UCONN

SCHOOL OF PHARMACY

# ExamSoft Student Handbook

**Last Revised 7/10/2018**

# Table of Contents:


- **Definitions** (p. 3)
- **Laptop Requirements (**pp. 4-6**)**
- **ExamSoft Portal** (p. 7)
- **Download Examplify** (pp. 8-9)
- **Download Exams** (p. 10)
- **Before an Exam** (pp. 11-23)
    - Make sure the application is up to date
    - PC: Disable antivirus software prior to launching a secure exam
        - Windows Defender
        - Avast
        - AVG Antivirus
        - Bit Defender
        - McAfee Antivirus 2014-2016
        - Kaspersky Antivirus and Internet Security 2015-2016
        - Norton
        - Sophos
        - Trend Micro Antivirus Plus Spyware
        - WebRoot Secure Anywhere Antivirus
        - Zone Alarm
- **During an Exam** (pp.24-25)
- **Upload Answers for Windows and Mac Computers** (pp. 26-27)
- **Examplify for iPads** (pp. 28-30)
- **Computer Troubleshoot** (pp. 31-42)
    - Unable to download an exam
    - Examplify did not automatically upload my exam after exiting secure mode
    - Manual Upload
    - Black screen, missing task manager, or missing power options
    - Desktop icons disappear after exam
    - Windows Management Instrumentation (WMI) Error
- **Check Grades** (pp. 43-44)
- **How to Read Strengths and Opportunities reports** (p. 45)
- **Contact for Questions** (p. 46)

Students will take exams through an online computer based testing system called ExamSoft. It contains two parts Examsoft and Examplify.

Definitions:

- **ExamSoft:** Every student is given an online student account. The online student account is ExamSoft. In ExamSoft, students can view the history of uploaded exams, Strengths and Opportunities reports, and download Examplify.
- **Examplify:** Students take ExamSoft exams through a computer application called Examplify. Through the application, students download the exam, take the exam, and upload answers to the ExamSoft portal.

# Laptop Requirements:

All students are required to have a laptop or tablet that meet the minimum standards outlined below, allowing for (at minimum) ExamSoft

**Windows requirements**

Examplify can be used on most modern Microsoft Windows based computers (i.e. purchased within the last 3-4 years). Please see specific system requirements as noted below.

Examplify cannot be used on virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environments.

- Operating System: 32-bit and 64-bit Versions of Windows Vista, Windows 7, Windows 8, and Windows 10, including Windows 10 Creators.
- ***Alternate versions of Windows 10, such as Windows RT, and Windows 10 S are NOT supported at this time.***
- Only genuine, U.S.-English, French, Portuguese, Swedish, and British versions of Windows Operating Systems are supported
- ExamSoft does not support Tablet devices other than Surface Pro as detailed below
- CPU Processor: 1.86Ghz Intel Core 2 Duo or greater
- RAM: highest recommended for the operating system or 2GB
- Hard Drive: highest recommended for the operating system or 1GB of available space
- For onsite support, a working USB port is required (Newer devices may require an adaptor)
- Internet connection for Examplify Download, Registration, Exam Download and Upload
- Screen Resolution must be 1024x768 or higher
- Administrator level account permissions

**Surface Pro Requirements:**

- Surface Pro, Surface Books, and Surface Laptop devices are supported (Non-Pro Surface devices are NOT supported)

- Must be running a supported Operating System (See PC Requirements above)
- External keyboard (USB or Bluetooth) required. Bluetooth keyboards must be paired prior to launching exam
- Hard Drive: 1GB or higher available space
- Adobe Reader XI is required for exams containing PDF attachments
- For onsite support, a working USB port is required (Newer devices may require an adaptor)
- Internet connection for Examplify Download, Registration, Exam Download and Upload
- Screen Resolution must be 1920x1080
- Administrator level account permissions

## Mac Requirements

Examplify can be used on most modern Mac OS X based computers (i.e. purchased within the last 3-4 years). Please see specific system requirements as noted below.

Examplify cannot be used on virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environments.

In order to use Examplify on your Apple Macbook, Macbook Air or Macbook Pro natively, you must have:

- CPU = Intel processor
- RAM = 2 GB
- Hard Drive = 1 GB or higher free disk space
- Operating System:

  **Mac OS X 10.9 Mavericks**

  **Mac OS X 10.10 Yosemite**

  **Mac OS X 10.11 El Capitan**

  **Mac OS X 10.12 Sierra**

- Screen Resolution must be **1024 x 768** or higher

- Server version of Mac OS X is not supported
- For onsite support, a working USB port is required (Newer devices may require an adapter)
- Internet connection for Examplify Download, Registration, Exam Download and Upload
- Administrator level account permissions

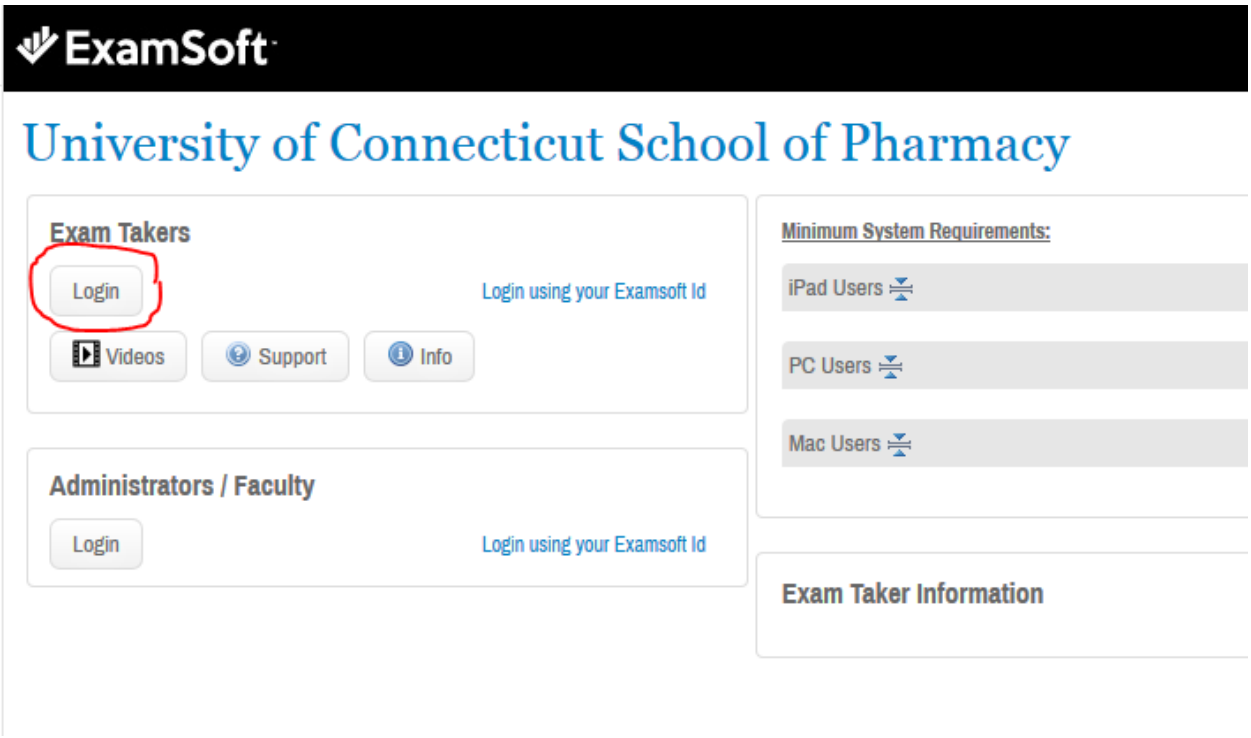
**iPad Requirements**

- Hardware = iPad 3+, iPad Air+, iPad Mini+, iPad Pro
- Operating System = iOS 8, iOS 9 and iOS 10 (Only genuine versions of iOS are supported)
- 500 MB of free space required to commence an exam
- iPad must not be Jailbroken
- Internet connection for Examplify Download, Registration, and Exam Download/Upload
- In order to take an exam using Examplify for iPad, your institution must first enable this product and create exams that are compatible with your iPad

# ExamSoft Portal:

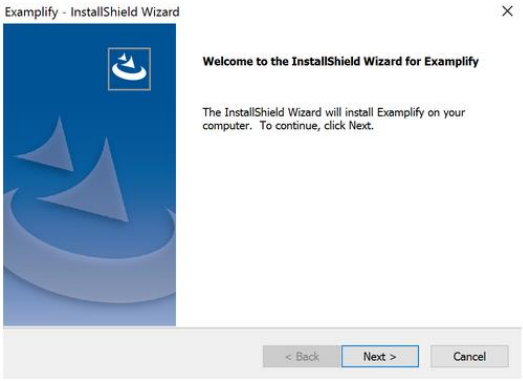
Students can access the examsoft portal using a chrome or firefox browser. The web address is: http://examsoft.com/uconnpharm

Students log in through the Exam Taker section with their university net id and password. Once logged in, they will be able to download the testing application, Examplify, and access their record of time and date on uploaded exams.

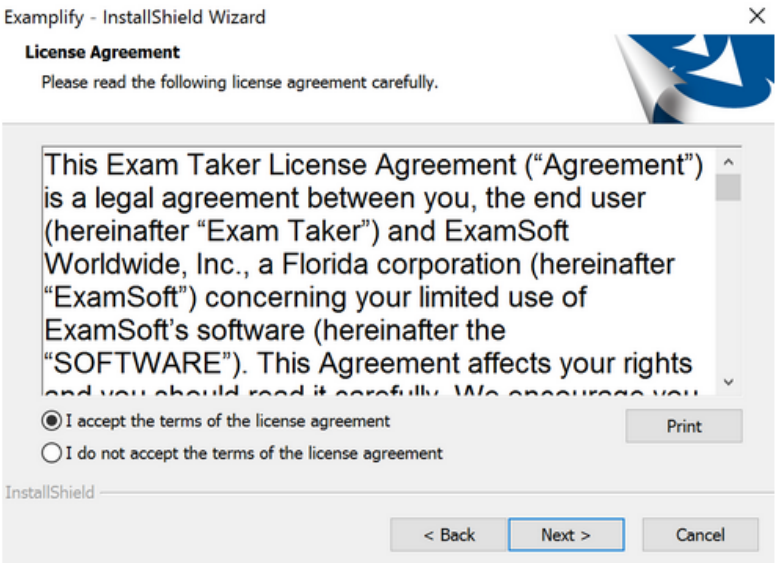


# Download Examplify:

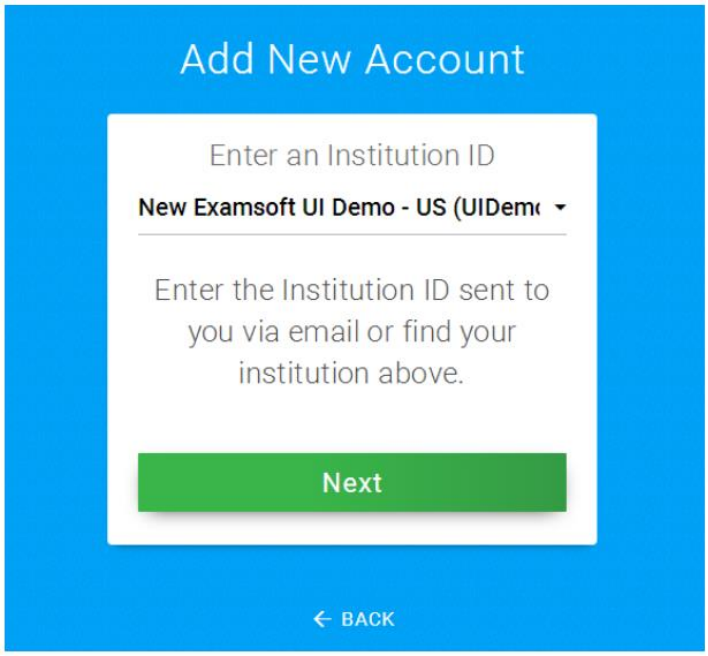
1. Go to your ExamSoft account (http://examsoft.com/uconnpharm) Under 'Exam Takers', log-in with your ID and Password that was provided. (same information as your university net id and password)
2. Once logged in, click 'Download'.
3. A pop-up box will be displayed asking to save the file. Click on 'Save File' and choose the destination as to where you would like this file to be saved
4. Double click on the 'Examplify.pkg' in either the 'Downloads' window or from where you chose to save the file.

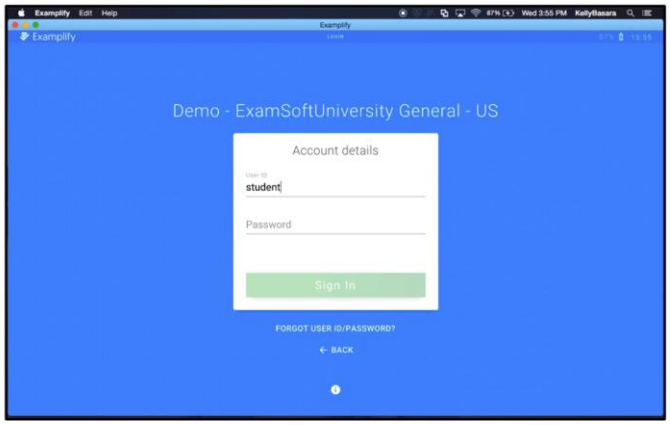



5. Follow the on-screen instructions within the Examplify installer wizard.



6. After installation, enter your Institution ID (the institution ID is: uconnpharm), followed by your Student ID and Password, and click on the 'Register' button to register your copy of Examplify.

