



CECIL C. HUMPHREYS SCHOOL OF LAW

Fall 2020

Exam4 Download and Practice Instructions

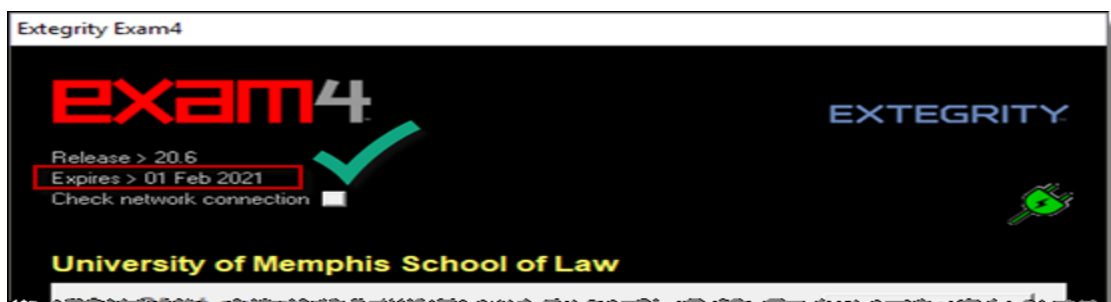
This document provides you with detailed instructions (with screenshots) for each step of the Fall 2020 Final Exam Process, from downloading and installing the Exam4 software to submitting your completed exam. Although the steps may be unfamiliar at first, you will have the opportunity to complete practice exams so that you are comfortable with the process. You *must* complete at least one practice exam. You *may* complete as many as you need to feel comfortable with the proceed. We are also providing an FAQ document along with these instructions.

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EXAM 4 PREREQUISITES

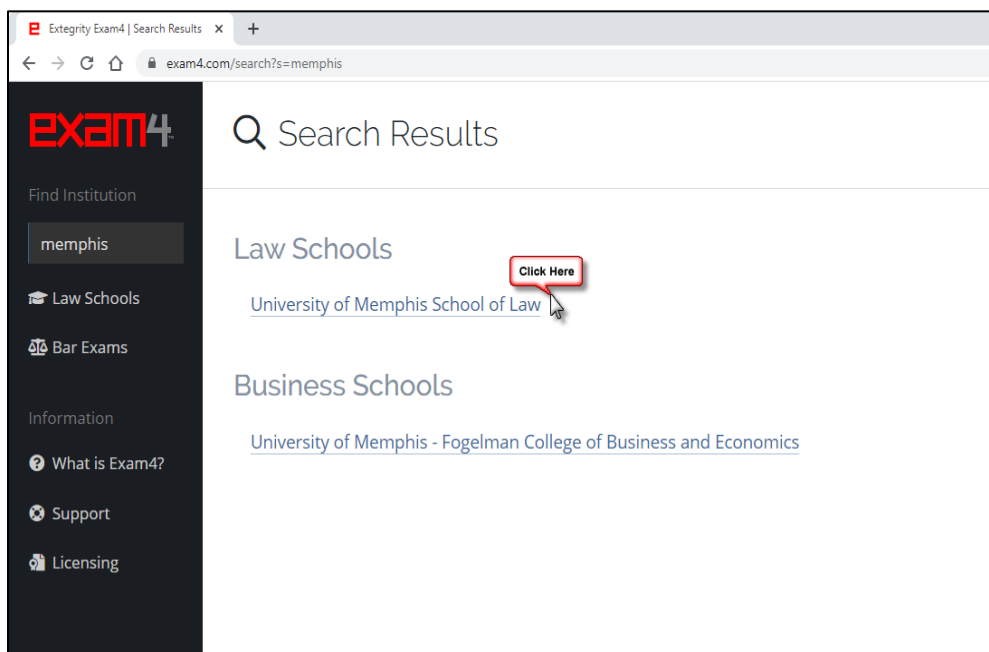
- **You must have a working laptop.**
 - Supported operating systems can be found at [the following link](#), and include:
 - Windows 10 (Home, Pro, Edu, and Enterprise) (including "Spring 2020 Update (v2004)")
 - Windows 8.1 (Home, Pro and Enterprise)
 - macOS 10.15.x Catalina
 - macOS 10.14.6 Mojave
 - macOS 10.13.6 High Sierra (*Support ends August 1, 2021)
 - NOT YET SUPPORTED (Do NOT upgrade until certification is announced):
 - Hardware using Apple's new M1 Processor (support announcement from Extegrity to follow)
 - Make sure your system is fully up to date with relevant security patches before the exam. Users who do not perform routine system updates before the exam may experience unexpected reboots when the system attempts to update mid-exam.
 - Perform an antivirus scan on your system prior to your exam
- Because we are using a cloud-based version of Exam4, you do not need to be connected to the University of Memphis wireless network. You DO, however, have to be connected to the Internet for your practice exam AND exams to submit properly.
- If you have a previously installed version of Exam4, you MUST UPDATE to the latest version before taking your exams. You can check this by launching the software and looking at the date next to the "Expires" field. If the expiration date has already passed on the software, then you will NOT be able to use it take your exams. You must download the latest copy of the software the instructions that follow.



- If you are having trouble with your system prior to exams, please email LawIT@memphis.edu AS SOON AS POSSIBLE **BEFORE** YOUR EXAM DATE.

INSTALLING THE EXAM4 SOFTWARE

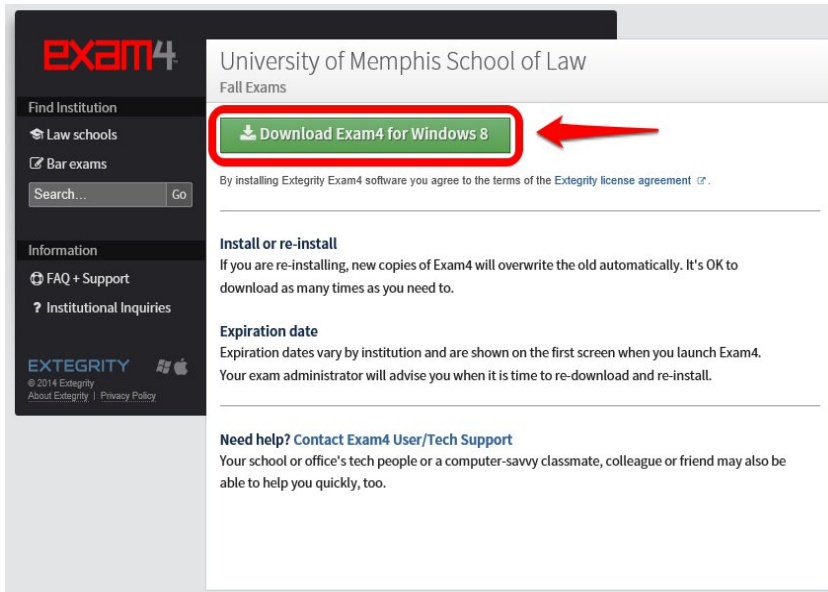
1. Navigate to <https://www.exam4.com/search?s=memphis>.
2. Click on the “University of Memphis School of Law” link.



