holding down the power button for 10 seconds. Turn the device back on and resume the exam when prompted.

## Windows Troubleshooting Guide

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

These errors are generally caused by the Exemplify service being quarantined by an antivirus 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: C:\Program Files (x86)\Examsoft\Exemplify\Services
2. Restart the Device
3. Ensure the anti-virus software remains disabled after restarting the device.
4. Install Exemplify

5. Advise the student to re-enable anti-virus after testing. It is always recommended to disable any anti-virus programs for a more consistent exam taking experience.

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

In certain circumstances, upon starting Exemplify you may encounter this error indicating the Exemplify service is not running.

- Fix 1: Close the Exemplify Application. Once closed, right click the Exemplify shortcut and select 'Run as an Administrator', Exemplify should launch successfully.
- Fix 2: To start the service manually, press the Windows key and type 'services.msc' to open the services manager. Find the 'Exemplify Service' and double click it. Make sure it is set to 'Automatic/Started'.

### Device Does Not Meet Minimum System Requirements (Windows)

Check the user's display settings and ensure the resolution is at least 1024x768. If so, the warning can be safely ignored. Click 'Continue' and tell the student to proceed with the exam. The triggers for this message are very specific and can throw false positives.

### Virtual Machine Windows/ Windows Sandbox Error (Windows)

Some Windows users may be prompted with an MSR warning stating that Exemplify is not permissible on Virtual Machines due to core isolation. If internet access is available, you can simply click the link for instructions on how to proceed. If Internet access is not available, you can follow the instructions below:

1. Click the start button and type 'Device Security'. Choose the option at the top for System Settings
2. Click 'Core Isolation Details' and make sure the toggle slider is in the off position under 'Memory integrity' then restart the device.

### Clean Uninstall of Exemplify

1. Open a file explorer and type this into the address bar: C:\Program Files (x86)
2. Locate the Examsoft folder and rename it to Examsoft.old
3. Within the address bar, type: C:\ProgramData and locate the Exemplify folder and rename to Exemplify.OLD
4. Within the address bar, type C:\Users\Public\Documents OR C:\Users\Public\Public Documents
5. Delete both of the .adata folders listed

### Allowing Camera and Microphone Access:

If you are on a Windows device using Windows 10 (version 1803 or newer), to allow camera and mic permissions, do the following:

#### Camera

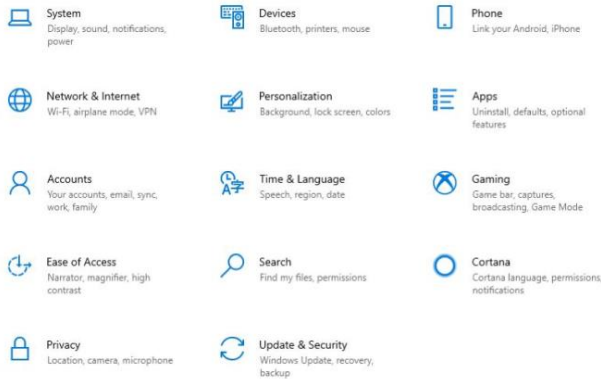
1. In the start bar, type in **SETTINGS** (or click the gear on your start button and click Settings). This will bring up your Windows settings.

