FREQUENTLY ASKED QUESTIONS FOR BAR APPLICANTS

What are the Minimum System Requirements?

The minimum system requirements for ExamSoft, Examplifyand the use
of ExamID and ExamMonitor can be found here:

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

Can I take the February bar exam on a Mac device with the new M1 processor?

Examplify 2.6 supports Mac devices using Apple's new M1 processor if using Apple's Rosetta 2.
Exam-takers using Apple devices with M1 processors will be prompted to install Apple Rosetta 2 in
order to use Examplify if it is not already running on their device. For more information about installing
Apple Rosetta 2, click here.

What is my Applicant ID for the Remote Bar Exam?

Your Applicant ID is your NCBE number for the Remote Bar Exam. You will need your Applicant ID to
initially log on to download Examplify. If you do not know your NCBE number, you should contact your
jurisdiction. ExamSoft support cannot provide you with this number.

Can I use my iPad or tablet to take the remote exam?

No. Remotely proctored Bar exams are NOT currently supported on iPad, tablets that run on alternate
versions of Windows 10, such as Windows RT and Windows 10 S, or other tablets.

Do I need an internet connection during the exam?

An internet connection is required to download the 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. When you have completed your exams and internet access is restored, both the
answer files and the video monitoring files will upload.

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 will 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 2.5 Mbps. 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 video monitoring files have uploaded?

The Examplify dashboard lists the status of all available exams.

- "Pending Upload" will be displayed if an exam is complete but answer files and/or ExamMonitor (video monitoring) files have not been uploaded.

- "Completed" will be displayed once all answer and video files have been successfully uploaded.

You will receive a separate confirmation email for each answer file and ExamMonitor video file successfully uploaded.

Additional instruction and information about taking an exam with ExamID and ExamMonitor enabled, including detailed screenshots, is available athttps://help.examsoft.com/s/article/Examplify-Take-an-Exam-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. Reboot the device by pressing and holding the power button until the device is completely off. To confirm that the device is completely off, the screen will be completely black (not backlit) and there will be no fan sounds coming from the device.

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.

If these steps do not restart the exam session or you receive a notification that you need a resume code, you should immediately contact ExamSoft Support at (888) 816-3065.

Can I use an external camera and/or microphone?

External cameras and microphones may be used if your device is not equipped with built-in options or if the built–in devices are incompatible with the Examplify secure application, as long as those devices are not powered by virtual software. Built-in equipment is recommended to prevent the

accidental disconnection of external devicesduring the exam or an incorrect device selection during the setup process. You can refer to ExamSoft Minimum System Requirements for additional information.

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 how video is captured. You will be asked to practice and confirm that you understand how to do 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 the 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. Before any biometric information is collected, you are notified and must consent. The consent form will be presented to you when you first access an exam with ExamID and ExamMonitor enabled. The information is used solely for the purpose of providing the services and is never sold.

How can I 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. Please reference ExamSoft's tips for taking a good baseline picture at https://examsoft.com/resources/photo-lighting-tips

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 should contact ExamSoft support at (888) 816-3065 to resolve this issue prior to the day of the exam as it is most likely a hardware or connectivity related issue

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 a 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 Examplifyand 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

At this time, these vendors' product implementations cause no known issues with Examplify operations. But as these vendors are constantly updating their software, there is always risk that an update 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 examcompletion, and/or migrating to one of the anti-virus solutions listed above.

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

No. The encrypted video files do not include identifying information about you. On exam day, you should ensure that no personal information is visible in the background so that this information is not inadvertently shown.

What types of behavior will be notated by proctors ?

Proctors may note eye gaze, head movement, hand gestures, ear buds or headphones, speaking, background noise, other objects in the room, and other anomalies. If you leave the screen or aren't fully visible on-screen, this will also be notated. To verify you are fully on-screen, click the "Monitoring" badge at the top of your screen. As a reminder, notated anomalies are NOT the same as being marked as cheating and your jurisdiction makes all determinations on exam integrity.

During ExamID, I get a message saying "Face not detected".

Please contact ExamSoft Support at (888) 816-3065 as a number of device and configuration variables such as your camera hardware, device permissions,and internet connection can impact the ability to capture your photo. Support can assist you in ensuring your device and the software is configured correctly in order to proceed into the exam.

During ExamID, I get a message saying "Insufficient Lighting"but I have verified I am in a well-lit space and can see myself in frame.

Please contact ExamSoft Support at (888) 816-3065 as a number of device and configuration variables such as your camera hardware, device permissions, and internet connection can impact the ability to capture your photo. Support can assist you in ensuring your device and the software is configured correctly in order to proceed into the exam.

How does Examplify interact with my device?

Examplify is designed to safeguard exam integrity by securing a user's device and preventing access to unauthorized resources, and by providing ID verification and remote proctoring solutions.

When a user begins a secure exam, Examplify takes a number of measures, including scanning system configurations to detect and block Virtual Machines, disabling user access to external applications, files, hotkeys, or network connections, logging user activities within the Examplify application itself, and ensuring that Examplify will automatically relaunch in secure mode upon system restart. Once the secure exam is complete, these measures are reversed and the device is restored to normal functionality.

Some Examplify services may operate while the Examplifyapplication is closed in order to upload answer and proctoring files in the background, and to download Examplify updates.

In the context of ExamID and ExamMonitor, with authorization from the user, Examplify will access the webcam, microphone, and screen recording capabilities for the purposes of ID verification and remote proctoring. Examplifywill never access your webcam, microphone, or screen recording outside of an ID-verified or Monitored exam, andwill clearly disclose in the application when these tools are in use.

When Examplify secures my device, does it have access to other private or personal information on computer?

ExamSoft engaged an independent, third-party nationally recognized digital forensics expert firm, Stroz Friedberg LLC, to review the Examplify product and ExamSoft's Data-Collection practices. Knowing that ExamSoft does not sell users' personal information, and does not share users' personal information, other than with service providers that are necessary for delivering exams, Stroz Friedberg, LLC confirmed the following facts:

- Information sent to ExamSoft or by the Examplifysoftware is encrypted when users register, when Examplify sends any information the ExamSoft servers, and when exam-monitoring data is uploaded. Of course, Examplify users cannot access other users' data stored on those servers.
- ExamSoft does not receive or have access to any user payment information.
- Examplify only accesses exam-takers' information when it is necessary to administer an exam:

o   Examplify does not access credentials stored in Google Chrome.

o   Examplify makes only temporary changes to certain files and setting on examinees' computers to administer exams, monitor examinees, and prevent integrity breaches; those changes do not result in Examplify collecting any user information.

o   Examplify only accesses files on a user's computer that are relevant to the software's function; it does not, and does not need to, access any user-created directories (such as a photos folder) that might contain users' personal information.

o   Examplify only records examinees' activity in that application, and it only does so during the exam, when examinees are aware of the proctoring.

o   Examplify only monitors for specific keystrokes—such as hotkeys or certain shortcuts—to prevent cheating. It does not otherwise record users' keystrokes.

o   The data that users upload at the end of an exam does not include any of the user's personal information that is unrelated to the exam.