

ExamSoft / Exemplify

*Best Practices
& Troubleshooting*
A Handbook for Students



2023-2024

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Know Your Platforms and Software



Canvas

- Online learning management system that supplements the classroom experience
- Provides access to announcements, email, lecture or lab documents, discussion boards, grades and more



ExamSoft

- ExamSoft is an online platform that allows you to download Exemplify and upload completed exams and quizzes
- ExamSoft offers your instructor the chance to assess your strengths and opportunities for learning



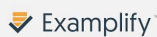
Exemplify

- Unlike Examsoft, Exemplify is a software program **YOU WILL NEED TO DOWNLOAD**
- After downloading an exam or quiz, you will take your exams through Exemplify
- After taking an exam or quiz using Exemplify, you will upload your exam to ExamSoft

This handbook focuses on understanding and using ExamSoft to download Exemplify. If you have questions about Canvas, you can contact UMKC Instructional Technology by emailing its@umkc.edu or by calling (816) 235-6700. For General IT or computer questions, please contact the UMKC Information Services Call Center at (816) 235-2000 or by email at callcenter@umkc.edu.

The MU Tiger Tech Program through the MU Bookstore, the Computer Connection in the MSU Bookstore, and the UMKC RooTech program through the UMKC Bookstore offer a selection of hardware and software, financing options and services at educational prices. There is no required brand or model assuming they meet the below specification (please note that the Google Chromebook or other laptops running the Android operating system **do not** meet specification).

Minimum Technical Requirements



Minimum System Requirements:

Below are the minimum and preferred configurations for Windows and Macintosh computers. Also below is a list of required software for both laptops. Laptops must support Windows, OSX, or iOS. Additionally, Exemplify does not work well on Virtual Machines—it isn't impossible, but it is a huge hassle. ExamSoft / Exemplify only supports Mac, Windows, and iPad operating systems. Exemplify will not run on Chromebook, Android, or Linux operating systems.

If you are unsure regarding compatibility, please consult Information Services prior to purchasing a device (<https://www.umkc.edu/is/it-help.html>).

Exemplify works best if you keep your laptop regularly updated! We have found that keeping your hardware and software updated solves most of the problems students have with ExamSoft and Exemplify.

Windows Requirements for Exemplify Version 3.3 and Greater

- Operating System: 64-bit versions of Windows 10 and Windows 11.
- Alternate versions of Windows 10 and Windows 11, such as Windows RT and Windows 10 and 11 S, are NOT supported at this time.
- If you are using a Microsoft Surface device, please read this article for important instructions on Windows 10 and 11 "S mode" versus the standard Windows 10 or 11. S mode is not compatible with Exemplify.
- Only genuine versions of Windows Operating Systems are supported.
- The versions of Windows certified for use are Windows 10 22H2, Windows 11 21H2, and Windows 11 22H2.
- For a better experience, we recommend that you take your exam on the same Operating System version that you have recently completed a successful mock exam.
- The English (United States) Language Pack must be installed.
- ExamSoft does not support tablet devices other than Surface Pro as detailed above.
- CPU Processor: Non-ARM-based processor supported by your operating system.
- RAM: 4GB of usable RAM or higher

- Hard drive: 4GB or higher of available space.
- For on-site support, and in order to back up the answer files to a USB drive, a working USB port is required. (Newer devices may require an adaptor.)
- For technical troubleshooting, account passwords including BitLocker keys, may be required.
- Internet connection for download, registration, exam download, upload, and some exam features.
- Exemplify cannot be run within virtualized environments or environments that require a persistent network (local or otherwise) connections during secure exams. This includes, but is not limited to, VMWare, Parallels, Citrix workspace, virtual disks, streamed images, etc.
- Screen resolution should be at least 1280 x 768. Scaling should be set to 100%.

For instructions on how to check your computer's specifications, click [here](#).

For instructions on how to update your device to be within these guidelines, click [here](#).

For instructions on how to check your version of Exemplify, click [here](#).