Settings

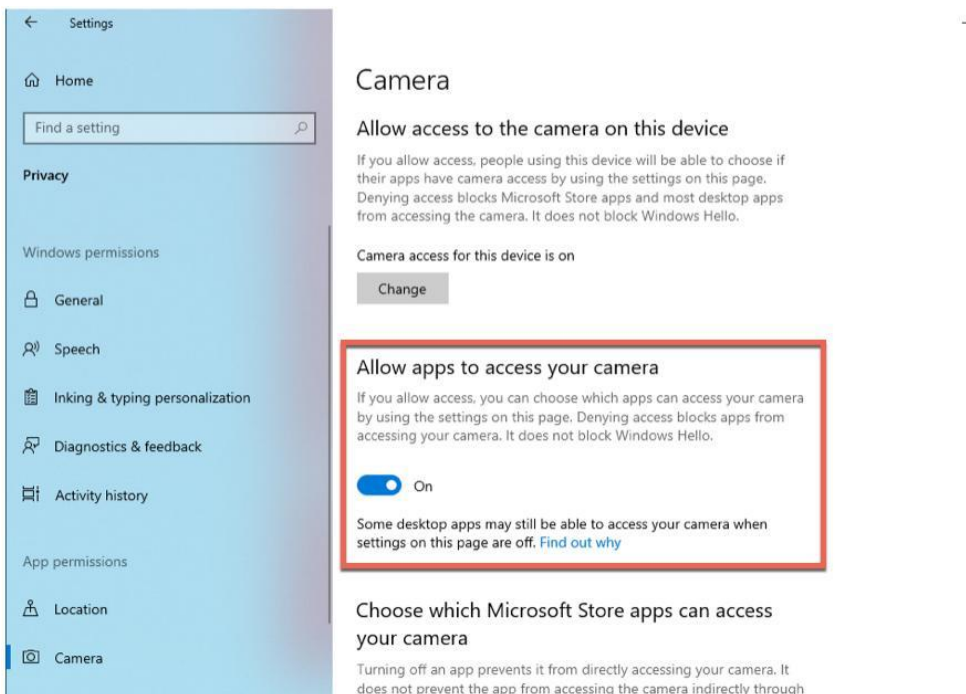
— □ ×

## Windows Settings

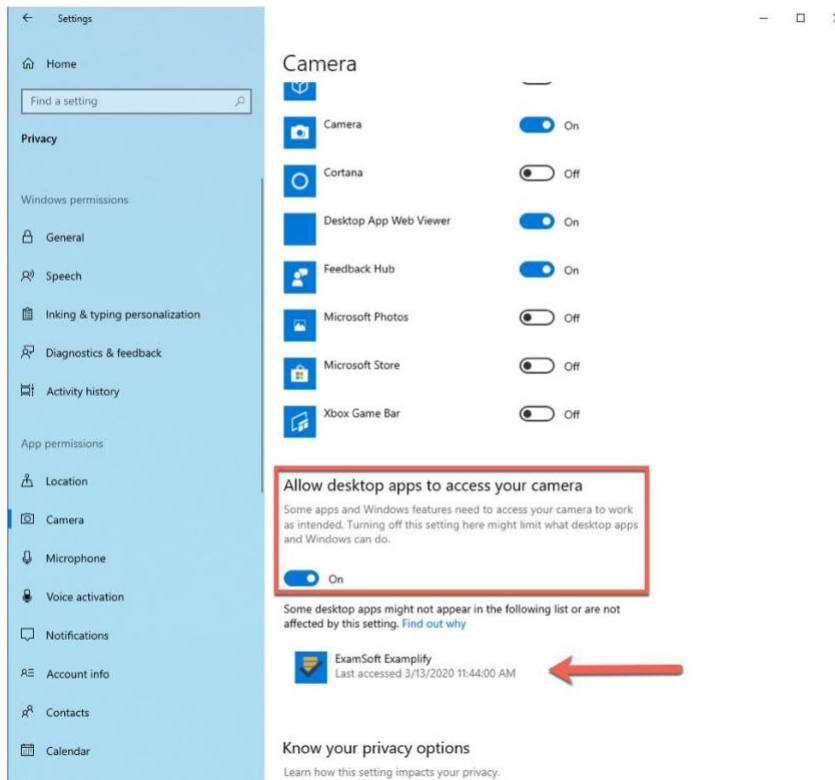
Find a setting



2. Click the **PRIVACY ICON**.
3. Then choose **CAMERA**. Confirm allow apps to access your camera is on.

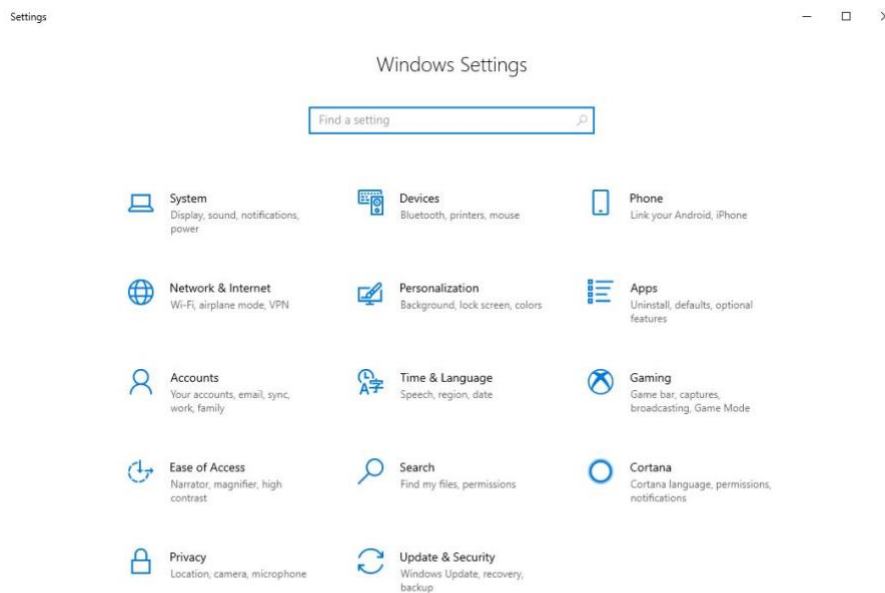


4. Next, scroll down to allow desktop apps to access your camera and confirm this is enabled. Below that, you will need to confirm Exemplify is listed.
5. If it is not, launch Exemplify and try to begin an exam. Then, take a picture. This will add Exemplify to the list.



