

Exemplify – Student Guide



UNIVERSITY
of
OTAGO
Te Whare Wānanga o Ōtāgo
NEW ZEALAND

Contents

Introduction	3
What is ExamSoft?	3
What is Exemplify?	3
What is ExamID?	3
What is ExamMonitor?	4
Laptop/Desktop Computer and Internet Requirements	5
Windows minimum specifications	5
Apple Mac minimum specifications	5
Internet requirements	6
My laptop/desktop computer does not meet the minimum requirements	6
Getting Started with Exemplify	7
Step by Step Guide to Downloading Exemplify	7
I receive a message saying "Sorry, we couldn't connect to your school's login page"	11
I receive an error message saying my device does not meet the Minimum System Requirements	12
Why Preparation Exams and How to Prepare	13
How to do the Computer Compatibility Preparation Exam	14
How to do the Content and Features Preparation Exam	24
Preparing, Downloading and Doing a real Test/Exam	25
Downloading	26
Receiving your Exam Password	27
Doing a Test/Exam	28
Toilet Breaks/Water Bottles/Snacks	28
Submitting your Test/Exam	29
Submission	29
Upload Error	31
Removing Exemplify	31
Where can I get more support?	32
Test and Exam Day Support	32

Introduction

You use ExamSoft's application Exemplify to sit internal tests/examinations securely on your Mac or Windows laptop or desktop computer.

You complete your internal test/exam securely offline – you only need an internet connection to download and upload the test/exam. You can sit it without a continuous Wi-Fi connection.

You will:

- Download the Exemplify application
- Do two preparation 'exams' to:
 - Ensure your laptop/desktop computer is compatible with the application
 - Ensure you know the application's features (the prep exams' content is not related to your University paper or marked)
 - Have a baseline photo taken of you
- Receive an email asking you to download your test/exam, 48 hours before any of your tests/exams, or on the closest business day to that
- Be emailed a password for the test/exam, on the day it is scheduled, in time for the start
- After your test/exam, upload your test/exam answer file and invigilation (supervision) file after the test/exam. You will receive a confirmation email when your exam answer file has successfully uploaded. You will receive a second confirmation email when your invigilation (supervision) video file has uploaded successfully.

To confirm your identity and invigilate (supervise) your test/exam, ExamID and ExamMonitor applications use your laptop/desktop computer's camera and microphone to take a photo and record you during every test/exam.

If you are feeling stressed, having mental difficulties or would like other pastoral support, please contact our [University's support services](#).

If you cannot sit your exam at the scheduled time or have other problems, see [this](#) information.

What is ExamSoft?

ExamSoft is a secure cloud-based application staff use for creating and delivering tests/exams.

What is Exemplify?

Exemplify is the ExamSoft application students use to download, complete and upload Exemplify preparation exams and real tests/exams.

What is ExamID?

The ExamID application verifies your identity so you can do your test/exam. It uses your laptop/desktop computer's camera to take a photo of you during a preparation exam as a baseline then takes another photo at the start of each test/exam. Facial recognition software compares the photos to verify your identity.

Baseline photos are also verified against your Otago Student ID.

What is ExamMonitor?

The ExamMonitor application invigilates (supervises) you throughout your test/exam. It records you doing your test/exam using your laptop/desktop computer's camera and microphone. It also records your activity during the test/exam, including question navigating and answering.

Laptop/Desktop Computer and Internet Requirements

Examplify can be used on most modern computers (i.e. bought in the last three to four years). Currently, ExamSoft only works with Mac and Windows 10 operating systems. You cannot use iPads, Chromebooks or Android and Linux operating systems.

You will need to use a laptop or desktop computer that meets the minimum system requirements detailed on the ExamSoft webpage (links below). **Examplify will not work on mobile devices, tablets, and phones.**

- **IMPORTANT: It is crucial you check the desktop computer/laptop you will use for your test/examination meets the minimum specification requirements.**

Windows minimum specifications

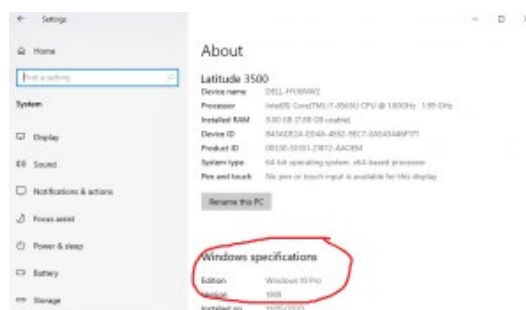
You MUST verify your Windows laptop/desktop computer meets the minimum system requirements by using this link:

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

Please note, although the above link mentions iPads, you cannot use an iPad to sit your Tests/Exams with ExamID and Exam Monitor.

Instructions on how to verify Windows' requirements:

1. On the bottom left of your screen, right-click the Windows button
2. Click **System**
3. **Device specifications will be listed**



If you need more help checking your laptop/desktop computer meets the requirements, please contact [AskOtago](#):

Phone: Freephone 0800 80 80 98 (within New Zealand)
Freephone 1800 46 82 46 (Australia)
+64 3 479 7000 (International)

Email: university@otago.ac.nz

Online chat: http://otago.custhelp.com/app/chat/chat_launch.

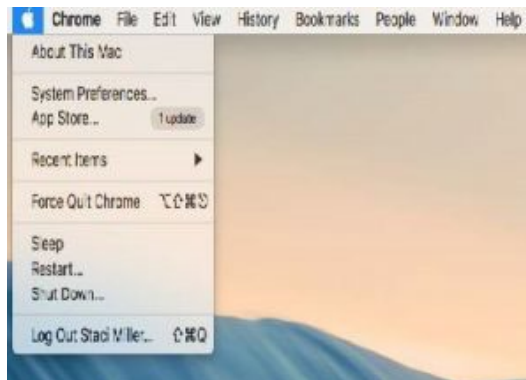
Apple Mac minimum specifications

You MUST verify your Mac laptop/desktop computer meets the minimum system requirements by using this link:

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

Instructions on how to verify your Mac's requirements:

- On the **top left** corner of the screen, **click on the Apple logo**.



- In the **dropdown menu** that appears, **click About This Mac...**
- A new window will appear. It should open to the Overview tab by default, but if it does not, click 'Overview' at the top of the window. On this page, you will see what macOS version your computer is running, right down to the build number (something like 10.14.6).

If you need more help checking your laptop/desktop computer meets the requirements, please contact [AskOtago](#).

Internet requirements

An internet connection speed of two Megabytes per second is needed to download and register Exemplify, and for both downloading and uploading tests/exams.

My laptop/desktop computer does not meet the minimum requirements

- **IMPORTANT:** Please contact [AskOtago](#) as soon as possible:
 Phone: Freephone 0800 80 80 98 (within New Zealand)
 Freephone 1800 46 82 46 (Australia)
 +64 3 479 7000 (International)
 Email: university@otago.ac.nz
 Online chat: http://otago.custhelp.com/app/chat/chat_launch.

Getting Started with Exemplify

Follow this link to download Exemplify: <https://ui.examsoft.io/login?institutioncode=otago>.

Important:

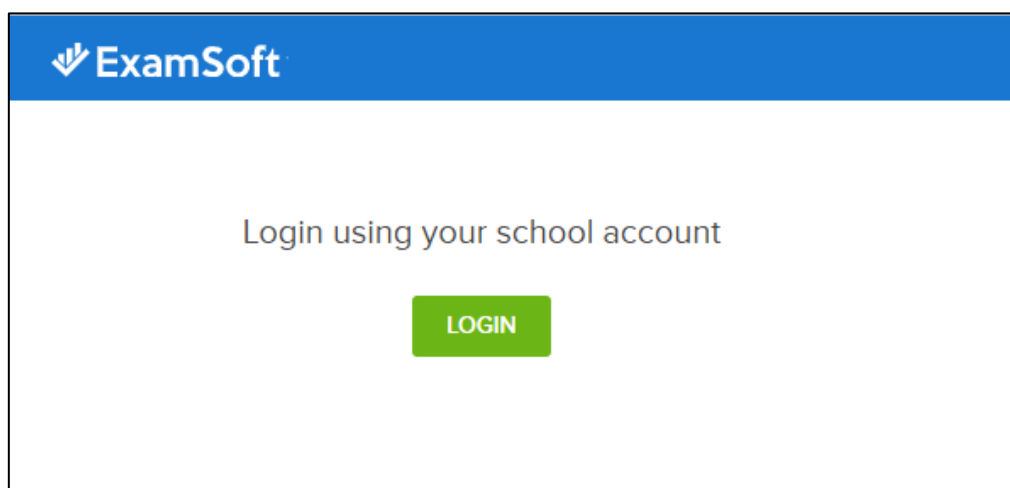
- ✓ Download the latest version of the Exemplify application as soon as possible – there is no charge for downloading the application.
- ✓ Make sure you are downloading the application to the laptop/desktop computer you will be using for your final test/exam.
- ✓ Check your laptop/desktop computer has all operating system updates applied.
- ✓ Check your laptop/desktop meets the minimum system requirements.

Step by Step Guide to Downloading Exemplify

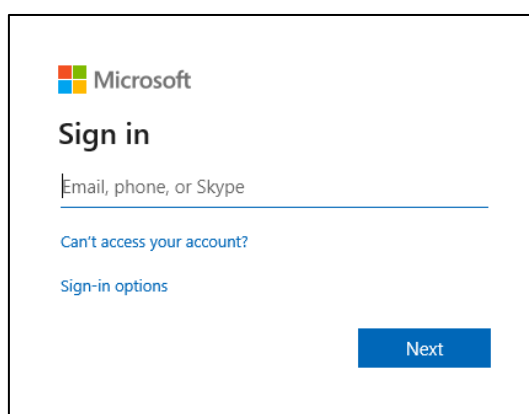
You need to use either Google Chrome or Mozilla Firefox to access the portal.

