



# Softest Training Manual – Certification Edition

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## **Frequently Asked Questions**

### ***ABOUT EXAMSOFT AND THE SOFTWARE***

#### **Who is ExamSoft?**

ExamSoft Worldwide, Inc. is a software developer specializing in computerized assessment and assessment administration programs. This Institution contracts with this vendor to provide technology in administering CBT.

#### **What is SofTest?**

SofTest is a high stakes assessment program developed and licensed by ExamSoft that enables applicants to securely take examinations downloaded to their own laptop computers by blocking access to files, programs and the Internet during the bar exam.

#### **How reliable is SofTest?**

Over 2,000,000 exams have been successfully administered using SofTest. SofTest is used by 38 State Supreme Courts for delivery of the Bar and Legal Specialization exams and at over 150 colleges and universities. SofTest has several safety features to ensure that answers entered are not lost.

#### **What is FlexSite?**

FlexSite is ExamSoft's Internet-based exam delivery option. Using SofTest, you will download your exam files prior to the day of the examination, and upload your answers after the examination via the Internet. You WILL NOT require Internet connectivity during the examination. You WILL require Internet connectivity to download your exam files and upload your answers.

### ***SIGNING UP AND REGISTERING***

#### **What is the SofTest Registration Process?**

The Registration Process records you as an exam taker who has been properly enrolled to take the exam on computer and provides you a copy of SofTest to install on your computer. It confirms you have downloaded and installed SofTest, and registered your copy of SofTest.

#### **How do I sign up and register?**

You will receive an email with specific instructions regarding downloading the SofTest software. Please contact ExamSoft at (866) 429 8889 if you have any questions or problems with the downloading of your examination answer files. You cannot open them until the day of the examination. Once you have completed the ExamSoft download and registration process, do not make any changes to the configuration of your laptop computer. This includes any automatic updates to virus protection software.

**How can I check to make sure I have registered successfully?**

Once you register SofTest, you will be advised on screen and via email that you have done so successfully. You will also receive email confirmation for each exam file downloaded. You may also access your registration status online.

**What is the Mock Exam?**

The Mock Exam confirms your laptop is compatible with SofTest and enables users to familiarize themselves with how to open, write and upload answer files. Do not wait until the last minute to try the software for the first time. If your laptop is not ready at the designated time, you must begin the examination by handwriting. No extra time will be allowed to ensure that a laptop is ready to be used.

Once you have downloaded and installed the software, you will receive an email confirming the download has occurred along with a link to instructions on how to complete the Mock Exam.

Complete the Mock Exam to test your laptop. It is your responsibility to be familiar with how to use the software and to make sure your laptop is in good working condition.

**How do I get a copy of the Mock Exam?**

One copy of the Mock Exam will be automatically downloaded after you have registered your copy of SofTest. You will receive email confirmation the download has occurred along with instructions on how to complete the Mock Exam.

**How will I know if my Mock Exam answer file was returned?**

A visual “progress status” (blue bar) is displayed as the upload takes place. When the upload is complete, a “success” message is displayed on screen. An email confirmation is then sent to the email address provided when you registered.

**Do I need the internet for the mock exam?**

Additional copies of the Mock Exam are available to familiarize you with SofTest. Internet connectivity is only required to download an additional copy of the exam files and upload the answer file. No Internet connectivity is required while taking the exam. Instructions for downloading additional copies of the Mock Exam, taking it and uploading the answer file may be found at [support.examssoft.com](http://support.examssoft.com).

**May I practice with the software?**

Yes. We STRONGLY urge you to take advantage of the Mock Exam in SofTest. After registering SofTest, launch the program by double-clicking the SofTest icon on your Windows Desktop and then click “Launch SofTest”. This enables you to familiarize yourself with the SofTest exam environment and word processing features.

### **What if I have technical problems or questions?**

Begin by visiting ExamSoft's Frequently Asked Questions web page located at [www.examsoft.com/faq](http://www.examsoft.com/faq). It provides advanced computer and software setup topics such as Invalidation from Running System Restore, How Anti-Spyware Can Affect SofTest, Common Errors and Troubleshooting, Downloading Software with a Firewall, and Administrator Rights. Technical support from ExamSoft will also be available to you via website at <http://support.examsoft.com>, email at [Support@examsoft.com](mailto:Support@examsoft.com) or by phone M-F 8:30 AM - 8:30 PM EST at (866) 429 8889.

### **How do I upload my answer file(s)?**

Your computer will automatically reboot when you exit each exam session. SofTest will auto-upload your answer files(s). To do so, turn on your computer, connect to the Internet, and then follow the on-screen instructions. Note: Do NOT launch SofTest until you connect to the Internet. If you do, exit and reopen SofTest after you have connected to the Internet. Double click the "SofTest - Bar Edition" Icon on your Desktop and your answers will automatically upload.