3. Complete the registration form, selecting the Operating System which you will use for the exam.

A screenshot of the Exam4 registration form. The browser's address bar shows 'exam4.com/search?s=memphis'. The page has a dark sidebar on the left with the 'exam4' logo and navigation links: 'Find Institution', 'Law schools', 'Bar exams', 'Search...', 'Go', 'Information', 'FAQ + Support', 'What is Exam4?', 'Institutional Licensing', and 'EXTEGRITY © 2015 Extegrity About Extegrity Privacy Policy'. The main content area is titled 'University of Memphis School of Law Fall Midterms' and contains a registration form. The form is titled 'Registration Form' and includes fields for 'First Name', 'Last Name', 'Email Address', 'Confirm Email Address', and 'Class Year'. Below these fields is the 'Operating System' section, which lists 'Windows 10', 'Windows 8.1', 'Windows 8', 'Windows 7', 'Mac OS X 10.10 Yosemite', and 'Mac OS X 10.9 Mavericks'. A red box highlights the 'Submit & Proceed to Download' button. Red arrows and numbers indicate the steps: '1.' points to the 'University of Memphis School of Law' link, '2.' points to the 'Operating System' section, and '3.' points to the 'Submit & Proceed to Download' button. The form also includes a disclaimer: 'Please register before downloading. Don't worry — This information will never be made available to third-parties, and we won't use it to spam you. Rarely, it may be used to contact you with important alerts about Exam4. It may also be used to verify your status as a qualifying examinee.' and a footer: 'Need help? Contact Exam4 User/Tech Support Your school or office's tech people or a computer-savvy classmate, colleague or friend may also be able to help you quickly, too.'

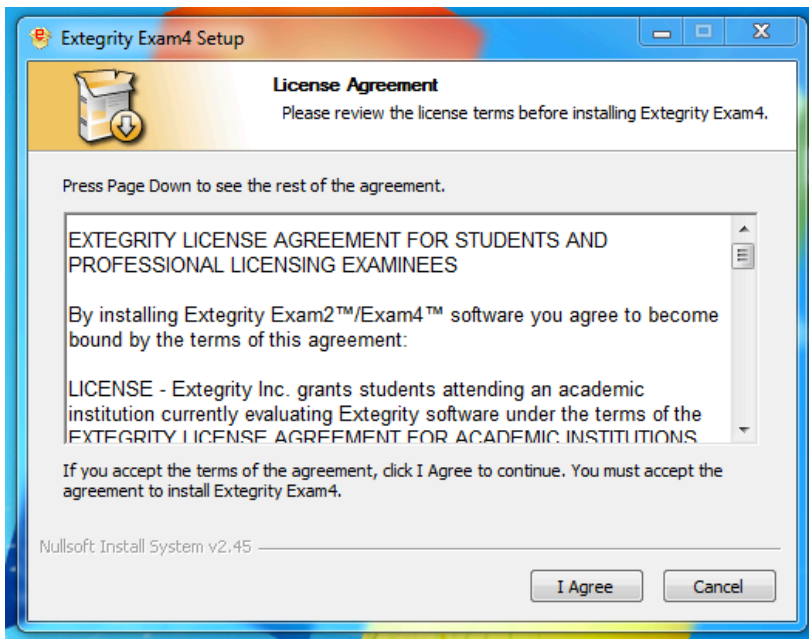
- After registration, you will see a screen with instructions for downloading the software.

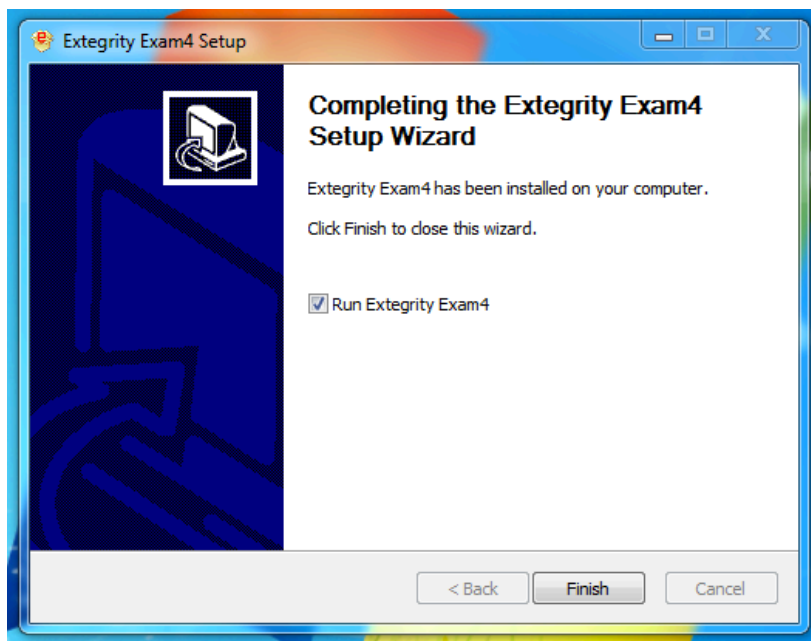
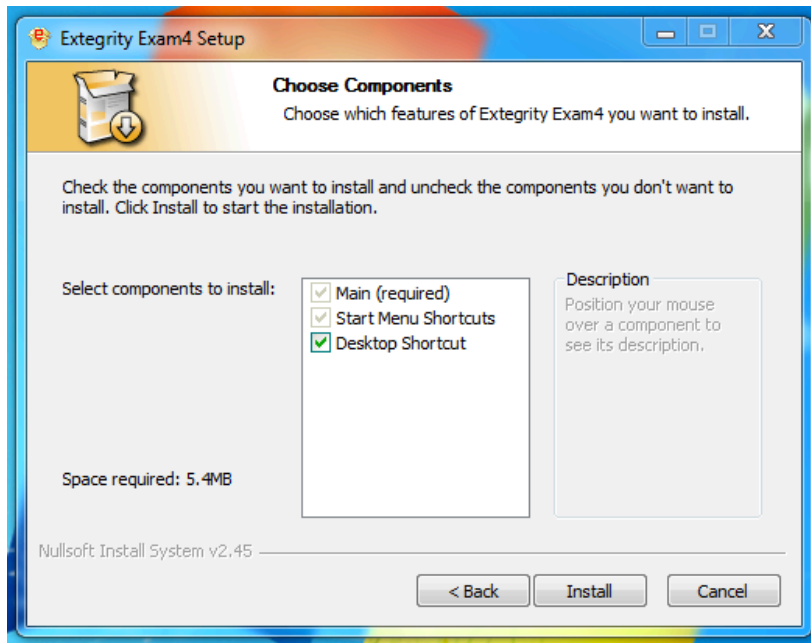


- After downloading, you will need to install the software and take a practice exam to confirm that it is working.