- Open your default browser and go to the University of Otago's ExamSoft portal:
<https://ui.examsoft.io/login?institutioncode=otago>

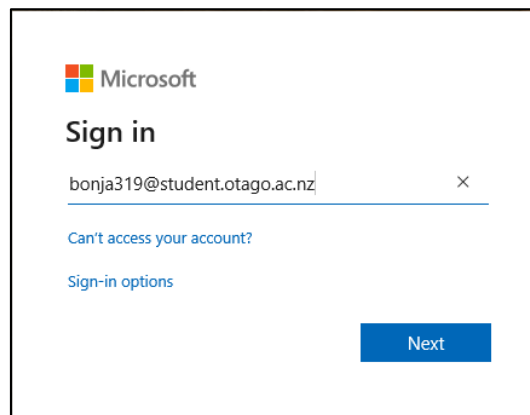
This should pop up:



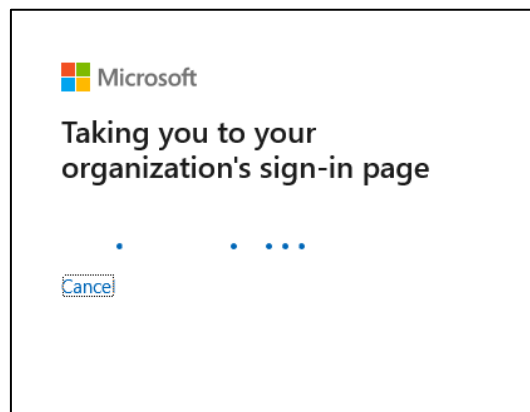
- **Click** on the green **LOGIN** button, this will redirect you to a Microsoft sign-in page.




- **Enter** your University of Otago **student email** address and **click** on **Next**.



- This window will appear while you are being redirected to the University of Otago's sign-on page:



- When you get to the Office 365 log-on page, **click** on the **circle** beside **Student Login** (the circle will turn black), then **enter your University email address and password**.



Office365 Logon

Sign in with your University of Otago account.

☐ Staff Login
☒ Student Login

[Sign in](#)
[Forgot password](#)

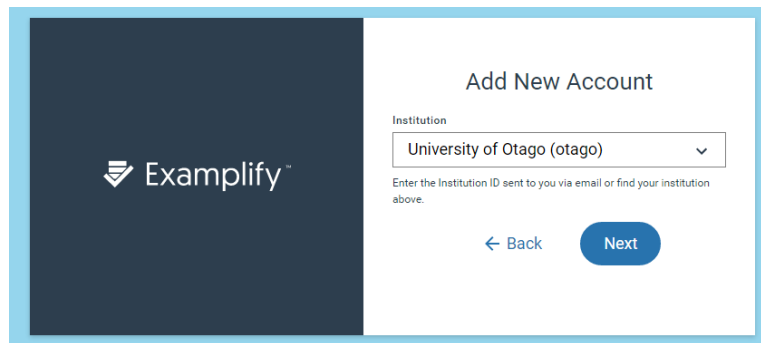
- **Click on Sign in.** If you are not on campus, depending on your MFA (Multi-Factor Authentication) setup, you may be sent a text with a code that you need to enter before you can continue, or you will need to approve the login on your Microsoft Authenticator application.
- Once signed in, you will go to the ExamSoft homepage.



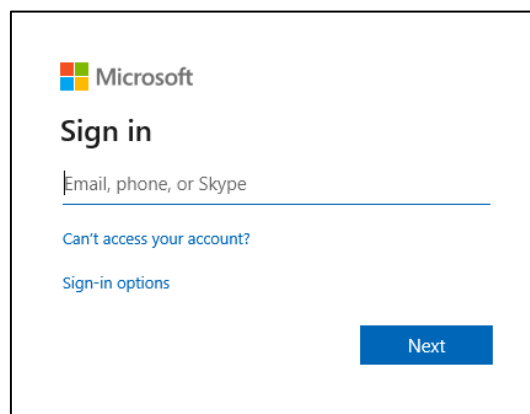
- Go to the **top right** of your screen and **click on download Exemplify**.
- When the exe file has downloaded, **run the exe file**. (If you cannot find the file, search for a file named Exemplify_3.0.0_win.exe or similar – it could be a different version number).
- When the application is installed, you can launch it from your desktop or app tray.



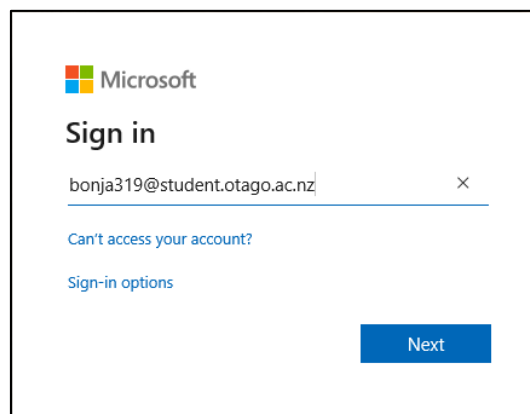
- **Launch the Exemplify application** and **click on Add New Account**.
- When you are asked to **input the Institution ID**, start typing **Otago** and the words **University of Otago** will appear. Then **click the blue box saying Next**.



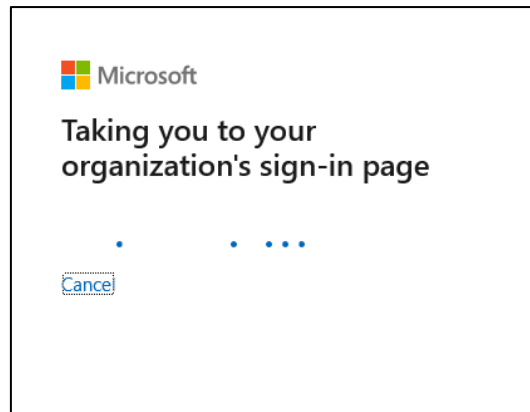
- At this point, the application should open your default browser and **redirect you to a Microsoft sign-in page.**



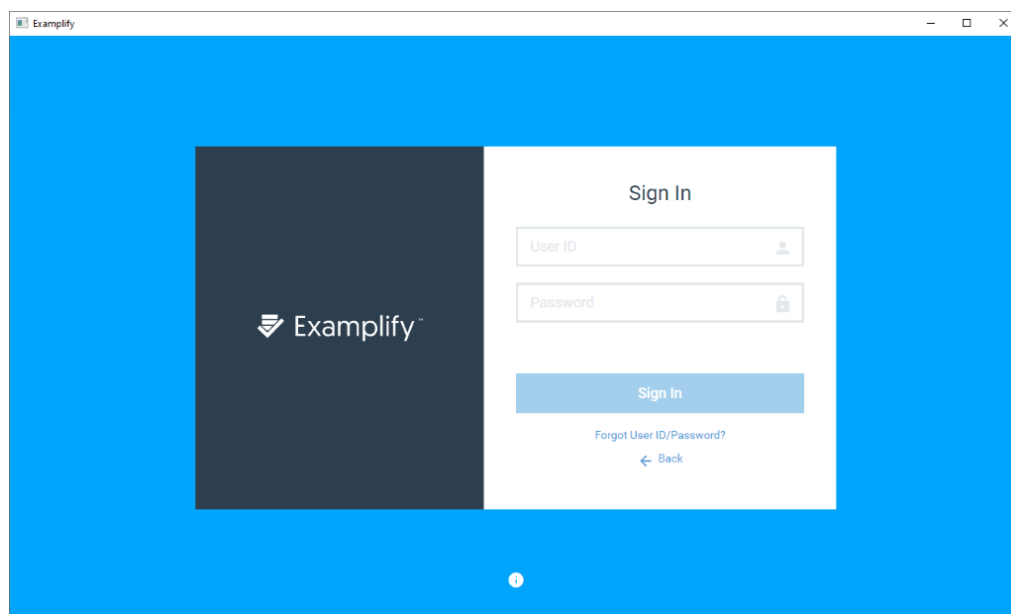
- **Enter your University of Otago student email address and click on Next.**



- This window will appear while you are being redirected to the University of Otago's sign-on page:




Note: If you are **not redirected** to the University of Otago's sign-in page – but return to the Exemplify login page (below) – please **check** your **internet connection** is working, **click** on the blue **Back** button and **try again**.



I receive a message saying "Sorry, we couldn't connect to your school's login page"

You will need to clear the browsing data/cache so the authentication process can successfully log you in.

- [Instructions on how to clear the browsing data in Chrome, Firefox, and Internet Explorer](#)
- [Instructions on how to clear the browsing data in Safari](#)
- When you reach the **Office 365 logon** page, select **Student Login**, then **enter** your **student University email address and password**.



Office365 Logon

Sign in with your University of Otago account.

