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Examsoft login faculty

ExamSoft assessment solutions work for a variety of industries and programs. In addition to higher ed, we help businesses, organisations, and government entities with certification and licensure exams. Within the education space, we serve many types of programs and institutions. Below are just a few of the disciplines using ExamSoft for their assessment needs. Allied HealthLawNursingLiberal ArtsBusinessMedical View All Programs ExamSoft is a secure testing solution that is used for high stakes exams. This software enables secure testing on student computers by blocking access to programs, files and Internet usage during the test. ExamSoft is not dependent on an internet connection while testing, which allows it to be used almost anywhere a laptop can be used. The client (vendor) used for testing students is Exemplify. Available to: Faculty | Students | Staff Managed by: Education Technology Funding: Institution Authentication: LDAP (BCM Username and password) Create AssessmentsImport and bank questions, tag them to learning outcomes, and author exams all in one easy-to-use intuitive portal.Administer AssessmentsDeliver assessments to virtually any device, administer exams offline for a secure testing environment, and grade instantly.Analyze AssessmentsInstantly grade exams and make informed decisions on curricula and student remediation with real-time student performance data. To Request an Account:To get access to ExamSoft, contact Ed-Tech at ed-tech@bcm.edu.The SOM/SHP Admin (or Course Coordinator) must submit a Service Now request for a New ExamSoft User.List in the form description what the user needs access to and access level (read-only, create/edit, approve, full access).Once the form has been submitted, the request will be evaluated by Ed-Tech. If approved, the user will receive a confirmation email from Ed-Tech.Existing Account HoldersTo log in to ExamSoft,Open a web browser. Google Chrome (version 101+) or Firefox (version 21+) are the best browsers to use. ExamSoft will not work in Internet Explorer.Navigate to in under the Administrators / Faculty section using your BCM username and password.Get Started with Exemplify (Video Guide)Logging in: Use your BCM username and password for access.(NOTE: If you have forgotten your password, please contact the BCM Helpdesk (713) 798-8737) or visit PDF: Microsoft Self-Service Password Reset (SSPR) Materials and resources for this area are being developed by the Office of Academic Technology: Education Technology. They will be added to this section as soon as they are ready. We've got your back.Go to the link below to submit a form to resolve an issue. Log in using your BCM username and password for access. Select ExamSoft, then select Issue or Request. For questions, contact Ed-Tech.Submit an Ed-Tech Form.For Wifi issues, send an email to: wi-issues@bcm.edu.View the Exemplify Troubleshooting Guide to help with issues.Exemplify (Examsoft) SupportIf you are having issues with your Exemplify software of the Examsoft portal, students can reach Examsoft by phone at 866-429-8889 for the fastest support. You may also email support@examsoft.com or start a chat from the website examsoft.com/support. There are some common issues related to browser choice and login information that can cause an error message when trying to log into ExamSoft or Exemplify. Faculty and staff can follow this checklist to try and resolve the issue.Are you logging into ExamSoft using either your Chrome or Firefox browser? ExamSoft works best on these two browsersIs Caps Lock off? The Username and Password fields are both case-sensitive.Are you typing only the unique portion of your ECA (BCM Username)?Ex. username@bcm.edu would only enter "username" into the LDAP ID field.Note: You get three chances to type your password correctly. On the fourth try your account will get locked. If you stop and wait 15 minutes, it will automatically get unlocked. If you keep trying, your account will permanently get locked and you'll need to call the BCM Help Desk (713-798-8737) to unlock it.Have you ever changed your BCM password? BCM passwords must be changed via then try logging into ExamSoft or Exemplify.If you are still receiving an error message, ed-tech@bcm.edu If the student has already consulted with Student and Trainee Disability Services and has an accommodation letter to submit for ExamSoft Admin, visit the Ed-Tech Forms page. Select ExamSoft under ApplicationsSelect Request under Request TypeChoose the ExamSoft Accommodation Request form and submit your request.NOTE: The student's accommodation will be applied to all future exams once it has been applied to your ExamSoft account. This occurs when a student has begun a test but for some reason has been inactive for a certain amount of time, or some other error message occurs. To find the continuation code, go to the proctoring page of the exam, enter the student's code into the