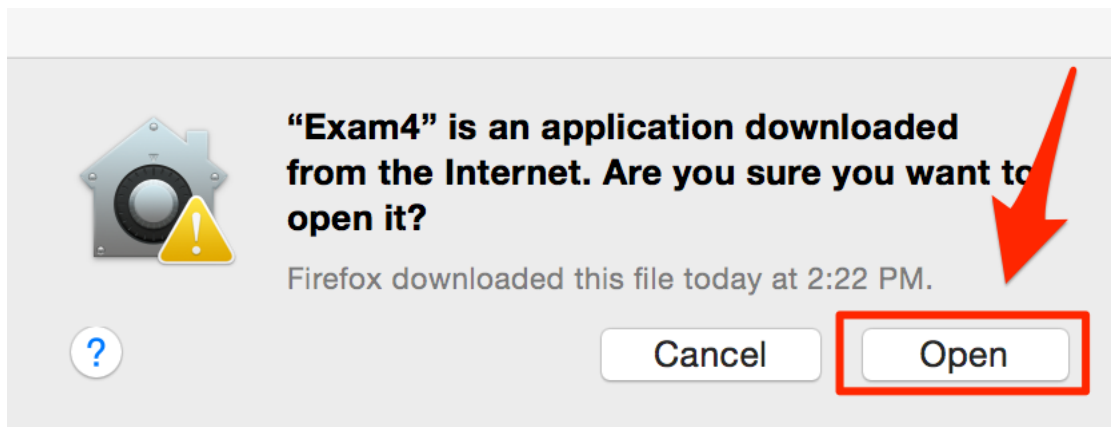
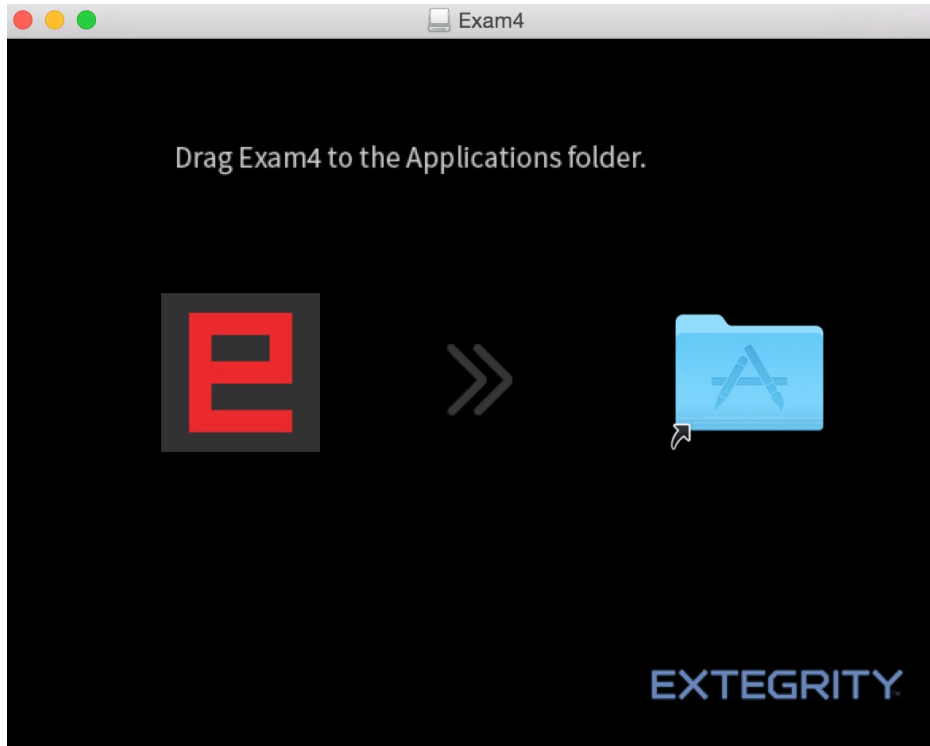
PC Installation

Double-click on the installation file and follow the onscreen instructions.





Mac Installation



TAKING PRACTICE EXAMS

We **STRONGLY** recommended that you do **SEVERAL** practice exams in the different Exam Modes (**CLOSED**, **OPEN**, **OPEN+NETWORK** and **TAKEHOME**), as well as **On-Screen Viewer** and **Download-Print**. You will see two Practice Exams available when you log into the software – one for the **On-Screen Viewer** method of delivering exam materials and one for the **Download/Print** method of delivering exam materials.

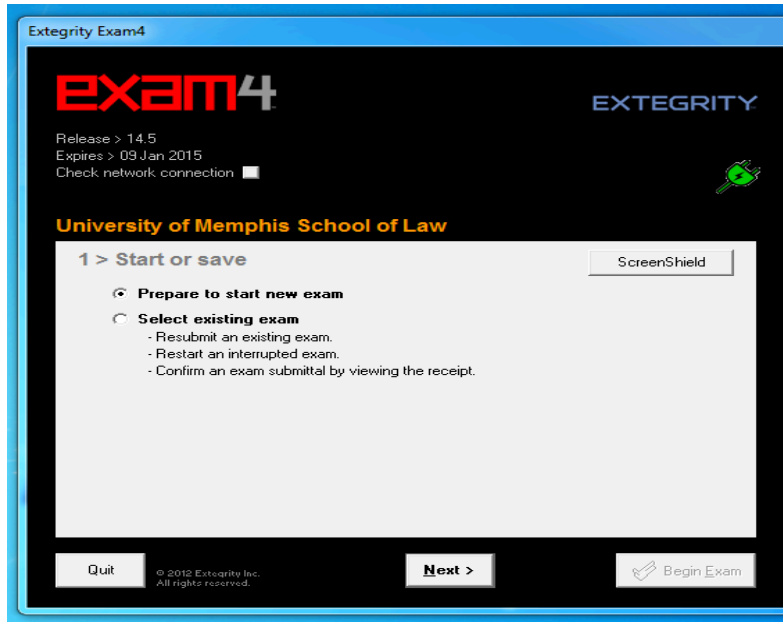
For remote exams, Exam4 has two parts: the Exam4 software, which you have now downloaded, and the Memphis Law Exam4 website (<https://memphiscloud.exam4.com:20763/>). Regardless of the Exam Mode or the method of delivering exam materials, you will access both parts. You will use the website to obtain access to the exam materials. You will use the software to prepare and submit your exam answer. The process of accessing exam materials is slightly different depending on the method of delivery, so we have provided practice exams for both methods and noted the difference in the instructions below.

LAUNCHING THE EXAM4 SOFTWARE & PREPARING TO BEGIN THE EXAM

1. Launch the Exam4 software.
2. Click on “OK.”



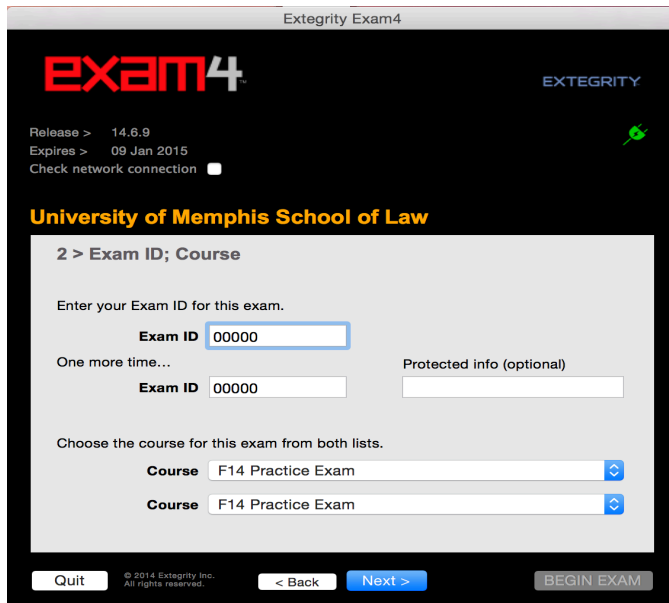
3. Select "Prepare to start new exam" and click Next.