Mac Requirements for Exemplify Version 3.3 and greater

- Big Sur, Monterey, and Ventura
- For a better experience, we recommend that you take your exam on the same Operating System version that you have recently completed a successful mock exam.
- Only genuine versions of Mac operating systems are supported.
- CPU: Intel, M1, or M2 processor. Devices using Apple's M1 and M2 processor and Apple Rosetta 2 are supported. To learn more, [click here](#).
- RAM: 4GB or higher.
- Hard Drive: 4GB or higher available space.
- For on-site support, and in order to back-up the answer files to a USB drive, a working USB port is required (Newer devices may require an adapter).
- For technical troubleshooting, account passwords including device passwords may be required.
- Server version of Mac OS X is not supported.
- Exemplify is not compatible with virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environments.
- Internet connection is required for download, registration, exam download and upload.
- Exemplify is not compatible within virtualized environments or environments that require persistent network (local or otherwise) connections during secure exams. This includes, but is not limited to, VMWare, Parallels, Citrix workspace, virtual disks, streamed images, etc.
- Screen resolution should be at least 1280 x 768. Scaling should be set to 100%.

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For instructions on how to update your device to be within these guidelines, click [here](#).

For instructions on how to check your version of Exemplify, click [here](#).

Downloading and Installing Your Exemplify Software

Registering Your Computer

- Go to the UMKC School of Pharmacy's portal with ExamSoft ([www.examsoft.com/umkcpha\(rm\)](http://www.examsoft.com/umkcpha(rm))) and sign in with your UMKC ID (your SSO) and password
- To Install Exemplify:
 - Login to "Exam Takers" using your UMKC ID and ExamSoft Password
 - Navigate to the Exemplify tab and click "Download"
 - Register your laptop with ExamSoft by following the prompts to download and run

Instructions for PC Users

- A pop-up box will be displayed asking to save the file. Click on 'Save File' and choose the destination where you would like this file to be saved. Go to that destination and open the file. If you do not specify a location, open your Downloads folder and run Exemplify
- Double click on the 'Exemplify.pkg' in either the 'Downloads' window or from where you chose to save the file
- The Installation Wizard will appear; Click "Next"
- Read and Agree to the License Agreement; Click "Next"
- Follow other on-screen instructions in the Wizard
- When the installation is complete; Click "Close"
- After installation, enter your institution ID, followed by Student ID and password, and click the "Sign-in" button to register your copy of Exemplify

Instructions for Mac Users

- Click on Download Exemplify Mac
- A pop-up box will be displayed asking to save the file. Click on '**Save File**' and choose the destination as to where you would like this file to be saved
- Double click on the '**Exemplify.pkg**' in either the '**Downloads**' window or from where you chose to save the file
- After installation, enter your Institution ID (UMKC) or (umkcpharm), followed by your UMKC ID and Password, and click on the 'Register' button to register your copy of Exemplify

Troubleshooting

If you experience problems with access or problems logging in, clearing your browser cache.

- Try clearing your browser cache and see if that resolves the issue. You can find steps for clearing your browser cache at the following links:
Google Chrome: [Clear cache & cookies - Computer - Google Account Help](#)
Microsoft Edge: [View and delete browser history in Microsoft Edge](#)
Mozilla Firefox: [How to clear the Firefox cache | Firefox Help \(mozilla.org\)](#)
Apple Safari: [Clear your browsing history in Safari on Mac - Apple Support](#)
Important: Make sure when clearing the cache to set it to clear for all time, most of them default to the last hour.

Using Exemplify

You will download, complete and upload exams and quizzes with Exemplify. There are instructions for each of these steps in this section as well as instructions on how to answer certain exam questions, use certain tools, and resolve certain problems encountered during the testing process.

Downloading Your Exam

- Open up Exemplify by clicking on the icon or opening the app
- Click on the name of the exam that you wish to download from the “Exam List” section.
- Click the green “Download Exam” button in the middle of the screen directly underneath the name of the exam
- You can monitor the progress of the download by viewing the download progress bar under step 1
- Once downloaded you will see a green checkmark confirming the download was successful
- It is recommended that you download the exam **at least four hours before** the exam is scheduled so you have time to download it

