July 2021 Remote UBE FAQ Updates – ExamSoft/Examplify

What are the Exam Day Instructions?

To access the exam day instructions, click here.

What is my Applicant ID for the remote Bar Exam?

Your Applicant ID is your NCBE number for the remote Bar Exam. You will need this number to initially log on to download Examplify. If you do not know your NCBE number, you can look it up at https://auth.ncbex.org/lookup. ExamSoft cannot provide you with this number.

What does the process of taking the exam look like?

Instructions for exams with ExamID or ExamMonitor, how to set up your device, take your baseline photo, and start your exam: https://help.examsoft.com/s/article/Examplify-Take-an-Exam-with-ExamID-and-ExamMonitor

What are the Minimum System Requirements?

July 2021 Bar Exam candidates are required to use Examplify Version 2.7 or greater. Please refer to the minimum system requirements for ExamSoft, Examplify 2.7, and ExamID and ExamMonitor here:

https://examsoft.com/resources/examplify-minimum-system-requirements

What can I do if my device does not meet the Minimum System Requirements for Examplify?

In order to ensure optimal exam experience, you must confirm that your device meets the Minimum System Requirements. The information below will help you update your device as needed: https://help.examsoft.com/s/article/Examplify-Update-Device-MSRs

It is recommended that you update your operating system to the latest build/version:

- Mac: https://support.apple.com/en-us/HT201260

- Windows: https://docs.microsoft.com/en-us/windows/release-health/status-windows-10-20h2

Do I need to uninstall Examplify that I used for law school or a previous Bar Exam?

Yes. It is recommended that you uninstall Examplify before downloading the latest version from your ExamSoft Portal. Follow the steps below:

- Uninstall on Mac
  - Use the Finder to open the Applications folder.
  - Find the Examplify app.
  - Right-click the Examplify icon, and then select Move to Trash.

- Uninstall on Windows
  - From the Windows Start menu, select Settings.
  - Select System > Apps & features.
  - Select Examplify, and then click Uninstall.
  - Follow the on-screen instructions to remove Examplify from your computer.

We also suggest searching for "Examplify" in your downloads folder and removing any old versions or files you may find there.

Can I take the July Bar Exam on a Mac device with the new M1 processor?

Examplify 2.7 supports Mac devices using Apple's new M1 processor if using Apple's Rosetta 2. Exam-takers using Apple devices with M1 processors will be prompted to install Apple Rosetta 2 in order to use Examplify if it is not already running on their device. For more information about installing Apple Rosetta 2, click here.

Can I use my iPad or tablet to take the remote exam?

No. Remotely proctored Bar Exams are NOT currently supported on iPad or tablets that run on alternate versions of Windows 10, such as Windows RT and Windows 10 S, or other tablets.

How should I set my device's screen scaling?

If you see a message about Screen Resolution when launching Examplify, visit one of the following links to properly set your display resolution. **You must set 'Scaling' to 100% in order for exam content to display properly.** You must do this prior to starting an exam as you will be unable to adjust scaling once the exam begins.

Note: If you need to increase text size once in the application, instead of scaling, we recommend reviewing this article: Examplify: Exam-Taking Features and Options

If you use scaling at any rate other than 100%, you may experience issues once in Examplify with improper word wrapping on your device.

- Change Resolution (MAC): https://support.apple.com/guide/mac-help/change-your-displays-resolution-mchl86d72b76/mac
- Change Resolution (Windows): https://support.microsoft.com/en-us/windows/view-display-settings-in-windows-10-37f0e05e-98a9-474c-317a-e85422daa8bb

Do I need an internet connection during the exam?

An internet connection is required to download the exam files, which is done prior to exam day. On the day of the exam, you will also need internet access for a short time at the start of each exam session to obtain the exam password, and once Examplify is launched to take your identity verification photo. Once the photo step is complete, Examplify will lock down your device and block access to the internet. When you have completed your exams and internet access is restored, both the answer files and the video monitoring files will upload.

