

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
2. Power off the computer (Windows: CTRL+ALT+DEL select “shut down”, or, Mac press CTRL+CMD+EJECT).
3. 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

Exam taker Support **866-429-8889**, 954-429-8889 or support@examsoft.com

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