Taking Your Exam

- When you come to class, have your laptop or tablet **battery fully charged (have 3 hours of battery life)**
- Open the Exemplify program or app
- When you take a test, all **functions on your computer will be turned off.**
- **You must disable your antivirus software** for Exemplify to run properly
- Install your privacy screen
- Do not begin exam until the password is provided and you are instructed to do so
- Exemplify will save your work automatically (every 60 seconds)
- Answering Multiple Choice Questions
 - Click the circled letter to the left of the desired answer. The **circle will turn blue.**
 - One feature of Exemplify is the ability to cross out choices. Hover over an answer choice, an X will appear on the right of the answer. Clicking the X will “**cross-out**” that particular choice. To undo this, click on the crossed-out text in the answer choice. This is **different than selecting your answer**
- How to Use the Tool Kit
 - **Calculator:** Instructors try to always enable the basic calculator. You can open the calculator by clicking the TOOL KIT icon in the top right. This will open the calculator in a pane on right side of the screen. To close the calculator, click the TOOL KIT icon again. (ExamSoft also has a scientific calculator that your instructor may add to select questions. If this feature is enabled, you will see a blue calculator icon above the question text. Just click to open it; use the arrow to return to the question when done.)
 - **Other TOOLS:** By clicking on the TOOL KIT icon in the top right, you will find the highlighter, count-down clock, alarm and text-size adjustor bar. You close the window with the box at the bottom or the TOOL KIT icon.

- Copy and Paste in Essay: This function will depend on whether your instructor enables this function.
- **IF YOU CLOSE THE EXAM, YOU WILL NOT BE ABLE TO RE-ENTER THE EXAM**

Completing and Uploading Your Exam

- When you complete your exam, you should have a screen indicating you have finished and you will be prompted to upload your exam
- Once an upload has completed, a **GREEN Congratulations Screen** will appear. This means that the file has been successfully uploaded to the server
- You will need to show your green screen to the proctor before you are permitted to leave
- It may take several minutes for the confirmations, such as the e-mail and text notifications as well as the exam history to reflect your upload, but rest assured, the answer file has been uploaded and your content is safe once the green confirmation screen is displayed. **You will also notice the blue symbol to download your exam has changed to a green checkmark**
- To access your exams history screen, you can click the 'Exam History' at the top of the screen as shown below
- This page is also accessible by logging into your institution's portal directly, and clicking 'History' or 'Courses' at the top of the webpage

Resolving Problems

Difficulty Downloading the Exam

- Make sure you are connected to the Internet. Open a web browser and go to www.examssoft.com. If you are unable to connect to the internet, check to make sure you are either plugged in to the modem/router or that your wireless connection is active. Attempt another wireless network connection
- If you downloaded the file to a previous machine, you must complete a reverse download on it to retrieve the file. Follow the link for instructions on this process: <https://support.examssoft.com/hc/en-us/articles/11167545371533-Remove-a-Downloaded-Exam>
- Also ensure that the current date is within the specified start and end date for downloading the file, which was provided by your institution
- The exam may also take up to 15 minutes (to appear as available to download) after the exam creator has posted the assessment

Rebooting or Restarting Your Computer

- Exemplify can do a mid-exam reboot. In the event you must restart your computer, once the computer restarts, you will be given the option to re-enter the exam approximately where you left off (answers are saved at least every 60 seconds). Raise your hand and the exam proctor will assist you
- If you opt not to continue the exam at that time, for security reasons, you will not be allowed to access your computer and then restart the exam at a later time (Your exam will be concluded).

Please note, your exam administrator may opt to impose time limits on how soon you must restart an exam from the time you last exited the exam

Difficulty Uploading the Exam

If Exemplify is unable to upload your answer file automatically, **don't panic!** Once you exit the exam, your answers are saved. Even if you lose power or internet connection, you will be able to upload once things are restored. You can find and upload the file using the ExamSoft website. Please note that you will need to use the same computer that was used to complete the exam. <https://support.examssoft.com/hc/en-us/articles/11146150303629-Manually-Upload-an-Answer-File>





Online Tutorials

ExamSoft offers a great deal of information via their website and their online community. There are tutorials, videos, and articles that will help you learn the ins-and-outs of their assessment software and provide answers to questions you may have.

Finding Additional Support

ExamSoft is available to help you 24/7

Call or reach out to ExamSoft if you are experiencing issues outside of school hours. If they aren't able to resolve your issue at that time, they should give you a case number to reference your issue until it is resolved.

Exam Takers			
	Support Portal 24/7 Online Resource Center www.examssoft.com/support		Email support@examssoft.com
	Exam Taker Support Line Available 24 hours a day (866) 429-8889 (954) 429-8889		Live Chat Available 24 hours a day www.examssoft.com/support

At SOP, Dr. Graham's assistant, Sharon Breshears, will try to help as well. Contact her via email at breshearrss@umkc.edu

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