ACADEMIC TECHNOLOGIES (ITS)

EXAMSOFT INFO

EXAM REVIEW POLICY

Closing and/or uploading the exam before reviewing will not allow you to review later. If there is an issue with the technology or assessment design, we will give you an opportunity to review.

CONFIRM UPLOAD

Upon successfully uploading an exam, you will see a **green confirmation message**. Please show this to the proctor before leaving the room.

COMPUTER CRASHED/FROZEN

If your computer crashes or freezes during an exam, hold the power button to **reboot**. SofTest will automatically open and resume from the last auto-save point. SofTest auto-saves every 60 seconds.

WI-FI TROUBLESHOOTING

1. **Reset the connection** by turning the wireless adapter off and on.
2. Ensure the laptop is connecting to **PACE-WIRELESS** *not* PACE-OPEN.
3. Use Ethernet cable to connect to the internet. The proctor will have a cable and adapters.
4. Register your device at www.pace.edu/mydevices. Find more info at www.pace.edu/wireless.
5. Once the connection is restored, opening the SofTest application automatically uploads.
6. If your wireless connection fails during an exam, the podium at the front of the classroom has a wired connection. Wired Dongles should be provided by proctor to manually upload your exam.

If none of these methods work, your proctor will contact ITS to resolve and manually upload. After the exam, visit the **Walk-In Help Center in 1 PP W202** to resolve any wireless issues.

MISSING DESKTOP WALLPAPER

If SofTest doesn't revert to the original wallpaper, click the Apple menu (top left corner), System Preferences > Desktop & Screen Saver. Windows users: right-click on desktop > Personalize.

MANUAL UPLOAD

If you cannot automatically upload an answer file after an exam, you can also manually upload it.

1. Access the ExamSoft Portal (www.examsoft.com/pace). Input your ExamSoft ID and password.
2. Next, click the **History** tab > **Manual Exam Upload** to expand the manual upload section.
3. Click **Browse** and navigate to the system directory in SofTest.

Mac OS X: Navigate to the Macintosh HD> Library > Application Support > SofTest, then the folder with 5-7 digits > Answers. This folder contains an .xmdx file for each exam. Locate the .xmdx file for the exam that needs to be manually uploaded, and select it. Click Open > Upload. This will upload the file.

Windows: On Windows navigate to the C: drive > Program Files (x86) > ExamSoft > SofTest 11.0, and the folder with 5-7 digits > Answers. This folder contains an .xmdx file for each exam. Select the .xmdx file of the exam that needs to be manually uploaded. Click Open > Upload. This will upload the file.

Please note: In either OS, the folder with 5-7 digits is a secondary unique ID for a specific student. If you are attempting to locate answer files from lab computers or a computer used by multiple exam takers, you may see multiple folders with 5-7 digits. If so, you should examine the file contents to determine the correct file for the student. Answer files are pre-pended with the student IDs.

Students can reach ExamSoft support at customersuccess@examsoft.com or 866-429-8889 and indicate that they are a student at Pace for troubleshooting assistance.

help.pace.edu
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