4. Enter your Exam ID (twice), then select one of the Practice Exams as the Course (twice again). (Your options will be "F20 Practice Exam w On-Screen View" and "F20 Practice Exam w Download-Print." Then click "Next."

FOR PRACTICE EXAMS ONLY, use your Exam ID + an uppercase letter of the alphabet. E.g., if your Exam ID is 123, use 123A for your first practice exam. Then use 123B for your second practice exam and so on.

NOTE: When taking an actual exam, you will select the Course that has the course name, section number, and professor name corresponding to the exam you are taking.



5. When the “Re-confirm carefully...” box appears, confirm your ID and Course selection, then click “Check box to re-confirm,” and click on “OK” to move forward.

Extegrity Exam4

Re-confirm carefully...

Exam ID
00000

Course
F14 Practice Exam

1. → ☐ Check box to re-confirm

2. → OK

Go Back

Exam ID 00000

One more time...

Exam ID 00000

Protected info (optional)

Choose the course for this exam from both lists.

Course F14 Practice Exam

Course F14 Practice Exam

Quit © 2014 Extegrity Inc. All rights reserved. < Back Next > BEGIN EXAM

6. On this screen you can set some preferences (font size, alerts, etc). The “typing window font size” will control the size of the text in the Essay Module. It can also affect the size of the Essay Module window, so you may want to test the different font sizes. Click “Next” to move forward.

NOTE: We STRONGLY discourage you from using the Countdown Timer. In the past, the Countdown Timer has caused students’ computers to freeze.

Extegrity Exam4

exam4 EXTTEGRITY

Release > 14.6.9

Expires > 09 Jan 2015

Check network connection

University of Memphis School of Law

3 > Exam time; Font size

Set optional countdown timer (don't worry, it won't shut down).

Hours Minutes

Set optional alert(s).

☐ 5 minutes remain

☐ 15 minutes remain

☐ 1 hour remains

Set typing window font size.

☒ Standard font

☐ Large font

☐ Largest font

Set typing window text color & contrast.

☒ Standard (black on white)

☐ Reversed (white on black)

☐ Reduced (black on gray)

Auto-insert answer separator(s) for

1 question(s).

Quit © 2014 Extegrity Inc. All rights reserved. < Back Next > BEGIN EXAM

7. After reading the instructions below, put a check on "Got it? Check here" and click Next.

NOTE: We have provided alternate instructions for the unlikely event that your computer crashes in the Frequently Asked Questions document provided along with these instructions.

The screenshot shows the Exegritty Exam4 interface. At the top, it says 'Exegritty Exam4' and 'EXTEGRITY'. Below that, it displays 'Release > 20.6', 'Expires > 01 Feb 2021', and a 'Check network connection' button. The main heading is 'University of Memphis School of Law'. The section is titled '4 > Notice of instructions'. It contains three main sections: 'Honor Code; Exegritty License Agreement', 'Security Check Violation Help', and 'Standard Crash Recovery Procedure'. At the bottom of the instructions, there is a 'Got it?' checkbox followed by 'Check here.' and a 'Begin Exam' button.

8. The next screen will ask to you choose and confirm the Exam Mode. (See the FAQs for more information about Exam Modes.) This allows you to complete practice exams using different modes. Type the exam mode into the box, check the box to confirm, and click "Next."

NOTE: For your actual exams, the Exam Mode will be pre-selected, but you will still confirm.

The screenshot shows the Exegritty Exam4 interface for the 'Exam Mode' selection screen. It has the same header as the previous screen. The main heading is 'University of Memphis School of Law'. The section is titled '5 > Exam Mode'. It asks the user to 'Choose an Exam Mode to indicate which kind of exam you are taking.' There are three options: 'CLOSED', 'OPEN', and 'TAKEHOME'. The 'OPEN' option is selected. To the right, there is a 'Type selected Exam Mode here' text box with 'OPEN' entered. Below that, there is a 'Check box to confirm Exam Mode is OPEN LAPTOP + NETWORK' checkbox, which is checked. At the bottom, there are 'Quit', '< Back', 'Next >', and 'Begin Exam' buttons.

9. For all Exam Modes *except* Closed, the next screen will ask you to re-confirm the Exam Mode. Check the box to re-confirm and click “OK.”

This is the last “click” in the Exam4 software for the moment because you need to obtain access to your exam materials on the Exam4 website before moving on. If your exam uses CLOSED mode or OPEN mode, you won’t be able access the Internet if you move past this step.



OBTAINING ACCESS TO YOUR EXAM MATERIALS (I.E., THE EXAM QUESTIONS) ON THE EXAM4 WEBSITE

10. To obtain access to your exam materials, navigate to <https://memphiscloud.exam4.com:20763/>.
11. In the list of Available Takehome Exams, click on the appropriate practice exam, either “F20 Practice Exam w On-Screen View” or “F20 Practice Exam w Download-Print.”

NOTE: In this context, “takehome” means remote; it does not refer to the Exam Mode. This is a list of all remote exams available at the time you accessed the list. Again, when taking an actual exam, you will select the exam that has the course name, section number, and professor name corresponding to the exam you are taking.

☐ Available Takehome Exams

☐ **F20 Practice Exam w On-Screen View**

☐ **F20 Practice Exam w Download-Print**

12. Read any instructions provided on the next screen. Enter your Exam ID and Password (provided by the Registrar). **FOR PRACTICE EXAMS ONLY**, use your Exam ID + an uppercase letter of the alphabet. E.g., if your Exam ID is 123, use 123A for your first practice exam. Then use 123B for your second practice exam, 123C for your third practice exam, and so on. Click “Continue.”

EXAM4 Takehome Exam: F20 Practice Exam w On-Screen View

□ University of Memphis School of Law

Exam Preparations

Read any instructions provided here.

Please enter your Examinee ID and Password
Your Institution or Instructor will provide these.

Exam ID Password

Continue

The Registrar will provide your Exam ID and Password by email.

FOR PRACTICE EXAMS ONLY, use your Exam ID plus an uppercase letter of the alphabet. Change the letter for each new practice exam attempt (e.g., 123A, 123B, 123C).

The Exam ID entered here should be the same Exam ID entered in the Exam4 software.

13. If you’re ready to begin the exam, click “Start Exam.” For timed exams, time will begin running after you click this button. Time will stop running when you submit your exam. **In addition to the time specified by your professor for exams with short windows, you will be allowed 15 minutes for remote-exam logistics (e.g., printing the materials or opening the materials in Exam4). The total time permitted, including this logistics time and any accommodations, will be clearly indicated here. Remember you are responsible for monitoring your time and submitting the exam within the permitted time.**

EXAM4 Takehome Exam: F20 Practice Exam w On-Screen View

□ University of Memphis School of Law

Confirm Exam Start

Once you click the Start Exam button, you will have **1 hours** to submit your answer.

Cancel / Go Back Start Exam

The total time permitted for the exam will be included here. This includes the remote-exam logistics time. If you receive a time accommodation, it will be reflected here.

14. Read any instructions provided here.

For exams delivering the exam materials via the On-Screen Viewer, the next page will provide you with a Document ID. Write it down or print the page out. The Document ID is case sensitive. You will use it to open the exam questions in the Exam4 software.

