Downloading & Installing Examsoft

What should I do if I am having trouble downloading and installing Examsoft?
Please be sure to review the [ExamSoft laptop requirements](#) for your operating system prior to registering for ExamSoft or taking an exam. Examplify is updated frequently, so be sure you are using the latest version of Examplify. Using an outdated version may cause issues uploading exam answers. Simply log in to Examplify to see if you have the current version. If you do not have the current version, Examplify will guide you through the update process.

What should I do if it says that my system does not meet the minimum requirements?
You may need to [update your laptop to meet minimum system requirements](#). If you need additional assistance, you can use the following modes of communication to reach Examsoft's technical support team:

Support Portal
24/7 Online Resource Center
www.examsoft.com/support

Email
support@examsoft.com

Exam Taker Support Line
Available 24 hours a day
(866) 429-8889
(954) 429-8889

Live Chat
Available 24 hours a day
www.examsoft.com/support

Can I download Examsoft onto my phone or tablet?
No. We do not support Examplify on mobile devices at this time.

Should I upgrade my operating system before taking my exams?
If you plan on using Examsoft for any exams, it is HIGHLY recommended that you DO NOT upgrade to a new operating system unless you have confirmed with Examsoft that the new OS is compatible. The versions of the operating systems that are currently compatible with Examsoft are available in their minimum system requirements.

What can I do to familiarize myself with Examsoft before taking my exams?
Take the mock exam to familiarize yourself with the software prior to exam day, following the steps below:

- Launch Examplify from your desktop and sign in. if you are running an outdated version of Examplify then you will be prompted to update your software.

- On the mock exam click on "Download Exam."

- After the exam has downloaded, click on the green "Enter" button.

- After going through all of the exam notices you will see your questions screen in which you will note your answers.

Do I need to answer the exam questions in the order that they are given?

- Multiple Choice exams: If the exam is multiple choice you will see your answer choices on the screen and click on the correct answer. You have the ability to answer questions in order or skip around to a specific question by clicking on the circled question numbers on the left of the screen.

- Essay only exams: When typing your answers for an essay only exam, there will be only one screen to type in for each answer, and as with the multiple choice, you can click on the question numbers to navigate those screens. (The default template provides a standard 20 questions, so if you have less than that to answer, then you will only use that amount rather than all 20.

- Multiple Choice and Essay exams: If the exam is both, follow the instructions above for Multiple Choice. The essay question(s) will follow the multiple choice in Examsoft, but you can complete the multiple choice first if you would rather.

Type a few words in the screen for your Mock exam, click through multiple choice answers, and familiarize yourself with the software.

What do I do when I finish my exam?
When you are finished, click on the drop-down arrow that says "Exam Controls" and choose "Submit exam". You should see a large green screen that says "Upload Complete" which means that your exam has been successfully uploaded. Click on "Return to Dashboard" and log out.

Downloading Your Exams

How soon should I download my exams?
Several days prior to the exam date, you will receive an email notification saying that your exam is available for download. You should download the exam file as soon as it becomes available, even if you are taking the exam on a different day/time than of the scheduled course exam. Please be sure you are downloading the correct exam!

I registered for Examsoft, but later realized that I am going to handwrite my exams. I keep getting emails, reminding me to download my exam file. Is this a problem?
No. You can simply disregard the email notifications to download your exam file.

Exam Day Reminders

Check the exam schedule that is posted on https://commonwealthlaw.widener.edu/ to stay current on any changes or updates.

What time should I arrive in the exam room?
You should arrive 30 minutes prior to the time the examination begins.

What should I bring with me to the exam room?

- Bring your power cord and battery (in the event of power loss).

- Bring your student ID with you – this will be placed face up on the surface of your exam desk for the proctor to see.

What if I left my ID at home?
If you do not have your ID with you, then you will have to go to the Registrar's office for approval to take your exam with the rest of your class.

How do I find my anonymous number for final examinations?

- **Examsoft:** Log into Examsoft and on the far right side of the screen, click on your name and choose "My Account" from the drop down menu. Your final exam anonymous number will be listed in your Account Information.

- **myWidener:** Login to myWidener and click on "Student Planning", then on the last tab that is "Law Anonymous Grading ID," and use the number listed beside Fall 2022.

What should I do once I am in the exam room?
Plug your computer into a power outlet, turn on your computer, and log in to Examplify. Please be sure you are in the correct exam!

I'm handwriting my exam; what do I need to do?
If you intend to write your exam, then please get an exam book and an envelope from your proctor. Make sure to put your anonymous number and # out of # books on the cover.

Can I sit anywhere?
Yes, but make sure no student is sitting directly beside you – all students must take every other seat in the room.

Can I keep my phone and other personal belongings with me?
No. You are not permitted to have your cell phone or a watch on or near you during the examination, so please turn these items off and make sure they are with the rest of your personal belongings along the classroom wall.

During the Exam

What do I do if there is an apparent error or typo in the exam?
Do not contact faculty during an exam about any apparent mistake or other issues. If you find what you believe to be a mistake in the exam question or materials, please note it in your answer and explain how you understand the materials in light of that mistake.

My computer crashed in the middle of my exam. Now what?
Hold down the power button and wait for the computer to shut off. Then power it back on, log in and wait for Examplify to relaunch.

If something happens to my laptop while I'm typing, will I lose my entire typed essay?
No, you will not lose what you've typed for your exam. Examplify automatically saves your work every 30-60 seconds.

Uploading Your Exam

What do I do if I did not get the Green Upload Complete Screen or an email confirmation of a successful upload?
It's common for exams to take multiple attempts to upload. You should first be sure you are connected to the internet. Sometimes if you are using UBWireless it says you are connected when you are not, so disconnect and connect again. Once you are connected, double-click the Examplify icon again and the system should upload your exam answer automatically.

Examsoft Desktop

My exam is done but now have an Examsoft logo screen on my desktop - how do I remove it?
Contact Examsoft and they can switch your desktop profile back to the way it was.