CECIL C. HUMPHREYS SCHOOL OF LAW

Exam4 Download and Practice Instructions

This document provides you with detailed instructions (with screenshots) for each step of the process of using Exam4 for midterms, other in-term assessments, and final exams, 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 with a supported operating system.** Review the list of supported operating systems found here and make sure your operating system is on the list. You must also have **full administrative rights** to your device in order to run Exam4; users of institutionally owned/controlled devices should contact their IT Department for assistance.

    - 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 before your exam

- You MUST be connected to the Internet for your exams to submit properly. You do not need to be connected to the University of Memphis network.

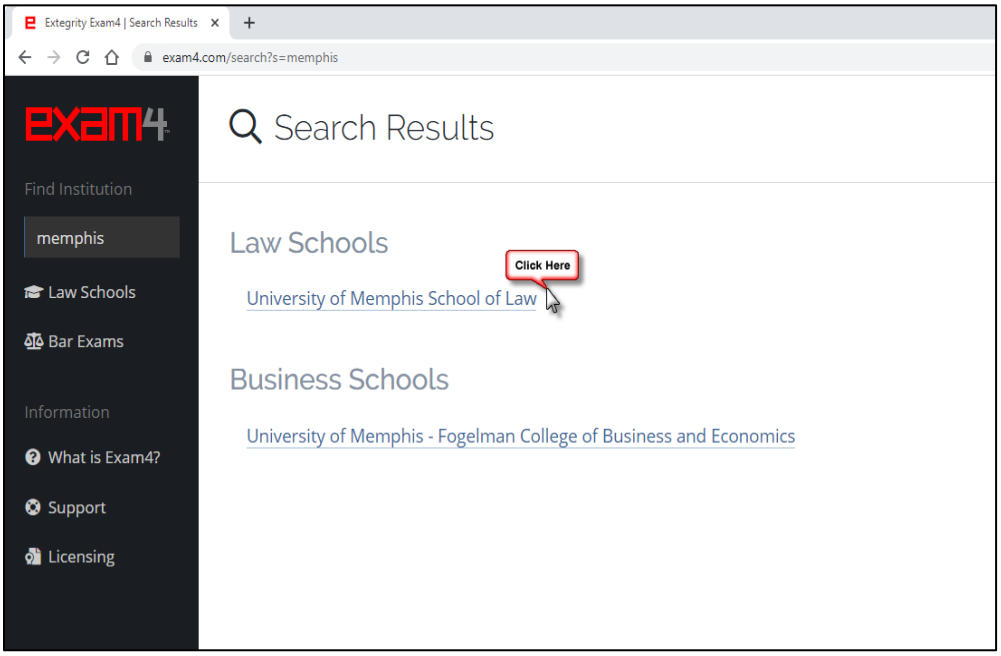
- You must download the Exam4 software and perform a practice exam twice a semester, once for in-term assessments, including midterms, and once for final exams. If you have a previously installed version of Exam4, you MUST UPDATE to the latest version before taking your exams. You can check this by launching the software and looking at the date next to the "Expires" field. If the expiration date has passed, you MUST download the latest copy of the software per 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.

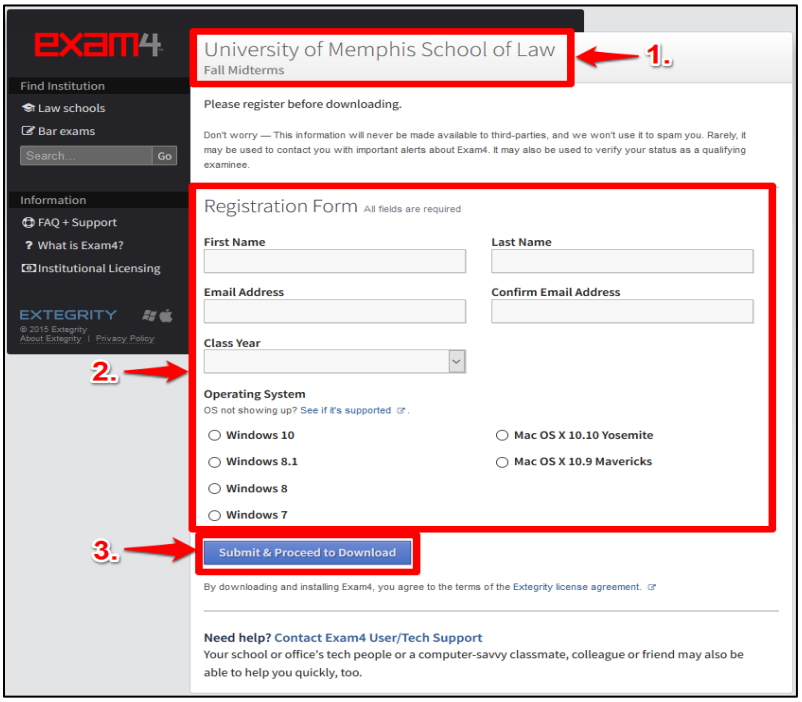
INSTALLING THE EXAM4 SOFTWARE

1. Navigate to https://www.exam4.com/search?s=memphis.

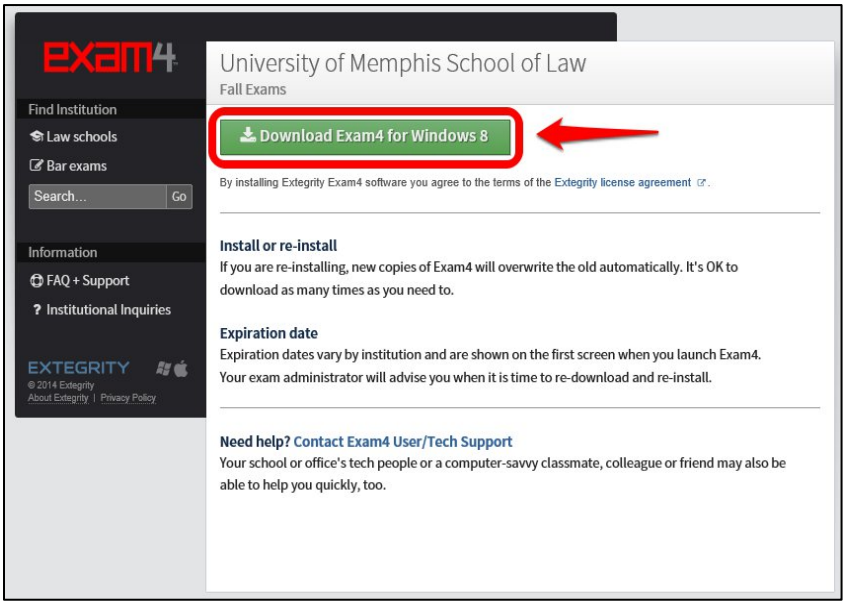
2. Click on the "University of Memphis School of Law" link.