☐ Staff Login
☒ Student Login

Sign in

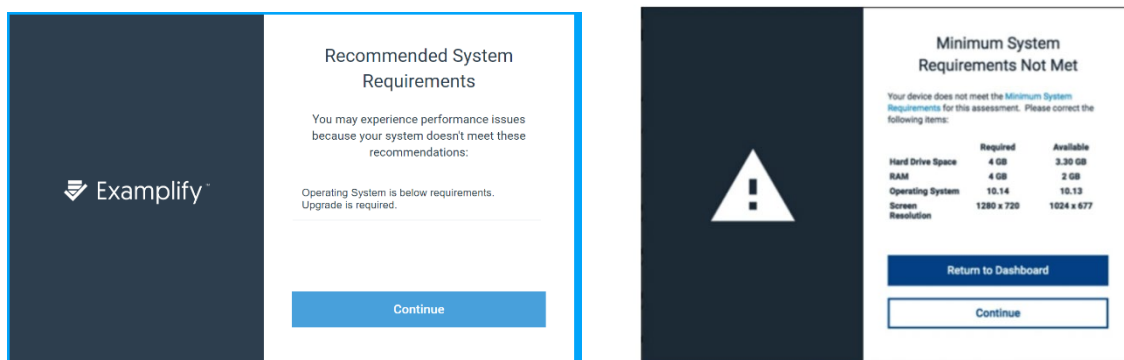
[Forgot password](#)

Note: Once you have supplied your student username and password this time, Exemplify will recognise you and not ask for them again.

Note: If you are not on campus, depending on your MFA (Multi-Factor Authentication) setup, you may be sent a text with a code that you need to enter before you can continue, or you will need to approve the login on your Microsoft Authenticator app.

I receive an error message saying my device does not meet the Minimum System Requirements

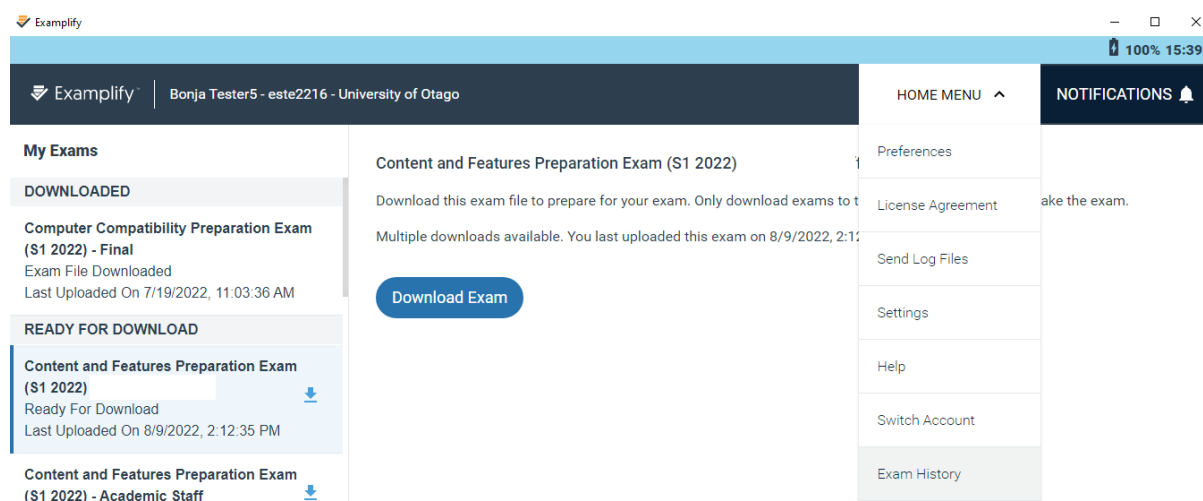
If your device does not meet the [Minimum System Requirements \(MSR\) for Exemplify](#), you will see a warning similar to this one when you log in and you will be blocked when trying to download an exam in Exemplify:



Please follow the on-screen recommendations from ExamSoft to make sure your laptop/desktop computer meets Exemplify's MSRs. What is under "Available" is what your device has, and you need to upgrade to under what is "Required".

This article details how to [update your device to meet minimum system requirements](#).

Now you will be on the Exemplify home page (which the application often calls the dashboard).



On the **top right** of your screen, click on **Home Menu**, then in the drop down, select **Preferences**.

Go to **the middle of the screen** to **Upload Delay Time**, click on **the down arrow** beside **10 seconds**, then in the **drop down** click on **30 seconds**, then **click** the blue box saying **save**. This will help ensure uploading your test/exam goes smoothly by extending the delay.

The screenshot shows the 'Exam Preferences' form. It has a title 'Exam Preferences' at the top. Below it, there's a checkbox labeled 'Default Alarm Reminder.' which is checked. Underneath, there are three input fields for 'Hrs', 'Min', and 'Sec' with values '00', '05', and '00' respectively. Below these is a section for 'Upload Delay Time' with a dropdown menu currently showing '30 seconds'. At the bottom, there are two more dropdowns: 'Default Essay Font' set to 'Arial' and 'Font Size' set to '12pt'. At the very bottom, there are two buttons: 'Cancel' and 'Save'.

Why Preparation Exams and How to Prepare

- **IMPORTANT:** For Preparation Exams, use the same laptop/desktop computer you are using for your real test/exam to identify any potential problems so we can help you fix them early.

Once you have installed Exemplify, you **MUST complete two preparation exams in the correct order.**

The first mandatory preparation exam – the **Computer Compatibility Preparation Exam** – is to make sure your camera and microphone are set up correctly to sit your test/exam with remote invigilation (supervision) – via your camera, microphone, and screen capture.

At the start of this preparation exam, a photo is also taken of you by ExamID that will be used to verify your identity as you start each of your real tests/exams.

- ✓ You need to be in good light (the light on your face should be brighter than the light behind you).
- ✓ Your face needs to be clearly visible – do not wear hats of any type and ensure head scarfs or hijabs leave your face clearly visible. If you wear a veil or burqa, you will need to show your face for the photo.

You do not need to wear the same clothes, remove your glasses, or have the same hairstyle or facial hair for both photos, because the two photos will be compared using facial recognition software, which looks at your features, such as bone structure.

This preparation exam will **take less than 10 minutes** and you can do it **up to 99 times (including the first time) if you want** to ensure everything is correct. **Your real tests/exams will start this way too.**

The second mandatory preparation exam – **the Content and Features Preparation Exam** – is for you to practise using the features in the application Exemplify that you will use to do your test/exam, such as flagging questions to return to them and setting your own visual alarm. The content of this exam does not relate to the course you are studying, and your responses will not be saved, marked, or assessed in any way.

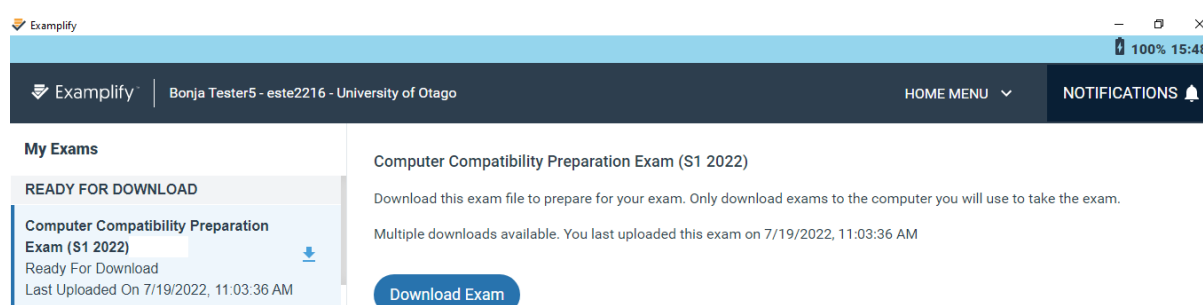
You can **do this exam up to 99 times (including the first time) if you want.**

How to do the Computer Compatibility Preparation Exam

NOTE: This exam will be waiting for you in the Exemplify application.

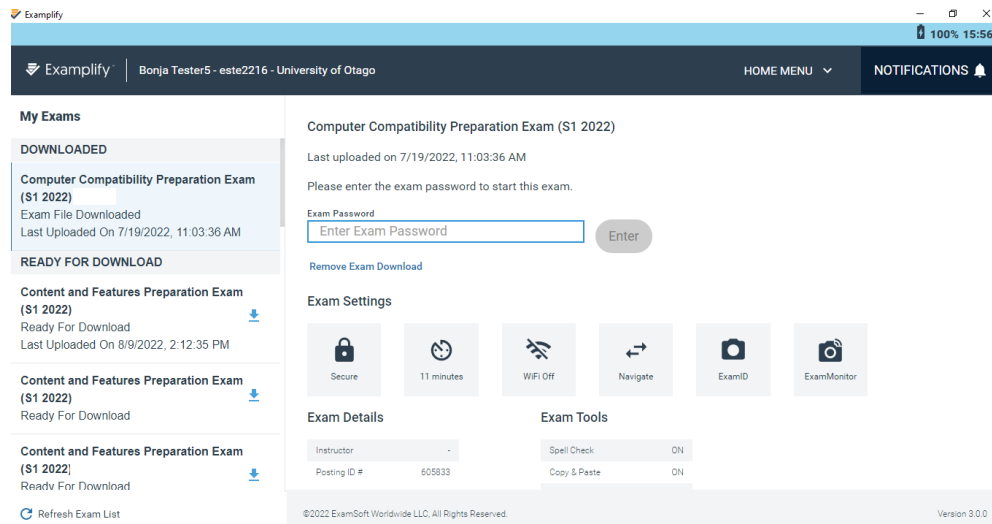
The password for this Preparation Exam is **PrepExam1.**

- a. To find your Exemplify application on your laptop/desktop computer:
 - **Windows** – The **Exemplify icon** will be on your **desktop**. If it is not, click the Windows logo at the bottom left of your screen and search for Exemplify.
 - **Mac** – On the **top left** of your screen, next to the Apple logo, **click on go**, then on **applications**, and find the Exemplify application. **Do not move the application to your desktop or the software may not open properly.** Once you open the application and see it in your dock, you can **right click the icon** and select **Options > Keep in Doc**.
- b. To open the application, go to the **Exemplify icon**.
- c. On the **left side** of the home page on **your screen**, you will see **My Exams**, underneath those words, **click on Computer Compatibility Preparation Exam** (Exemplify often calls these exams mock exams), then to the **right** of those words, click on a **blue box** saying **Download Exam**.

