

## TUTORIAL

# ODS EXAMSOFT PROCTOR GUIDE

**This guide contains general information about ExamSoft and troubleshooting tips useful during an exam.**

## DOWNLOADING EXAMS

If the student intends to take the exam on their laptop, then the student is expected to download the exam in SofTest before coming to ODS. Students are limited to only downloading the exam once and must use the download password provided by the PA program.

If the student requires permission to download the exam a second time (*e.g., if they choose not to take on their personal laptop and use an ODS computer instead*), please contact Sherylyne Toque at [stoque@pace.edu](mailto:stoque@pace.edu). She will provide access in ExamSoft for the student to download a second time.

## PASSWORDS

Students can have up to 4 passwords for an exam. Each of these 4 passwords can be unique for an exam. If a student has an issue with access at any step of the exam, ensure they're using the correct password for the step they are on.

1. Student's ExamSoft login account and password
2. Exam Download Password
3. Exam Password (needed to begin the exam)
4. Review Password (needed to review incorrect answers)

## WI-FI TROUBLESHOOTING

It is recommended to take exams at ODS on a computer using an **Ethernet connection** when possible. If a student is having issues connecting to the Wi-Fi at the end of the exam when it is time to upload their answers, use the following steps to troubleshoot the connection.

- **Reset the connection** by turning the wireless adapter off and on.
- Ensure the laptop is connecting to **PACE-WIRELESS** *not* PACE-OPEN.
- Use an Ethernet cable to plug in the laptop and connect to the internet.
- Ensure that the device has been registered to the network. This process must be done once for any device to connect properly to Pace Wireless. Devices can also be manually registered to the Pace network by going to [www.pace.edu/mydevices](http://www.pace.edu/mydevices), logging in with your Pace ID, and entering a device name and MAC address. Detailed instructions are [available on the ITS website](#).

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### COMPUTER FREEZING

If a student's computer **freezes** for any reason during the exam, hold down the power button to **reboot** the machine. After rebooting, SofTest will automatically open again and resume from the last auto-save point.

If instead of rebooting, a student switches to a second computer to begin a second attempt of the exam, then they will need to be given special access to download the exam a second time.

Contact **Sherylyne Toque** ([stoque@pace.edu](mailto:stoque@pace.edu)) in the PA program to request another download for the student.

In order to cancel the first exam attempt on the first machine, follow the instructions in the [Student FAQ Guide](#) posted in the Digital Toolkit.

### MANUAL UPLOAD

If after following all of the Wi-Fi troubleshooting steps while SofTest is open, and if the SofTest application is then closed before the student's answers can be automatically uploaded, the answer file can still be uploaded manually using a browser after the internet connection is restored.

To manually upload the answer file:

- Have the student log in to [examsoft.com/pace](http://examsoft.com/pace)
- Click on the History tab at the top.
- Click on the Manual Upload button.
- Follow the instructions on the page to locate the answer file on the hard drive and click on the upload button.

Detailed instructions of this process are [available online](#). ExamSoft support can walk through this process on the phone. Brian and Lucio can also walk through this process in-person.