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



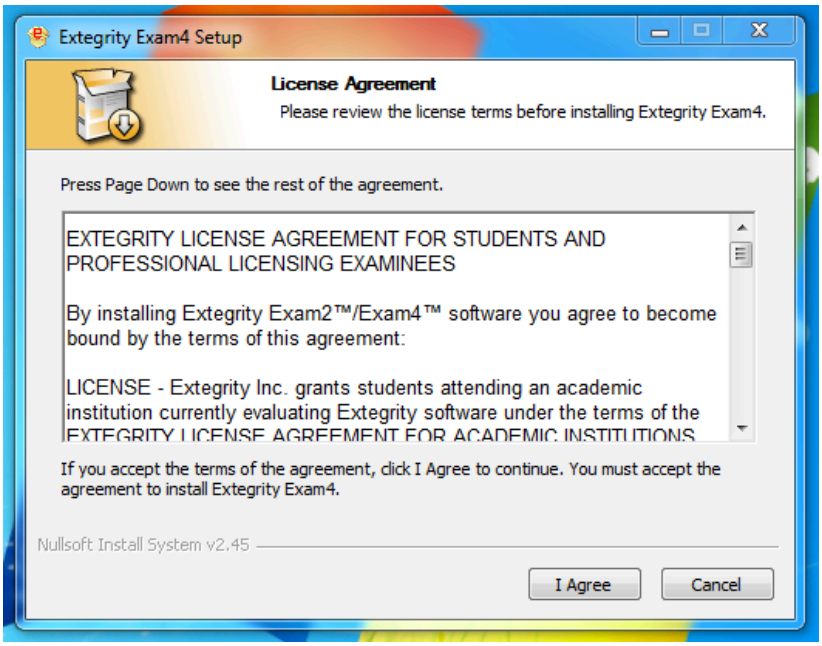
4. After registration, you will see a screen with instructions for downloading the software.

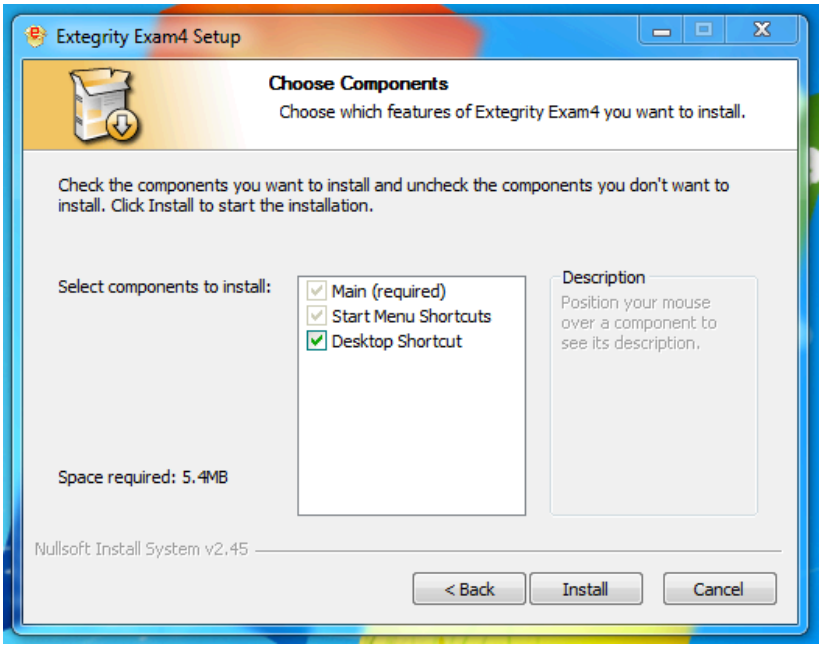


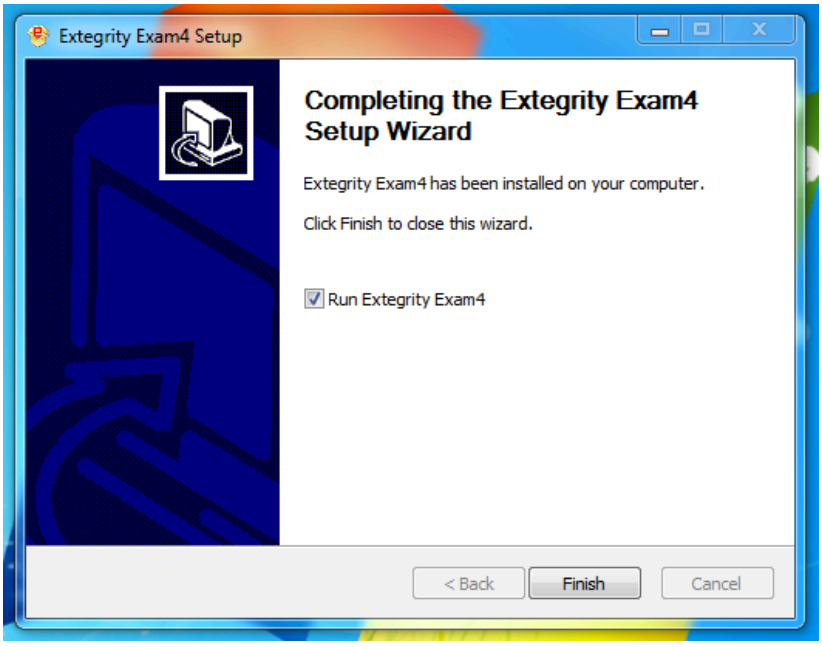
5. After downloading, you will need to install the software and take a practice exam to confirm that it is working.

   <u>PC Installation</u>

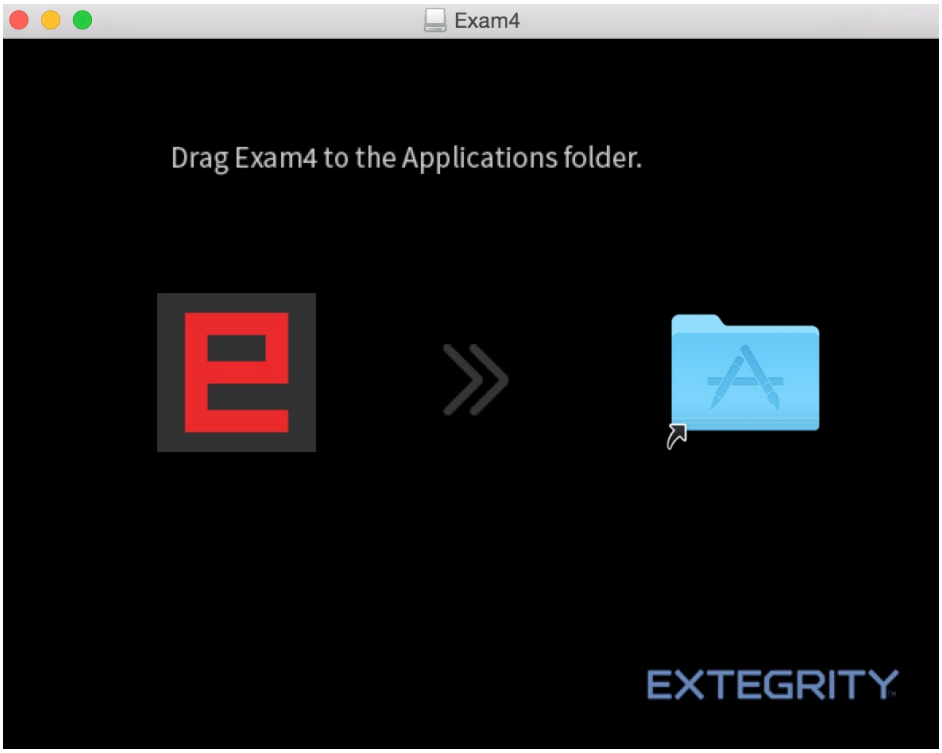
   Double-click on the installation file and follow the onscreen instructions.