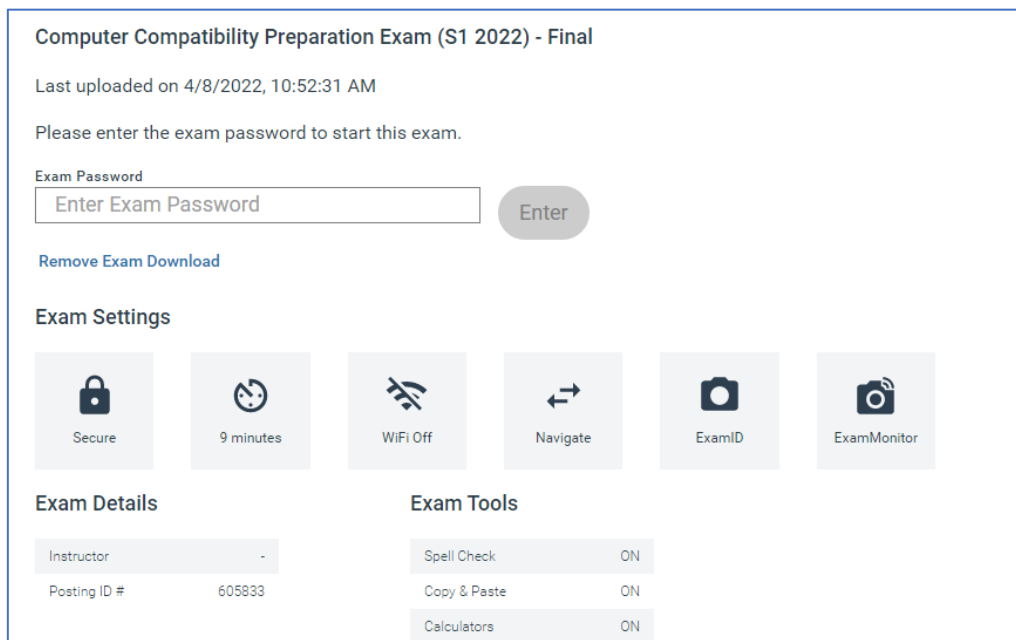


Note: If you do not see the Computer Compatibility Preparation Exam, go to the bottom left of the screen and click on Refresh Exam List.

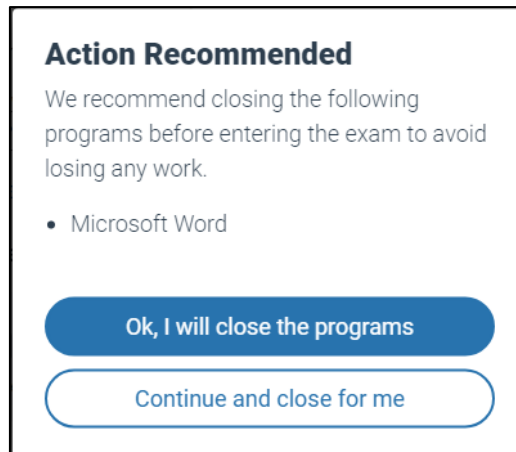
- d. When the **download** is finished, the **exam will be listed** on the left of your screen, **under the section DOWNLOADED.**



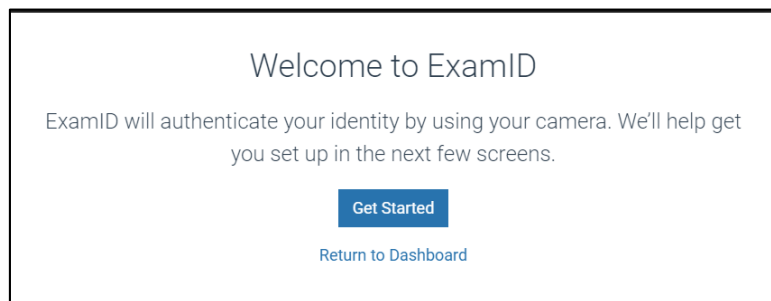
- e. Enter the **password** emailed to your University student email address – the same password that is in this document (above). **Note: The password is case-sensitive so must be entered exactly as shown. It cannot be copied and pasted.**



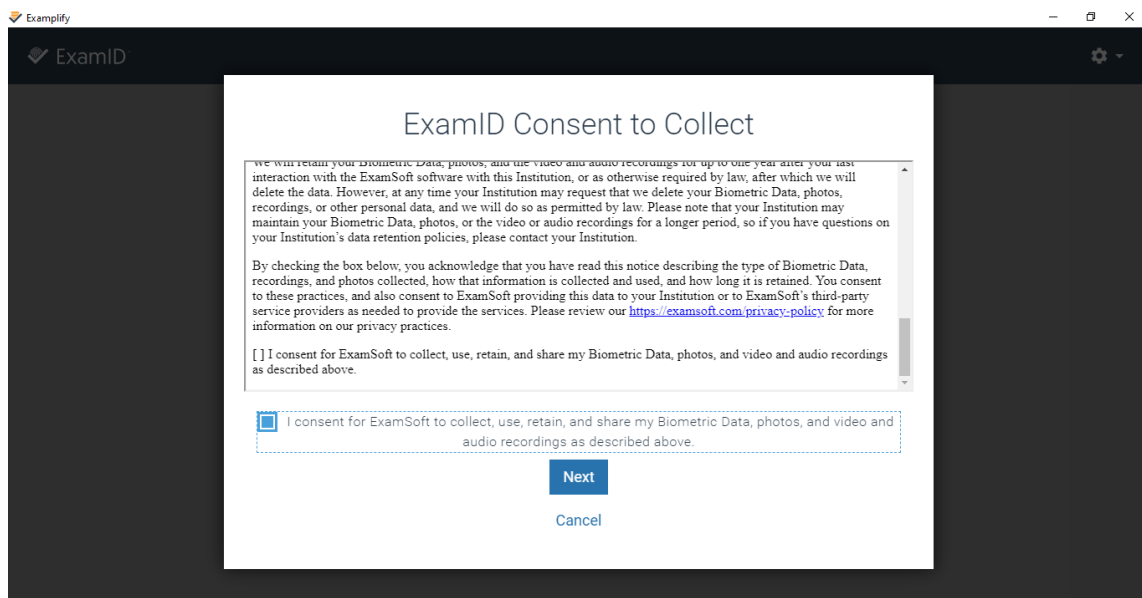
- f. If you see this screen, click the blue box saying **Ok, I will close the programs. Close programs, save your work, and return to Examplify.**



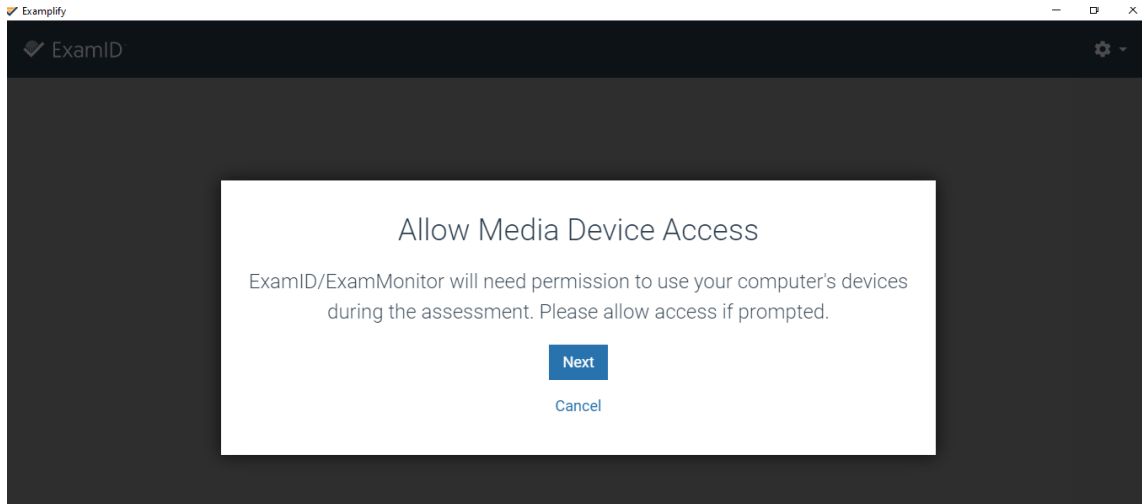
- g. A screen will appear welcoming you to ExamID. Go to the blue box and click on Get Started.**



- h. Click on the box beside the words I consent for ExamID to collect biometric data – this will let a photo be taken of you to verify your identity by being compared biometrically to a photo taken of you before each of your tests/exams. Go to the blue box and click on Next.**



Go to the blue box and click on Next again.