text box under "Continuation Code" and then click "Submit." Give the student the continuation code. This must be done almost immediately, as the continuation code expires within minutes.More Information on the Challenge Key (Continuation Code) Messages and Resume Codes.More information on Issuing Resume Codes. You should always ask a student why they need a resume code, as it usually indicates that they have left Exemplify for a period of time. The universal resume code can be found on the proctoring page of the exam.More information on Issuing Resume Codes. Report this to instructor; then, go in to the Post Settings page and change the download end time to the current time + 5 minutes, to give them extra time to download.More information on Posting Exams. Give the student an extra download by clicking the plus sign next to their name in the proctoring tab. (Be sure to decrease the downloads to 0 after they have successfully uploaded their test.If an additional laptop is available for the student to use.Make sure Exemplify is installed and is up-to-dateVerify that the anti-virus is disabledHave the student login and register (login instructions are on the student Exemplify Page)An exam can only be downloaded to one device at a time. Instruct the student to remove the download on the previous device at the test is submitted. iPads are not compatible with ExamID or ExamMonitor; nor are they compatible with non-secure, internet-blocked exams. If you are delivering the latter, the student will need to use a different device OR you can create a duplicate linked exam for that particular student and make it a non-secure exam. Any anti-virus program can potentially perceive Exemplify as a threat and prevent it from operating correctly. Some anti-virus programs must be turned off completely before using Exemplify, others can be told to ignore Exemplify. This article shows how to tell Windows Defender to ignore Exemplify.To fix the problem, follow the below steps:Open the Windows Defender Security Center by clicking the shield icon in the task bar or searching the start menu for Defender.Select Virus & threat protection > Virus & threat protection settings > Add or remove exclusions.Under Add an exclusion, select folder C:\Program Files (x86)\Examsoft and click OK.Go to the section in the settings for Controlled folder access and click Allow an app through Controlled folder access. Navigate to and select C:\Program Files (x86)\Examsoft\Exemplify\Exemplify.exe.NOTE: Contact ExamSoft directly so they can help you resolve error messages, if you are still needing assistance. They are the most knowledgeable about the system and why may be receiving error messages.ExamSoft contact information (. There should be a "chat" option in the bottom right of the screen which might be the fastest way.Email Support@examsoft.comPhone in US & Canada: 866.429.8889, ext. 1; International: +1 954.429.8889, ext. 1. The help desk is typically open 24/7. As soon as students enter the password, the test will begin. To avoid this, you should not reveal the password until close to test time (an hour before or so), and remind students that they should not enter the password until test time. If they do, however, and it is well before the test is going to begin, you can Zoom with them, have them "start" the test as you watch, have them submit the test immediately so they leave Exemplify and no longer have access to the test. Then, give them an extra download. Contact Ed-Tech so that the first exam submission can be deleted. When the student uploads the second time, there won't be any issues. Remove the downloads from the student; then, create a duplicate linked exam and assign it to only that student. Be sure to view combined reports after all students have finished their exam. If during an assessment, Exemplify freezes and it is no longer possible to use the mouse or keyboard, a hard reset of the computer is recommended; in most cases, this involves holding down the laptop's power button until the computer shuts down, and then turning the computer back on. Exemplify should immediately re-launch, and Exemplify logs a student's responses as that person progresses through the assessment so that it is possible to continue sitting the assessment or exit, as desired. When the 'Exemplify Exam Restart' window appears, select the RESUME button. Student may be prompted to input continuation code.Note: ExamSoft advises that Exemplify users temporarily disable their anti-virus software and close all other applications before starting the assessment, in order to avoid technical errors from occurring.Note: When Exemplify launches or concludes a secure test-taking environment on a computer, it is typical for this process to take between 30 seconds to 2 minutes, depending on what other applications were left running on the computer. Verify that the student is enrolled in the courseOpen the TestGo to the Exam Taker tabVerify that students are still able to download the