Do I need to disable my antivirus software to download Examplify?

Examplify is a desktop application used by over a million exam-takers annually around the world, with updates released at different times throughout the year. Globally, there are hundreds of different anti-virus solutions, each of which releases frequent updates. In this evolving, dynamic environment, there is always a risk that a specific anti-virus software could prevent Examplify from successfully operating as needed to deliver a secure exam.

To secure the device, Examplify closes most external applications when beginning a secure exam. In order to provide a stable and secure user experience, the following commonly used anti-virus applications have been confirmed to have no known conflicts with Examplify and are thus excluded from being automatically shut down at exam start.

- Ad-Aware anti-virus
- AVG anti-virus
- AVG Watch Dog anti-virus
- Avira anti-virus
- BitDefender anti-virus
- ESET anti-virus
- Kaspersky anti-virus
- McAfee anti-virus
- Microsoft Anti-Malware Service
- Microsoft Defender anti-virus
- Microsoft Security Essentials
- Norton anti-virus
- Norton 360
- Panda anti-virus
- Quick Heal anti-virus
- WebRoot anti-virus

At this time, these vendors' product implementations cause no known issues with Examplify operations. But as these vendors are constantly updating their software, there is always a risk that an update could prevent Examplify from working effectively.

For this reason, we recommend that you disable your anti-virus prior to starting a secure exam and turn it back on once the exam is completed. If you are uncomfortable shutting off anti-virus and are using one of the anti-virus solutions listed above, please complete your mock exam with the anti-virus software enabled to verify that there are no conflicts between Examplify and the anti-virus software.

Any anti-virus applications not listed above will be automatically disabled when a secure exam begins. If you are using an anti-virus application not included in the above list, ExamSoft recommends restarting anti-virus upon exam completion, and/or migrating to one of the anti-virus solutions listed above.

What are the best practices of taking an exam with ExamMonitor?

Click on this link to understand the Do's and Don'ts of Using ExamMonitor: https://examsoft.com/resources/proctoring-invigilation-exam-day-guide

How can I confirm that my microphone and camera are selected in Examplify and working?

1. Select exam file from Examplify dashboard and enter the exam password

2. Click "Enter"

3. On the screen where you are prompted to take your picture, in the top right corner, click on settings icon, then "Device Preferences"

4. Confirm that camera and microphone are selected

5. Start speaking to verify that the bars next to the microphone light up in green to indicate the selected microphone is picking the audio signal

Can I use an external camera and/or microphone?

While this is not recommended, external cameras and microphones may be used if your device is not equipped with built-in options or if the built–in devices are incompatible with the Examplify secure application, as long as those devices are not powered by virtual software. Built-in equipment is recommended to prevent the accidental disconnection of external devices during the exam or an incorrect device selection during the setup process. You can refer to ExamSoft Minimum System Requirements for additional information. Additionally, some jurisdictions may not allow

external devices. If you are unsure whether your jurisdiction allows external devices, check the FAQ on your jurisdiction's website.

Do I need high–speed internet to upload the exam and monitor files?

The minimum requirements for internet speed are 2.5 Mbps. The faster the internet speed, the faster the exam answer and monitoring files will upload. The monitoring file for a 90-minute exam session at a minimal speed should generally take around 15 minutes. Of course, if you have faster internet speed, the uploads will not take as long.

How can I ensure that my baseline image was captured correctly and that I will not have any issues verifying my identity on the exam day?

You will be required to take two mandatory mock exams prior to exam day. These mock exams will help familiarize you with testing on the software. During the first mock exam, you will take and approve your own baseline identity photo. Please reference ExamSoft's tips for taking a good baseline picture at https://examsoft.com/resources/photo-lighting-tips

At the start of the second mandatory mock exam, you will be asked to take another photo, which ExamID will compare to your baseline photo to authenticate your identity. Once your verification photo is successfully captured and uploaded, you will be allowed to proceed into the exam. If you are not able to proceed, that is most likely due to a webcam or internet connectivity issue. Please ensure that you have a working webcam and are connected to the internet. If you continue to experience issues in the ExamID process, contact ExamSoft Support at (888) 816-3065 to resolve the issue.