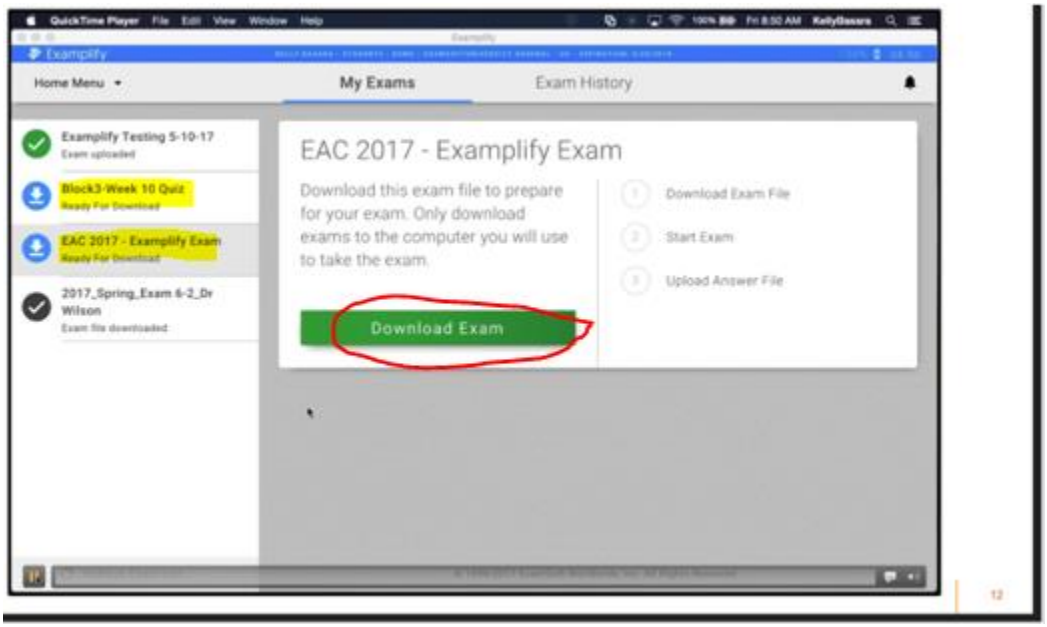


# Download Exam:

1. Click on the Examplify icon on your desktop

2. Click on **Download Exam Files**.



# Before an Exam:

1. Watch for email notifications to download exams.
2. Download all exams as soon as they are available.
3. Take a Mock Exam (if made available to you)
4. Check that your computer's date and time are accurate.
5. Arrive at the exam site at least 15 minutes early.
6. Charge your laptop battery and bring your power cord.
7. Before upgrading your current OS, check against Examplify's current minimum system requirements to ensure compatibility with the new OS.

# Make sure the application is up to date:

To verify if you have the latest version of Examplify, go to your institution's ExamSoft portal: **http://www.examsoft.com/uconnpharm.** Log in at the "Exam Takers" field at the top left corner of this page using the account credentials assigned to you by your institution.

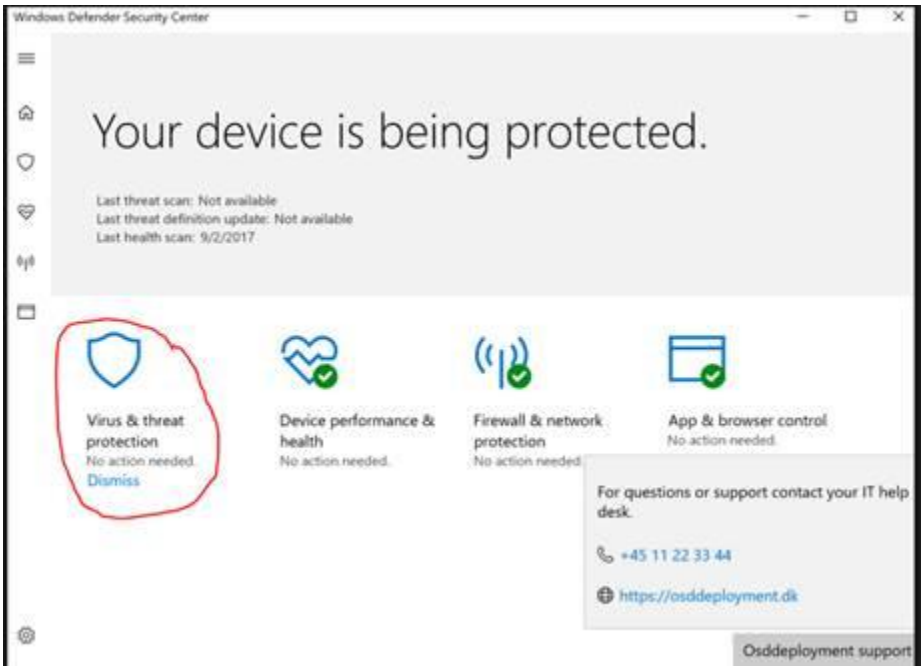
# PC: Disable antivirus software prior to launching a secure exam:

***While it is ExamSoft's recommendation and best practice to disable your antivirus programs before each exam, please be sure to re-enable your antivirus program following each exam.**

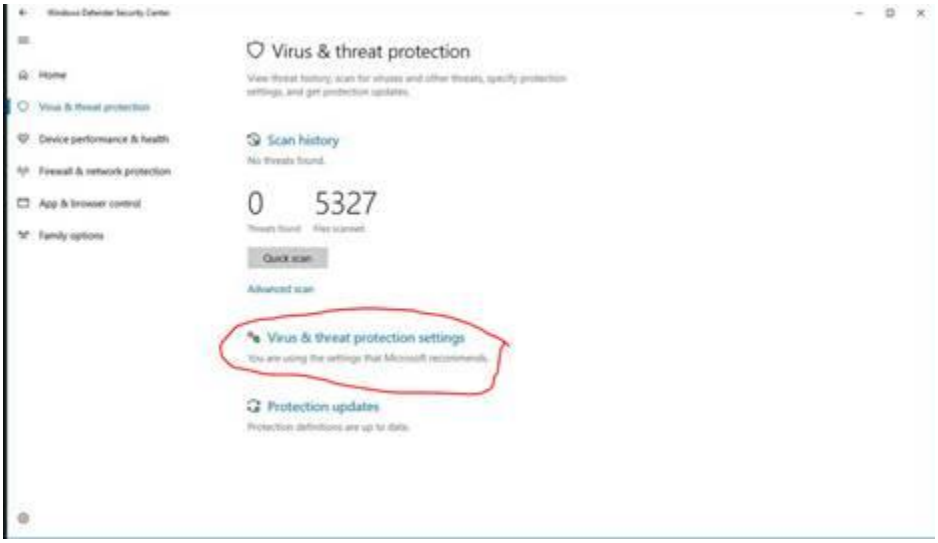
## Windows Defender (Comes pre-installed in all PCs)

1. Search in Cortana "Windows Defender." You want to open up the Windows Defender Security System.

2. From the new window that opens, **make sure Windows Defender is turned on**. Click the Virus & Threat Protection option.



3. Next, click Virus & Threat protection settings.




4. Disable all three of the following:

### a. Real-time protection

### b. Cloud-delivered protection

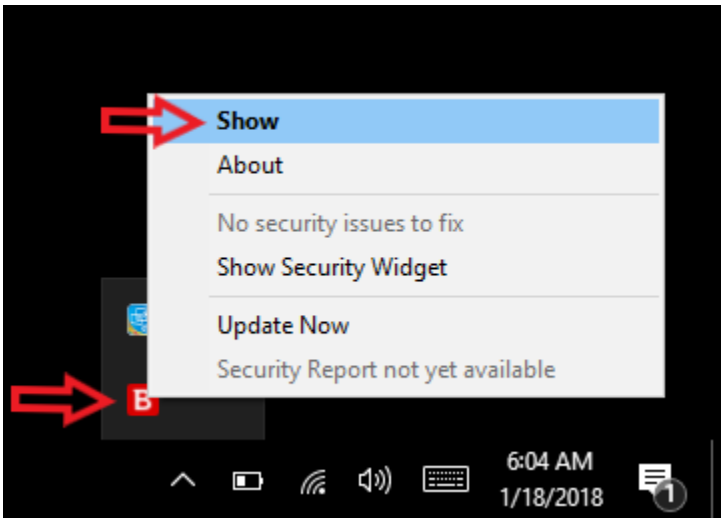
### c. Controlled folder access

Avast

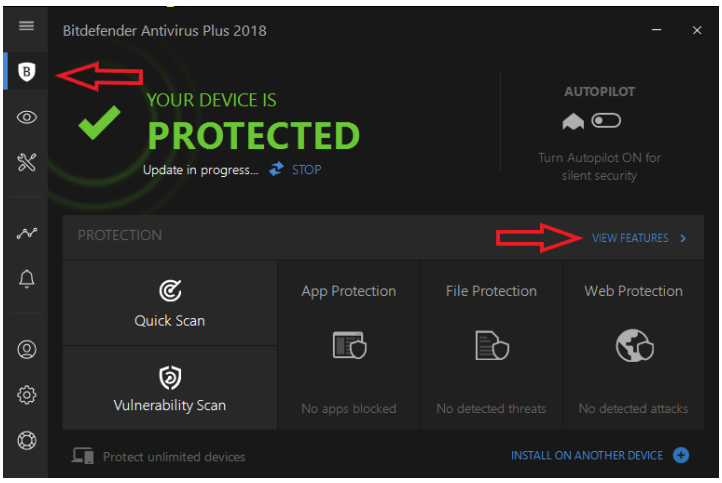
1. Right-click the Orange Avast Icon in the taskbar.
2. Look for the option "Avast! Shields Control', and select one of the options there – disable for a) 10 minutes; b) 1 hour; c) until computer restart; d) permanently.
3. Select 'Yes'.

Bit Defender

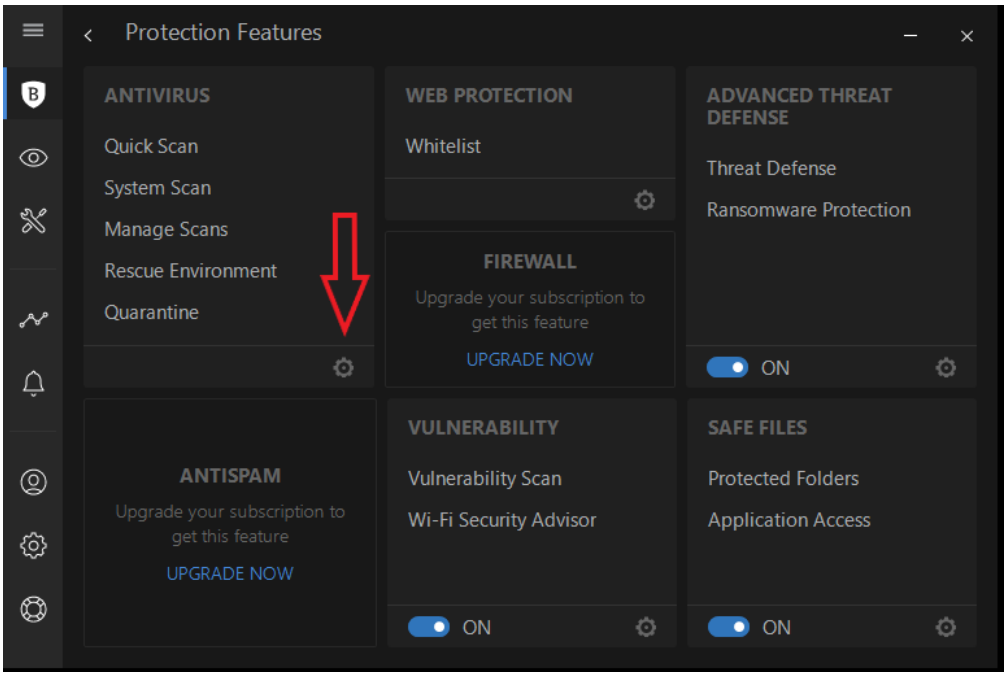
1. Right click the Bitdefender icon from taskbar and click show.