Takehome Exam: F20 Practice Exam w On-Screen

University of Memphis School of Law

Exam Question & Instructions

This exam is using the on-screen viewer to deliver exam materials. You will need the below Document ID to access the exam materials through the Exam4 software.

Write down this Document ID: **Practice**

Double-check it! **The Document ID is case sensitive.**

After you click "Begin Exam" in the Exam4 software:

- Click "Exam Document" in the top navigation bar.
- Enter this Document ID in the text box.
- Click "Fetch" to upload the exam.

Print this out or write it down and double-check it! You'll need this to open the exam questions in the Exam4 software.

Your instructor has also attached this file:

Due Date

18 May 2020 3:32 PM

We recorded that your exam began on **18 May 2020 2:02 PM**

Submit Your Answer in Exam4

Launch Exam4, and use the same Exam ID you entered on this page earlier.
After finishing the exam, choose **"Submit Electronically"**.

Need the software for this exam? [Download it here.](#)

For exams delivering the exam materials via *Download/Print*, the next page will provide you with a file to download. (Figure 2) Clicking on the file will open it in a new window. From there, you should download it or print it.


Takehome Exam: F20 Practice Exam w Downl

□ University of Memphis School of Law

Exam Question & Instructions

This exam is using the download/print option to deliver exam materials. Click on the file linked below to download the exam materials.

Your instructor has also attached this file:

[Sample Exam.pdf](#)  Click on the file to download the exam.

□ Due Date

18 May 2020 3:32 PM

We recorded that your exam began on **18 May 2020 2:02 PM**

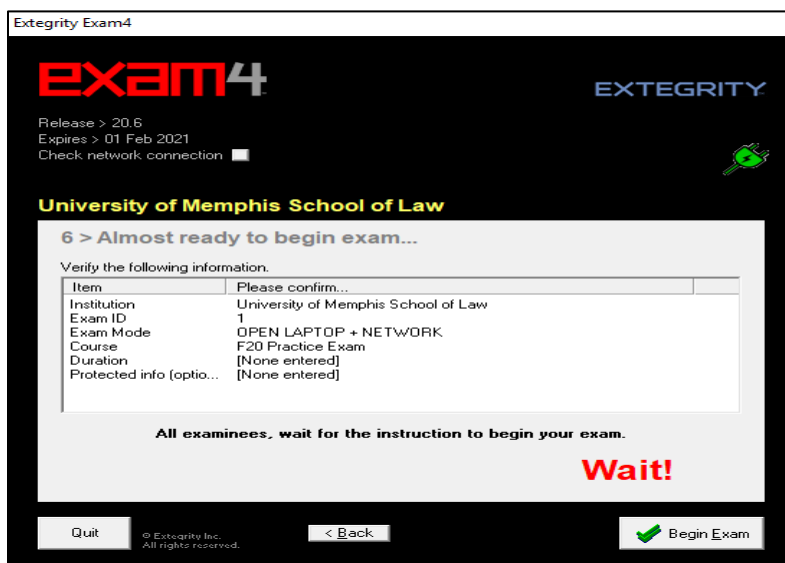
□ Submit Your Answer in Exam4

Launch Exam4, and use the same Exam ID you entered on this page earlier. After finishing the exam, choose **"Submit Electronically"**.

Need the software for this exam? [Download it here.](#)

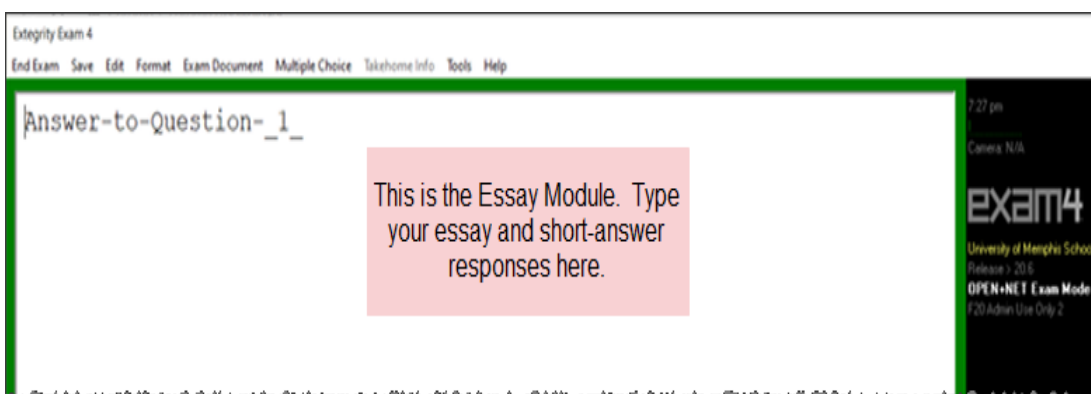
CREATING YOUR EXAM ANSWER IN THE EXAM4 SOFTWARE

15. Return to the Exam4 software. Confirm that the information shown on the screen is correct and click “Begin Exam.” For CLOSED mode exams only, Exam4 will run a Security Check. Your screen may go blank for a few seconds. See the FAQs for more information about the Security Check.

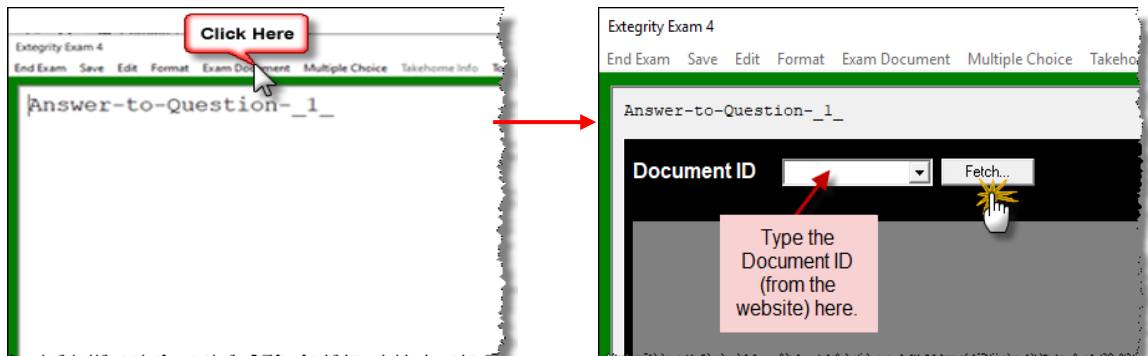


16. After you click “Begin Exam,” the exam answer window will open.

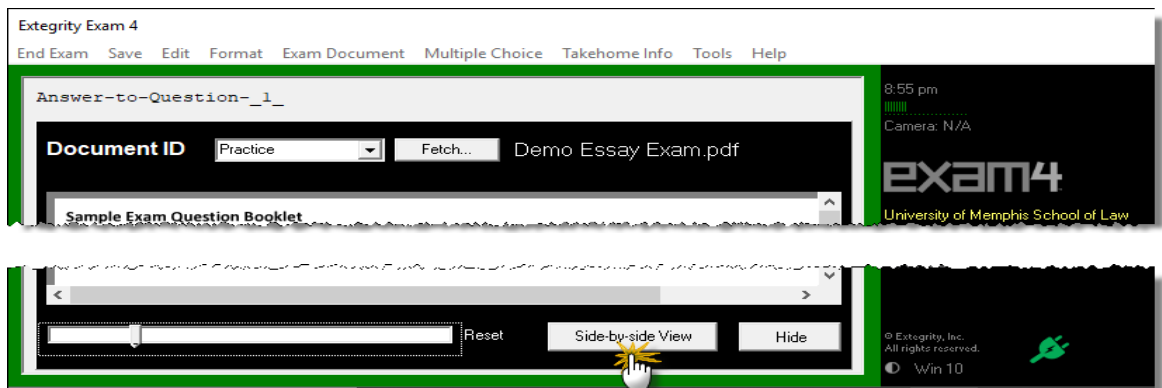
For exams using Download/Print, you are ready to begin your exam answer. For essay and short answer questions, you will type your answer directly into the Essay Box. For multiple-choice questions, you will use the Multiple-Choice Module, as discussed in the next step. For the Practice Exam, you may type anything you want into the box; there are no questions to answer in the Practice Exam. Your work will be saved automatically every 10 seconds. You may also use the "Save" option on the toolbar.



