

Exemplify for Students Frequently Asked Questions

ExamSoft Customer Support: 866-429-8889

I'm trying to download Exemplify on my device, and it just won't work.

Does your device meet the Minimum System Requirements (MSR)? If you're unsure, check [HERE](#). Ensure you're using Google Chrome or Mozilla Firefox and that your pop-up blocker is turned off. If it still won't download, call ExamSoft customer support.

I'm in Exemplify, but I don't see the test I'm supposed to download.

Ensure you're in Exemplify (an app) and not ExamSoft (a website). Select the "Refresh Exam List" in the bottom left corner of Exemplify. If you still don't see the exam, contact your instructor.

I downloaded the exam in Exemplify, and I'm ready to start the exam, but now it's not on the list.

Are you using the same device that you downloaded the exam on? Since Exemplify is an app, it's device-specific. Downloaded exams are not stored in the cloud. Otherwise, select the "Refresh Exam List" in the bottom left corner of Exemplify. If you still don't see the exam, contact your instructor; it could be an exam setting, and/or you may need another download.

I'm trying to start an exam, but the password isn't working.

Are you sure you're in the correct exam? If so, are you entering the password verbatim? Passwords are case-sensitive.

I'm in the middle of taking an exam, and my device just froze up or turned off.

Did you disable anti-virus? If not, be sure to do that for all future exams. This time, attempt to power off your device completely, restart, and your device should return to the exam. If not, or if you require a resume or continuation code, let your instructor know.

I'm in the middle of taking an exam, but I can't scroll down to see the entire question or my answer choices.

For this test, you may have to make notes on your scratch paper and let your instructor know that you couldn't answer the questions correctly. After you're finished with the exam, check your device settings and reset the screen scaling to 100% or less. Next time you take an exam, it should work fine.

I'm in the middle of taking an exam, but everything is loading slowly.

It's most likely that your device doesn't meet the MSR mentioned above. Contact ExamSoft customer support and/or update the device to meet the MSR.

I'm finished with my exam, but I received an error code that my exam failed to upload.

There are a few things to try here. Reboot your device and attempt to re-upload. Ensure that you're connected to Wi-Fi. It could also be an exam setting; contact the instructor to see if you've missed the upload deadline.

I finished an exam, but now my wallpaper is a giant Exemplify logo, my desktop icons are hidden, and/or my internet won't connect.

Did you remember to disable anti-virus when you took the exam? If not, remember to do that next time. Reboot your device, and these settings should revert to the way they were prior to the exam. If these issues persist, and you're disabling anti-virus, call ExamSoft customer support.

Exemplify will not recognize my Bluetooth keyboard or mouse.

Be sure to set up and enable Bluetooth connections prior to opening Exemplify.

When I use my iPad, do I need to enable Airplane Mode?

Yes. Prior to starting an exam, you should enable airplane mode and turn off Wi-Fi. Once the exam is complete, you will need to turn Wi-Fi back on and disable airplane mode, to ensure that the exam uploads correctly.