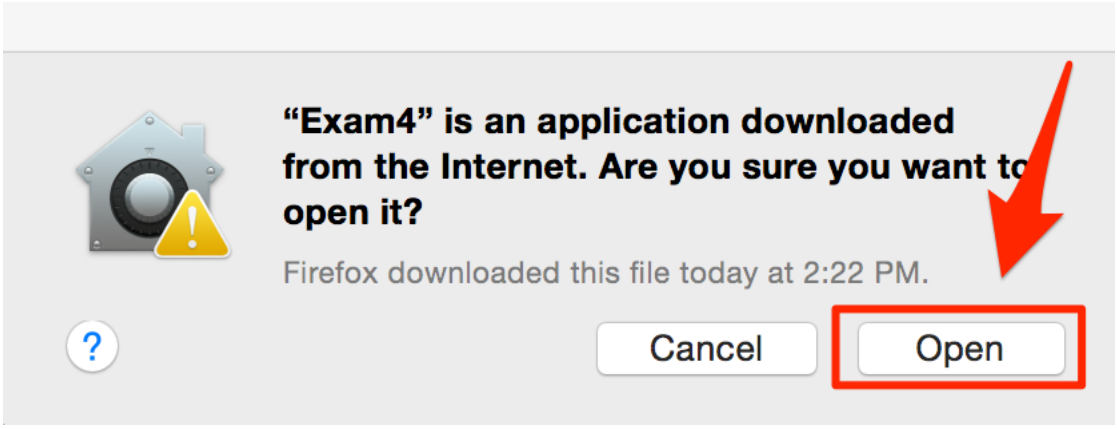



Extegrity Exam4 Setup
Choose Components
Choose which features of Extegrity Exam4 you want to install.
Check the components you want to install and uncheck the components you don't want to install. Click Install to start the installation.
Select components to install:
Main (required)
Start Menu Shortcuts
Desktop Shortcut
Description
Position your mouse over a component to see its description.
Space required: 5.4MB
Nullsoft Install System v2.45
< Back
Install
Cancel


Extegrity Exam4 Setup
Completing the Extegrity Exam4 Setup Wizard
Extegrity Exam4 has been installed on your computer.
Click Finish to close this wizard.
Run Extegrity Exam4
< Back
Finish
Cancel

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. Test the functionality until you are comfortable with the software. 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.

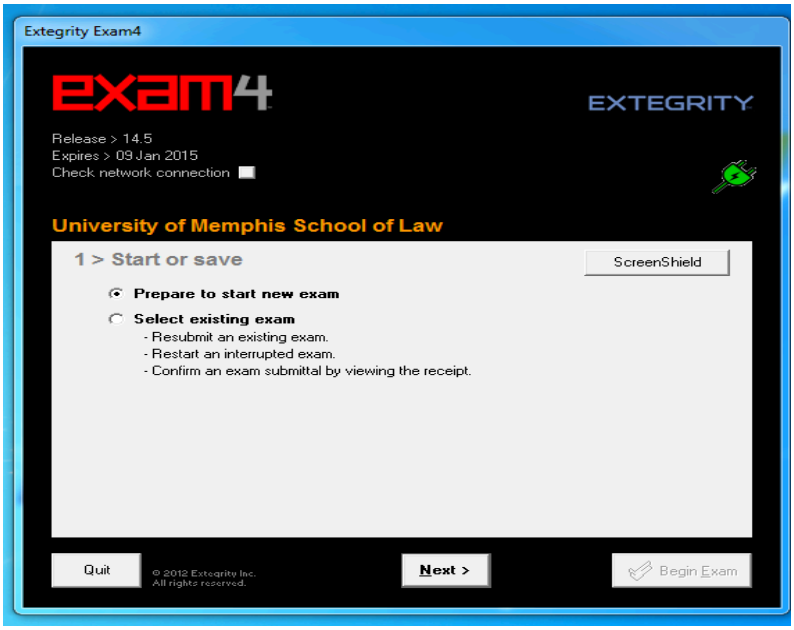
For in-person exams, your professor will provide the exam materials. You will use the Exam4 software to prepare and submit your exam answer.

LAUNCHING THE EXAM4 SOFTWARE & PREPARING TO BEGIN THE EXAM

1. Launch the Exam4 software.

2. Click on "OK."

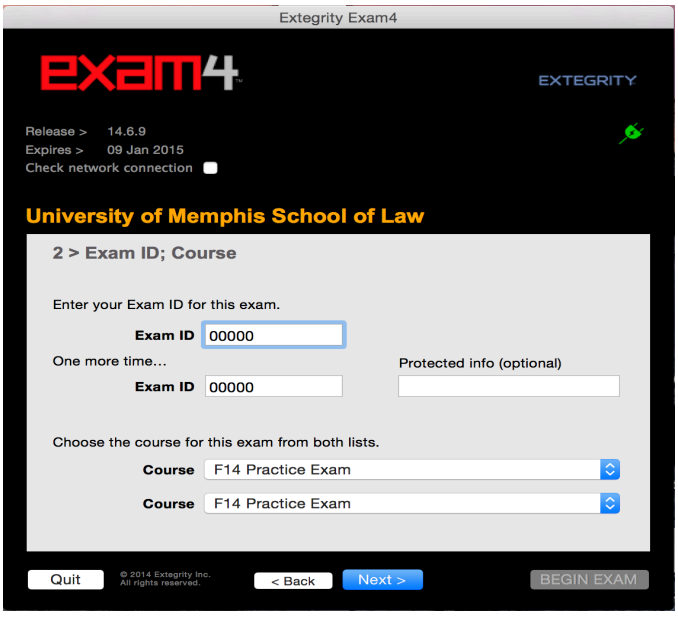
3. Select "Prepare to start new exam" and click Next.



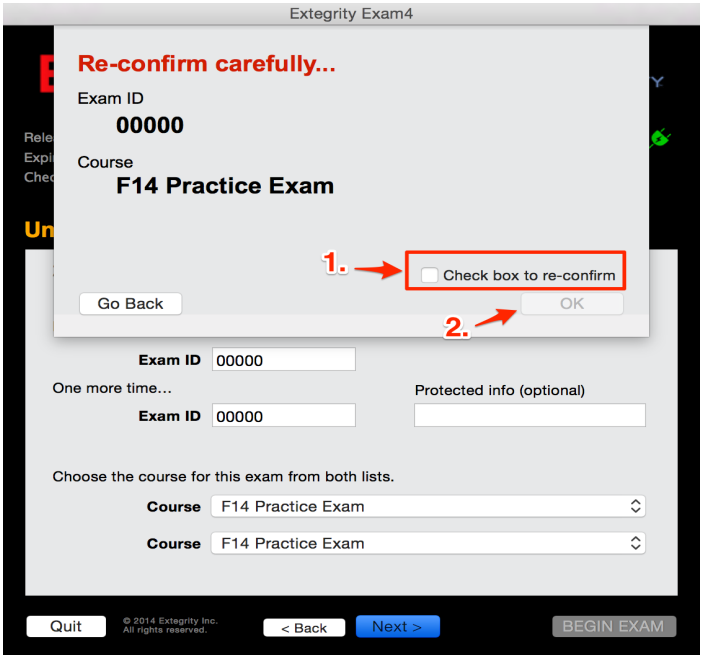
4. Enter your Exam ID (twice), select one of the Practice Exams as the Course (twice again), and click "Next."