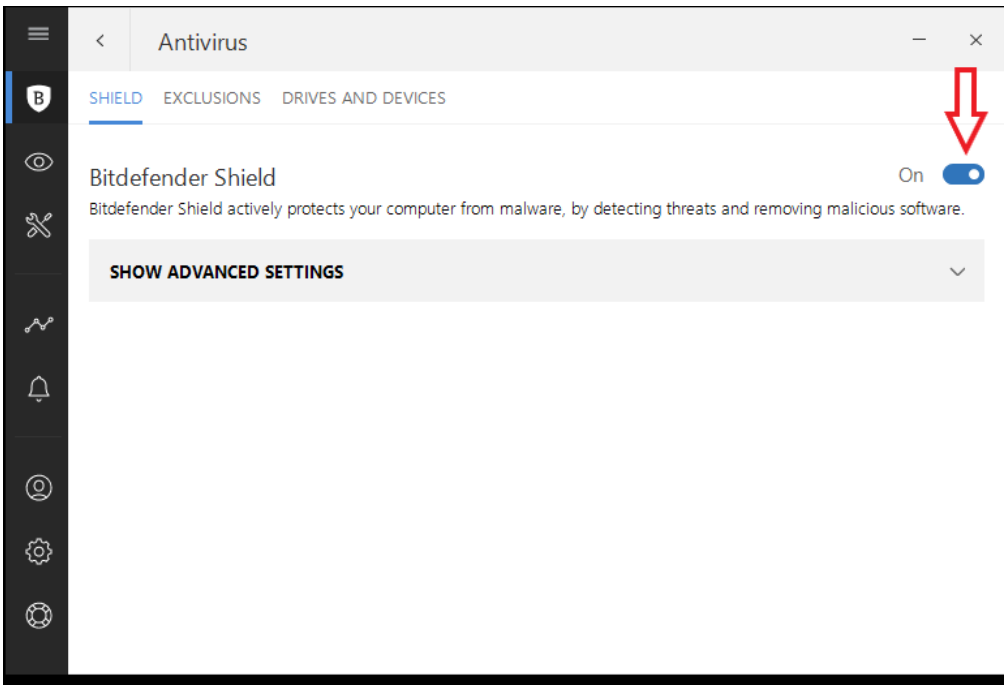

2. When the Bitdefender window appears, from the main Bit Defender tab (Shield icon), click "view features".



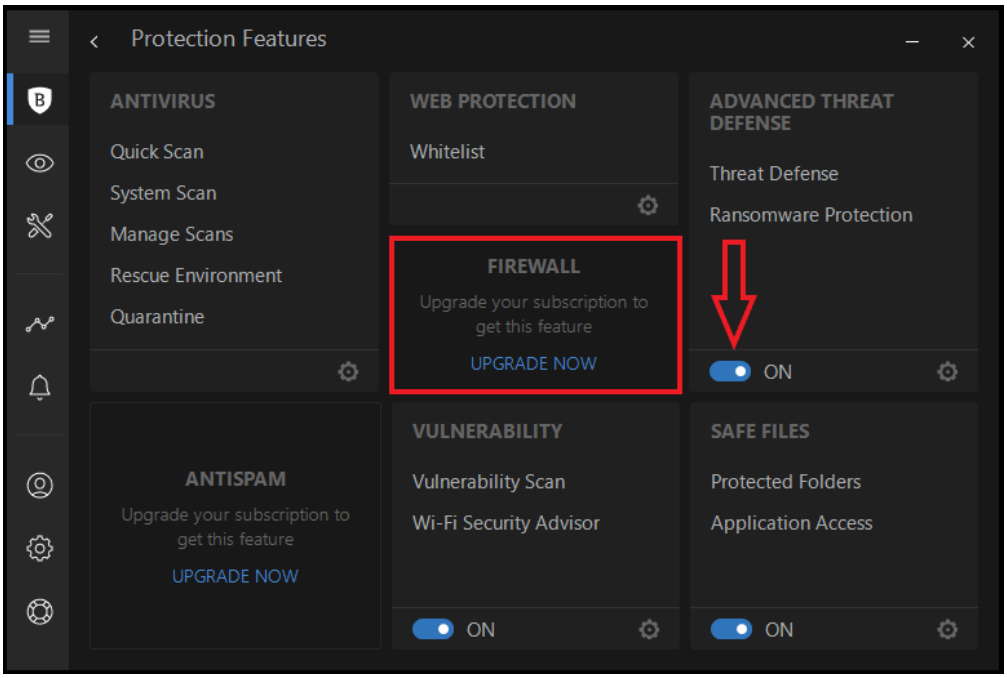
3. Select settings (gear icon) for antivirus section.




4. Toggle off Bitdefender Shield.

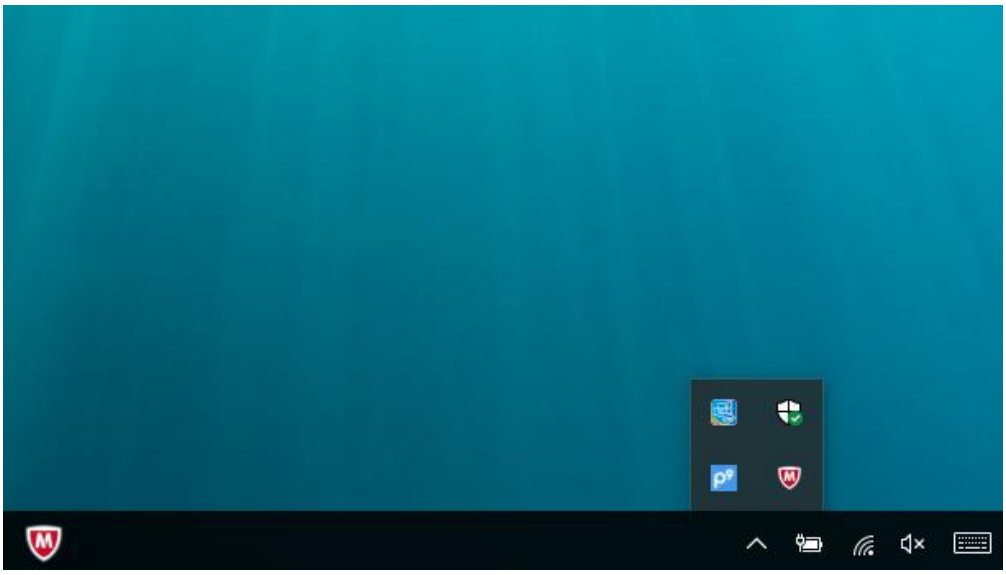


5. Turn off firewall (if activated) and advanced threat defense from the protection feature window.

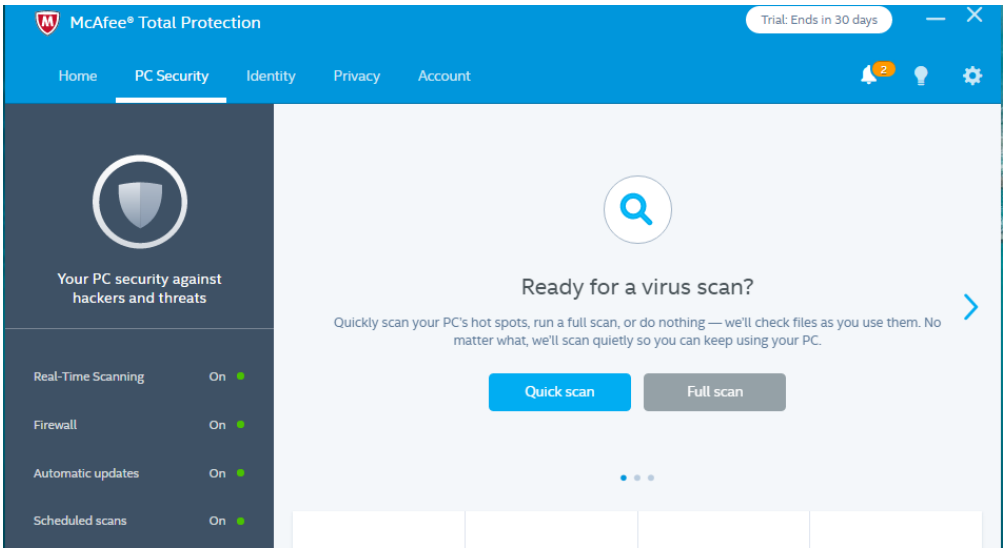



McAfee Antivirus 2014-2016

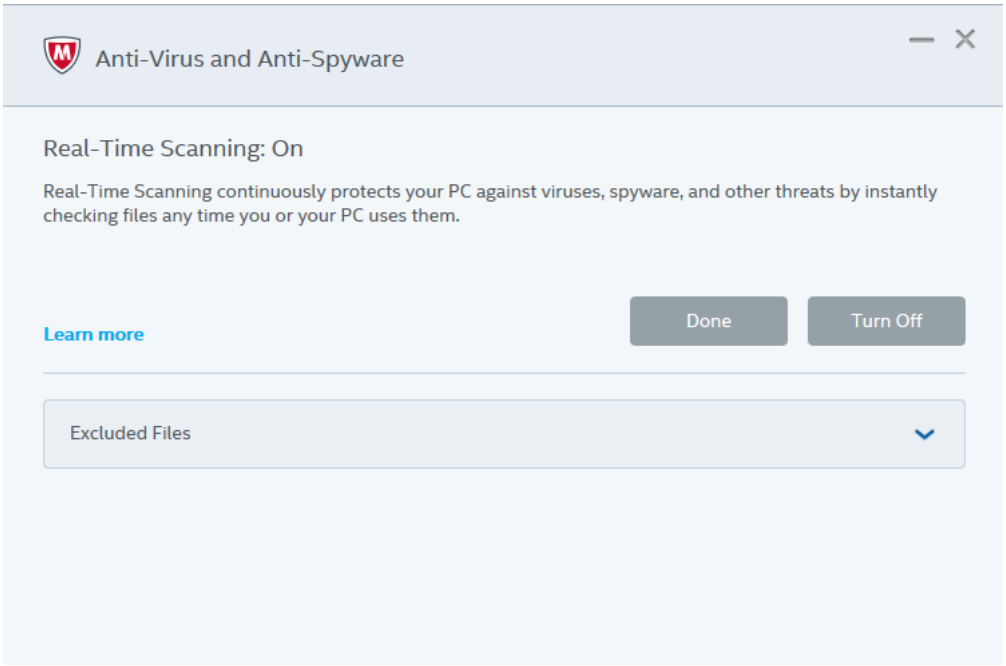
1. Open the McAfee Console via its tray icon located in the bottom right corner of the screen as shown in the image below.



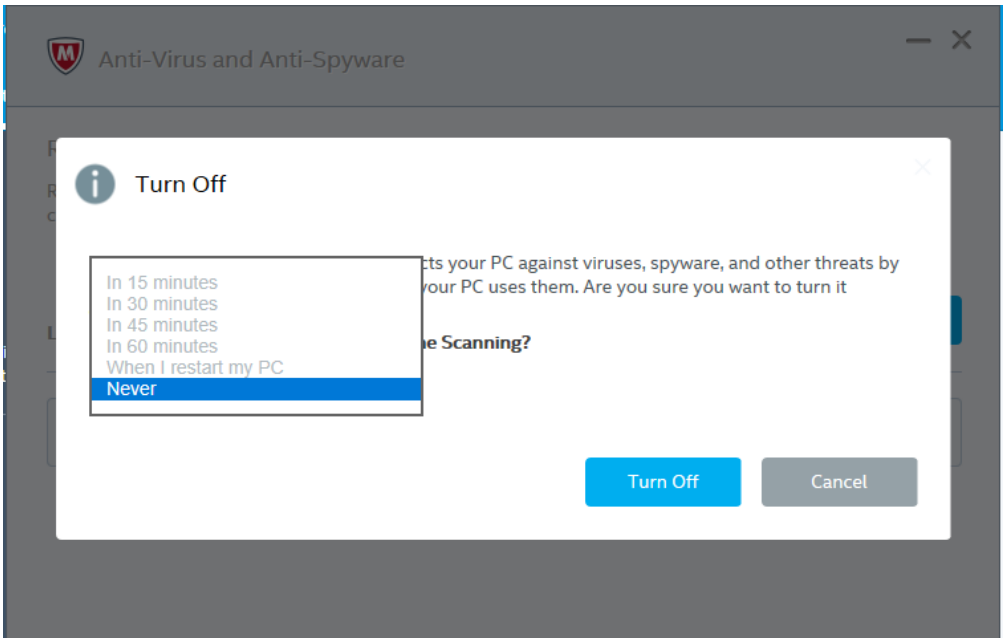
2. Click on “PC Security' and Select the “Real time Scanning” option from the list as shown in the image below.




