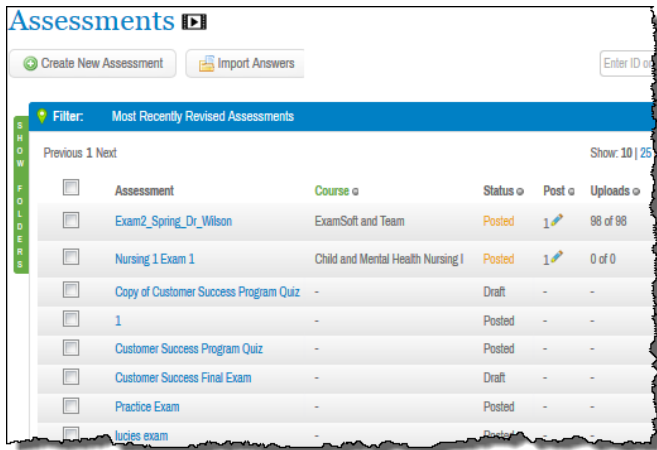

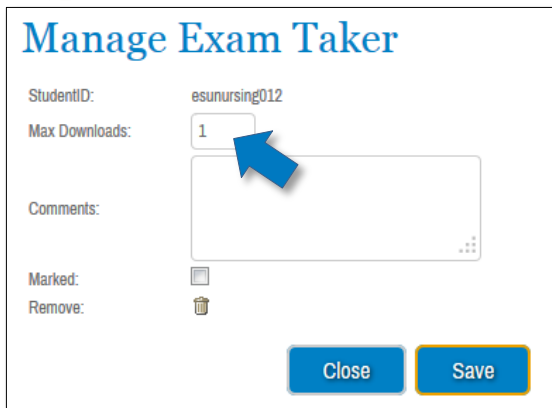


Users are able to provide a second copy of an exam to each Exam Taker on an as-needed basis. The system default is set at **one download** per Exam Taker. Supplying additional downloads is at the sole discretion of the user.

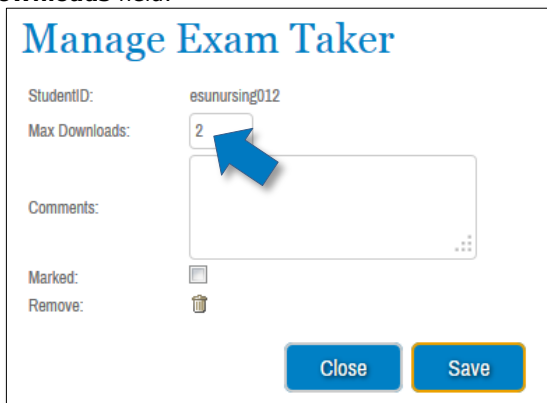
1. Navigate to the **Assessments** tab.



2. Select an assessment.
3. Select the **Exam Taker Activity** tab.
4. The list of **Exam Takers** who have already downloaded the exam will display.
5. Click  in line with the Exam Taker desired.



6. Change the number of Max Downloads to **2** in the **Max Downloads** field.



7. Click **Save**.



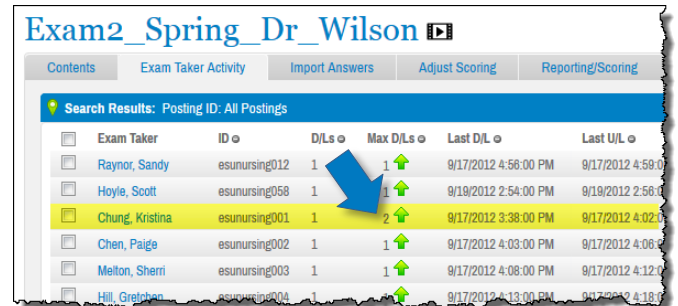
**Verify the necessity** for increasing the number of exam downloads for an Exam Taker on each exam posting. An additional download may be given for reasons such as:

1. An Exam Takers computer fails prior to exam day but after downloading the exam.
2. The Exam Taker forgets their computer on exam day and borrows a school loaner.
3. There is a hardware failure during an exam.

8. This exam taker can be tracked for later follow up as needed by selecting the **Marked** box and adding comments.



9. Notice that the Exam Taker will now have a **Max Download** of 2, while the other Exam Takers still have a **Max Download** of 1.



If the ET forgot their computer and needs an additional download for a lab or loaner machine, keep in mind that they will still have access to the first download on their computer. ETs will need to perform a **reverse download** to **purge the file** from their machine or manually delete it.

### Reverse Download – Windows



1. Open Softest and press Control F3.
2. Follow onscreen prompts.
3. Select file to remove and then click 'ok'.
4. Click 'Yes' to remove the exam file.
5. A pop up window will appear that the exam file was removed successfully.
6. Click 'Ok'.

### Reverse Download – Mac OS X



1. Open Softest. Press 'Command F3' ('Apple F3').
2. Enter ID and Password. Click 'Next' button.
3. Select file to remove.
4. Click on 'clear downloaded exam' button.
5. The **remove exam message** will appear when the exam file was removed successfully.
6. Click 'Done'.