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.

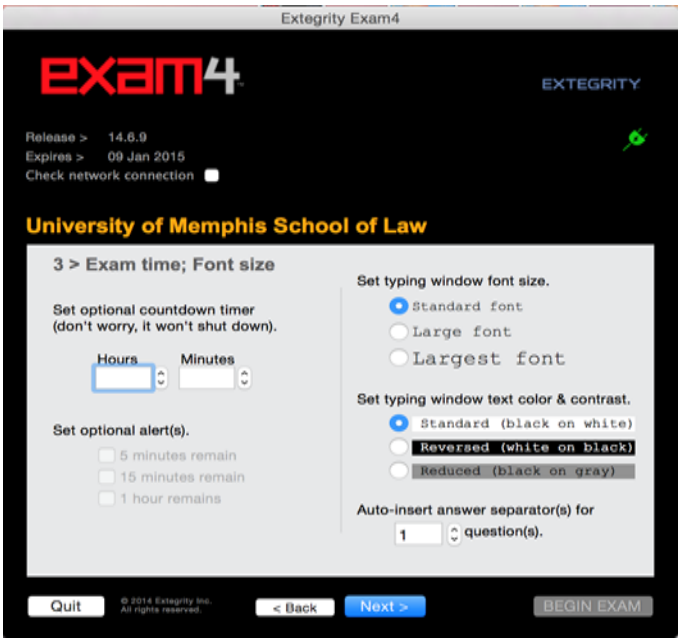


5. When the “Re-confirm carefully…” box appears, confirm your ID and Course selection, then click “Check box to re-confirm,” and click on “OK” to move forward.

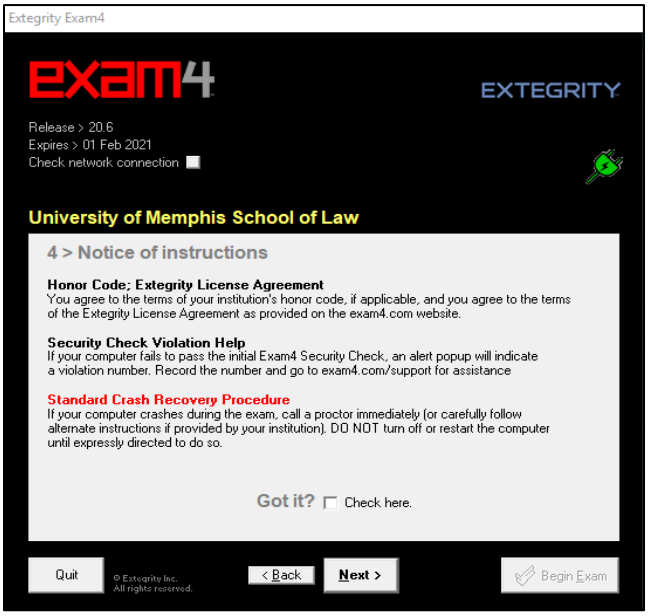


6. On this screen you can set some preferences (font size, alerts, etc). The “font size” will control the size of the text in the Essay Module. It can also affect the size of the Essay Module window, so you may want to test the different font sizes. Click “Next” to move forward.

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

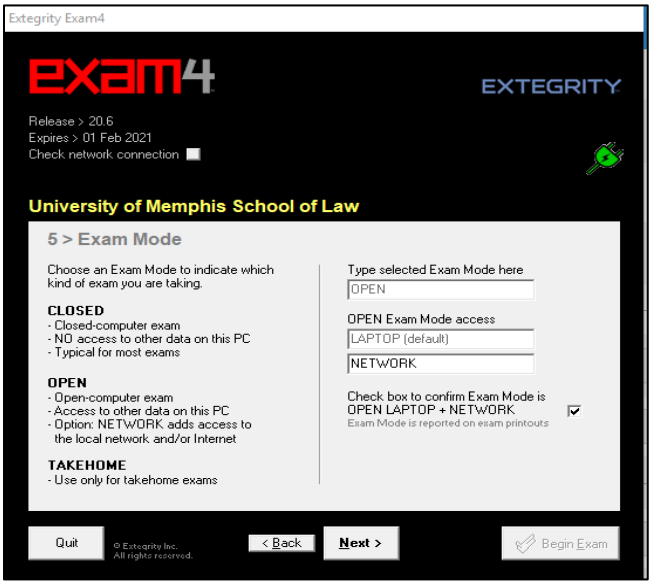


7. After reading the instructions below, put a check on "Got it? Check here" and click Next.



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.



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."

FOR IN-PERSON EXAMS: The next section does not apply to in-person exams. Proceed to Step 15 in these instructions.

FOR REMOTE EXAMS: 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.

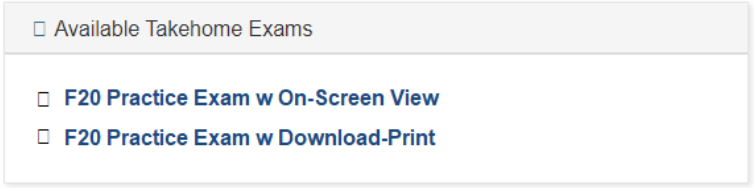
OBTAINING ACCESS TO YOUR EXAM MATERIALS (I.E., THE EXAM QUESTIONS) ON THE EXAM4 WEBSITE (REMOTE EXAMS ONLY)

FOR IN-PERSON EXAMS: Your professor will provide the exam materials. Skip to Step 15.

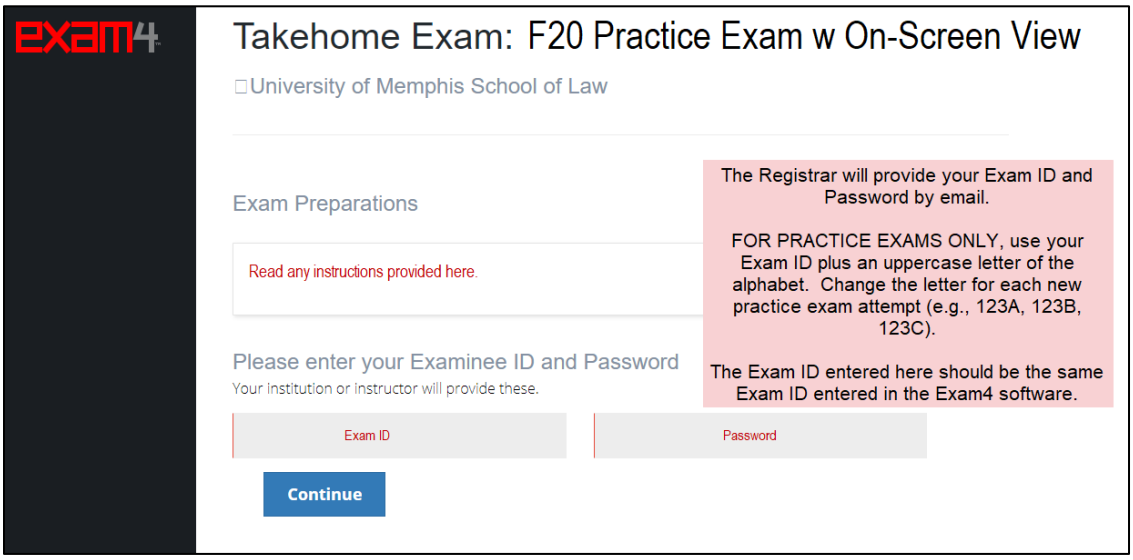
10. To obtain access to the exam materials for a remote exam, go to https://memphiscloud.exam4.com:20763/.