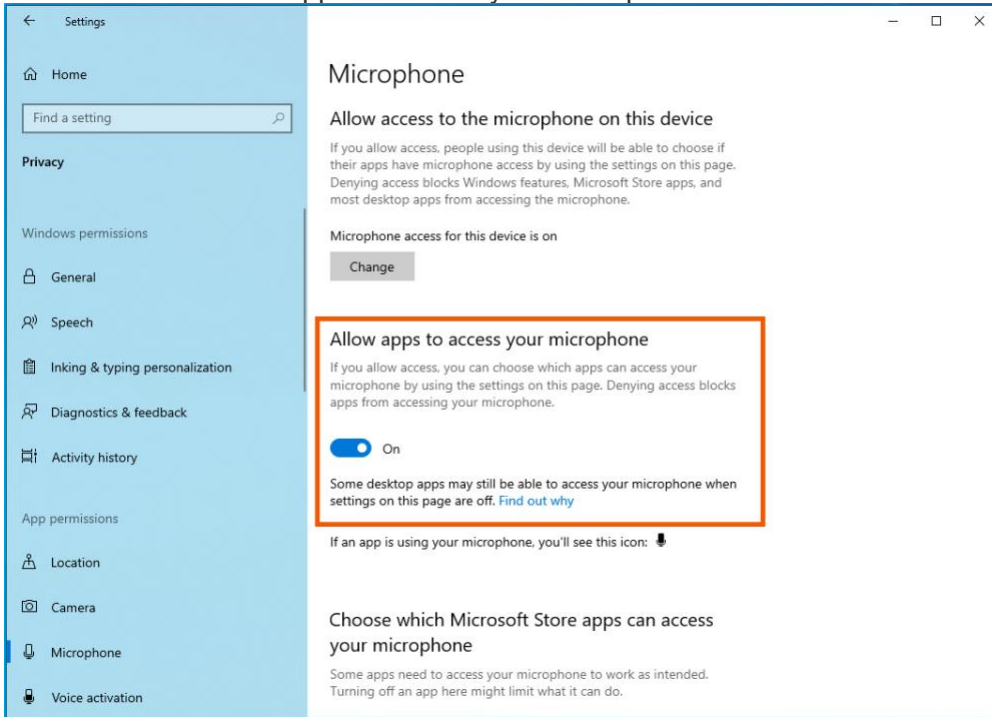
### Microphone Access:

1. In the start bar, type in **SETTINGS** (or click the gear on your start button and click Settings). This will bring up your Windows settings.

