

**From:** [noreply@examsoft.com](mailto:noreply@examsoft.com)

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**Subject:** Action Required: Update to Exemplify v. 2.6.4 and take a mock exam

Dear \_\_\_\_\_,

ExamSoft released an update to the testing application Exemplify. This required new version incorporates enhancements to accommodate as many unique device configurations as possible. To ensure the optimal testing experience and to confirm that your device is ready for exam day, it is critical that you follow the steps listed below. If you are NOT on version 2.6.4 by exam day, you will be prompted to update before you can take the exam, which may cause a delay in starting your exam on time.

### STEP 1: UPDATE EXAMPLIFY

- Close Exemplify completely and restart your device
- Launch Exemplify and update when prompted by clicking “Update”
- If you are not prompted, manually download installers here:
  - [Windows Users](#)
  - [Mac Users](#)
    - Note for Mac users, when updating your version of Exemplify, you may see a MacOS system prompt that says: “Exemplify” wants access to control “System Events”. Select “OK”. If permission is not granted, the installation will not install correctly, and additional support may be required. For more details, click [here](#).
- Run the installer and follow the installation steps
- When prompted, enter your credentials (listed at the bottom of this email).
- Verify the version displayed in the bottom right corner of the screen is **2.6.4**

### STEP 2: DOWNLOAD MOCK EXAM 4

- Under “My Exams” select **Mock Exam 4** on the left side and click “Download Exam”. (If the exam is not showing in the list, click “Refresh Exam List” at the bottom).
- The download progress will begin to show; if you see “Exam File Downloaded” under exam name, the download was successful.

### STEP 3 (STRONGLY RECOMMENDED): TAKE AND UPLOAD MOCK EXAM 4

- We strongly recommend you take Mock Exam 4 to confirm your device is set up correctly. The password to open a mock exam is listed here: [{https://bar.examsoft.io/XXbar}](https://bar.examsoft.io/XXbar)

For tips on taking a remotely proctored exam, please view our FAQ [here](#).

If you need technical assistance with performing this update, please contact ExamSoft Support at <https://help.examsoft.com/s/contactsupport> or 888-816-3065. Thank you for your prompt attention to this matter.

Regards,

ExamSoft Support

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Credentials:

Institution ID: [{XXBar}](#)

ID: Use your NCBE Number to log in. If you do not know your NCBE number, you should look it up at <https://auth.ncbex.org/lookup>. ExamSoft cannot provide you with this number

Password: If you have forgotten your ExamSoft password, visit [{https://examsoft.com/XXbar}](https://examsoft.com/XXbar) and click Lost ID/Password? to retrieve it.