

Students – as we prepare to facilitate distance learning here are some guidelines for ensuring that ExamSoft assessments go smoothly. Please read these guidelines carefully and contact me ([drfoster@purdue.edu](mailto:drfoster@purdue.edu)) with questions.

#### Ensuring your computer works with Exemplify

- Ensure that your computer meets minimum system requirements:  
<https://examsoft.force.com/emcommunity/s/article/Exemplify-Minimum-System-Requirements>
- If you do not have access to a computer meeting these requirements, please contact Mark Sharp ([sharpm@purdue.edu](mailto:sharpm@purdue.edu)) to obtain a loaner computer and/or discuss options to take your exams
  - **Please do this as soon as possible, and at least 72 hours in advance of an exam.**
- We will be providing a **mock/practice exam** for all students to ensure that you are able to complete exams without problems.
  - We encourage all students to complete this mock exam, however **anyone using a new or different computer should definitely complete this mock exam.**

#### Completing exams

- Download exams as soon as they become available.
- On exam days, start and log in to your computer well in advance of your exam (i.e., several hours) to avoid potential problems.
  - Check to see if there are scheduled software updates for your computer prior to exam. Pause any software updates prior to exam starting.
- Pay close attention to instructions provided by your instructor.
- For most exams, you will be provided with a password via email immediately prior to the exam.
- For most exams, you should upload your completed exam immediately following completion and within 15 minutes of the scheduled end time.
  - If you experience an upload difficulty, take a screenshot, and email it to your instructor immediately.

#### Problems during exams

- For most exams conducted during their regularly scheduled time, we will provide live support via phone during that time
- If you experience a problem during an exam, **email me ([drfoster@purdue.edu](mailto:drfoster@purdue.edu)) and cc your instructor/coordinator immediately.**
  - This email should contain:
    - **a screenshot** (it's fine to take this with your cell)
    - **a telephone number** that we can use to contact you
- **Remember that the vast majority of ExamSoft problems can be solved by rebooting** (a complete shutdown and reboot)
- 24 hour support from ExamSoft can be reached at (866) 429-8889