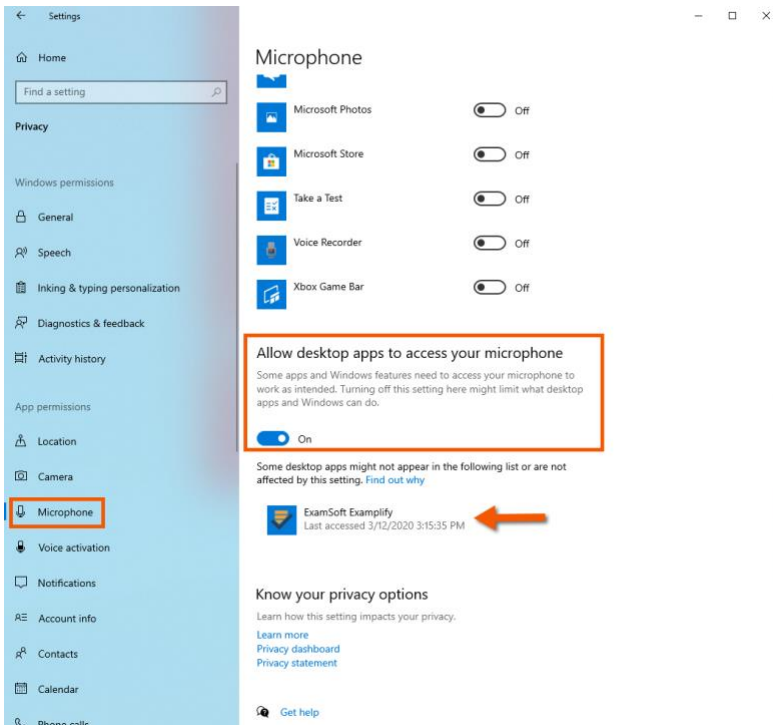


2. Click the **PRIVACY** ICON.
3. Then choose **MICROPHONE**.

#### 4. Confirm allow apps to access your microphone.

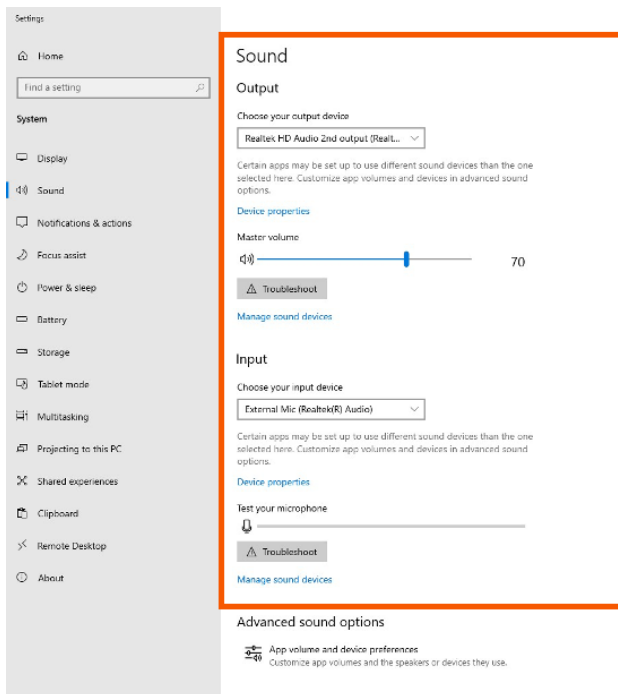


5. Next, scroll down to allow desktop apps to access your microphone and confirm this is enabled. Below that, you will need to confirm Exemplify is listed.
6. If it is not, launch Exemplify and try to begin an exam. Then, take a picture. This will add Exemplify to the list.



7. Lastly, bring up **SETTINGS** (or click the gear on your start button and click Settings).

8. Once you are in settings select **SYSTEM**.
9. Then choose **SOUND**.
10. Confirm that you have an output and input device selected and that they function by testing them. If they are not functioning or you can't locate a device, please select Troubleshoot.



11. Click Next to allow the system to request these permissions and make sure you click OK when permissions are requested. If you deny permissions, you will be forced to enter a resume code to begin the assessment.

### Exemplify May be Having Trouble Saving Files (Windows)

1. The first step is to follow the black screen fix located on Page 8. Once you have regained access to the device, you will then need to disable controlled folder access.
2. Open Windows Defender by searching for Windows Defender in the bottom left of the desktop.
3. Select the shield icon on the left hand side. This will bring up the Virus Protection settings.
4. Now select the 'Virus and Threat Protection Settings' option at the bottom of the window.
5. If you scroll down you will be able to locate 'Controlled Folder Access', this will need to be disabled.

Note: Real Time Protection will need to be enabled in order to disable Controlled Folder access. You can disable Real Time Protection after Controlled Folder access has been disabled.

### Disabled Internet

If a student is unable to access the internet after taking an exam, restart the device. If the internet is still disabled, run ESWinSR to revert the security settings.

1. Navigate to this folder in the File Explorer: C:\Program Files (x86)\Examsoft\Exemplify\Services
2. Scroll down until you see an application file named 'EsWinsr'.
3. 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 this window should disappear.

## Computer Settings Failed to Revert (Windows)

If a Windows device is missing power options, lost access to the task manager, or has an ExamSoft Background, an application will need to be run to revert the security settings of the device.

1. Navigate to C:\Program Files (x86)\Examsoft\Examplify\Services
2. Right-Click 'EsWinsr.exe'
3. Click 'Run as Administrator'.

## Black Screen Before or After Exam (Windows)

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.

### Windows 10

1. If the computer is powered on, press Ctrl-Alt-Delete, and follow the directions from Step 2 below. 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 > Advanced Options > Startup Settings
4. On this page, click 'Restart' and the computer will boot into another menu giving more boot-options.
5. Select 'Safe Mode with Command Prompt' from the menu. This will reboot your computer.
6. 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.
7. In the command prompt, type in 'explorer.exe' and press enter to bring up the file explorer.
8. Navigate to this folder in the File Explorer: C:\Program Files (x86)\Examsoft\Examplify\Services
9. Scroll down until you see an application file named 'EsWinsr'.
10. 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.
11. Return to the original Command Prompt where you previously typed explorer.exe and type 'shutdown -r' and then press enter. This will trigger a native reboot of the computer, which will take longer than normal. Login to the 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.

Note: If you get a request to type in a BitLocker password, this information must be provided to you by the student. You will be unable to complete the troubleshooting steps without the BitLocker password.