3. We can see the status of the "Real Time Scanning" option here. Click **Turn Off**.

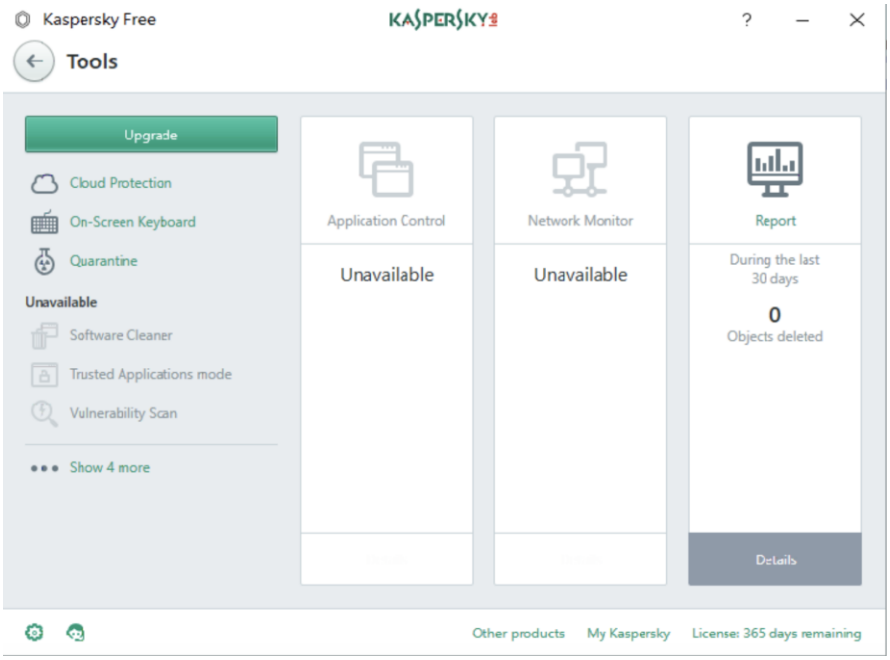


4. Select an appropriate time from the dropdown options as shown in the image below. If unsure how long your exam in Examplify may take, the option "Never" is recommended. Keep in mind that you will need to turn the protection back on when you are done with your exam.

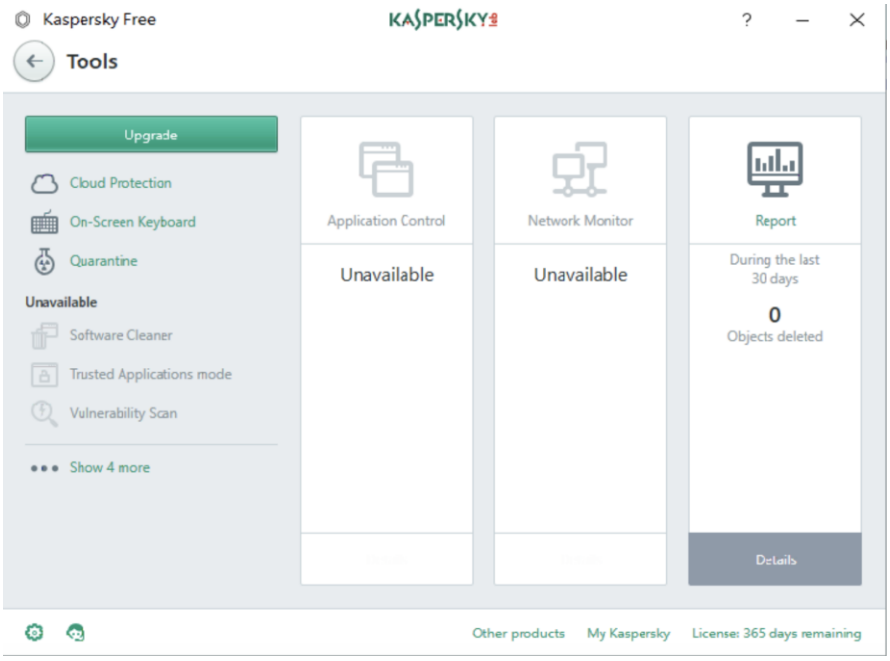


Kaspersky Antivirus and Internet Security 2015-2016

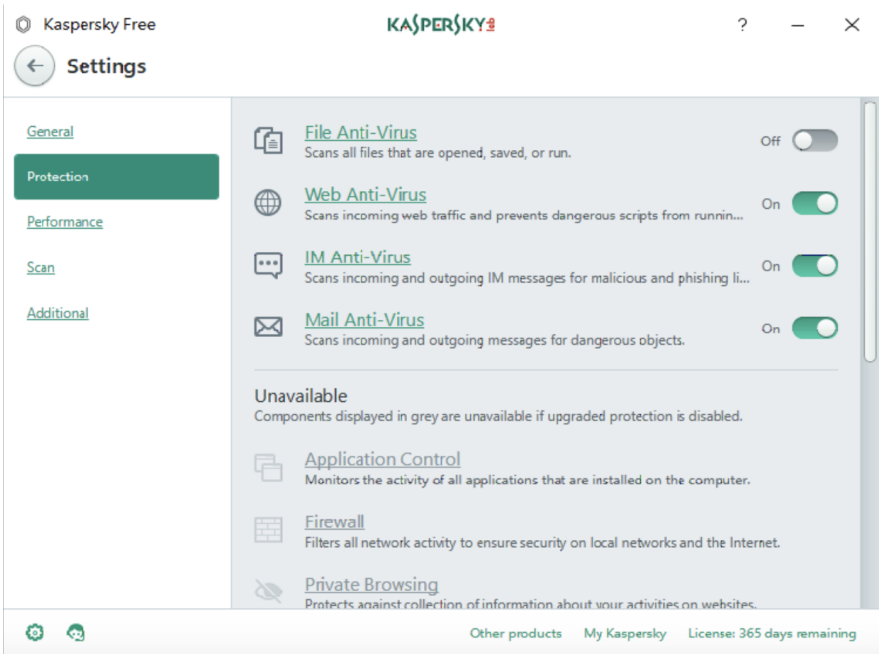
1. Locate the Kaspersky Antivirus Tray icon in the Windows task bar at the bottom right hand corner of the screen to open the Kaspersky Anti-Virus.




2. Locate the Kaspersky Antivirus Tray icon in the Windows task bar at the bottom right hand corner of the screen to open the Kaspersky Anti-Virus.



3. Click the Gear icon in the lower-left hand corner of the screen.
4. Then, click Protection from the left-column.




5. Turn off **File Anti-Virus** and **Web Anti-Virus.**

Norton Antivirus

1. Right click on the Norton Anti-Virus icon in the system tray and select "Open Norton AntiVirus".
2. Click "Disable AntiVirus AutoProtect" to temporarily disable antivirus protection.
3. In the "Security Request" box, select how long to keep the Anti-Virus off for and click on "OK".

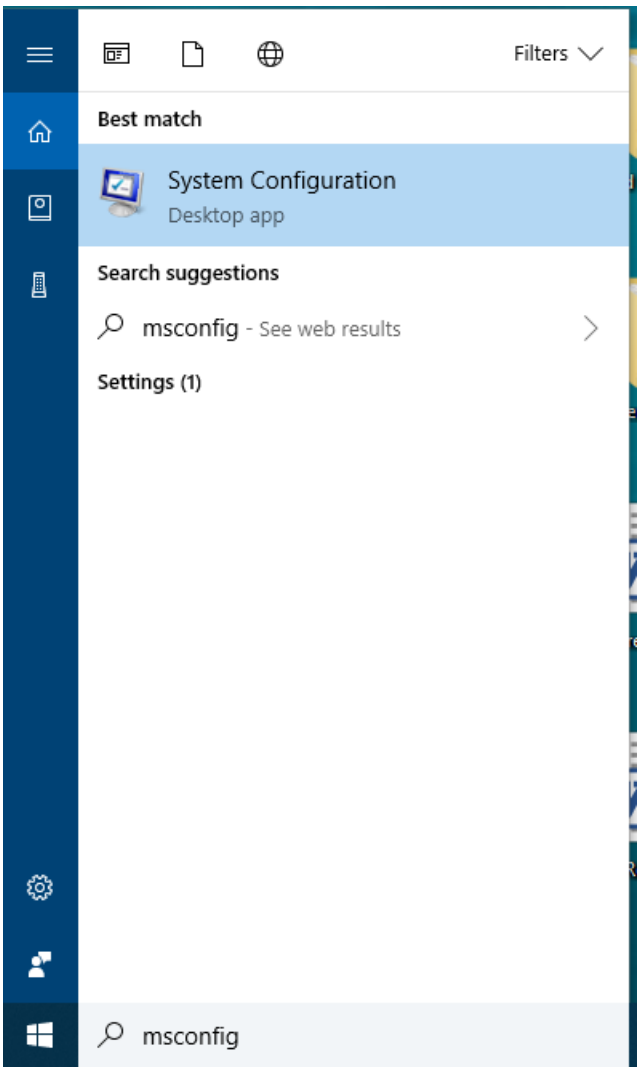
Sophos Antivirus

1. Right click on the Sophos icon, present in the system tray.
2. In the menu that will now open, select the ‘Open Sophos Antivirus’ option.
3. In the Sophos window that will now be displayed, click on the ‘Configure Sophos Antivirus’ option.
4. Further, click on the ‘On Access Scanning’ in the Configure screen.

5. Select the ‘Disable on-access scanning for this computer’ option.
6. Click on ‘OK’.
7. Restart your PC if prompted.

Trend Micro Antivirus Plus Anti-Spyware

1. Click on "Start" and type "msconfig" in the search box and press the "Enter" key on the keyboard.




2. Click on "Services".
3. Check the "Hide all Microsoft Services" check box.

4. Look for and uncheck all the Trend Micro services running and click on "Apply".
5. Click on "Startup".
6. Look for and uncheck all the Trend Micro services running and click on "Apply" then "OK".
7. Click on "Restart".
8. Now download and take a mock exam to see if there's still a typing delay.

<u>WebRoot Secure Anywhere Antivirus Protection 2015-2016</u>

1. Locate the Webroot Antivirus Tray icon in the bottom right hand corner of the screen, depending on the version you have, it will look similar to the image shown here.
2. Click on “Advanced Settings” in the top right corner of the WRSA console as shown in the image below.
3. Depending on your exact version of WebRoot, select either “Install Settings” or “Basic settings” from the category tree, one of the two, or both may be present.
   **The images below depict the possible options for your version of WebRoot, use the applicable image to complete this step. Find the toggle option “Allow SecureAnywhere to be shut down manually” - and check mark the box. Click “Save / Save All” button. You may be asked for a password, or a CAPTCHA security code to save these changes, the password would have been set at the time of installing WebRoot should you be prompted to provide one.*
   ***<u>If your Settings has the “Basic Configuration” Category:</u>***

   ***<u>If your Settings has the “Install Settings” Category:</u>***

4. Then Right Click on the WSA Tray Icon (as shown in the image from step 1). You may need to fill out a CAPTCHA.

Zone Alarm

1. Right click on the Zone Alarm icon in the system tray and select "Show ZoneAlarm Security Suite Control Center".
2. Click on "Firewall".
3. Under "Internet Zone Security", drag the button down to "Off" and that will disable the firewall.
4. Click on "Anti-virus/Anti-spyware".
5. Select the "Off" option and that will disable the anti-virus and the anti-spyware.

# During an Exam:

1. Enter case-sensitive password provided by your instructor and click Start Exam.
2. Immediately before Examplify launches the exam, you will be provided a warning screen with **RED STOP SIGNS** indicating that you should not begin the exam until instructed to do so. Heed this warning.
3. During your exam, you can set a **Reminder Alarm** to appear at a specific time during the exam. First, access the **Tools** and then the **Reminder Alarm** menu. Be sure to click the **Set** button to activate the alarm.

*Note, Examplify will allow you to save your answers in the exam every 60 seconds.*

4. You can toggle (or switch) between questions using the **blue navigation arrows**.

4. The **Question Navigator** button on the menu bar displays a list of all questions in a separate window.

- You can view all unanswered questions.
- If backward navigation is allowed, you can mark questions to revisit.
- You can navigate to another question by clicking on the question number.

5. If you encounter computer difficulty during the exam, notify a proctor for instructions.

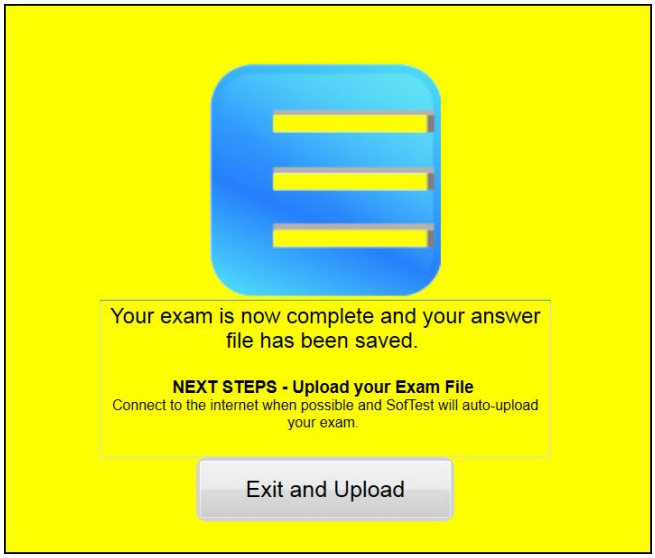
Other features your instructor may give you access to during the exam is a highlighter function, notes, find and replace, and spell check.

