

## Exemplify Remote Recovery Procedure

If your computer crashes or freezes during a remote exam **DO NOT** end your exam or exit out of Exemplify, you *will not be able to access exam questions or your response from that point if you close the exam file*. Go through the instructions listed below to get back in to your exam after a freeze or other technical issue. Exemplify saves every 60 seconds and the log files will be present once reopened correctly.

### Abnormalities During Your Exam

Most mid-exam software issues can be corrected with a reboot of your computer. This is a scary action to take, but is the solution to most technical difficulties.

If your computer locks up/freezes OR you see one of the following messages:

- WARNING unable to save ExamSoft
- Windows virtual memory too low.
- Out of memory
- Disk full

Follow these instructions as indicated by ExamSoft:

1. DO NOT exit the exam. Wait 30 seconds to let ExamSoft attempt a backup cycle.
2. Power off the computer by pressing your computer's power button for 10 seconds until you know your computer is completely off (Alternatively, you can try Windows: CTRL+ALT+DEL select "shut down", or, Mac press CTRL+ Power button).
3. Wait 5 seconds and then Restart the computer
4. Resume the exam when prompted

More trouble shooting information can be found [here](#), on the ExamSoft website.

If problems persist, contact the phone number provided to you on in your professor's instructions. Or call the Law Technology Help Desk at (408) 554-5762.

## ExamSoft support contact information

If an exam taker or exam manager needs to reach the ExamSoft staff, please use the following contact info:

Exam manager Support **888-792-3926** or [admins@examsoft.com](mailto:admins@examsoft.com)

Exam taker Support **866-429-8889**, 954-429-8889 or [support@examsoft.com](mailto:support@examsoft.com)

Start a chat or view support articles at <http://examsoft.com/support>