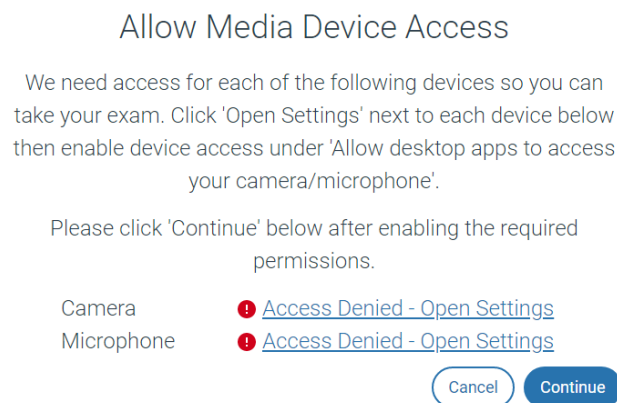


- i. If you do not have your microphone and camera permissions set correctly, you may see a message about enabling your microphone, camera, or screen recording settings, select **Access Denied - Open Settings**.

Note: If you need more information about these settings, see:

[Windows Permissions](#)

[Mac Permissions](#)



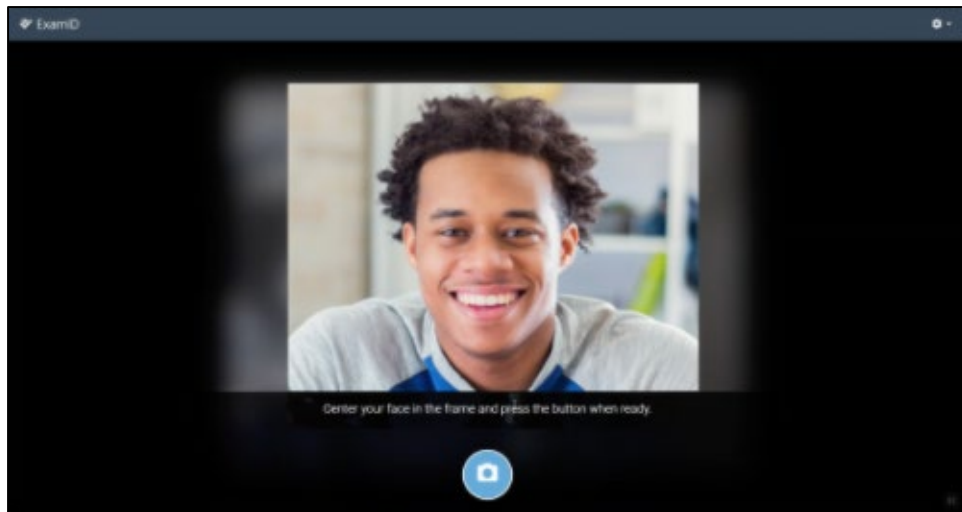
- j. **Device preferences screen. Select the camera and microphone that Examplify will use to monitor you during your exam.**

Important: After you select a microphone, confirm that blue bars appear. They indicate a functioning microphone. If blue bars do not appear, review your system settings, or select a different microphone.

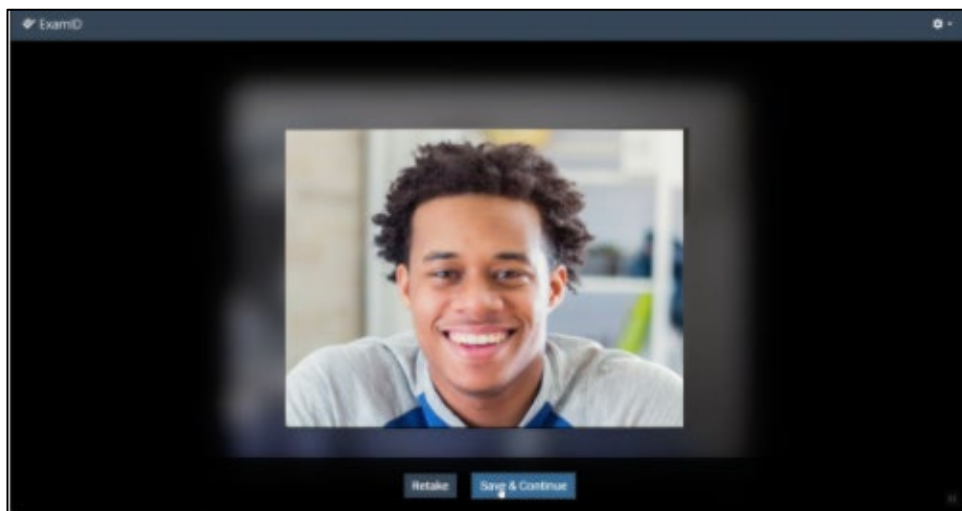
You must confirm that the camera selected has a clear view of your entire face and head, and that your microphone is working then select Next.



- k. Next, the camera will prepare to take a picture of you – your baseline photo. You will be prompted to centre your face in the frame and press the blue ‘camera’ button when ready.
- Stay still, ensure:
 - No-one else is in the frame
 - Your entire head is in the frame
 - Your face is clearly visible.



If the **image is clear**, select **Save** and **Continue**. If not, you can select the option to retake the photo.



Note: If the camera cannot 'see' you, then one of the following messages will appear:

- Please confirm your entire face is visible. If not, retake your picture.
- Face not detected. Please ensure your entire face is visible on the screen.

Click on the **Retake** button.

If problems persist, please contact AskOtago:

Phone: Freephone 0800 80 80 98 (within New Zealand)

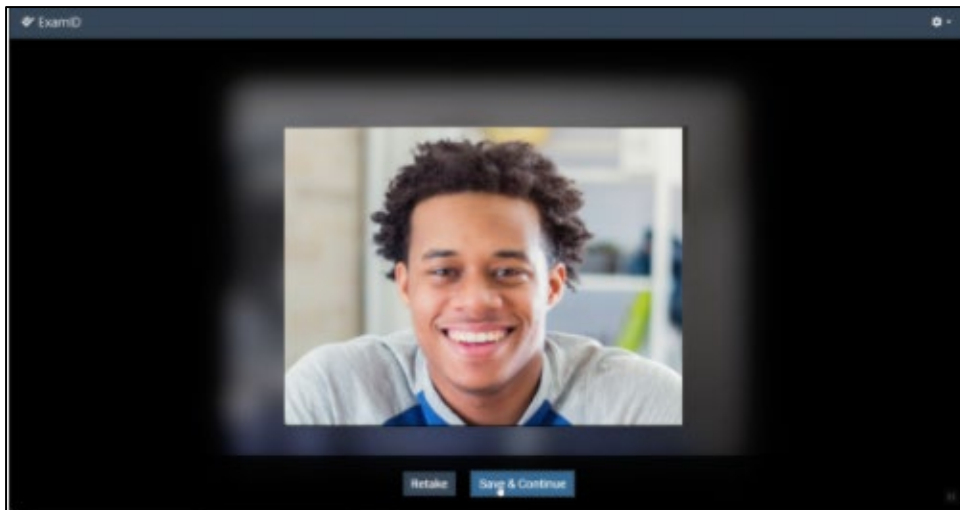
Freephone 1800 46 82 46 (Australia)

+64 3 479 7000 (International)

Email: university@otago.ac.nz

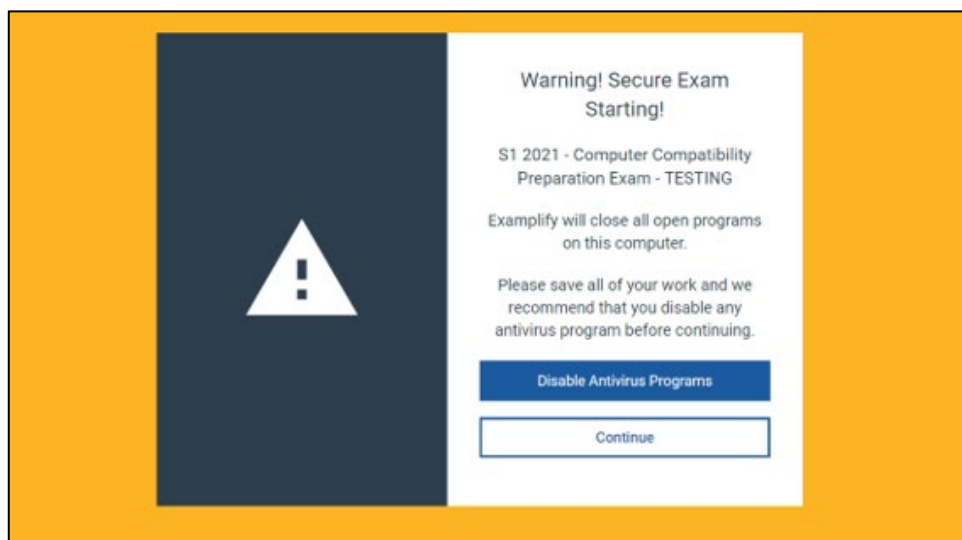
Online chat: http://otago.custhelp.com/app/chat/chat_launch.

Once you have successfully taken a clear picture, select Save and Continue



- l.* Next, you will be notified on an **orange** screen that a secure exam is starting. Select **Continue**.

Note: While disabling antivirus programs is recommended, that is not usually necessary for this Computer Compatibility Preparation Exam.



- m.* Some **information will follow**, including the **Online Test – Academic Integrity** and **exam instructions** etc. **Read** each page of information and at the **bottom right of each screen**, click on **Next** to continue.

Exam Notice

Online Assessment - Academic Integrity

Notice IMPORTANT - PLEASE READ

The purpose of this notice is to ensure you understand academic integrity expectations in relation to online tests and examinations.

