

Computer Examination Frequently Asked Questions

Who can I contact onsite to assist with computer issues related to ExamSoft?

- Instructional Technology Room 205C for MAC users
- Technology Room 321T for Windows users

Who do I contact to troubleshoot issues with ExamSoft/SofTest?

- Contact ExamSoft:
 - Online: [ExamSoft Support](#)
 - E-mail: support@examsoft.com
 - Telephone: 866-429-8889

Who is ExamSoft?

ExamSoft Worldwide, Inc. is a software developer specializing in computerized assessment and assessment administration programs.

What is the cost for ExamSoft?

There is NO fee for using ExamSoft.

What is SofTest from ExamSoft?

SofTest is a high stakes assessment program developed and licensed by **ExamSoft** that enables exam takers to securely take examinations downloaded to their own laptop computers by blocking access to files, programs, and the Internet during an exam.

What is FlexSite?

FlexSite is **ExamSoft's** Internet-based exam delivery option. Using **SofTest**, you will *download* your exam(s) prior to exam day and *upload* your answer(s) after the exam via the Internet. You **WILL NOT** require Internet connectivity during your exam(s). You **WILL** require Internet connectivity to download your exam(s) and upload your answer(s).

Will SofTest work on my computer?

SofTest can be used on virtually any modern computer (i.e. purchased within the last 3-4 years). Specific system requirements are noted below.

SofTest cannot be used on virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environments, unless approved by the institution.

PC Requirements

- CPU Processor = 1.86Ghz Intel Core 2 Duo or greater
- RAM = highest recommended for the operating system or 2GB
- Hard Drive = highest recommended for the operating system or 1GB of free space
- Operating System = 32-bit Versions of Windows XP, 32-bit and 64-bit Versions of Windows Vista, Windows 7, and Windows 8. Only genuine English versions of Windows Operating Systems are supported.
- SofTest cannot be used on virtual operating systems such as Microsoft's Virtual Machine, Parallels or VMware, VMware Fusion or any other virtual environments.
- ExamSoft does not support Tablet-PC's
- Internet connection for SofTest Installation, Exam Download and Upload
- Screen Resolution must be 1024x768 or higher
- Administrator level account permissions
- Adobe Reader (Version 9, X, or 11) is required for exams containing PDF attachments

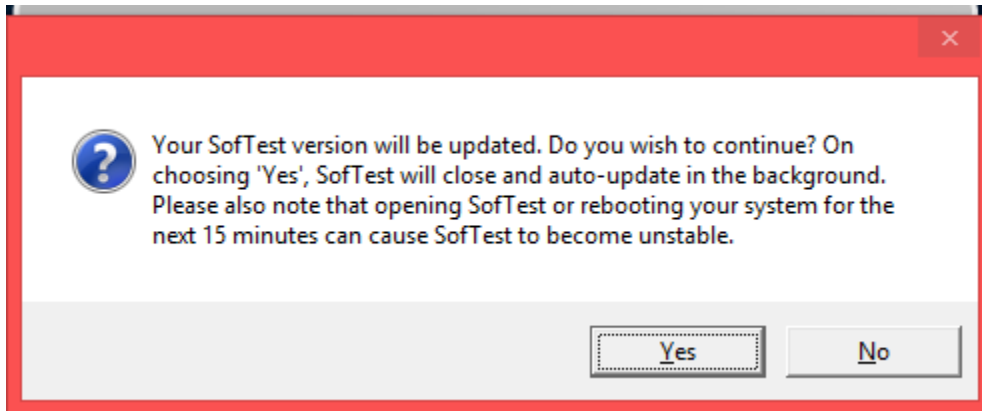
Mac Requirements

In order to use SofTest on your Apple Macbook, Macbook Air or Macbook Pro, you must have:

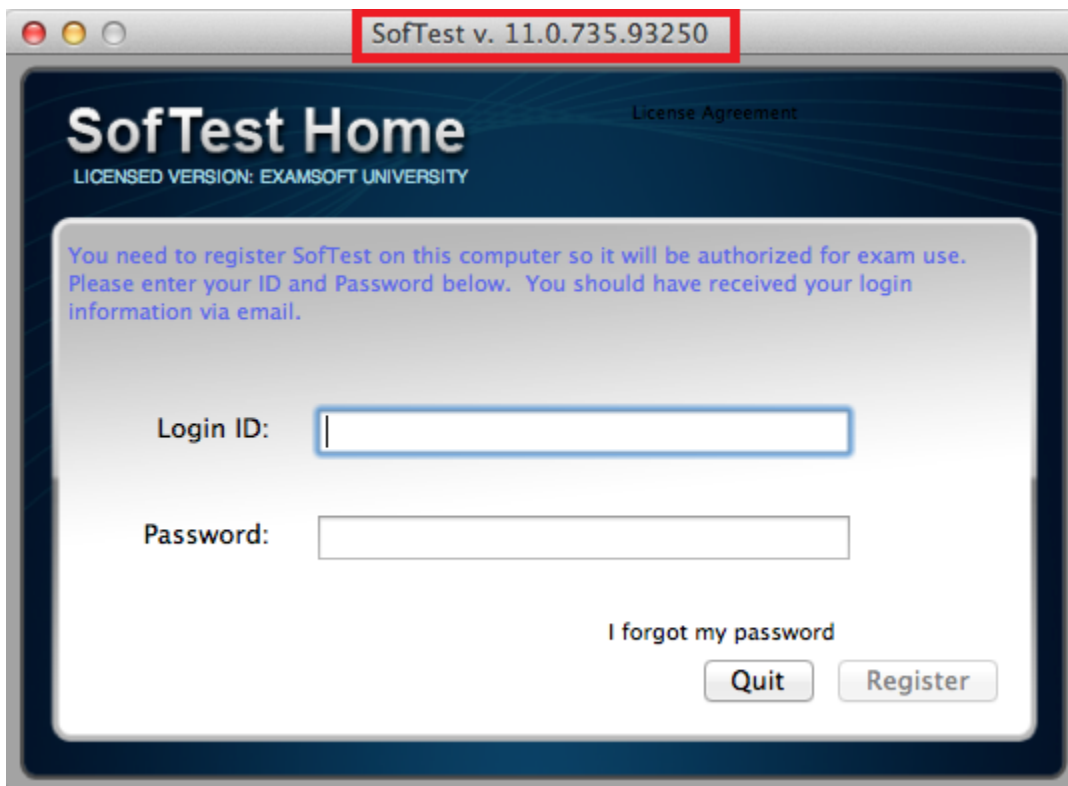
- CPU = Intel processor
- RAM = 2 GB
- Hard Drive = 1 GB of free disk space
- Operating System = MAC OS X 10.6 (Snow Leopard), 10.7 (Lion), 10.8 (Mountain Lion), and 10.9 (Mavericks)
 - Only genuine versions of Mac Operating Systems are supported.
- Server version of Mac OS X is not supported
- SofTest may not be used in a virtual operating system
- Internet connection for SofTest installation, Exam Download and Upload
- Administrator account

How do I update SofTest to the latest version?

- To trigger the SofTest update, first open the application on your laptop. The instructions are slightly different for users on different operating systems. For Windows OS users, press the CTRL button and the letters 'A' and 'U' simultaneously (CTRL+AU). For Mac OSX users, once SofTest is open, press the Command key plus the letters 'A' and 'U' simultaneously (CMND+AU).
- You should get a message that requests you to accept the update similar to this:



- Wait up to 15 minutes and then reopen SofTest and view the version number at the top of SofTest to verify that it has successfully updated.
- *NOTE: The version number displayed may not be the most current, it is only intended to be an example of where to find the SofTest version you are using.



How do I login to ExamSoft?

- Visit your Custom Home Page: <http://www.examssoft.com/hcl>
- Log in under "Exam Takers" using your ID and password.
 - Enter your Student ID (G#)
(Example: G00000000)
 - Enter your password (Birthdate in 6-digit format)
(Example: MMDDYY)
 - Upon registration completion, you will receive an email message from ExamSoft confirming registration.

How reliable is SofTest?

SofTest has a considerable number of safety features to ensure that answers typed into SofTest cannot be lost. They include:

- An AutoSave feature that automatically saves your exam every sixty seconds.
- Multiple encrypted backup copies of the exam answer file are saved.
- The ability to undo up to 50 of the previous actions per essay question window.

Can I practice using SofTest before the exam?

Yes. After registering SofTest, launch the program by double-clicking the SofTest icon on your Windows Desktop. Click the "LAUNCH SOFTEST" button. On the SofTest Start Window, select the "Practice Exam" button. Click "Yes" to take the Practice Exam and then "Yes" again to take it in secure mode. This enables you to familiarize yourself with the SofTest exam environment. You may use the Practice Exam as many times as you wish. Note that the Practice Exam cannot be saved and cannot be used until SofTest is registered.

Is there a deadline for downloading ExamSoft onto my computer?

- You must have the latest version of ExamSoft software and your exam templates downloaded to your laptop prior to arriving for your exam.