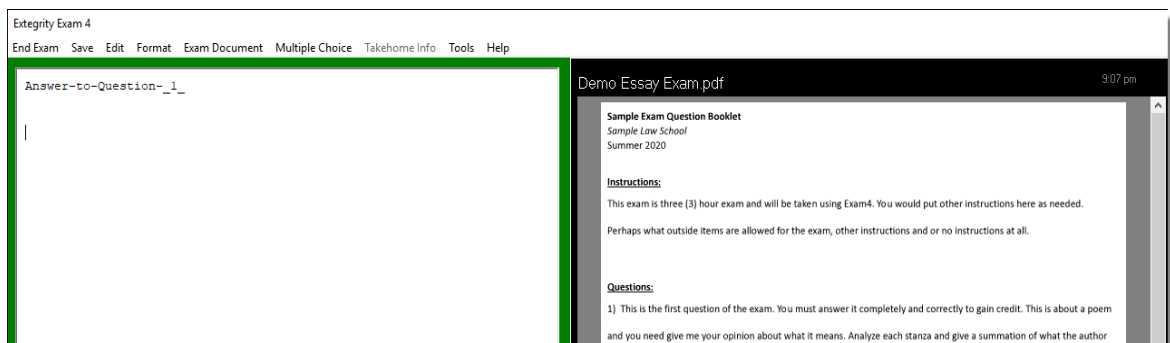
For exams using the On-Screen Viewer, you need to open the exam questions in Exam4. Click on “Exam Document” in the top navigation bar. Then type the Document ID into the open box and click “Fetch.” This will open the exam document in Exam4.



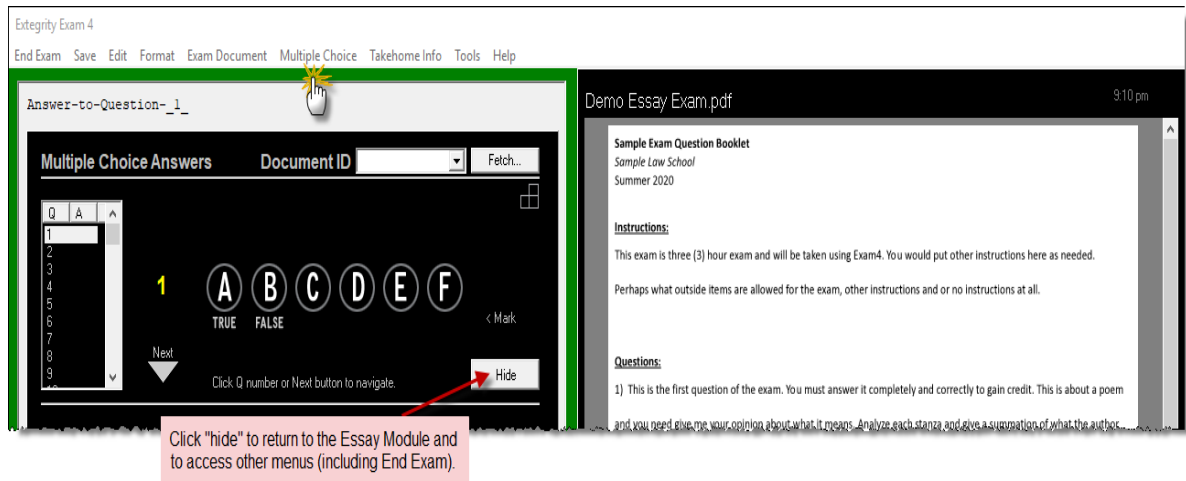
Click “Side-by-side View” at the bottom of the screen to split the screen between the exam document and the Essay Module (or Multiple-Choice Module).



This is the side-by-side view of the exam document and the Essay Module. (The exam document will always be on the right in side-by-side view.) For essay and short answer questions, you will type your answer directly into the Essay Box. For multiple-choice questions, you will use the Multiple-Choice Module, as discussed in the next step. For the Practice Exam, you may type anything you want into the box; there are no questions to answer in the Practice Exam. Your work will be saved automatically every 10 seconds. You may also use the "Save" option on the toolbar.



17. If your exams will have multiple-choice questions, practice using the Multiple-Choice Module. Click “Multiple Choice” in the top navigation menu to access the module. Click “Hide” to return to the Essay Module. The Multiple-Choice Module works the same for On-Screen Viewer and Download/Print, except that the exam document will only appear on the right side for exams using the On-Screen Viewer. You can go back and forth between the essay and multiple-choice windows, but to end the exam, you must “hide” the multiple-choice window. If your exam has multiple-choice questions, but the Multiple-Choice Module is not active, just type your responses in the essay box.

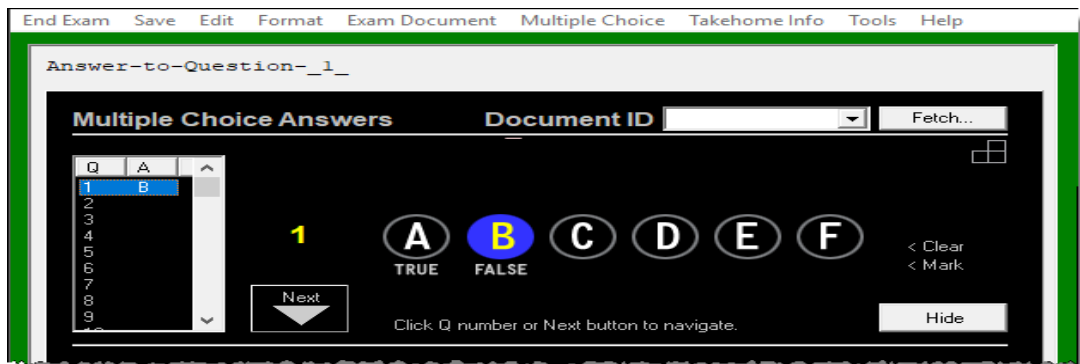


The “Q” column on the left is the question number and the “A” column is your response. To move between questions, you can:

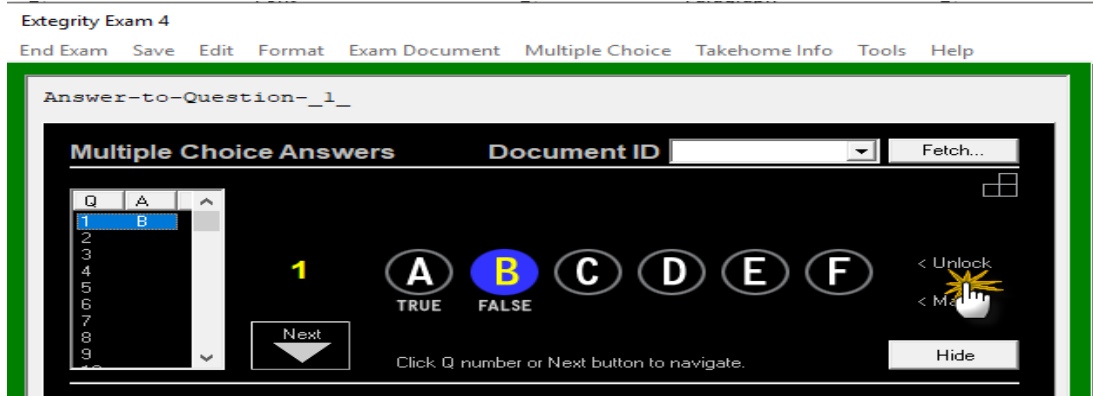
- use your computer’s up/down arrow keys; OR
- click on the “Next” arrow; OR
- click on the question number for the question that you want to answer.

More information about how the Multiple-Choice Module works is on the next page.

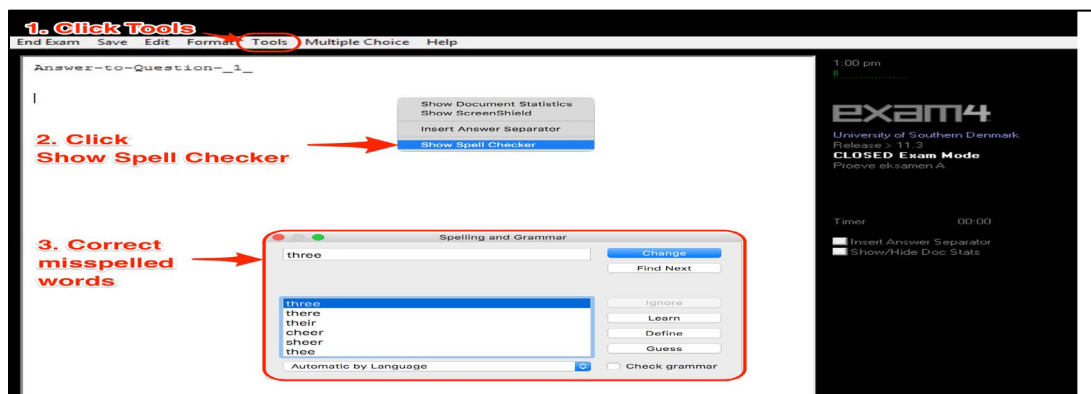
Multiple-Choice Module continued . . .



To select an answer, click the radio button that corresponds to the answer of your choice. As long as you're on the same question, you can change your answer by selecting a different button or clicking "< Clear" to remove your answer. Answers are locked once you progress to another question. You can change any multiple-choice answer after it is locked by clicking on the question number and clicking "< Unlock."



18. Spell Check: Exam4 has a built-in spell check feature that is currently enabled; however, it is not an "auto-correct" – it will not correct words as you type them, it will only perform a spell check when you go into the "Tools" menu and start the spell check tool, as in the image below:



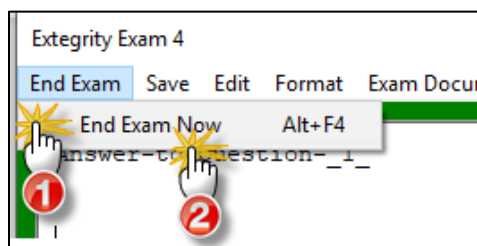
ENDING YOUR EXAM & SUBMITTING YOUR ANSWER

19. After you're finished with your exam, you will end the exam and submit it.

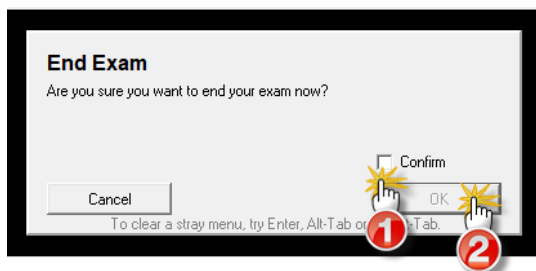
The process for ending and submitting the exam is slightly different for exams using the TAKEHOME mode than it is for exams using the other Exam Modes. So, we've provided separate instructions for each.

Ending/Submitting Exams with CLOSED, OPEN, or OPEN + NETWORK Modes

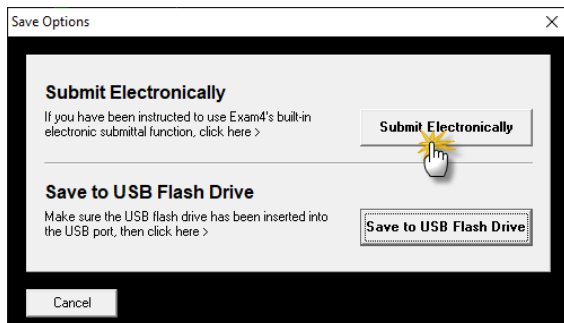
- A. Click "End Exam" in the upper navigation bar. Then click "End Exam Now."



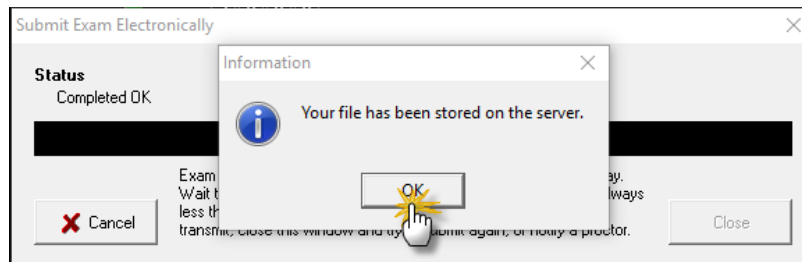
- B. A box will appear asking if you are sure you want to end the exam. If you are finished with your answer, check the "Confirm" box and click "OK." For CLOSED, OPEN, and OPEN+NETWORK modes, you will *not* be able to reopen or supplement your answer after you click OK.



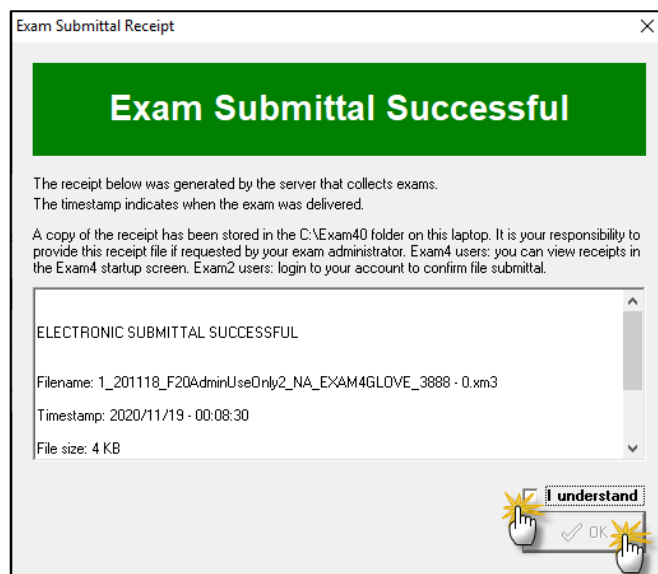
- C. On the next screen, click "Submit Electronically."