### **How will I know my answers are being uploaded?**

A visual "progress status" (blue bar) is displayed as the upload takes place. When the upload is complete, a "success" message is displayed and you will have the option to view your Exam Download/Upload History. An email confirmation is then sent to the email address provided when you registered.

### **How can I confirm ExamSoft has received my answer files?**

*Option 1:* Launch SofTest, click "Exam History" and enter your login information. This will display your Exam Download/Upload History on your Internet web browser.

*Option 2:* Visit the custom home page for your state, [www.examsoft.com/](http://www.examsoft.com/)\*\*\* enter your login information on the Exam Taker page. Once logged in, click "Exam History" button.

Both options will display the Exam Download/Upload History page, which is a detailed report of your account activity; it includes the date and time every exam is downloaded and uploaded. You may print a copy of this page if you need a confirmation of the upload.

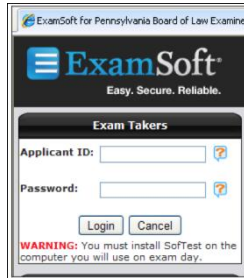
## **Mac OS X Installation**

1. Login into Your CHP at [www.examsoft.com/](http://www.examsoft.com/)\*\*\*
2. Click 'Download SofTest Mac'.
3. Click 'Save File' when prompted to do so.
4. Double-Click on 'SofTestMac.dmg' in the 'Downloads' window once the download is complete.
5. Click on 'Install SofTest' and follow the on-screen instructions.
6. Register your copy using the ID and password.
7. Take the Mock Exam and upload the answer file to ensure that your laptop is working properly.  
(See instructions below)

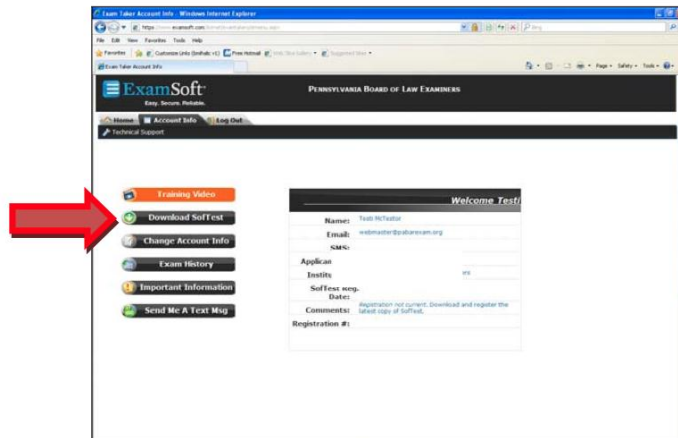
## Steps to Install and Register SofTest

1. Establish an Internet connection, and logon to your custom home page ExamSoft website at:  
<http://www.examsoft.com/> \*\*\*\*

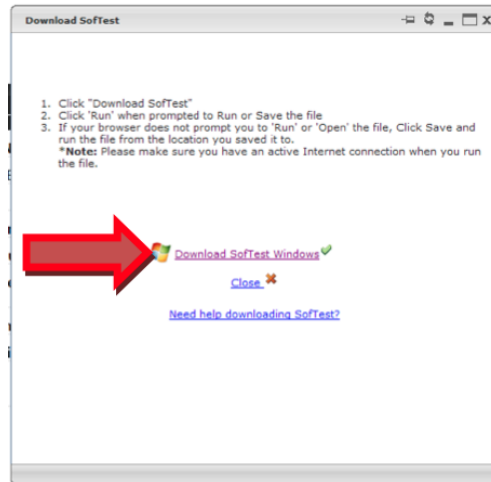
2. At the logon section marked as “Exam Takers,” enter your applicant ID and password.



3. When you have entered the secure site, click “Download SofTest” to start downloading the software.



4. In the box that appears on the page, click the link that says “Download SofTest Windows” to begin downloading.



5. You may get another prompt to save the file as shown below. Simply click "Save" from this prompt, and select an area to save the file on your computer.



6. When the download is complete, you should double click the file you downloaded from step 6. The file should be named similarly as to what is shown below.

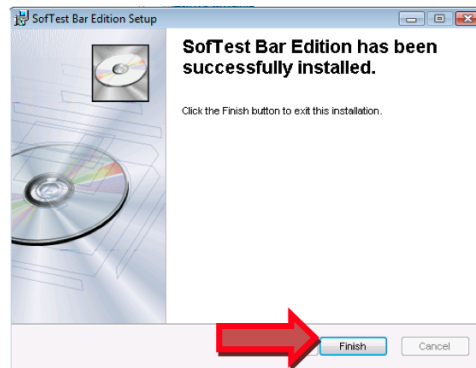


7. When the initial download completes, you may get a security warning message Click "Run" on this prompt.

8. A wizard will initiate which will continue the installation process, as shown below. Simply accept the default selections, and click "Next" throughout the installation wizard.