# Upload Answers for Windows and Mac Computers

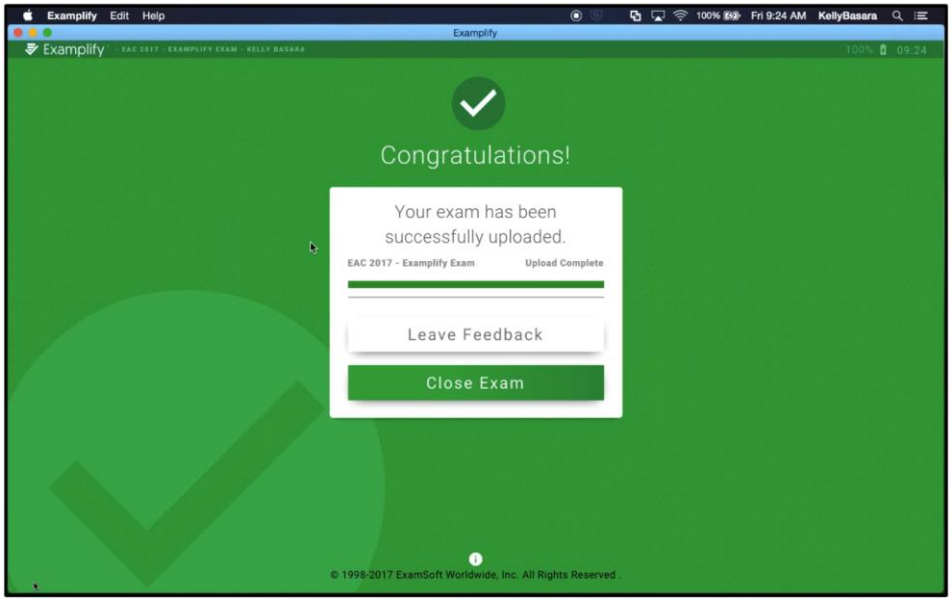
1. When done with the exam, click “Exit & Save” at the top of the screen.

2. Click “Close Exam” on the grey screen.

3. Click “Exit and Upload” on the yellow screen.




4. Upon exiting the exam, Examplify will automatically upload the answer file, and present the user with a green screen after a successful upload.



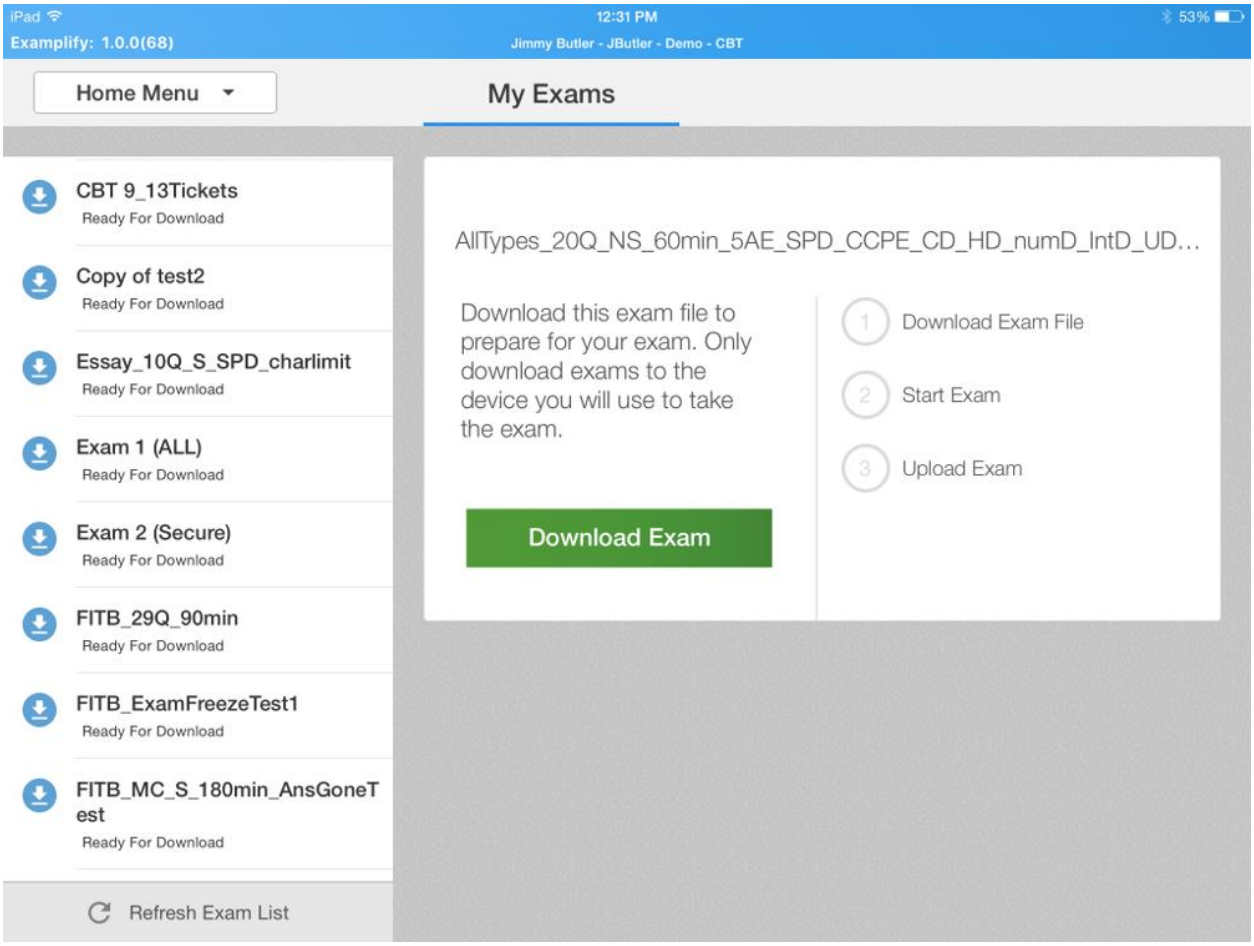
*It may take up to 15 minutes after seeing the green screen for upload confirmations to send, and to confirm the upload via upload history.

5. If the computer does not connect to the Internet in time, the following window will appear.

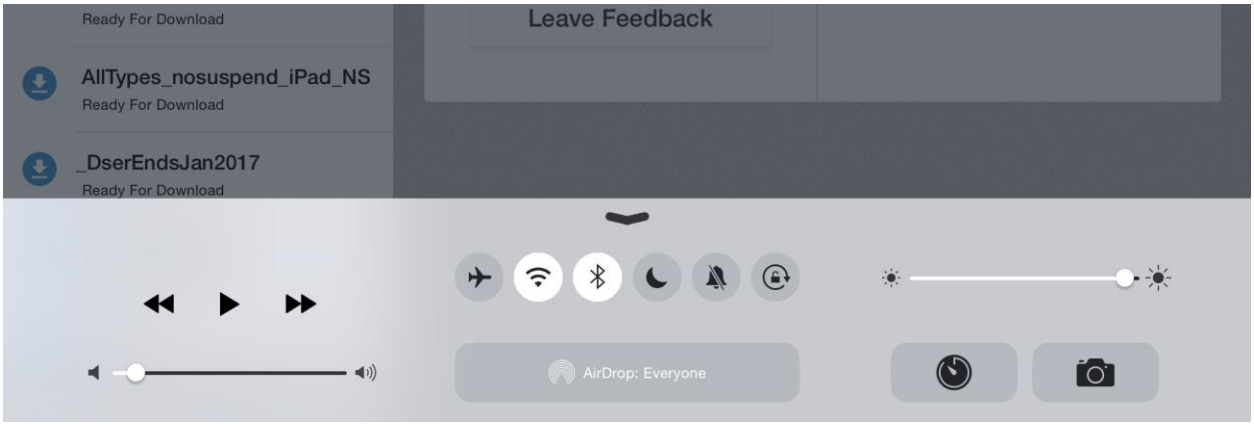
6. If the Internet is connected, click “Retry,” and the file will upload successfully. Otherwise, click “Quit.” In this case, the file will attempt to upload automatically the next time Examplify is opened.

# Examplify for iPads:

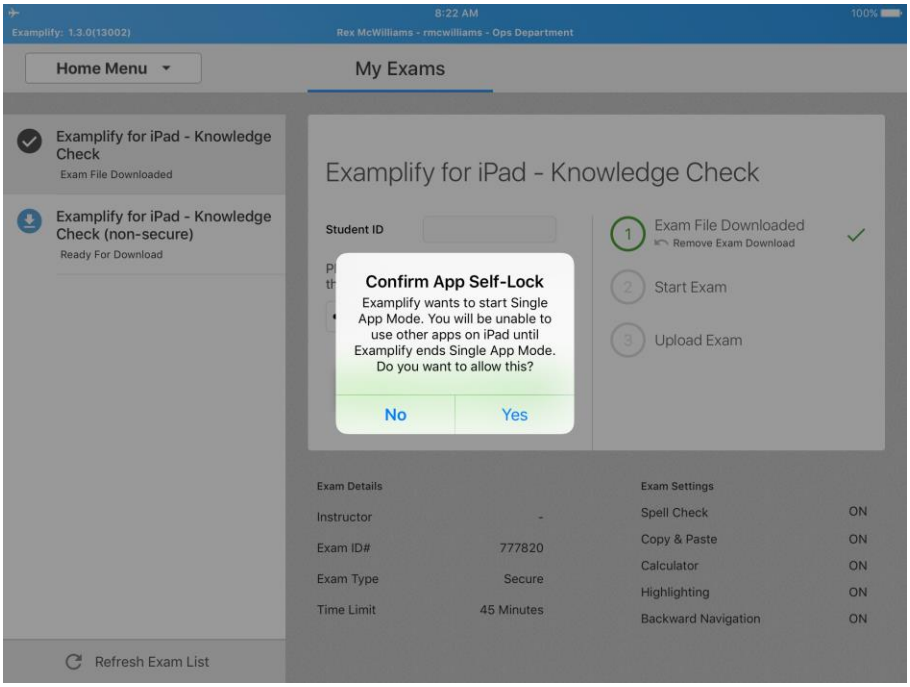
- Select the downloaded exam you need to start. Refer to Downloading & Removing Exams for details on downloading exams.



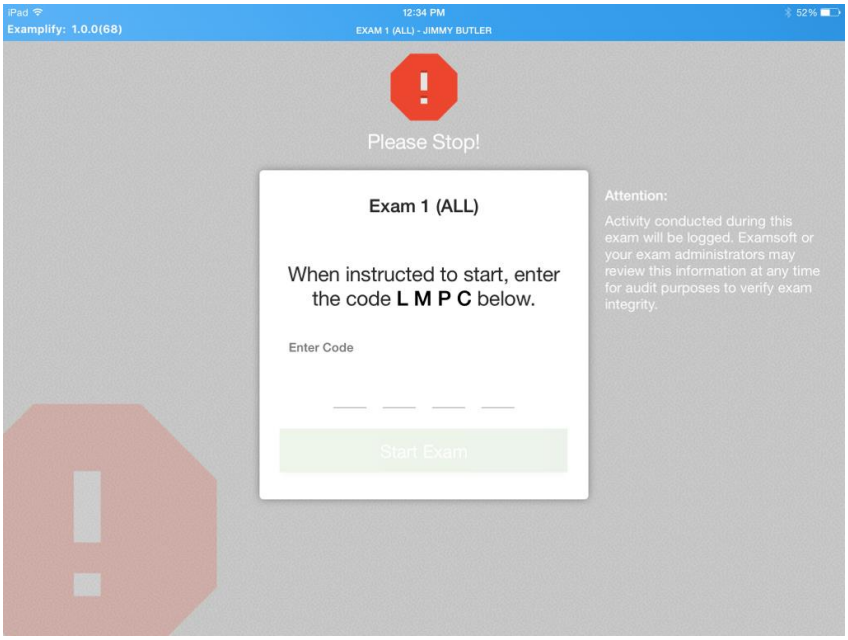

- Enable Airplane Mode. Swipe up from the bottom portion of the screen, and Tap the Airplane icon.