11. In the list of Available Takehome Exams, click on the appropriate practice exam (i.e., the same one you selected in the software).

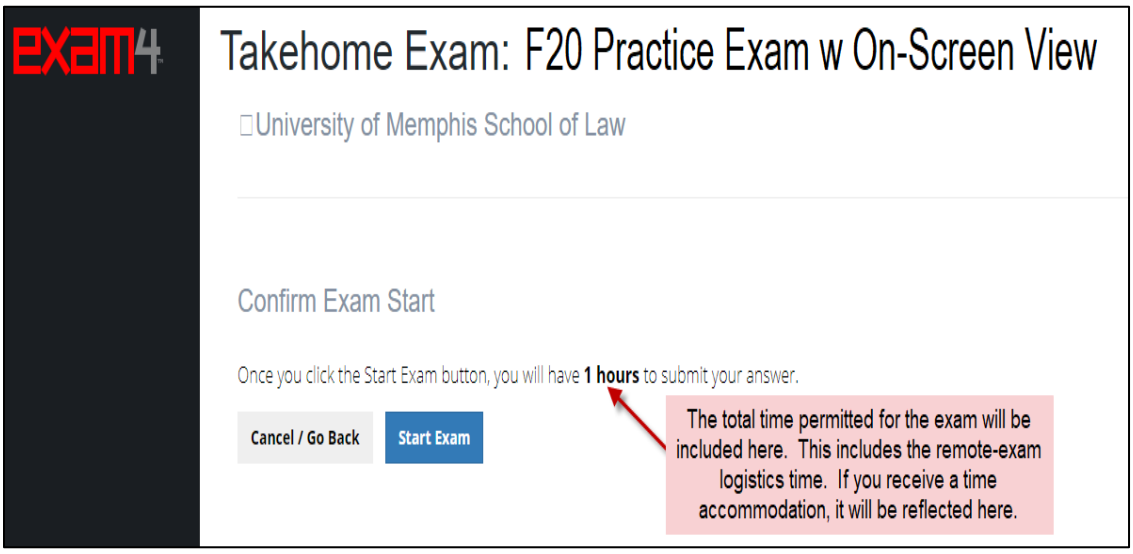
NOTE: In this context, "takehome" means remote; it does not refer to the Exam Mode. This is a list of all remote exams available at the time you accessed the list. Again, when taking an actual exam, you will select the exam that has the course name, section number, and professor name corresponding to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



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."

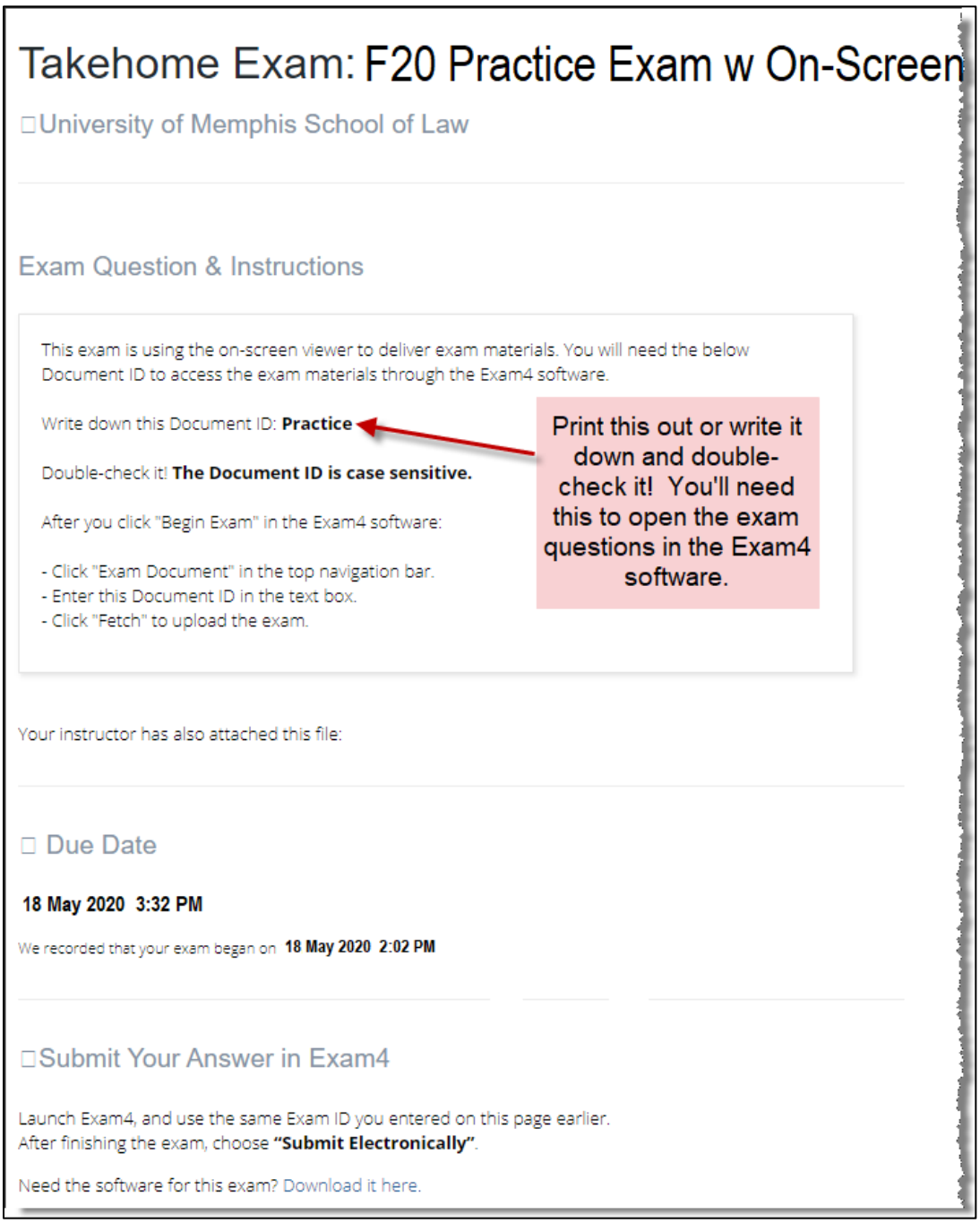


13. If you're ready to begin the exam, click "Start Exam." For timed exams, time will begin running after you click this button. Time will stop running when you submit your exam. In addition to the time specified by your professor for exams with short windows, you will be allowed 15 minutes for remote-exam 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. You are responsible for monitoring your time and submitting the exam within the permitted time.