What Should I do Prior to Exam Day?

- Register SofTest on the computer you intend to use on exam day by the deadline.
- Ensure: (1) that your PC meets the specifications listed above, (2) that there is plenty of free hard drive space, (3) that your PC is virus free, and (4) that your PC is free of disk errors by running SCANDISK (click Start Button, Programs, Accessories, System Tools, Scandisk *or* Disk Cleanup).
- Once you have installed and registered SofTest, familiarize yourself with the software by utilizing the built-in Practice Exam or the Mock Exam.

- Download your exams. SofTest FlexSite users (i.e. students who download their exams from the Internet) will need to use the Student ID number and password submitted during Step 1 of the registration process.
- Locate your A/C - battery power indicator light on your laptop to determine which light indicates you are running on A/C power (i.e. power from a wall outlet).
- Ensure that your battery has at least 20 minutes of charge in it prior to the exam in the event there is a temporary power outage.
- If you encounter issues in your use of SofTest, visit www.examssoft.com/faq

What Must I do on Exam Day?

- Bring your power cord, battery (in the event of power loss), and an extension cord. If you normally use an external keyboard and mouse or if you need earplugs, you may bring those as well.
- **Arrive to the exam room at least 20 minutes early**, plug your computer into a power outlet, turn on the computer, and begin the launching process.
- Exam files must be uploaded within 60 minutes after the exam is over.
- Exams will not be delayed or suspended due to computer problems.
- Immediately before SofTest launches the exam, you will be provided a warning screen with RED STOP SIGNS indicating that you should not begin the exam until instructed to do so. Heed this warning.
- During the exam, use care when highlighting and deleting.
- Students who do not take the time to become familiar with their laptop computer or with word processing functions, should consider handwriting their exams. No administrative relief will be granted for incorrect use of the software.
- ANY ATTEMPT TO DISABLE OR TAMPER WITH SOFTEST'S SECURITY FEATURES WILL BE CONSIDERED A VIOLATION OF THE STUDENT HONOR CODE. IT IS YOUR RESPONSIBILITY TO FAMILIARIZE YOURSELF WITH YOUR EQUIPMENT AND THE SOFTEST SOFTWARE AND INSTRUCTIONS PROVIDED BY EXAMSOFT ON ITS WEBSITE PRIOR TO THE START OF YOUR EXAM. PLEASE ALLOW YOURSELF SUFFICIENT TIME TO BECOME FAMILIAR WITH YOUR LAPTOP AND THE APPLICATION. COMMENCEMENT OF THE EXAM WILL NOT BE DELAYED DUE TO A HARDWARE PROBLEM WITH YOUR LAPTOP.
- Do not uninstall SofTest until you receive your exam scores at the end of the academic year.

Are there any tips for navigating in SofTest during the exam?

Begin Exam Alert

You can set a timer to display a visible alert once your exam begins. Prior to launching an exam, access the "Preferences" screen in the SofTest Start Window to set the alert. This window can be "snoozed."

Exam Progress Alarm

You can set a reminder alarm to appear at a specific time during the exam. Prior to launching the exam, access the “Tools” > “Reminder Alarm” menu to set the alarm. This window can be “snoozed.”

Resize Window

To enlarge or shrink the window in which you view the question or the answer, drag the horizontal bar that appears between the question and answer areas of your screen up or down to suit your needs.

Hide Exam

To block your SofTest window during an exam (i.e. during a restroom break), select “View” then “Hide Exam.”

Restore Setting

Use the “Restore Settings” option on the View menu if you have rearranged the window and cannot get it back to the starting configuration.

Character Limit

Some essay questions may have a character limit. You can see the character count of any essay answer in the status bar at the bottom of the SofTest window. If a limit is imposed, it will be displayed in the lower left corner next to the question number.

Word Count

SofTest provides a word count for essay answers under “Tools” > “Word Count.” It includes the number of words in the current answer, total number of words in all answers, character count for current answer and character count for all answers. If text is selected in the current question, SofTest provides a word count and character count for the selection.

Spell Check

The ability to use the spell check feature is controlled by the test sponsor (institution or school that is administering the exam).

Cut, Copy & Paste

The ability to use the cut, copy and paste features for essay questions is controlled by the test sponsor (institution or school that is administering the exam).

Undo

SofTest can undo up to the last 50 actions in each essay response question.

Multiple Choice Questions

For multiple choice questions, the total number of response options appears in the status bar at the bottom of the main window. If all of the options aren't visible because of your display and window configuration, use the scroll bar that appears on the left side of the screen to view all of the options.