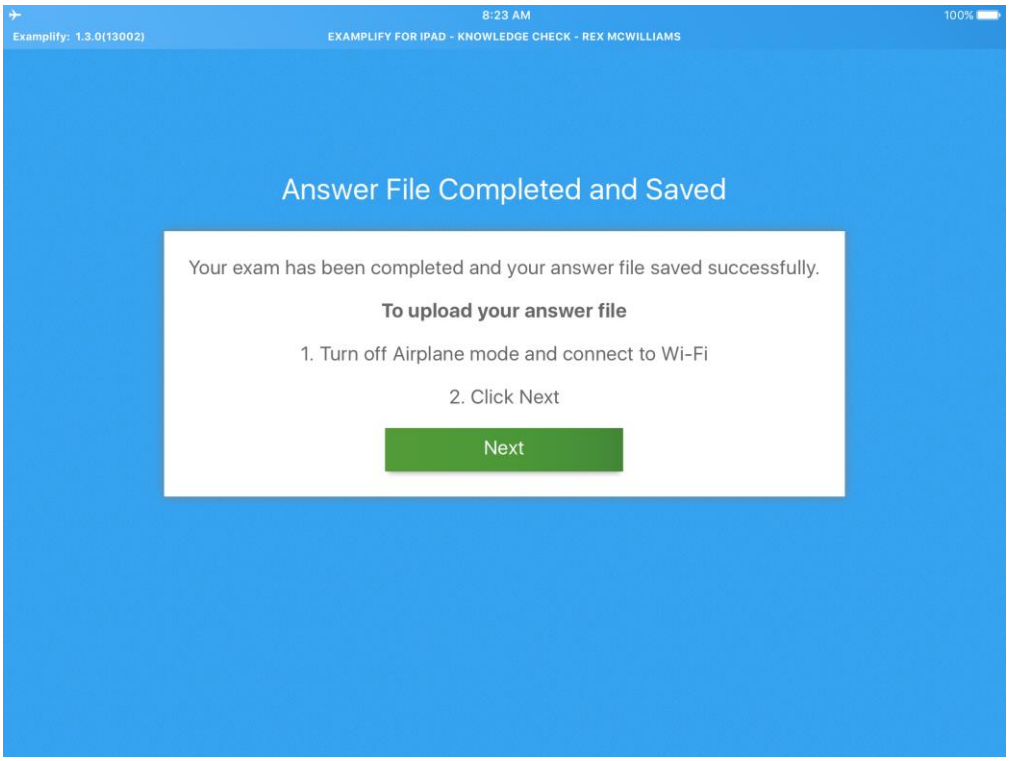
- Enter case-sensitive password provided by your instructor and click Start Exam.
- Tap Yes to confirm Single App Mode.




- When instructed, enter the randomly-generated code and tap Start Exam.



- When exiting a Secure exam, Single App Mode will end automatically. Disable Airplane Mode to upload your answer file.




- Tap Next once WiFi has successfully reconnected.

# Computer Troubleshoot

**Unable to download an exam:**

- Are you connected to the internet? Please make sure you are connected to the Internet. Open a web browser and try to go to www.examsoft.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.
- Check the language setting
- Do you have a proxy server set on your computer?
- If you downloaded the file to a previous machine, you will have to complete a reverse download on it to retrieve the file.
- Does the exam file have a download password? If so, the password will have to be entered, or the file will not appear in the download list.
- Also please 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 after the exam creator has posted the assessment to appear as available to download.

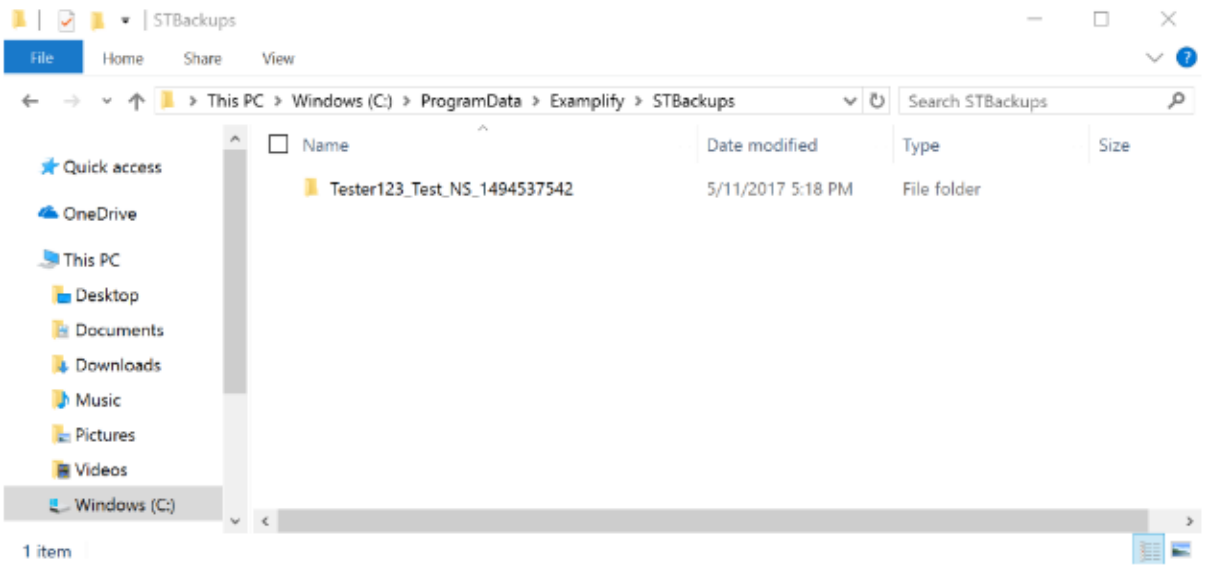
**Examplify did not automatically upload my exam after exiting secure mode**

- Simply double click the Examplify icon on your desktop and Examplify should open and upload your exam as long as you have a working internet connection. If this does not work, you will need to check your internet connection, and if it is working then attempt a manual upload of your answers.

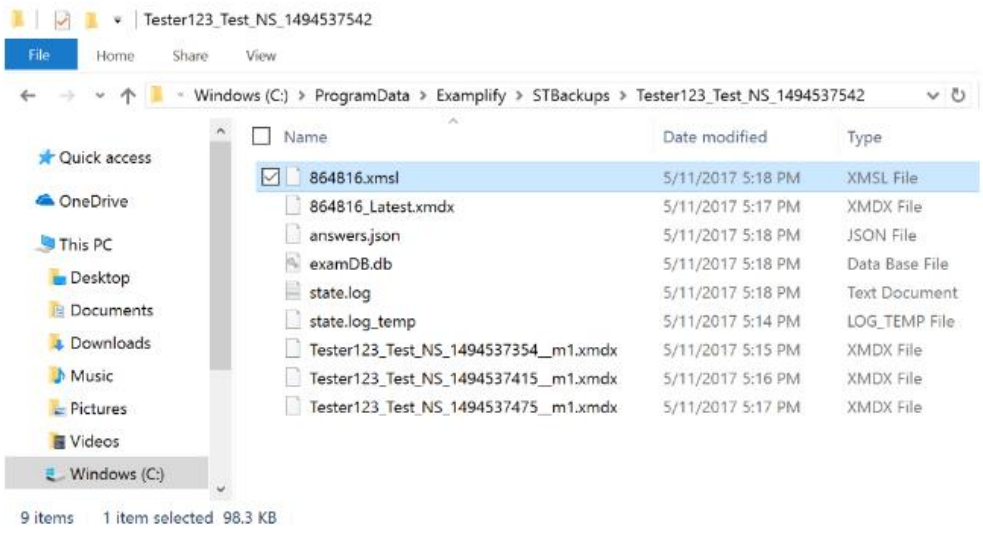
## Manual Upload

### Windows

- Log in to the ExamSoft home page for your institution: https://examsoft.com/uconnpharm
- Select Courses or History from the ExamSoft banner at the top of the page.
- Click the Manual Exam Upload button and click Browse.
- In the file explorer window, navigate to this folder: C:\ProgramData\Examplify\STBackups
  You can do this by copying and pasting the folder path into the address bar in the file explorer as shown below. Then, hit the Enter key or click the Go arrow.
- Select the folder labeled with your Student ID followed by the name of the exam you are trying to submit answers for.



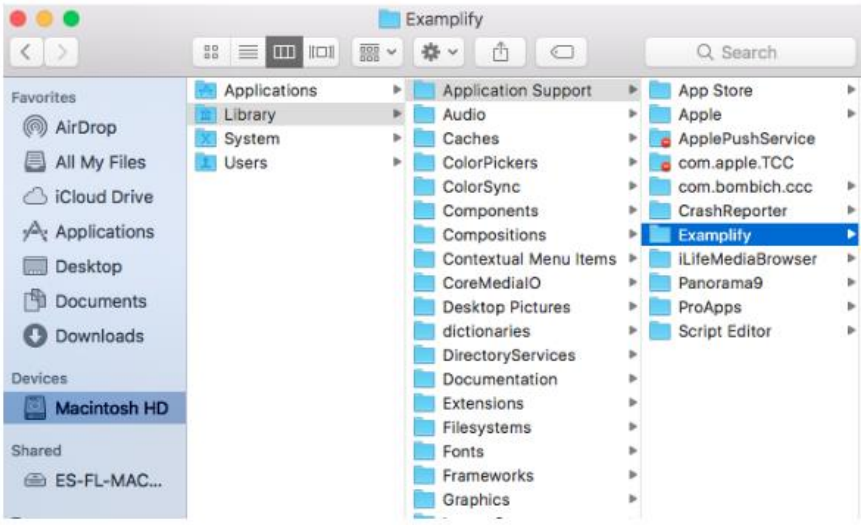
- Select the .xmsl file in this folder and click Open.



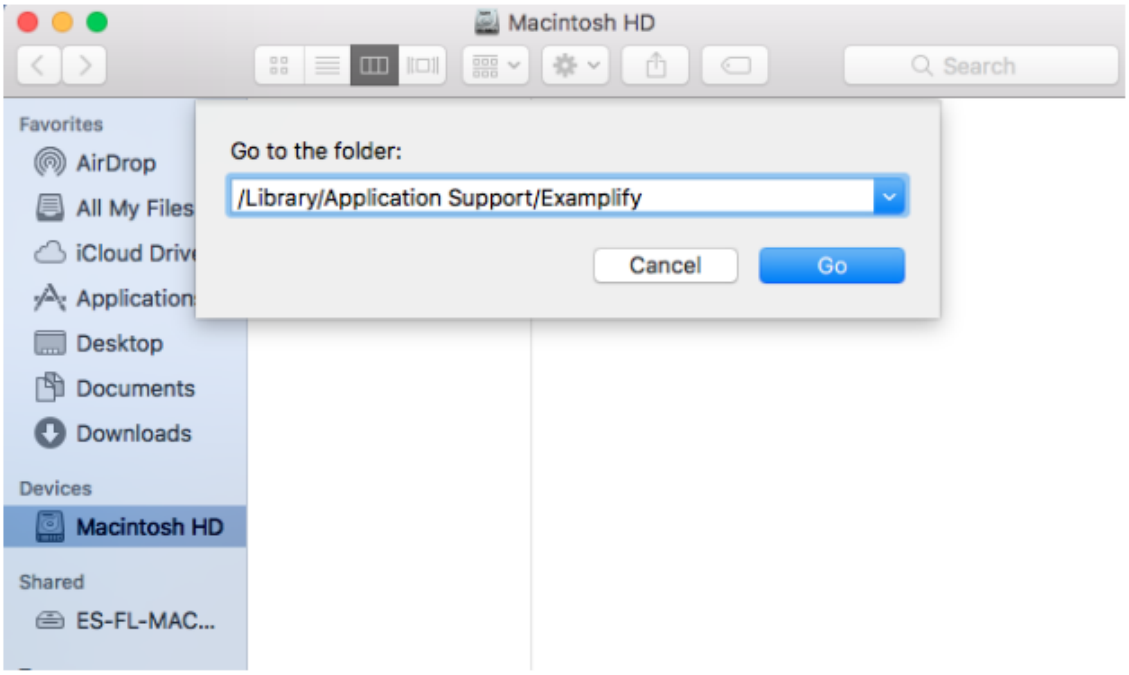

- Click the Upload button to submit the file.

**Mac OS X**

- Log in to the ExamSoft home page for your institution: https://examsoft.com/uconnpharm
- Select Courses or History from the ExamSoft banner at the top of the page.
- Click the Manual Exam Upload button and click Browse.
- In the finder window, navigate to this folder: /Library/Application Support/Examplify



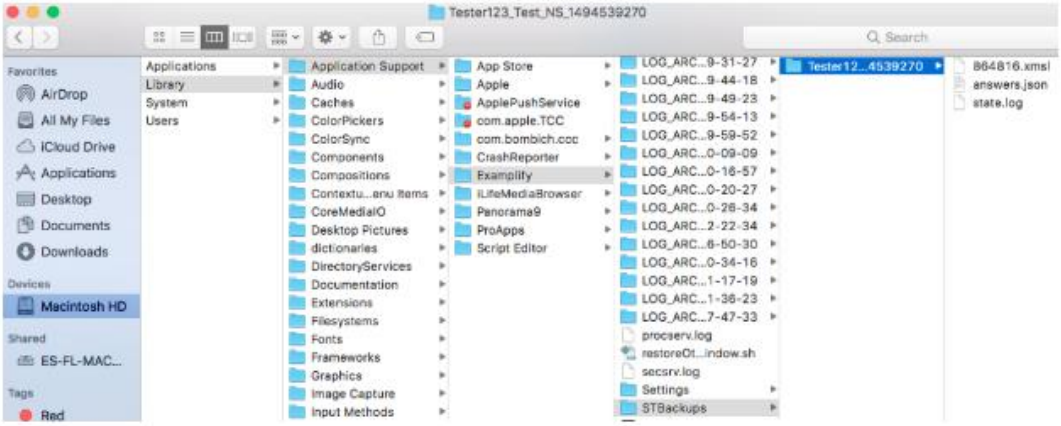
- You can do this by pressing the Shift + ⌘ + G keys at the same time, and then copying and pasting the folder path into the prompt as shown below. Press Go.