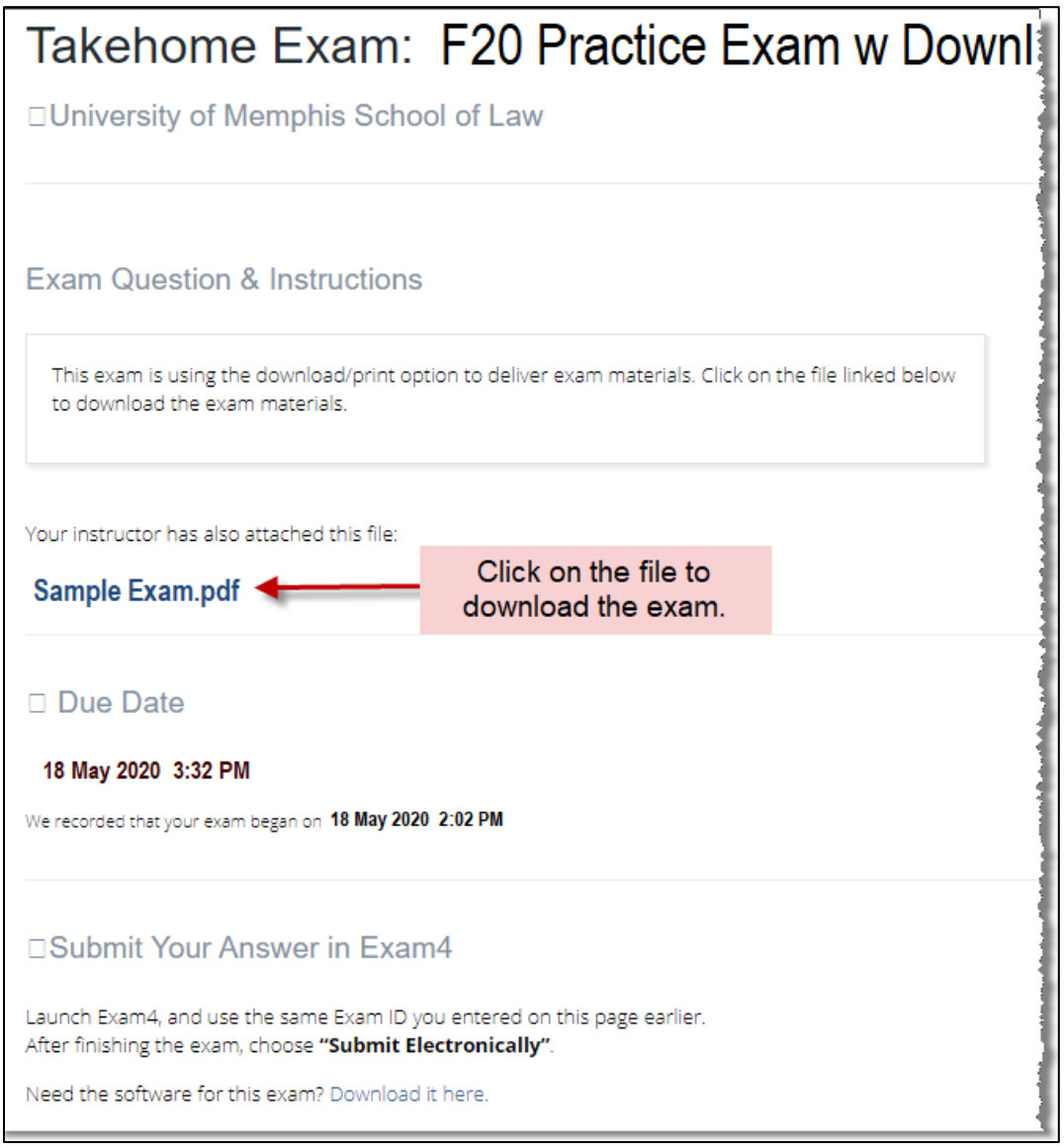


14. The next page will provide access to the exam materials. Read any instructions provided here.

    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 materials in the Exam4 software.



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



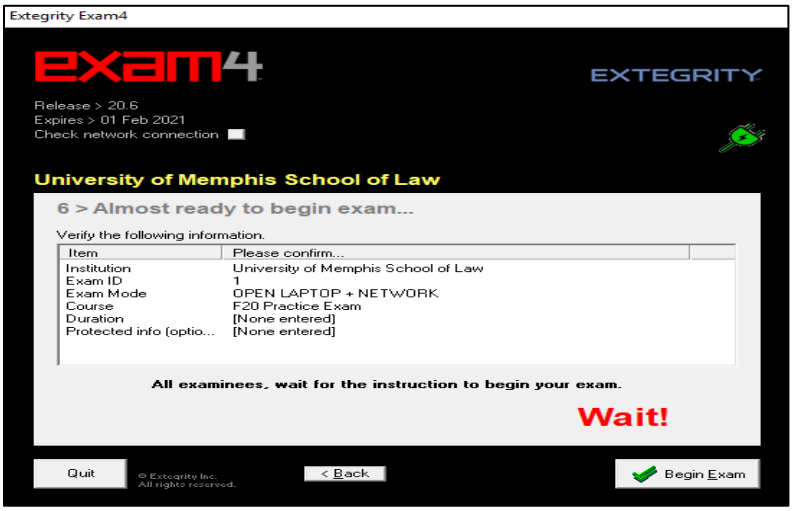
CREATING YOUR EXAM ANSWER IN THE EXAM4 SOFTWARE

15. In the Exam4 software, confirm that the information shown on the screen is correct.

    After you click "Begin Exam," the exam answer window will open. 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.

    FOR IN-PERSON EXAMS: Follow your professor's instructions regarding when to click "Begin Exam." Many professors will allow you to click "Begin Exam" as part of getting set up to take the exam as long as you don't type anything in the answer window. **DO NOT type anything in the answer window until your professor (or other proctor) tells you that you may begin the exam.**

    FOR REMOTE EXAMS: You may click "Begin Exam" and proceed with taking your exam.



16. After you click "Begin Exam," the exam answer window will open. Your work will be saved automatically every 10 seconds.

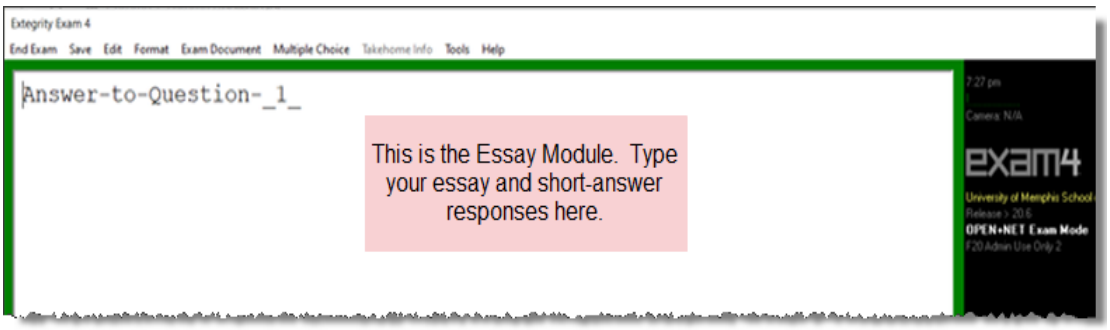
    For practice exams, you may type anything you want. We encourage you to test all features, including the multiple-choice module.

    For in-person exams, you may begin your exam answer when your professor instructs you to do so. For essay and short answer questions, you will type your answer directly into the Essay Module. For multiple-choice questions, follow your professor's instructions regarding whether to use a Scantron, use the Multiple-Choice Module (details below), or type your answers.

