ExamSoft / Examplify
User Tips and Troubleshooting 2025-2026

Required Platforms

Canvas - Class materials, announcements, grades

ExamSoft - Platform to download/upload exams

Examplify - Software to take exams (must be installed on your device)

Access portal: ei.examsoft.com/GKWeb/login/umkcpharm   Institution ID: umkcpharm

Tech Requirements

OS: Windows 11, macOS 13-14, iPadOS (caution: higher risk of issues)

NOT supported: Chromebooks, Android, Linux, touchscreen input

Check that your device meets Examplify: MSRs

Keep your laptop & Examplify updated!

Before an Exam

- Charge device (3+ hrs battery life)
- Install privacy screen
- Disable antivirus software
- Wait for proctor instructions before starting

During the Exam

- Answer file auto-saves every 60 secs
- DO NOT EXIT EXAM until finished - re-entry is blocked
- Use TOOL KIT (calculator, highlighter, clock, etc.)
- Cross out MC answers for better focus

After the Exam

- Follow prompt to upload immediately

- Wait for green screen

- Show screen to proctor before leaving

- Upload failed? Use same device to manually upload

Troubleshooting Tips

- Can't log in? Clear browser cache (set to All Time)

- Can't download? Check internet & exam window

- Crash mid-exam? Raise hand for proctor

- Can't upload? Wait and try again*, or upload manually *High internet usage can slow uploads

Support Contacts

- Need help choosing a device? umkc.edu/is/it-help.html

- 24/7 ExamSoft Help: https://examsoft.com/contact/

- ExamSoft User Guides: https://support.examsoft.com/hc/en-us

- UMKC IT: its@umkc.edu | (816) 235-6700

- Call Center: callcenter@umkc.edu | (816) 235-2000

- SOP Contact: Sharon Breshears | Office 2237 | breshearrss@umkc.edu