exam through the PostingHave the student verify they are connected to the internetHave the student Clear their RegistrationHave the student restart ExemplifyIf the exam still doesn't show up, have the student restart their computerIf non of the above is successful, contact Ed-Tech Note: You also can add exam-takers by importing a file from that you created for this purpose. See: Legacy Portal: Import Taker and Course InformationSelect the Admin menu, and then select Courses. [view screenshot]Scroll or search to find the course.In the Actions column (near the right side of the screen), select the plus icon. [view screenshot]In the NOT Enrolled list, select the plus icon for each exam-taker to add to the course. [view screenshot]The selected names will appear in the Enrolled list on the right side of the pop-up window.Note: You might have to scroll right to see the plus icon and the Enrolled list.To select a different course or exam-taker group: Use the filters at the top of the pop-up window.To select multiple exam-takers:Select a name in the NOT Enrolled list, and hold the Shift key while selecting another name. Now those names and all names in between them are selected.Select the Add Selected to Course button (below the list).To add all exam-takers: Select the Add All to Course button, which is located below the NOT Enrolled list.To remove an individual exam-taker: Find the individual in the Enrolled list, and select the X icon.To remove multiple exam-takers:Select a name in the Enrolled list, and hold the Shift key while selecting another name. Now those names and all names in between them are selected.Select the Remove Selected from Course button. (below the list).To remove all exam-takers: Select the Remove All from Course button (below the list).Select Update to save your changes.Close the pop-up window. [view screenshot] There are three steps to resolve this issue.Confirm with Ed-Tech that the student's ECA is correct in ExamSoft and that the account is active. If the ECA is wrong, a new account will need to be created.ExamSoft uses LDAP authentication. Just like SSO (Single Sign-On), if users type their password wrong more than 3 times, they'll get locked out. The only way to resolve this is for the user to call the BCM Help Desk (713-798-8737) or log into the Password Manager and push through all the unlocks for the account.If still unable to log in, ask the BCM Help Desk to re-synch your password to all the systems.If the Help Desk is able to re-synch the password, but doesn't resolve the issue, the next step would be for the user to change their password (. Note that this will take some time for the password to replicate to all the systems (about 15 to 20 minutes).NOTE: The ExamSoft Admin nor ExamSoft Support have the ability to unlock or reset BCM Computer Accounts. So you're all ready to rock this final, you've studied, have a stupendous outline, now all you need to do is type this essay portion (and you're practically on summer break. You double-click on the Exemplify icon to launch the program and watch the load screen run up to 50% and then BOOM... you get a warning that says "The Application's Service is Unavailable, retry or contact your administrator." [view screenshot]But it's going to be OK! All you need to do is follow the below steps and you will be back up and running in time to still own this final!Step 1: Right click the Exemplify icon on your device, from the menu options, choose Run as Administrator. That's it, this should fix the problem for most users. However, if you receive the same error message, proceed to Step 2.Step 2: Navigate to the Services Console [view screenshot]Click the Start button and type in "Services" in the search field for the local services application. Launch the applicationStep 3: Restart the ExemplifyServiceIn the Services application, find the item named ExemplifyServiceStep 4: Double click the ExemplifyService. This will open up a new window. Ensure that the Startup Type is set to Automatic. [view screenshot]Step 5: Click the Start button on the left. After this service starts, Exemplify will open as normal.Note: If the service is not listed, you will need to re-install Exemplify and/or check your antivirus settings to remove it from the quarantine.MAC UsersIf you find yourself in a similar situation with the same error message, or worse, your Exemplify simply won't launch at all and just bobs up and down without ever loading, then your solution is similar.Step 1: Simply create a new user profile on your computer. Make sure the new user profile is set as an Admin (Administrator) - For instructions on how to create a new user profile, visit Apple's support page for setting up new user accounts.Step 2: Log into the new profile and launch Exemplify.That's it!Visit examsoft.com/support for additional information. ExamSoft advises that Exemplify users temporarily disable their anti-virus software and close all other applications before starting the assessment, in order