During ExamID, I get a message asking me to "Please confirm my entire face is visible" – what should I do?

If presented with this message, please review the captured image and ensure that your face is visible in the picture. If so, select "Save & Continue" to upload your image and proceed into the exam. If not, please select "Retake" to capture an alternative image.

How can I ensure that my camera is working correctly and recording my video?

During the exam, you can click on the "Monitoring" icon on the top middle of your screen to show how video is captured. You will be asked to practice and confirm that you understand how to do this during the mandatory mock exams. You should check that your camera is properly positioned and that you are fully in frame throughout the duration of the exam by taking this step at the start of each exam session.

Will I have to wait until the exam and monitoring files upload before starting the next session?

No. Once the exam session is complete and your device reconnects to the internet, your exam and video monitoring files will begin to upload. If the files are not fully uploaded before the start of the next session, the upload will pause and will resume once an internet connection is re-established after the exam is completed.

How do I verify that my exam files and video monitoring files have uploaded?

The Examplify dashboard lists the status of all available exams.

- "Pending Upload" will be displayed if an exam is complete but answer files and/or ExamMonitor (video monitoring) files have not been uploaded.

- "Completed" will be displayed once all answer and video files have been successfully uploaded.

You will also receive three separate emails for each exam file completed:

1. Answer file collected

2. Answer file uploaded

3. Video file uploaded

After you've received all three of these emails, all elements of that exam file have been successfully submitted and no further action is required.

Additional instruction and information about taking an exam with ExamID and ExamMonitor enabled, including detailed screenshots, is available here.

How do I view a PDF attachment?

The text of the Multistate Essay Examination (MEE) and the Multistate Performance Test (MPT) will be located in a question-level attachment. The attachment appears automatically when you select the question. You'll see a split-screen layout with the question and essay answer window on the left and the attachment on the right. You can resize this area by dragging the left border. For more details, click here and navigate to section: 'To view a question-level attachment'. You may also watch this short video.

Can I highlight the question text located in the question stem and the content of the PDF attachment?

Yes. Click here for more information.

What should I do if my computer freezes during the exam?

Technical issues during the exam are rare, but if your device freezes or you have a technical issue during an exam session, you should immediately take the following steps:

1. Do **NOT** attempt to exit from the exam, as you will be unable to re-enter.
2. Reboot the device by pressing and holding the power button until the device is completely off. To confirm that the device is completely off, the screen will be completely black (not backlit) and there will be no fan sounds coming from the device.
3. Wait five seconds, then restart the device by pushing the power button again.
4. When Examplify restarts, it will return you to within 59 seconds or less of where you left off.

If these steps do not restart the exam session or you receive a notification that you need a resume code, you should immediately contact ExamSoft Support at (888) 816-3065.

Where can I find information on how to use ExamSoft Portal and Examplify?

- [Registration – Legacy Portal](#)
- [Download an Exam](#)
- [Start an Exam](#)
- [Navigate Through Questions](#)
- [View Attachments](#)
- [Set a Reminder/Alarm](#)
- [Use the Strike-Out Feature](#)
- [Highlight Text in a Question or a PDF Attachment](#)
- [Flag a Question](#)
- [Resize the Writing Area](#)
- [Copy and Paste](#)
- [Submit an Exam](#)

What is ExamSoft's policy regarding the collection of my data, including biometric data?

The collection of biometric information through ExamID and ExamMonitor is governed by our Biometric and other Personal Data Consent form which will be presented for your agreement and consent at the time of an exam session that has ExamID and ExamMonitor enabled. You can review the biometric consent form prior to your exam here: https://examsoft.com/es/biometric-consent

Will proctors reviewing the monitoring videos have access to my personal information?

No. The encrypted video files do not include identifying information about you. Other than the images contained in the video files themselves, the proctors will not have access to any identifying information related to images contained in the video. On exam day, you should ensure that no personal information is visible in the background so that this information is not inadvertently shown in a video.