- Find and open the folder named STBackups.

- Select the folder labeled with your Student ID followed by the name of the exam you are trying to submit answers for.

- Locate the answer file with the extension '.xmsl' (without quotations)

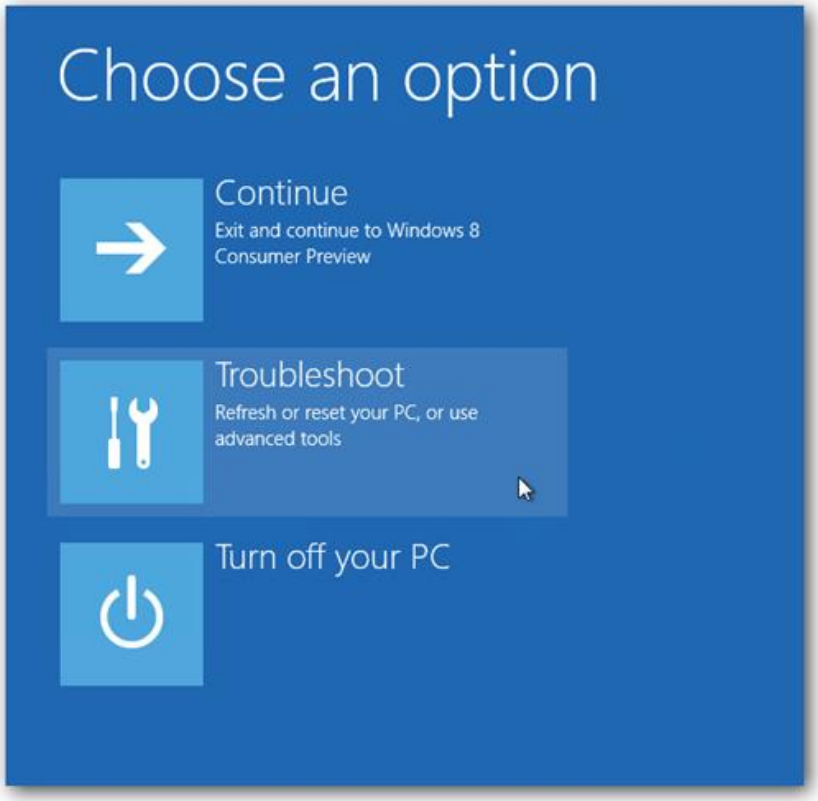



- Click the Upload button to submit the file.

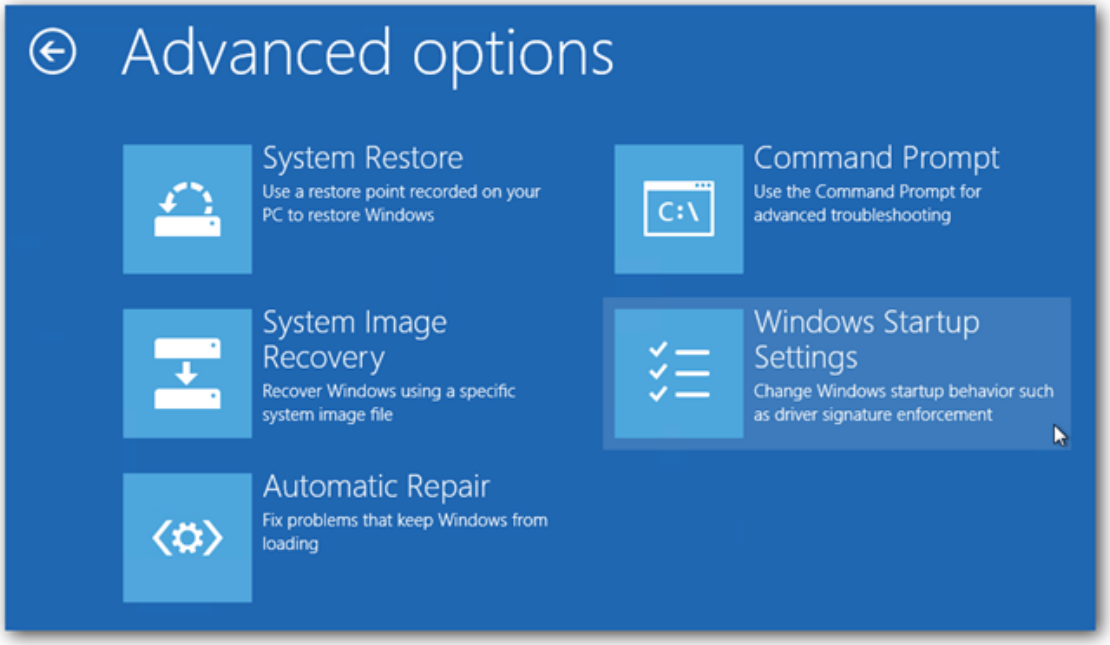
**Black screen, missing task manager, or missing power options for Windows 8 & 10**

- Turn off the computer completely by holding down the power button.
- 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.

- Click Troubleshoot, then Advanced Options, and then click Startup Settings.


Choose an option
Continue
Exit and continue to Windows 8 Consumer Preview
Troubleshoot
Refresh or reset your PC, or use advanced tools
Turn off your PC

Troubleshoot
Refresh your PC
If your PC isn't running well, you can refresh it without losing your files.
Reset your PC
If you want to remove all of your files, you can reset your PC completely.
Advanced options

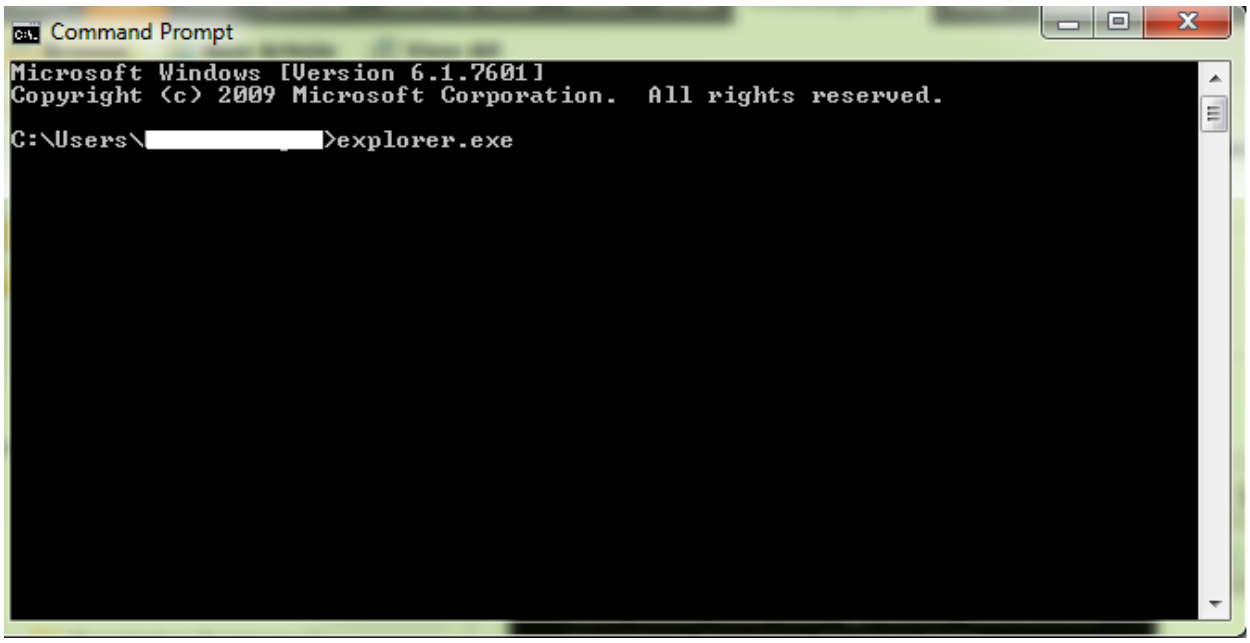



- On this page, click “Restart” and the computer will boot into another menu giving more boot-options.

- Select “Safe Mode with Command Prompt” from the menu. This will reboot your computer.

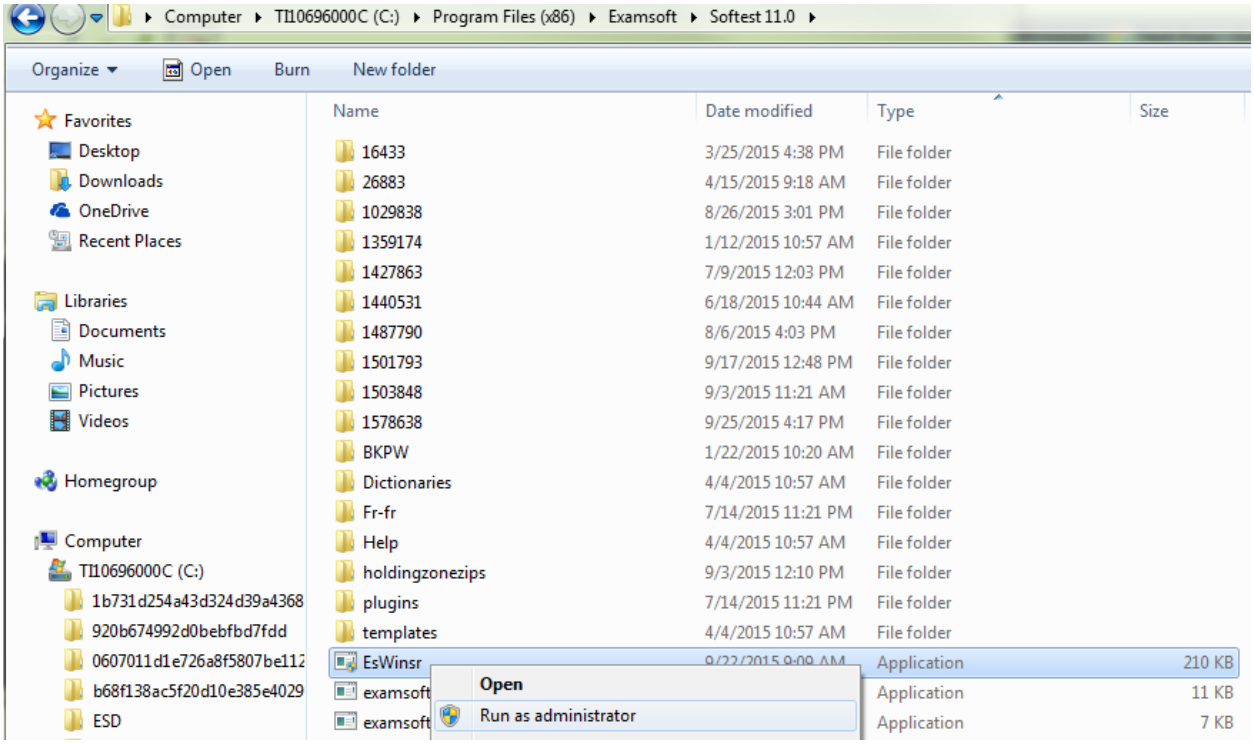
- You may now need to log in. Please ensure that you are logging into your windows account with administrator privileges. If you took your exam on an account without administrator privileges it is likely that you will need to seek Microsoft Support as this is part of our minimum system requirements to run Examplify.

- In the command prompt, type in "explorer.exe" without the quotes to bring up the file explorer. Press enter.

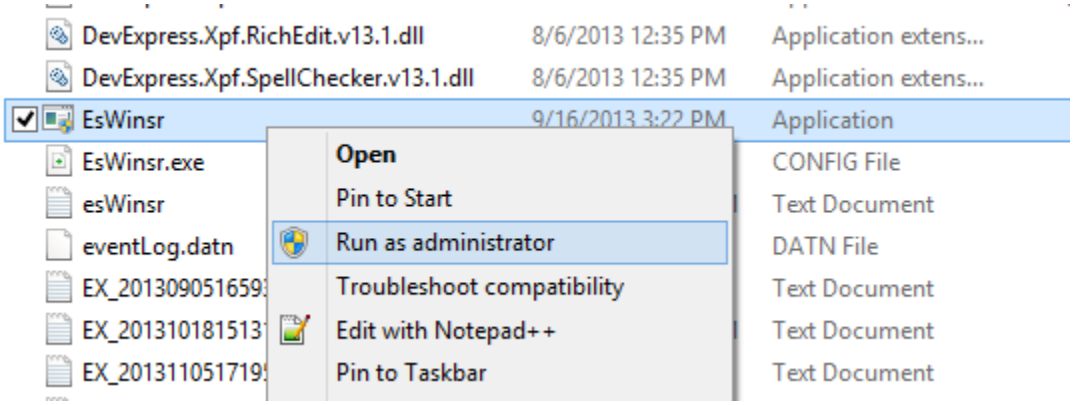



- Navigate to this folder: C:\Program Files (x86)\Examsoft\Softest 11.0.