- D. Your system will then attempt to submit your completed exam to the server. If the process is successful, you will see a message stating that your exam has been stored on the server. Click "OK."



- E. You should now see the green "Success" box! Check "I understand" and click "OK."

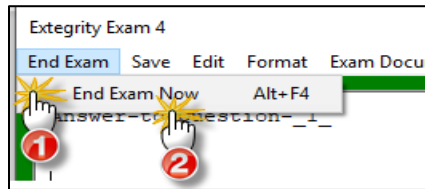


Once your exam has been successfully submitted, you can close Exam4 by going to "File and Save Options," selecting "Exit," and then confirming that you wish to close the program.

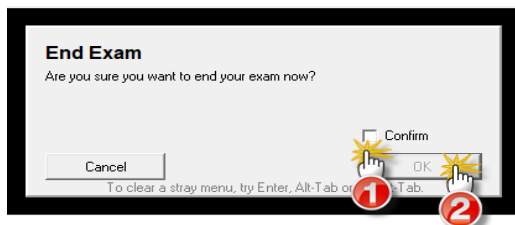
IT IS CRITICAL THAT YOU TEST THIS WITH A PRACTICE EXAM. If the practice exam submission process fails, then your practice exam has been completed but not turned in. It is possible that the issue is caused by your system not being connected to the Internet. Check your connection and try to submit again. If the issue does not resolve, contact IT for assistance at LawIT@memphis.edu BEFORE the exam period.

Ending/Suspending/Submitting Exams with TAKEHOME Modes

- A. Click “End Exam” in the upper navigation bar. Then click “End Exam Now.”



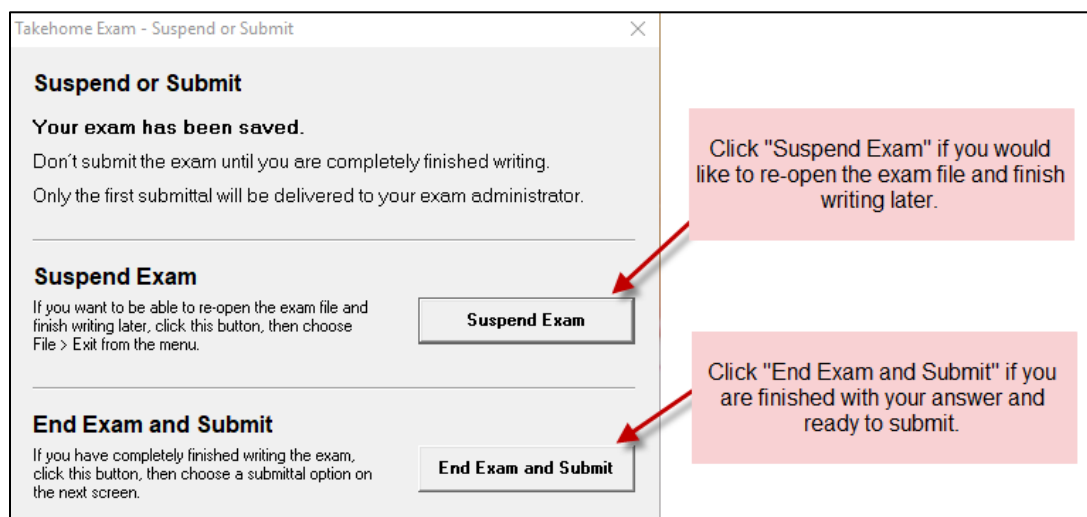
- B. A box will appear asking if you are sure you want to end the exam. If you are finished with your answer, check the “Confirm” box and click “OK.”



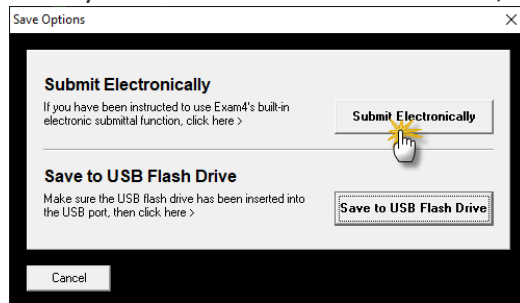
- C. On the next screen, you’ll see two options: “Suspend Exam” or “End Exam and Submit.”

If you still have time available and want to continue writing later, click “Suspend Exam.” You may then close Exam4 by going to "File and Save Options," selecting "Exit," and confirming that you wish to close the program. Your time will continue to run until you submit the exam.

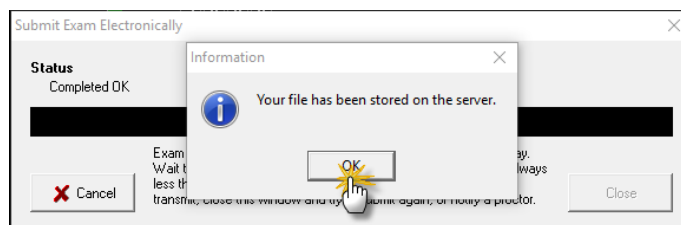
If you are finished writing the exam and ready to submit, click “End Exam and Submit.” Although the system will allow you to reopen and resubmit your answer in TAKEHOME mode, only the first submission will be delivered. So, don’t click “End Exam and Submit” until you’re completely finished.



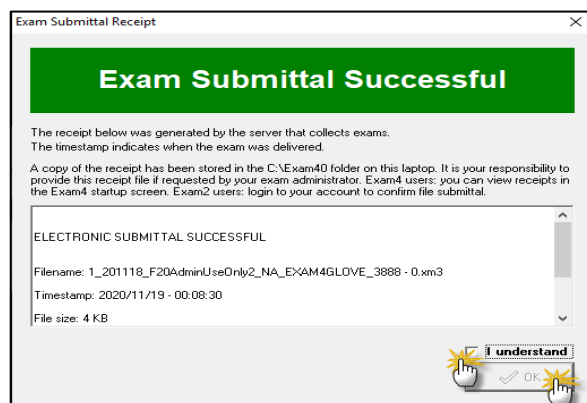
- D. After you click “End Exam and Submit,” click “Submit Electronically.”



- E. Your system will then attempt to submit your completed exam to the server. If the process is successful, you will see a message stating that your exam has been stored on the server. Click “OK.”



- F. You should now see the green “Success” box! Check “I understand” and click “OK.”



Once your exam has been successfully submitted, close Exam4 by going to "File and Save Options," selecting "Exit," and confirming that you wish to close the program.

IT IS CRITICAL THAT YOU TEST THIS WITH A PRACTICE EXAM. If the practice exam submission process fails, then your practice exam has been completed but not turned in. It is possible that the issue is caused by your system not being connected to the Internet. Check your connection and try to submit again. If the issue does not resolve, contact IT for assistance at LawIT@memphis.edu BEFORE the exam period.

Be sure to do practice exams for all Exam Modes applicable to your exams and for the On-Screen Viewer and Download-Print options.