Frequently Asked Questions for Bar Applicants

What are Minimum System requirements for Windows and Mac devices?
Examplify can be used on most modern computers purchased within the last few years. Currently, only Mac computers and Windows PCs are supported for Bar exams. Examplify will not run on Chrome, Android, or Linux operating systems. For remote exams with ExamID and ExamMonitor, a webcam and microphone that do not use virtual software to operate are required.

Windows: https://examsoft.force.com/emcommunity/s/article/Examplify-Minimum-System-Requirements-for-Windows
Mac OS: https://examsoft.force.com/emcommunity/s/article/Examplify-Minimum-System-Requirements-for-Mac-OS-X

Apple has announced that hardware releases due later this year will utilize Apple silicon microprocessors. If released prior to the October Bar Exams, these specific Apple devices will not be supported by Examplify.

You can verify whether your device meets the minimum standard requirements when you complete the mandatory mock exams.

What if my computer comes with a Virtual Camera or Virtual Camera Software installed to operate the installed camera on the device?
ExamSoft does NOT support any Virtual Camera or Virtual Camera Software in any manner on any device.

May I use my iPad or tablet to take the remote exam?
No, remotely proctored exams are NOT currently supported for iPad, Surface Pro or other tablets.

Do I need an internet connection during the exam?
An internet connection is required prior to the download 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. Once you have completed your exams, and internet access is restored, the upload of the answer and video monitoring files will begin.

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 may 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.

Do I need high speed internet to upload the exam and monitor files?
The minimum requirements for internet speed are 2Mpbs. 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 do I verify that my exam files and ExamMonitor files have uploaded?
The Examplify dashboard lists the status of all available exams.
- "Pending Upload" will be listed if an exam is complete, but answer files and/or ExamMonitor files have not been uploaded.
- "Completed" will be listed once all answer and video uploads are successful.

Additional detail, including detailed screenshots, are available at
https://examsoft.force.com/emcommunity/s/article/Examplify-with-ExamID-and-ExamMonitor

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. To reboot the device, you must <u>press and hold</u> the power button of the device until the device is <u>completely</u> off. To confirm that the device is completely off, the

    screen backlight will be completely black and there will be no fan sounds emitting from the device itself

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 with your answer.

If this does not restart the exam session, you should immediately contact ExamSoft support at (888) 816-3065.

Can I use an external camera and microphone?

An external camera and microphone may be used if your device is not equipped with those items as long as it is not powered by virtual software. We recommend the use of built-in devices to prevent the accident disconnection of external device during the exam or the incorrect device selection during the setup process.

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 you the video being captured. You will be asked to practice and confirm that you have done 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.

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

The collection of biometric information through ExamID and ExamMonitor is governed by our privacy policy, available at https://examsoft.com/privacy-policy. Our proctoring partners are bound by this policy as well. Before any biometric information is collected from an applicant, the applicant is notified and must consent. The information is used only for the purpose of providing the services, is never sold, and retained as long as required to provide services, so long as the client's account is maintained. Monitoring files sent to our proctoring partners are anonymized so that the applicant's identity is unknown to the proctor.

How can 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, your baseline identity photo will be taken and approved by you. (Be sure to reference ExamSoft's tips on appropriate lighting for taking a good baseline picture). At the start of the second mandatory mock exam, you will be asked to verify your identity. If you are not able to enter the exam because the of a problem with the verification process, you may contact ExamSoft support at (888) 816-3065 to assist so that this issue can be resolved prior to the day of the exam.

Is ExamSoft able to deliver 30,000 exams at one time?

Through August 18, ExamSoft delivered more 982,000 proctored exams for 2020 alone. In June, ExamSoft successfully delivered approximately 167,000 synchronous, remotely proctored exams for a single high-stakes assessment across a diverse population and dispersed geographic location.

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 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
- Avast 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

While these vendors' product implementations cause no known issues with Examplify operations, as these vendors are constantly updating their software, there is always risk that an update to any anti-virus solution could prevent Examplify from working effectively.

For this reason, we recommend that users stop their anti-virus prior to starting a secure exam and turning it back on once the exam is completed. If a user is uncomfortable shutting off anti-virus and is using one of the anti-virus solutions listed above, ExamSoft recommends that the user take a secure mock exam prior to any high-stakes assessment 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. For users with anti-virus applications that are not included in this list, ExamSoft recommends restarting anti-virus upon exam completion, and/or migrating to one of the anti-virus solutions listed above.

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

The encrypted video files sent to our proctoring partners do not include identifying information about you. You should ensure on exam day that no such information is visible in the background so that this information is not inadvertently available. Each proctor completes a rigorous background check and participates in hours of training, certification, peer reviews and auditing. Additionally, they are trained to be neutral and objective in feedback.

What types of behavior will be flagged by Artificial Intelligence and during the review by proctors?

The artificial intelligence scan will note eye gaze, head movement, hand gestures, ear buds or headphones, speaking, background noise, other objects in the room, and other anomalies. The video is also reviewed by human proctor or proctors to document issues that should be reviewed further by the bar examiners, who are the decision-makers on all flagged incidents.