What types of behavior will be notated by proctors?

Proctors may note eye gaze, head movement, hand gestures, earbuds or headphones, speaking, background noise, other objects in the room, and other anomalies. If you leave the screen or aren't fully visible on-screen, this will also be notated. To verify you are fully on-screen, click the "Monitoring" badge at the top of your screen. As a reminder, notated anomalies are NOT the same as being marked as cheating; your jurisdiction will review the anomalies and make any determinations on exam integrity.

How does Examplify interact with my device?

Examplify is designed to safeguard exam integrity by securing a user's device and preventing access to unauthorized resources, and by providing ID verification and remote proctoring solutions.

When a user begins a secure exam, Examplify takes a number of measures, including scanning system configurations to detect and block Virtual Machines; disabling user access to external applications, files, hotkeys, or network connections; logging user activities within the Examplify application itself; and ensuring that Examplify will automatically relaunch in secure mode upon system restart. Once the secure exam is complete, these measures are reversed and the device is restored to normal functionality.

Some Examplify services may continue to operate while the Examplify application is closed in order to upload answer and proctoring files in the background, and to download Examplify updates.

In the context of ExamID and ExamMonitor, with authorization from the user, Examplify will access the webcam, microphone, and screen recording capabilities for the purposes of ID verification and remote proctoring. Examplify will never access your webcam, microphone, or screen recording outside of an ID-verified or monitored exam, and will clearly disclose in the application when these tools are in use.

When Examplify secures my device, does it have access to other private or personal information on my computer?

No. ExamSoft engaged an independent, third-party nationally recognized digital forensics expert firm, Stroz Friedberg LLC, to review the Examplify product and ExamSoft's data-collection practices in Fall 2020. Knowing that ExamSoft does not sell users' personal information, and does not share users' personal information, other than with service providers that are necessary for delivering exams, Stroz Friedberg, LLC confirmed the following facts:

- Information sent to ExamSoft or by the Examplify software is encrypted when users register, when Examplify sends any information [to] the ExamSoft servers, and when exam-monitoring data is uploaded. Of course, Examplify users cannot access other users' data stored on those servers.
- ExamSoft does not receive or have access to any user payment information.
- Examplify only accesses exam-takers' information when it is necessary to administer an exam:
    - Examplify does not access credentials stored in Google Chrome.
    - Examplify makes only temporary changes to certain files and settings on examinees' computers to administer exams, monitor examinees, and prevent integrity breaches; those changes do not result in Examplify collecting any user information.
    - Examplify only accesses files on a user's computer that are relevant to the software's function; it does not, and does not need to, access any user-created directories (such as a photos folder) that might contain users' personal information.
    - Examplify only records examinees' activity in that application, and it only does so during the exam, when examinees are aware of the proctoring.
    - Examplify only monitors for specific keystrokes—such as hotkeys or certain shortcuts—to prevent cheating.
    - The data that users upload at the end of an exam does not include any of the user's personal information that is unrelated to the exam.

How do I set up my camera and microphone, verify my audio, take my baseline photo, and start my exam?

For exam taking process and best practices, click:

- https://help.examsoft.com/s/article/Examplify-Take-an-Exam-with-ExamID-and-ExamMonitor

- https://examsoft.com/resources/proctoring-invigilation-exam-day-guide

What is ExamSoft's Privacy Policy?

To access ExamSoft's Privacy Policy, click here:

https://examsoft.com/privacy-policy

Where can I find ExamSoft's Notice and Consent for Collection or Biometric and Other Personal Data?

- Notice and Consent Request For Collection Of Biometric And Other Personal Data: https://examsoft.com/es/biometric-consent

Where can I review the END USER LICENSE AGREEMENT (EULA) for ExamSoft Worldwide LLC?

Once you install Examplify on your device, you will be prompted to agree to the EULA. The content of EULA is also located here: https://examsoft.com/es/eula