The following actions are not permitted when sitting online tests or examinations:

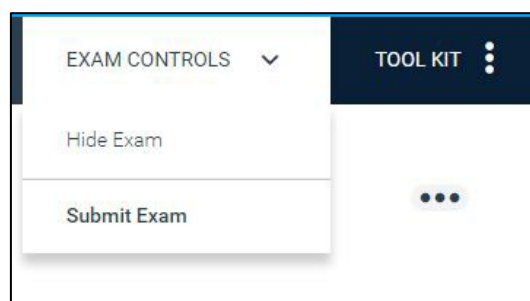
- Accessing or viewing unauthorised materials (e.g. course notes, textbooks, personal notes, information on the internet)*
- Using any unauthorised device or computer application (e.g. calculators, mobile phones, computer programs)*
- Communicating with any other person (except to report technical difficulties to a University staff member or representative)
- Having someone else complete any part of the assessment for you
- Copying pre-prepared text as answers
- Exceeding the specified time limit for the assessment

*Please note that use of some materials and devices may be approved for particular assessments; these restrictions only apply to unauthorised use.
The University may use plagiarism detection software and other technologies to ensure adherence with

1 OF 2 Next →

Note: The exam timer starts after you click to ‘agree’ to the academic integrity notice – this is also when the timer will start in your real test/exam.

- n.** If you want to see **how you appear to the remote invigilator (supervisor)** at any stage, go to the **top of your screen**, then **click** on the word **Monitoring** and you will see the video feed. **Clicking anywhere in Exemplify will exit you** from the video feed and return you to Exemplify.
- o.** **Now**, you are in the Preparation Exam. **Your access to the Internet will be blocked**, and **your access to files and applications on your laptop/desktop computer will be blocked**.
- p.** **Finishing the exam:** If the **time** set for the exam **runs out** before you have finished, the application **automatically starts uploading** your exam, but when you **finish all exam questions in your own time** either:
 - At the **final question**, go to the **right of your screen**, and **click** the word **Finish**, or **inside the exam** go to the **top right** corner of **your screen** to **Exam Controls** and **click** on **Submit Exam**.



- Then a screen will offer **two options**:
 - **Submit Exam**, by **clicking the box** beside the words **I confirm that I have completed my exam**, then clicking a **blue box** saying **Submit Exam**

- **Return to the Exam**, by clicking **Go Back**.

Note: If you are submitting/finishing your exam but have not answered every question, a window will pop up saying: **You haven't answered all the questions. Are you sure you want to close the exam?** Then you will have **two options**, clicking on **Return to the Exam** or clicking on **Close Exam**.

The screenshot shows a window with two panels. The left panel is titled 'Return To Exam' and contains the text 'By clicking this button, you will be directed back to the exam.' with a 'Go Back' button. The right panel is titled 'Submit Exam' and contains the text 'By submitting the exam, you will not be able to return to the exam.' Below this text is a checkbox that is checked, with the label 'I confirm that I have completed my exam.' and a 'Submit Exam' button.

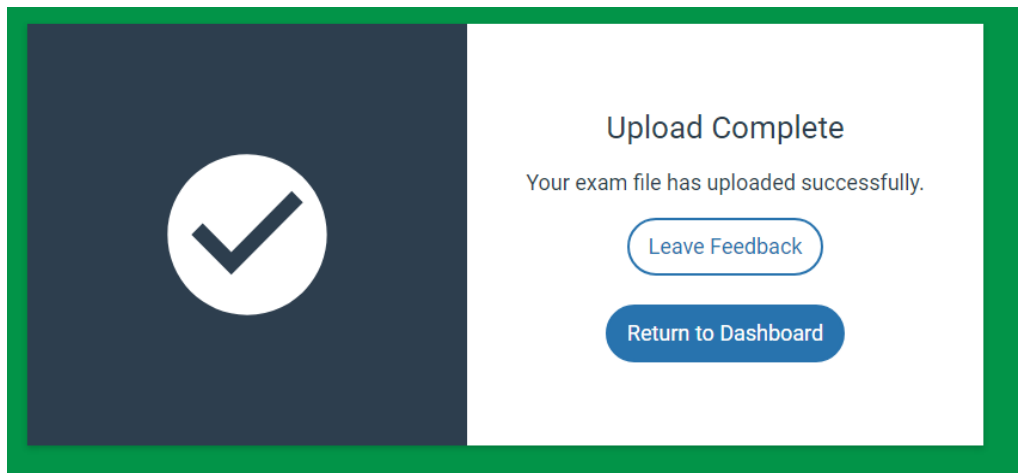
- q. If you submit your exam**, you will see a **screen** saying **Please wait** and **four check boxes** that will automatically be **ticked in green** when:

- Your answer file is being prepared
- Exam mode is being exited
- Your answer file is uploading
- Your invigilation (supervision/monitoring) file is uploaded.

Note: Do not disconnect from the internet until all the files have uploaded. This could take up to 24 hours. When you submit your exam, your connection to the Internet will be automatically restored, and the completed exam and the invigilation (supervision) file will automatically upload to a secure server. You cannot reopen the exam.

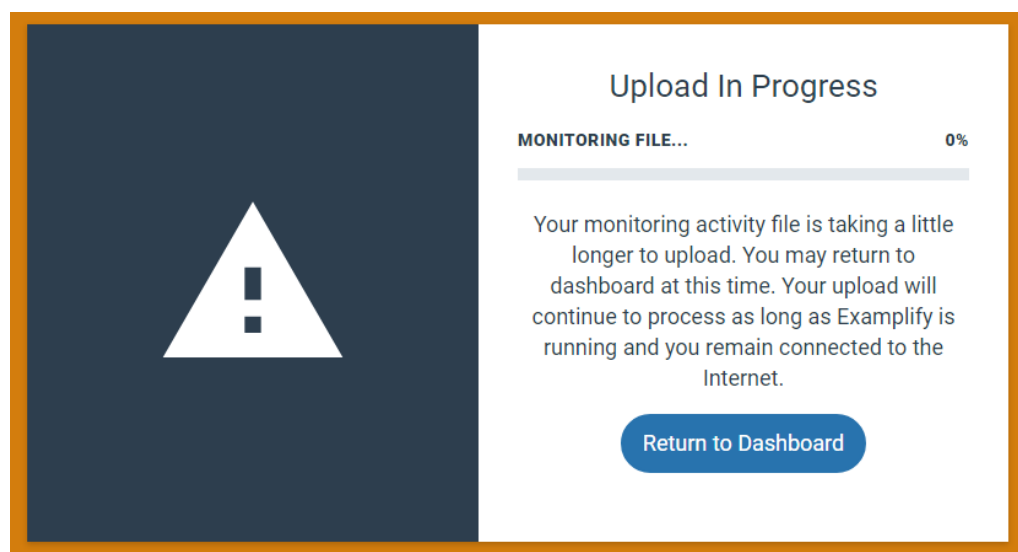
The screenshot shows a 'Please Wait' screen. On the left is a dark blue box with the 'Exemplify' logo. On the right is a light gray box with the title 'Please Wait' and a list of three items: 'Preparing your answer file' with a green checkmark, 'Exiting exam mode' with a green checkmark, and 'Uploading answers' with an empty circle.

You will see a **green** screen **confirming** you have **successfully uploaded** your completed exam. If you click on the **blue** box **Return to Dashboard** – (your Exemplify home screen where you selected your exam) – you can **see your** completed **answer file** and the invigilation (**supervision**) **file uploading**. The files that have **uploaded** will get a **green tick beside them**.



When **your answer file** is uploaded a **Completed** menu will appear on the **left of your dashboard**, below it will be the **name of the uploaded test with a green tick**.

You may see the screen below **if your upload takes longer than expected**, but do not be alarmed because the **upload will continue in the background** as the application returns you to the Exemplify home screen. **This is likely to happen during your real test/exam** because the files will be significantly larger than during the preparation exams.



Upload times for invigilation (supervision) recording

Within 24-hours: The **recording** of you – via camera, microphone, and screenshot – **can take up to 24 hours to upload**. If it is taking that long, you need to:

- Stay connected to the **internet**
- Stay connected to a **power supply**
- Keep the **lid of your laptop open**
- Keep the **Exemplify application running in the background** (when you submit your exam, you regain access to your files and applications on your computer).
- You will receive a confirmation email from **noreply@examsoft.com** when your answer file has uploaded successfully.
- You will receive a second confirmation email from **noreply@examsoft.com** when your invigilation (supervision) video file has uploaded successfully.

Longer than 24 hours:

- If the recording is taking **longer than 24 hours to upload**, phone AskOtago:
Freephone 0800 80 80 98 (within New Zealand)
Freephone 1800 46 82 46 (Australia)
+64 3 479 7000 (International)

Note: If you receive an error or alert message on your screen, or are unable to successfully upload your completed exam, a copy of your exam will have been saved.

How to do the Content and Features Preparation Exam

NOTE: You will be notified when this exam is available for you to download. At that time, you will find the exam in the 'ready for download section' of Exemplify's home page (dashboard).

The password for this Preparation Exam is **PrepExam2**.

This exam lets you practise using the application Exemplify that you will use to sit your real test/exam. This preparation exam is not remotely invigilated (supervised) but your photo will still be taken, as it will be for your real test/exam.

This exam **does not relate to the course you are studying**, and **your responses will not be saved, marked, or assessed in any way**. This 30-minute preparation test is designed to help familiarise you with:

- Navigating between questions in the exam
- Answering the main question types including:
 - Multi-choice
 - Multiple answer
 - Fill in the blank, which includes single, multiple, and matching options
 - True/false
 - Hotspot – where you 'pin' a spot on an image
 - Essay/short answer
 - Drag and drop -
- Using the tools provided in Exemplify, including the:
 - Exam Controls
 - Highlighter
 - Basic Calculator, Scientific Calculator*, Graphing Calculator*
 - Spreadsheet function*
 - Alarm timer
 - Ability to flag questions to return to them
 - Filters – to see your answered, unanswered, and flagged questions
 - Notes screen – a digital rough-work-only 'scrap paper'
 - Ability to adjust the size of the text
 - Strikeout for answers you believe are incorrect, while pondering an answer
 - Way to 'mark' answers you believe are correct
 - Way to view exam notices after the exam has started
 - Ways to view attachments at the start and during your exam.