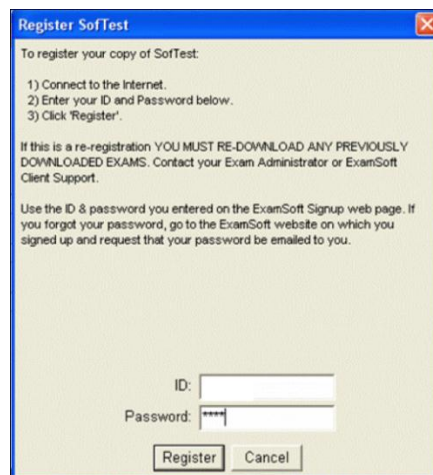
9. When you reach the final part of the installation wizard, click “Finish” to exit the installation, as shown below.



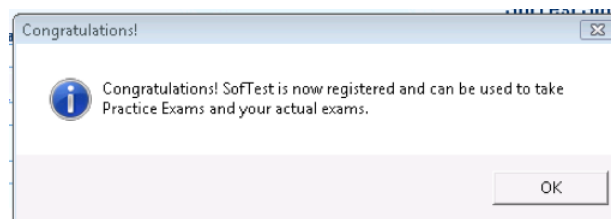
10. The installation will require a restart of your computer. Click “Yes” to restart.

11. When the computer boots up, SofTest should automatically load, and try to register your completion of the software install with the server, as shown below.

12. When SofTest has loaded, the registration window will appear as shown below. Enter your applicant ID and password as prompted. Your applicant ID is provided on the email you received from Examsoft.



13. When registration is complete, you should see a prompt like the one shown below.



## **Steps to Download an Exam**

1. Click on the SofTest icon.



2. Click on "Download Exam Files".



3. Enter your ID and Password then click "Next".



4. Enter the Download Password if one is required, if not click on "Next".





5. When you get a list of exams, select the exam(s) you wish to download and click on the "Download" button. If the exam(s) you wish to download is not in the list of exams, please contact Examsoft.



6. Click on "OK" on the pop-up "Success" box.



7. Click on "Close" on the "Download Exams" box.

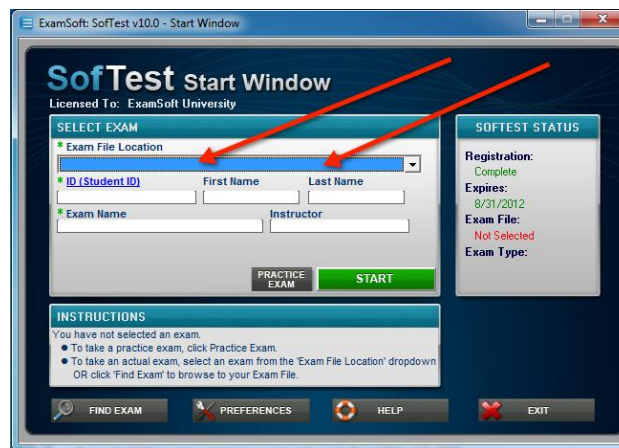


### Steps to Take Mock Exam

1. Locate the "SofTest – Bar Edition" icon on your desktop, and double click it to start the software.
2. When the launcher window appears click the "Launch SofTest" button.



3. The screen should now look like what is shown below.



4. The above photo shows an example of the “Start Window.” Click on the drop-down box from the “Exam File Location” field. You should see your exams listed in this drop-down menu.

5. Select the “**MOCKEXAM.xmz**” listing from the drop-down, as shown above. Notice how all other fields will pre-populate with information.

6. When you are ready, click the “Start” button to start the mock exam above.

7. You should be prompted that your computer will now reboot. Click “OK” to this prompt.



8. When your computer reboots, you should be in the “secure exam” mode. Follow the on- screen instructions to take your mock exam. At a minimum, you should type the word “Test” into each essay answer screen. Use the blue arrows on the top of each screen to navigate to through the questions.



9. When you have completed testing with the mock exam, click the “Exit Exam” button in the top portion of the screen to close out of your exam.

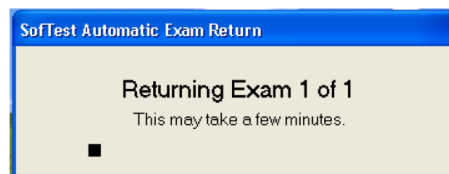


10. From the next screen, click the “Close Exam” button to continue exiting out of your mock exam.

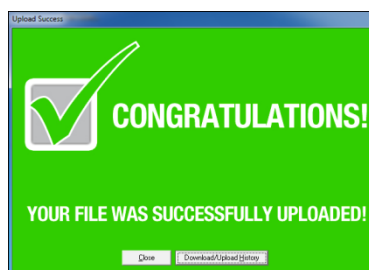
11. Finally, click the “Exit” button to start rebooting your computer.

