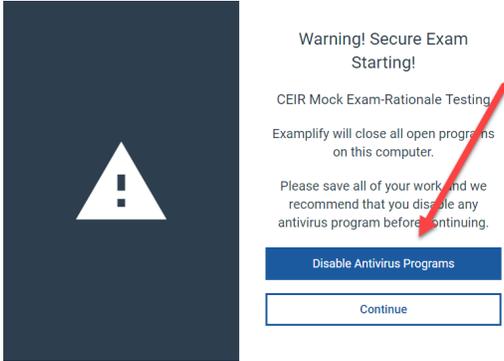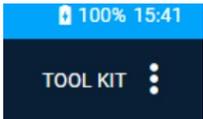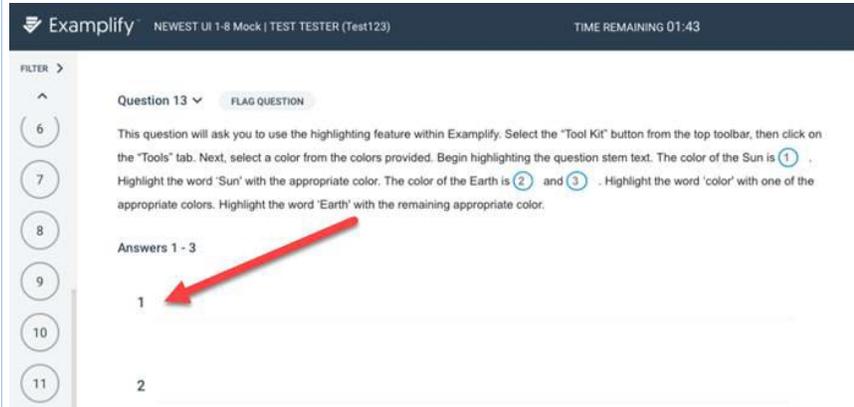**Below are issues you may experience while taking an exam in Examplify.**

PROBLEM	SOLUTION
I'm not sure how to answer questions or progress through the exam	If you haven't started the exam, you can select **Help** from the home menu in the Examplify Dashboard (where exam is listed for download). If you are taking the exam, click the 3 dots on the right side of a question for an overview of features.
A recommendation to disable antivirus software popped up	You cannot disable antivirus software on school computers. If you are using your own laptop, learn how to temporarily disable your antivirus software by clicking on the **disable antivirus programs** button and attempt to disable the software.
My computer started to update during the exam	Stop and wait if you cannot start or continue your exam. You can resume testing when system updates are complete
I can't find the calculator or see other exam features like an attachment	Click the Tool Kit button (available while taking an exam) in the upper right corner of the screen to see the calculator, other tools, and exam attachments.
I am unable to scroll to see the entire question and answer options	The scroll bar only displays when the question stem and answer options exceed the height of the display. Look for a very narrow bar on the right side of the display.

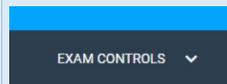|	
I cannot answer fill-in-the-blank questions	Click to the right of the answer number. You may need to click more right of the number than you would expect to (almost an inch).
I cannot select all of the answers that I want to for a multiple answer question	By default in Examplify, students cannot select more answer options for a multiple choice question than the number of answer options specified as correct for the question. Try to select <u>fewer</u> answer choices.
My exam is frozen	Press and hold down the power button to shut down the computer. When it is off, press the power button again to restart the machine. If a resume code is needed, ask the proctor for it.
I don't know how to submit my exam	Click Exam Controls in the upper right corner of the screen and select **Submit Exam**
In the exam review the rationale is taking up most of the screen obscuring the question and answer options.	Click the Tool Kit button in the upper right corner of the screen to close the tool kit temporarily so you can read the question and answers. Click the Tool Kit button again to see the rationale.
My exam failed to upload	Ensure you have a network connection. If you are using an Ethernet cable, check to make sure the cable is securely connected. Once you have a connection, select Retry Upload and wait for a message confirming the upload was successful. If this does not work, notify your proctor.