*Please note that all these features may not be enabled in your real test/exam. When your lecturers create your tests/exams, they will decide which features are required.

Preparing, Downloading and Doing a real Test/Exam

Getting ready – at least two days before your test/exam

☐ **Prepare the room/space you will use**

- [Here](#) is a list of the things you need to do.

☐ **Download your test/exam**

- An email from noreply@examsoft.com to your University **student email** address will say it is ready to download: Download it **at least 24 hours before** your test/exam so we can help if needed. If you cannot find these emails, check your email junk/spam.

☐ **Re-start your laptop/desktop, do the Computer Compatibility Preparation Exam**

- The day before your test/exam, shutdown and re-start your laptop/computer. You cannot use an iPad.
- Install updates only if required.
- Do the Computer Compatibility Preparation Exam to ensure the Exemplify app still works.

☐ **Check hard drive space**

- Ensure your hard drive has at least 4GB of space available. See how to check it [here](#).

☐ **Read the rules for online tests/exams**

- Know what actions are banned: [Otago's official Academic Integrity Notice](#).
- This includes **knowing if you are allowed anything other than your laptop/desktop computer or not** by checking your paper's Blackboard page or contacting your paper if unsure: e.g., authorised resources can include a specific type of scientific calculator, rough-work-only (scratch/scrap) paper, a formulae sheet, readings, textbooks etc – you cannot have these without specific authorisation.

On the day of your test/exam

☐ **Let housemates know you are sitting an online test/exam**

- How long you need quiet – a sign on your door could remind them.
- When you will be uploading your completed test/exam and large supervision file, so people do not watch Netflix or download large files.

☐ **Know how you will receive the password**

- The password for your test/exam will arrive in an email from noreply@examsoft.com to your University **student email** address **5-15 minutes before** your test/exam is scheduled to start.
- The password cannot be copied and pasted, you need to enter it.

☐ **Remember the rules – to avoid possible academic misconduct**

- Remove your face mask, if wearing one. Never cover your mouth with your t-shirt, hoodie, or jumper.
- At the start, show your phone to your laptop/desktop computer's camera and any foam noise-reducing ear plugs (if you need them inside your ears – never cover your ears).
- Turn your cell phone to “airplane/do not disturb” mode or off to avoid distractions
- Put it out of reach (e.g. on a shelf, or the floor behind you).
- **You can only use your phone for technical assistance, please state clearly to the camera on your laptop/desktop computer you are calling AskOtago for technical help.** (This is like on-campus paper-based exams, where you use your phone to scan the desk-top QR code then put the phone under your desk).
- Do not wear headphones, earbuds, a hat or cap, hoodie, or anything that hides your ears. If you wear a veil or burqa, you need to show your face for the photo, then can cover your face again.
- Check you are clearly visible on your laptop/desktop computer's camera. At your screen's top, click the word Monitoring to see the video feed. Click anywhere in Exemplify to exit the video feed.
- Check your microphone. Windows: At your screen's bottom left, beside the Windows icon, type 'sound settings,' scroll down to 'test your microphone' then speak. Mac: Open System Preferences app, go to 'sound', then 'Input', select the mic you want to test, adjust volume, then speak.
- Do not talk to anyone else in the room/space.
- Do not wear a watch, smartwatch, or any other watch-like device.
- Do not have paper, a calculator, textbooks, readings formulae etc unless authorised.
- Only a clear water bottle is allowed.
- Do not leave the room, except for a toilet break. We recommend going to the toilet beforehand but if you need to during, signal to your web camera by making a (capital) 'T' with your hands then go. (This is the process we use on campus).

☐ **At the end of your test/exam**

- After submitting it, keep Exemplify running in the background (keep the application open), the lid of your laptop open, and stay connected to the Internet and power supply.
- **Please note:** The files can take up to 24 hours to upload.

Downloading

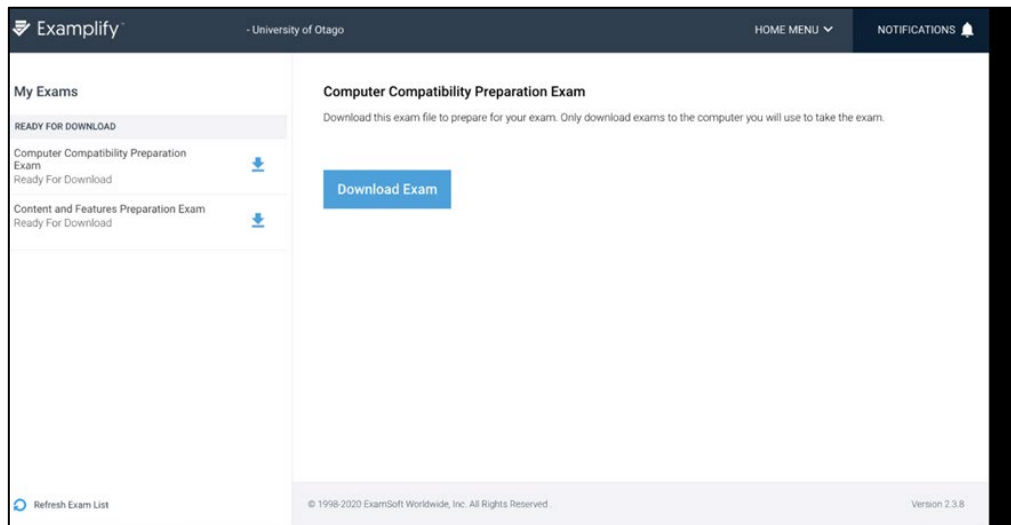
Your test/exam will be available for download 48 hours – or the closest business day to that – before the scheduled date and time of your test/exam. You **should download your test/exam 24 hours before it is scheduled to start.**

- ✓ You will receive an **email** from **noreply@examsoft.com** to your **University student email** address when the test/exam is **available to download**
- ✓ If you cannot find this email, **please check your email junk/spam folder**
- ✓ You cannot open or start your test/exam without the password

Open Exemplify

On the Exemplify application's home page (dashboard), select the test/exam from the Ready for Download list and click on Download Exam.

Note: You must have an active internet connection to download the exam to your laptop/desktop computer.



The download progress will begin to show. If the **download** was **successful**, the test/exam will be listed in the **DOWNLOADED** section.

Receiving your Exam Password

You will receive a password for your exam in an email to your University student email address from **noreply@examsoft.com** between 15 and 5 minutes before your test/exam is scheduled to start.

- If you cannot find this email, please **check your email junk/spam folder**.
- **Every test/exam will have a different password** and you need it **to start your test/exam**.

Enter the **password** emailed to your University student email address. Note: **The password is case-sensitive so must be entered exactly as shown**.

Computer Compatibility Preparation Exam (S1 2022) - Final

Last uploaded on 4/8/2022, 10:52:31 AM

Please enter the exam password to start this exam.

Exam Password

[Remove Exam Download](#)

Exam Settings

Secure

9 minutes

WiFi Off

Navigate

ExamID

ExamMonitor

Exam Details

Instructor	-
Posting ID #	605833

Exam Tools

Spell Check	ON
Copy & Paste	ON
Calculators	ON

Doing a Test/Exam

You must sit your tests/exams at the date and time they are scheduled.

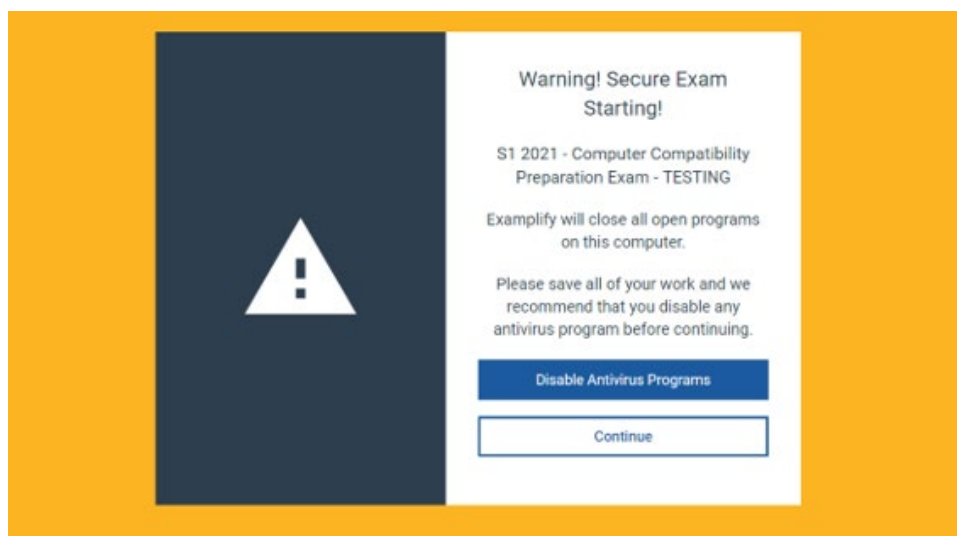
On test/exam day, ensure you have already downloaded your test/exam and your laptop/desktop computer is set up and ready to go before the scheduled start time.