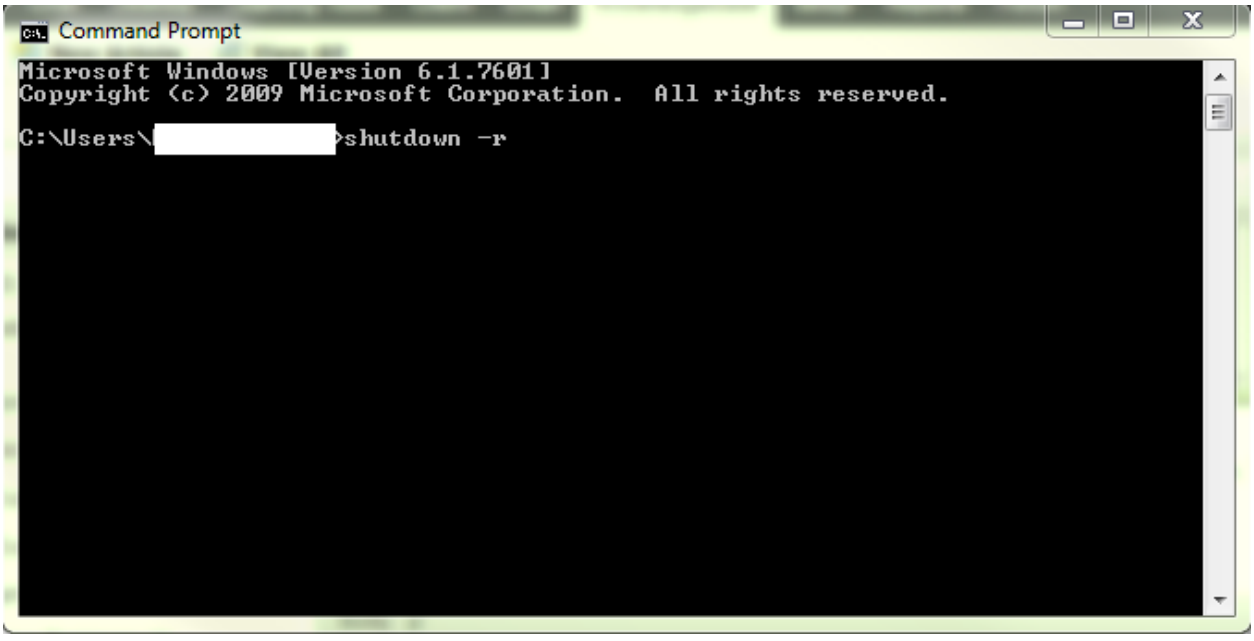
- Scroll down until you see an application file named ESWinsr.




- 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. Press any key to exit when prompted.



- Return to the original Command Prompt. Type "shutdown –r" without the quotes. This will trigger a native reboot of the computer, which will take longer than normal. It should reboot successfully into Windows having successfully force-closed Examplify.



**Desktop icons disappear after exam**

- Open Examplify and then click the ‘Exit’ button. Doing this will refresh your screen.
- If this is not effective, please open Examplify and download an available mock exam. After it has been downloaded, take the mock exam. Once you exit and upload, your icons will be restored.
- If these steps are not effective, or you do not have access to a mock exam, please contact our support line (866-429-8889) at your earliest convenience so that we can directly troubleshoot the issue.

**Windows Management Instrumentation (WMI) Error**

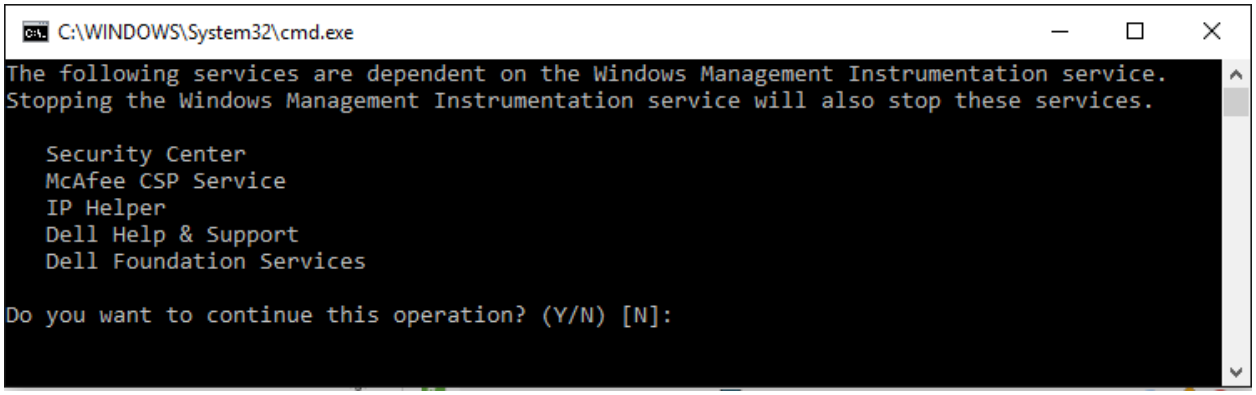
- A WMI error can be a result of the Windows Management Instrumentation (WMI) service on the system problematic or corrupt. A missing or disabled WMI service means Windows cannot get the system information (e.g. machine serial number) to report to Examplify. This may be a hardware issue with the SP3.

- Simply restarting and restarting the WMI service
    - Click "Start"
    - Type "Services" and click "Services"
    - Find the "Windows Management Instrumentation" (WMI)
    - If the service is missing from your services console, then this is the reason you are receiving the WMI error message. Please do a system reformat in order to replace the service correctly and then retrying to install Examplify.

- Restarting the service and renaming the repository folder
    - Click "Start"
    - Type "Services" and click "Services"
    - Find the "Windows Management Instrumentation" (WMI)
    - Stop the Service
    - Enter this in the file explorer address bar (without quotes): "%windir%\system32\wbem\". (Enter this in the file explorer

address bar. "%windir%" is a variable set to the Windows folder path, usually C:\Windows).
    - Rename "Repository" folder: "RepositoryOLD"
    - Restart the WMI service
    - A new Repository folder should be recreated and the user should be able to register

- You can also follow the steps below by running the WMI batch file.
    - Navigate to this folder: C:\Program Files (x86)\Examsoft\Softest 11.0
    - Scroll down until you see an batch file named 'WMI'.
    - Right-click this file and click 'Run as an Administrator'.
    - Allow the program to make any changes, and press "Y" if prompted



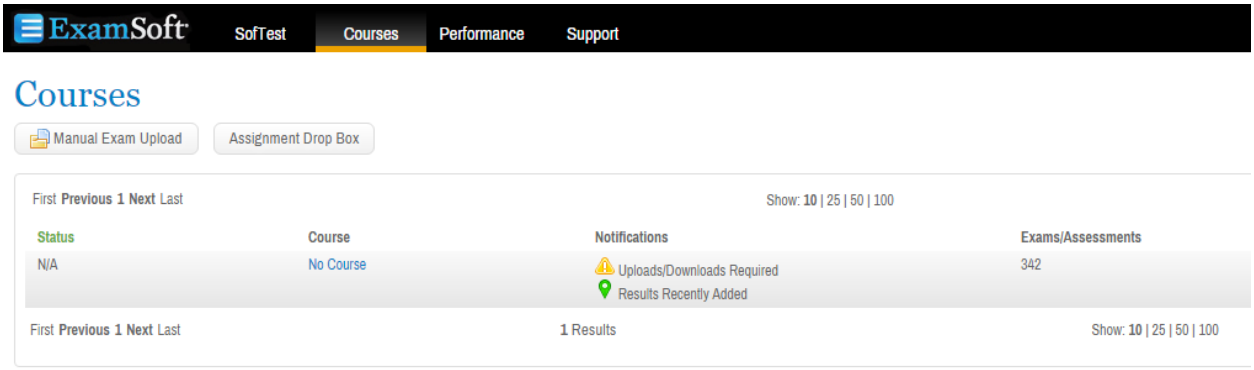

    - Wait for the program to finish running.
    - Launch Examplify again

If you need assistance on this process or require further explanation please call ExamSoft Support at 866-429-8889.

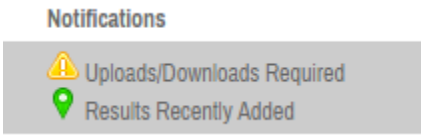
# Check Grades

- A professor has the decision to release the exam taker results to the ExamSoft student portal. It is up to the professor entirely on whether to release these results or not. The professor also has the decision to remove the results at any time. If your professor has decided to release results, please follow the directions below on how to find your exam results.

- If your professor decided to post grades to your portal, you can log into your custom home page and navigate to the tab at the top labeled 'Courses' or 'History'.




- If results have been added, you will see this message under the 'Notifications' column:

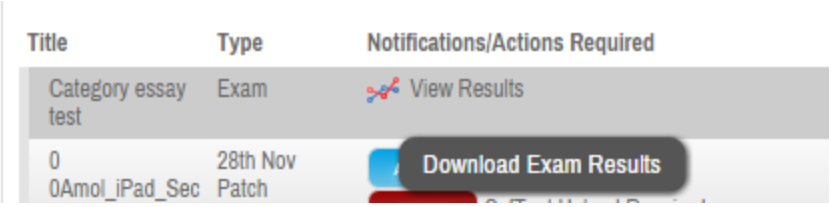



- If you have the 'Courses' tab, to view your results for your assessment, select the associated course under the 'Course' column. If you do not know the course your exam is associated with please contact your professor for this information.

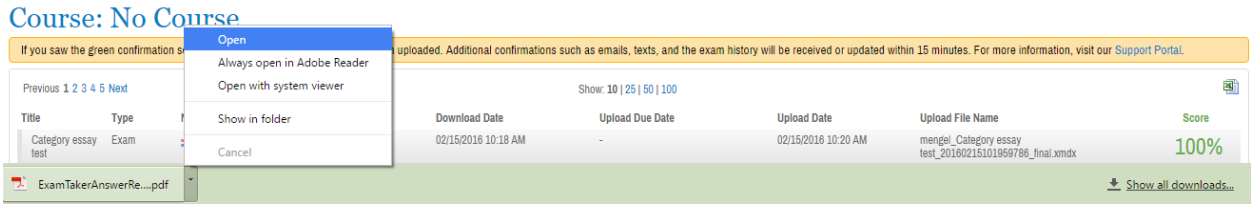
- Once you have selected the course, you will see your score displayed on the right under the 'Score' column. Please ensure you are looking

at the right assessment under the 'Title' column. **Note that the 'History' tab will bring you directly to this page.

- If your professor has decided to release a Strengths and Opportunities report, you will see under the column labeled 'Notifications/Actions Required' a graph that you can click to download your exam results.




- Your Strength and Opportunities report will be downloaded as a PDF. In order to view the report open the downloaded PDF.




**Please note that if another exam taker has uploaded an assessment after the results have been released, this will remove the scores from the portal. Please contact professor to re-score the assessment.

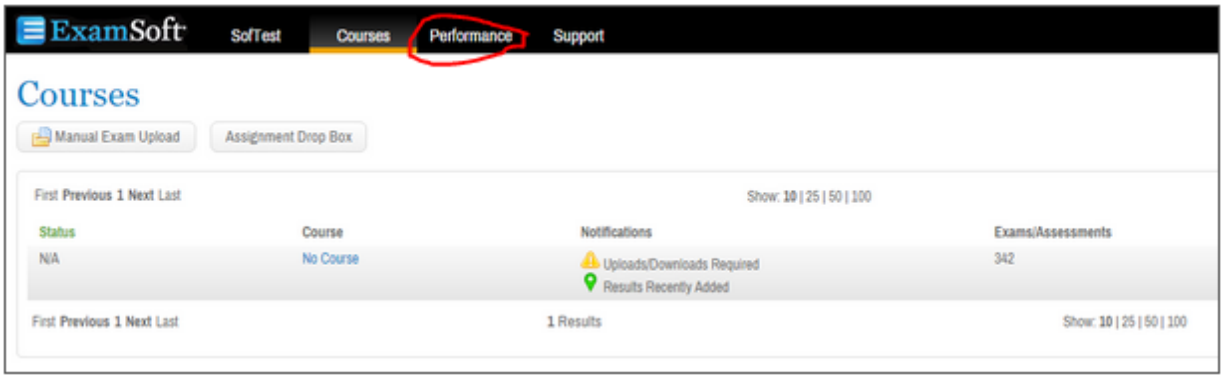
# Strengths and Opportunities Report

- Your instructors have the ability to post a report on your performance throughout the exam. This report is called a strengths and opportunities report. It is up to the instructor to make this report available to you and optional to post.

- If your instructor does make it available to you, it may be in the form of a printed report that you may look at during a specified time.

- The instructor may also potentially make these results available to you on the examsoft portal.

- The information will be located under the performance tab




- It may be only available for a temporary amount of time

- Please contact your instructor if they have made this available to you on the online portal and you are unable to view your results.

# Contact for Questions

If you have any questions, please feel free to contact any one of the following:

- Judy Frankel
  UConn Academic Affairs Program Assistant
  Located in the pharmacy/ biology building room 350
  Judith.frankel@uconn.edu
  (860) 486-8720

- ExamSoft
  Student Support
  support@examsoft.com
  (866) 429-8889