to avoid technical errors from occurring.When Exemplify launches an assessment and a secure test-taking environment on a computer,Other applications are being closed until the user exits the assessment.Switching to another application is de-activated until the user exits the assessment.The computer's internet connection is de-activated until the user exits the assessment.When Exemplify ends an assessment and the secure test-taking environment on a computer,Other applications closed by Exemplify are re-opened:The ability to switch to another application is re-activated.The computer's internet connection is re-establishedNote: When Exemplify launches or concludes a secure test-taking environment on a computer, it is typical for this process to take between 30 seconds to 2 minutes, depending on what other applications were left running on the computer. There is an issue for Mac users who can log into the online portal (and all other BCM services: Webmail, Blackboard, CAMS...) but can't log into Exemplify. There seems to be an issue with Exemplify on Macs not updating. Clearing the registration within Exemplify doesn't work because users aren't able to log in.Step 1: Confirm with Ed-Tech that your ECA is correct in ExamSoft and that the account is active. If the ECA is wrong, a new account will need to be created.Step 2: Confirm with the BCM Help Desk (713-798-8737) that there are no locks on your BCM computer account. Or use Password Self-Service (Step 3: Restart the computer and open Exemplify. Try to log in again. If still not able to log in, go to Step 4.Step 4: Close Exemplify again, then after accepting the license agreement click on Add New Account. Log in using your BCM username and password. This error message is usually associated with Mac computers. Students will sometimes be logged into multiple computer profiles on their Mac. To ensure exam security and to maintain the integrity of the software, only one local user can be logged in at a time. Students Should:Log out of all computer profilesRestart the computerLog back into the main profile and log into Exemplify. If a student's answer file does not automatically upload after their exam, the student can manually upload so long as an upload deadline has not passed. View instructions on how to complete a manual exam file upload. Download deletion dates do not affect the answer file. Answer files remain on the student's Exemplify dashboard until the upload completes or until the app is uninstalled. If the student still has issues uploading their exam file to the ExamSoft portal, the student may contact ExamSoft by telephone at 866-429-8889 to have a support tech upload the file for them. Exemplify for iPad: Manually Upload an Answer FileImportant Student must use the same computer that was used to complete the exam. ExamSoft only allows one exam file submission at a time. If a student has been approved to submit a second exam file, the first exam file must be deleted. Only the Admin can delete exam files. Follow these steps:Contact the ExamSoft admin and/or Ed-Tech to have the exam file deleted.Confirm the file deletionStudent can now submit the second exam attemptIf the student submitted the 2nd attempt before the first exam was deleted, the student must manually submit their exam file. Instructions for how to complete manual upload are available. Confirm 2nd exam attempt in the portal.Contact Ed-Tech with any issues. View instructions on how to complete a manual exam file upload.Important When manually uploading an exam file, the student must use the same computer that was used to complete the exam. ProceduresPrint the ExamImport the AnswersPrint the ExamSelect the Assessments menu (at the top).Find the posted assessment in the table, and then select the assessment name to open the Contents page.At the bottom of the Contents page and below the questions list, select Print/Export [view screenshot]In the Print/Export pop-up window, enter these settings:Posting: Select the posting.Export Type: Select Exam-Taker.Format: By default, Computer Based Format is selected. Change it to Scantron Format, and select the Number of Versions.Make sure Exam taker, PDF and Scantron Format are selectedSave the file to your desktop (this tells ExamSoft that you have a scantron file that needs to be uploaded.) At this point you don't need to pdf file and it can be deleted.Select other options, as needed.Scroll down, and select Print/Export.Import the AnswersClick on Import Answers [view screenshot]Make sure that data is organized in the following column order and that there are no column headers:Column A: BCM ECA (can be alpha-numeric)Column B: Test Form Version (A)Column C: Empty Column (blank)Column D, E, and so on: Exam-Taker Response to Question 1, 2, and so onSave as CSV file.Select the same posting that you selected before.Select Import Answers.Note: When importing FITB answers, up to 25 characters can be imported. The ONLY special characters allowed include: period, \$, %,