- **Log into Exemplify**
- Go the **left side** of your Exemplify application's **home page** (dashboard), **select** the **scheduled test/exam**. If you have already downloaded the test/exam, it will be in the Downloaded section.
- **Enter the password** provided in the **email sent to your student email account – this password is case-sensitive and needs to be entered exactly as shown**.
- **Click on Start Exam**.

Note: Because the test/exam is secure, if you have any applications open, you will be asked to close those programs before starting the test/exam. We recommend saving your work, then manually closing any programs.

Next, you will complete the **ExamID process – a photo will be taken**. Click on '**Save & Continue**', and the photo will **be compared** to the **photo** taken during the first **preparation exam**.

DO NOT STOP when you see this box at the start of your test/exam:



- **Click on Continue** on this orange screen
- You will then see the exam notices, click **Next** and you will enter the exam questions. **The exam timer starts when you click to 'agree' to the academic integrity notice.**

Toilet Breaks/Water Bottles/Snacks

We encourage you to go to the toilet before every test/exam but when you are doing it remotely – **off-campus** – and do **need to use the bathroom**, you should **signal to your web camera before**

going **by making a (capital) 'T' with your hands** – in **on-campus rooms**, we ask you to **signal** to the invigilator (supervisor) from your seat **by making a (capital) 'T' with your hands**.

Clear plastic water bottles are permitted in the test/exam. **No other drink** should be consumed.

Have any snacks before you start your test/exam, not during your exam. If you have a medical condition that requires you to eat, **please contact** our University's **Disability Information & Support** service. It is available Monday to Friday between 8.30am and 5pm:

Tel: 64 3 479 8235

Fax: 64 3 479 5873

Email: disabilities@otago.ac.nz.

Submitting your Test/Exam

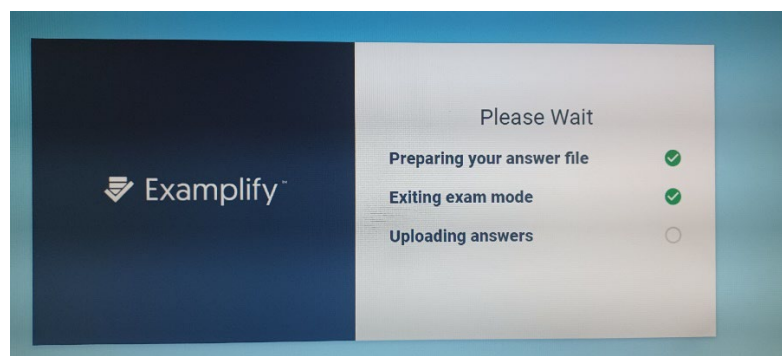
Submission

Once you have completed all the questions, you submit your test/exam – if the time set for the test/exam runs out before you have finished, the application automatically starts uploading your test/exam). To submit:

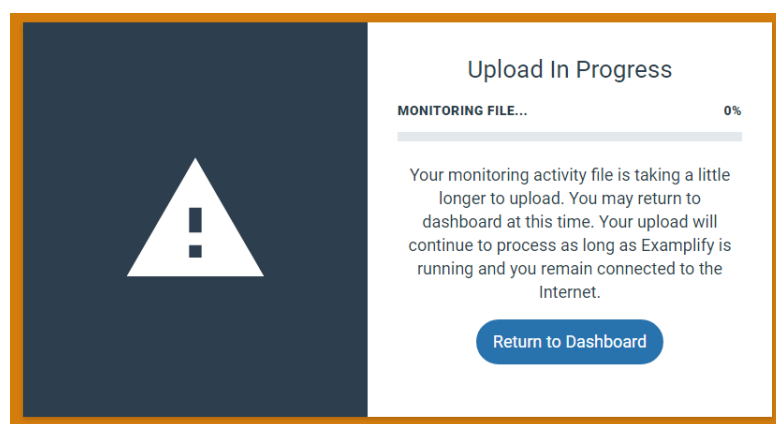
- a.** At the **final question**, go to the **top right of your screen**, click on **Finish**, or within the test/exam go to the **top right of your screen**, click on **Exam Controls**, then click on **Submit Exam**.
- b.** You will **exit the test/exam view** and see a **warning** saying that you are submitting the 'exam' and **will not be able to return to it** if you continue submitting it.

The screenshot shows a light blue bordered box containing two white panels. The left panel is titled 'Return To Exam' and contains the text 'By clicking this button, you will be directed back to the exam.' Below this text is a blue-outlined button labeled 'Go Back'. The right panel is titled 'Submit Exam' and contains the text 'By submitting the exam, you will not be able to return to the exam.' Below this text is a checkbox followed by the text 'I confirm that I have completed my exam.' and a grey button labeled 'Submit Exam'.

- c.** To **confirm** that you wish to **submit** your test/exam, click the **box beside the words I confirm that I have completed my exam** then go to the **blue box** and click on **Submit Exam**. If you are not ready to finish, click on **Go Back** to return to your test/exam.
- d.** Exemplify will then prepare your answer file and upload it. Exemplify will also prepare and upload the ExamMonitor file (invigilation/supervision file). **Ticks will appear** next to **each uploading process** once it is **complete**.



- When preparation of the answer file and ExamMonitor file is finished – but they have not yet uploaded – you will see a **green confirmation screen**. **Do not turn off your computer until the upload is confirmed.**



You may click **Return to Dashboard** (the application's home page) **during the upload process**, to see.

- The **test/exam** showing under a **Pending Upload section** until uploading is completed
- You can **click on Refresh Exam List** from time-to-time to **check if uploading** has finished, or **return to the dashboard at times**
- **Remember: Do not turn off your computer until the upload is confirmed. But you can close the application Exemplify if needed, because the upload will continue in the background.**

Uploading the invigilation (supervision) recording of you – via camera, microphone, and screenshot – **can take up to 24 hours**. If it is taking that long, you need to:

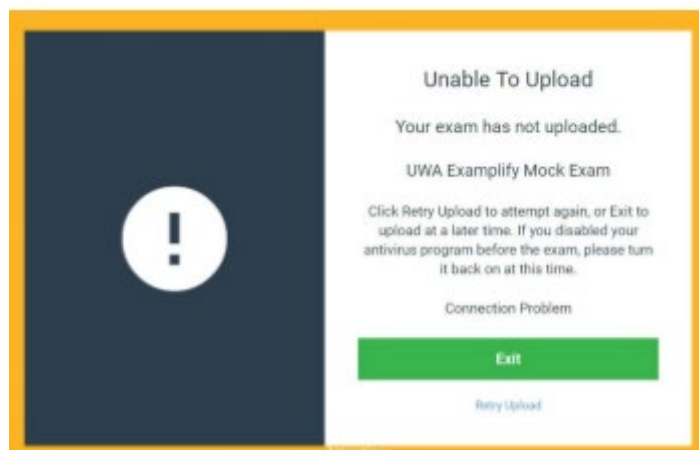
- Stay connected to the **internet**
- Stay connected to a **power supply**
- Keep the **lid of your laptop open**
- Keep the **Exemplify application running in the background** (when you submit your test/exam, you regain access to your files and applications on your computer)
- You will receive a confirmation email from **noreply@examsoft.com** when your answer file has uploaded successfully.
- You will receive a second confirmation email from **noreply@examsoft.com** when your invigilation (supervision) video file has uploaded successfully.

If **uploading the recording** is taking **longer than 24 hours**, phone **AskOtago** and ask to be **put through to ExamSoft support**:

Phone: Freephone 0800 80 80 98 (within New Zealand)
Freephone 1800 46 82 46 (Australia)
+64 3 479 7000 (International)

Upload Error

If you receive an **upload error**, check that you have a **working internet connection** and **click on Retry Upload (at the bottom of your screen)**.



If this fails, click on **Exit**. By **returning to the Exemplify dashboard** (home page), the **upload** should **continue**. The exam will show under a **Pending Upload** section until successfully uploaded.

The invigilation (supervision) **recording of you** – via camera, microphone, and screenshot – **can take up to 24 hours to upload**. If it is taking that long, you need to:

- Stay connected to the **internet**
- Stay connected to a **power supply**
- Keep the **lid of your laptop open**
- Keep the **Exemplify application running in the background** (when you submit your exam, you regain access to your files and applications on your computer)

If the recording is taking **longer than 24 hours to upload**, phone **AskOtago** and ask to be **put through to ExamSoft** support:

Phone: Freephone 0800 80 80 98 (within New Zealand)
Freephone 1800 46 82 46 (Australia)
+64 3 479 7000 (International)

Removing Exemplify

If you want to remove the application Exemplify from your laptop/desktop computer after your tests/exams, please visit:

- [How to uninstall Exemplify on Mac](#)
- [How to uninstall Exemplify on Windows](#)

Where can I get more support?

Please contact [AskOtago](#):

Phone: Freephone 0800 80 80 98 (within New Zealand)

Freephone 1800 46 82 46 (Australia)

+64 3 479 7000 (International)

Email: university@otago.ac.nz

Online chat: http://otago.custhelp.com/app/chat/chat_launch.

We have also gathered frequently asked questions on our [ExamSoft Digital Exams support site](#).

Test and Exam Day Support

If you have technical difficulties during your test/exam, call AskOtago immediately. State clearly to the camera on your laptop/desktop computer that you are calling AskOtago for technical help.

AskOtago is available Monday to Friday 7am–9pm, Saturday and Sunday 8:30am–6pm:

Freephone 0800 80 80 98 (within New Zealand)

1800 46 82 46 (Australia)

+64 3 479 7000 (International)

In the unlikely event they cannot resolve your issue, you should contact AskOtago immediately, to be referred to the Examinations Office for advice on the next steps.