12. When your computer reboots, SofTest will check for an Internet connection as depicted.

13. If you DO have an Internet connection established, SofTest will try to automatically upload your answer files as depicted below.



14. Once your file is uploaded, you should see a prompt like the one below indicating that your file uploaded successfully.



15. If SofTest DOES NOT detect an Internet connection on your computer, you will see the prompt depicted below. You can click “No” to this prompt to connect at a later time to upload your file. To upload later, simply establish an Internet connection, and double click the SofTest icon on your desktop. You will then see the prompts shown in steps 11 – 14 above.



## **ExamSoft Tips and Best Practices**

- Preferences- Prior to launching an exam, through the " Preferences" screen in the SofTest Start Window, you can set a timer to display a visible alert once your exam begins. This window can be " snoozed".
- Alarm - While in an exam, you can set a reminder alarm to appear at a specific time during your exam by accessing the " Tools" ..." Reminder alarm" menu. This window can be " snoozed" .
- Resize Window - To enlarge or shrink the window in which you view the question or the answer, drag the horizontal bar that appears between the question and answer areas of your screen up or down to suit your needs.
- Hide Exam - To block your SofTest window during an exam (i.e. during a restroom break), select View then 'Hide Exam'.
- Restore Settings - Use the " Restore Settings" option on the View menu if you have rearranged the main window and cannot get it back to the starting configuration.
- Character Limit - Some essay questions may have a character limit. You can see the character count of any essay answer in the status bar at the bottom of the SofTest window. If a limit is imposed, it will be displayed in the lower left corner next to the question number.
- Word Count - SofTest provides a word count for essay answers under Tools...Word Count. It includes: (1) Number of words in the current question, (2) Number of words totaled for all questions (3) If text is selected in the current question, SofTest provides a word count for the selection and (4) Character count without spaces and hard-returns.
- Special characters - Special characters, such as § ¢ £ ¤ ¥ (c), are available through the Insert...Symbol menu. If you don't see any special characters in this line, then your computer may not have any appropriate fonts on it. Fonts exist on your computer as part of Windows, and are not part of SofTest.
- Spell Check - Certain features such as Spell Check, ability to print and whether SofTest locks your computer during the exam (i.e. secure mode), are controlled by the Test Sponsor (institution/school administering the exam).
- Cut, Copy & Paste – Cut, Copy and Paste for essay questions are controlled by the Test Sponsor (institution/school administering the exam). If enabled, as a safeguard against accidental deletions ExamSoft suggests using Copy & Paste rather than Cut & Paste.
- Undo - SofTest can undo up to the last 50 actions in each essay response question.
- Exam Backup - SofTest maintains several encrypted copies of your exam on your hard drive. If your computer crashes during an exam, you can restart it and SofTest will automatically select the most current version of your exam from your hard disk.
- Auto Save - SofTest saves your work automatically every 60 seconds.
- Multiple Choice Questions - For multiple choice questions, the total number of choices appears in the status bar at the bottom of the main window. If all choices aren't visible because of your display and window configuration, use the scroll bar that appears on the left side of the screen.
- Notices - You can view the Notices that appeared prior to entering your exam by selecting " Exam Notices" under the " Help" menu.
- Question Navigation
  - You can toggle (switch) between questions using the blue navigation arrows.
  - You can toggle (switch) between questions using the keyboard combination of 'Ctrl' and '>' to move to the next question or 'Ctrl' and '<' to move to a previous question.
  - You can mark questions to remind you to revisit them. The Question Navigator button on the button bar displays a list of all questions in a separate window.

- You can view unanswered questions and also navigate to another question by clicking on the question number in the popup window.
- Set Your Computer Clock – Make certain your computers system clock is accurate (date and time). To check/set the system clock double click the clock in the lower-right hand corner of the computer. When the 'Date/Time Properties' window appears, check/set the date and time and adjust if necessary.
- Power Management - During extended periods of non-use some computers may go into sleep or hibernate mode which can sometimes be difficult to exit during an exam. To adjust your Power Management settings navigate to the Control Panel (Start/Settings/Control Panel Windows 2000 – Start Control Panel Windows XP) and select 'Power Options'. Change the settings as listed below.
- You may reset to the desired settings after your exam.
- Power Schemes – All options should be set to 'Never'.
- Hibernate – This feature should NOT be enabled.

### **Additional Helpful ExamSoft Links**

Technical Support and Knowledge Base: <http://support.examsoft.com>

Watch Tutorial Video about SofTest: [www.examsoft.com/softtestbar](http://www.examsoft.com/softtestbar)

Mock Exam Instructions: <http://www.examsoft.com/mock>

Exam Download/Upload Confirmation: <http://www.examsoft.com/confirmations>