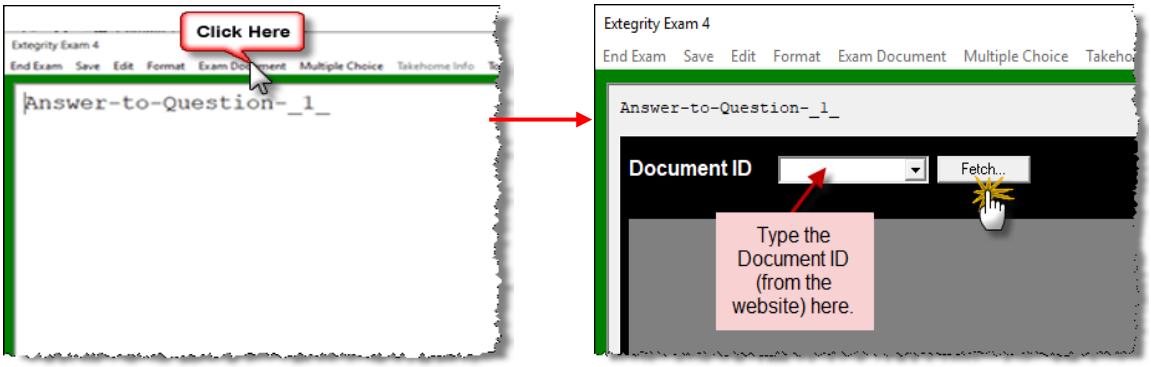
    For remote exams using Download/Print, you may begin your exam answer as soon as the answer window opens. For essay and short answer questions, you will type your answer directly into the Essay Module (Figure 1). For multiple-choice questions, follow your professor's instructions regarding whether to use the Multiple-Choice Module (details below) or type your answers.

For remote exams using the On-Screen Viewer, you need to open the exam materials in Exam4 following the instructions in the next step. Once you have opened the exam materials, you may begin your exam answer. For essay and short answer questions, you will type your answer directly into the Essay Module (Figure 1). For multiple-choice questions, follow your professor's instructions regarding whether to use the Multiple-Choice Module (details below) or type your answers.

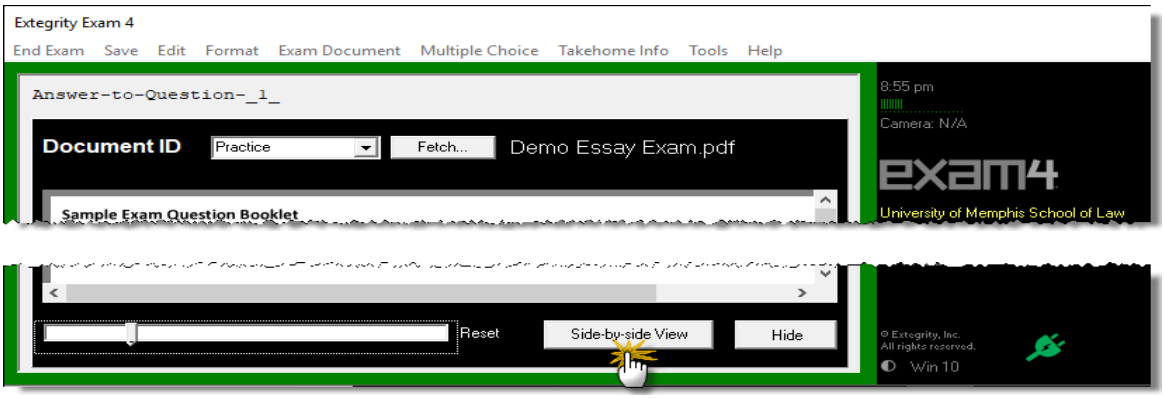
Figure 1: Essay Module



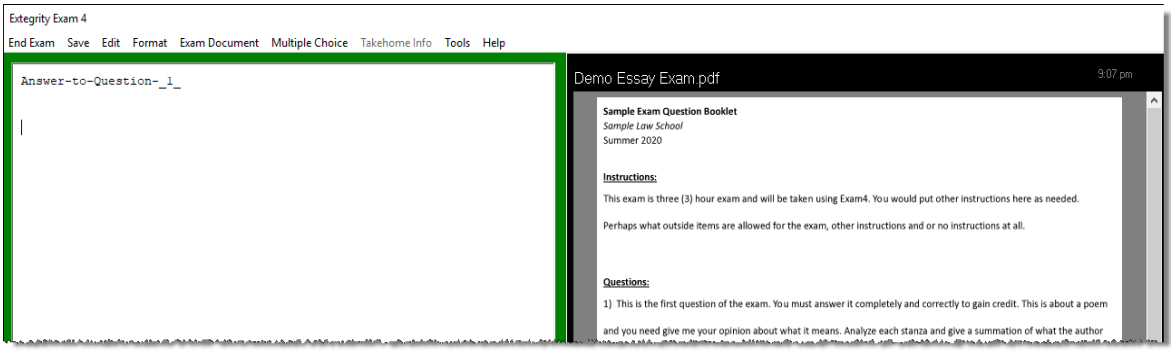
17. For remote exams using the On-Screen Viewer, open your exam materials by clicking on "Exam Document" in the top navigation bar, typing the Document ID into the open box, and clicking "Fetch." This will open the exam document in Exam4.



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).



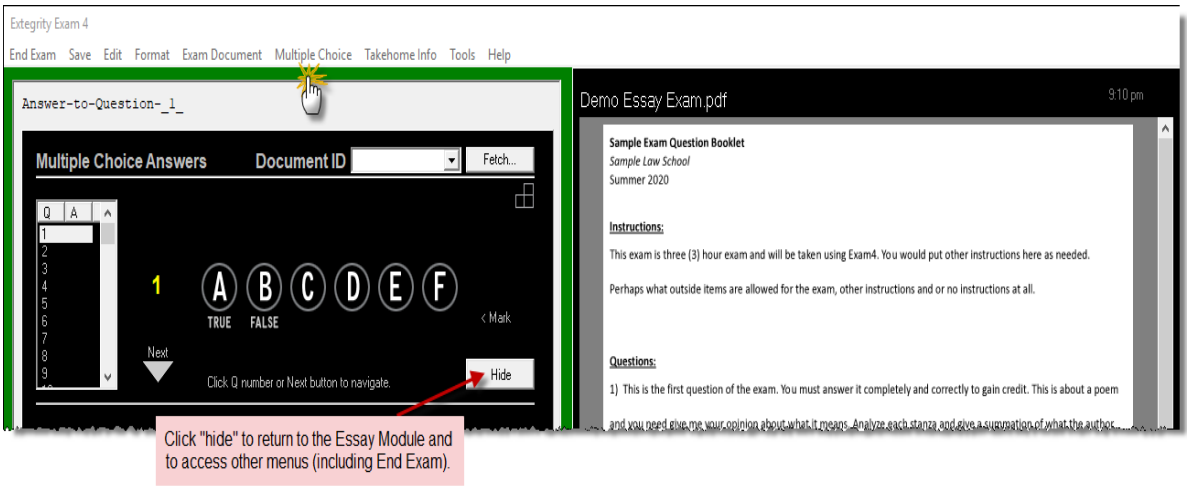
The image below is the side-by-side view of the exam document and the Essay Module. (The exam document will always be on the right in side-by-side view.) There is a zoom slider bar at the bottom screen; use this to zoom in/out on the exam document.