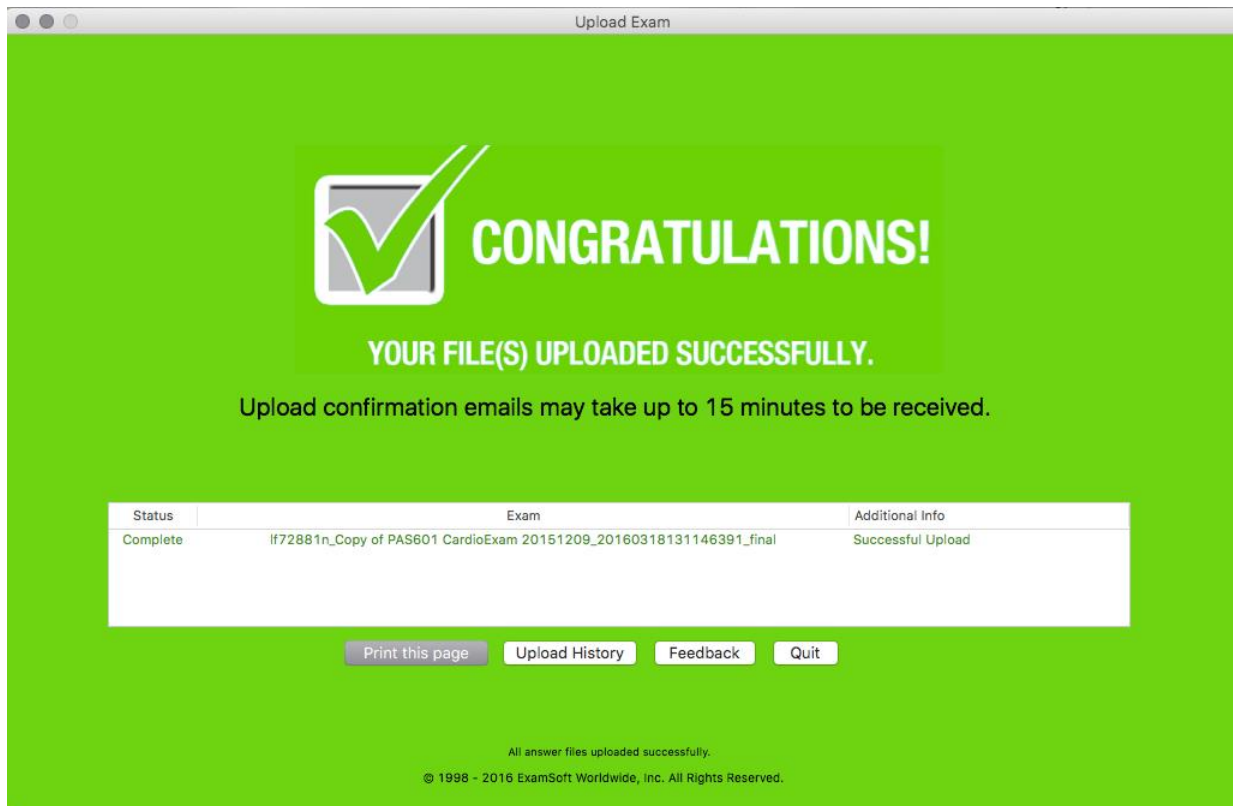
### DIGITAL TOOLKIT

The **Digital Toolkit** is a collection of guides, videos, and FAQs intended to help faculty and students using instructional technologies at Pace ([www.pace.edu/digitaltoolkit](http://www.pace.edu/digitaltoolkit)). Resources and tutorials for ExamSoft can be found in the toolkit on the [Blackboard page](#) under the ExamSoft heading.

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## CONFIRM UPLOAD

Upon successfully uploading an exam, students will see the following window. Students should show this window on their screen to the proctor to confirm they completed and uploaded the exam before they leave ODS.



## MISSING DESKTOP WALLPAPER

As part of taking a secured exam, SofTest will temporarily replace the student's desktop wallpaper during the exam. The original wallpaper will be restored when the student exits SofTest.

If SofTest does not automatically revert back to the original wallpaper, the student can click on the *Apple menu* (top left corner of the desktop), *System Preferences*, and then *Desktop & Screen Saver*.

Windows users can right-click on the desktop and choose *Personalize*.

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## OTHER IMPORTANT INFORMATION

- SofTest **auto-saves** all work every **60 seconds** to the hard drive during the exam.
- If the student's laptop **crashes or reboots** for any reason during the exam, SofTest will resume from the last auto-save point once the computer re-starts.
- Students should bring their laptop charger to ODS. If they do not use a charger during the exam, SofTest also displays the **remaining battery life** and time at the bottom of the window during the exam.
- **Anti-virus** programs on a student's laptop can interfere with SofTest. Students should disable anti-virus before starting the exam. Detailed steps to do this are [available online](#) on the ExamSoft website.

## CONTACT

*ExamSoft Support:* 866 429-8889

- Best resource for immediate answers to general questions and software issues. Also available for walking students through steps to manually upload.

*Sherylyne Toque:* [stoque@pace.edu](mailto:stoque@pace.edu)

- Available for questions about PA exam settings, exam review, exam passwords, and giving students access to download the exam a 2<sup>nd</sup> time.

*Academic Technologies NYC:* 212 346-1661

- Available for installing ExamSoft on student and Pace machines, training, and troubleshooting issues.