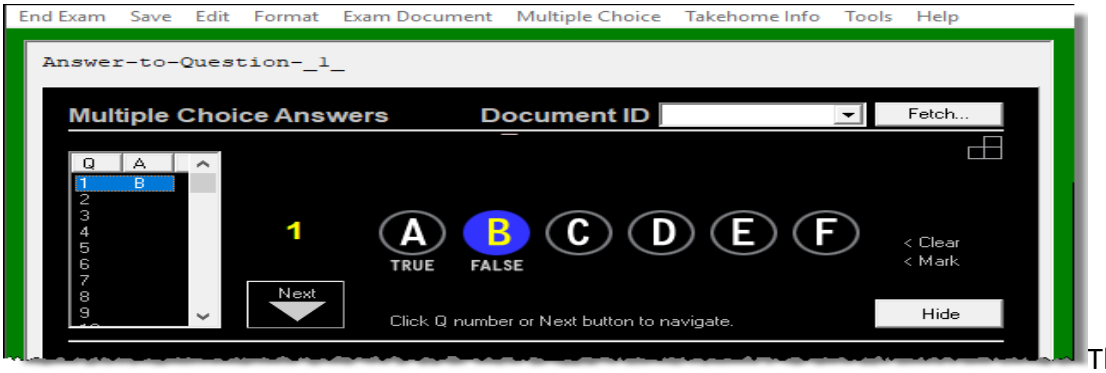
18. Your professor may instruct you to answer multiple-choice questions using the Multiple-Choice Module.

    Click "Multiple Choice" in the top navigation menu to access the Multiple-Choice Module. Click "Hide" to return to the Essay Module. The Multiple-Choice Module works the same for in-person exams, remote exams with On-Screen Viewer, and remote exams with 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 remote exam has multiple-choice questions, but the Multiple-Choice Module is not active, just type your responses in the essay box.



Multiple-Choice Module continued . . .



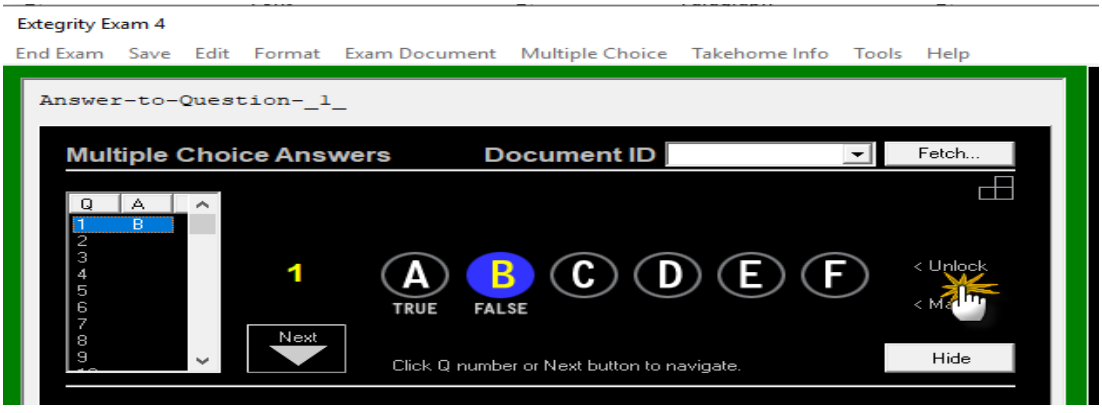
The

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

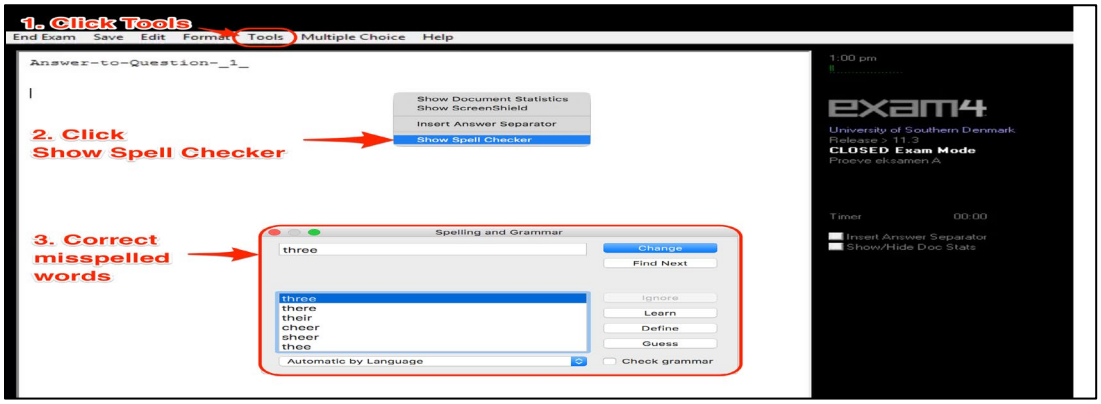
- use your computer's up/down arrow keys; OR
- click on the "Next" arrow; OR
- click on the question number for the question that you want to answer.

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."



19. 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:



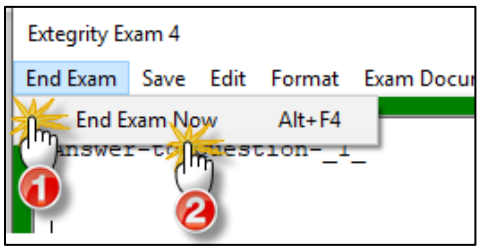
ENDING YOUR EXAM & SUBMITTING YOUR ANSWER

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

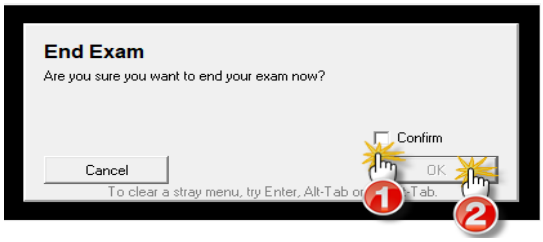
The process for ending and submitting the exam is slightly different for exams using the TAKEHOME mode than it is for exams using the other Exam Modes. So, we've provided separate instructions for each.

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

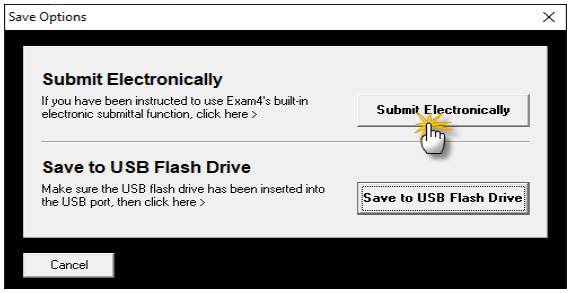
A. Click "End Exam" in the upper navigation bar. Then click "End Exam Now."



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.

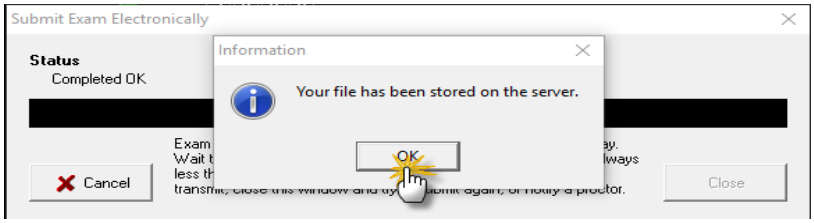


C. On the next screen, click “Submit Electronically.”

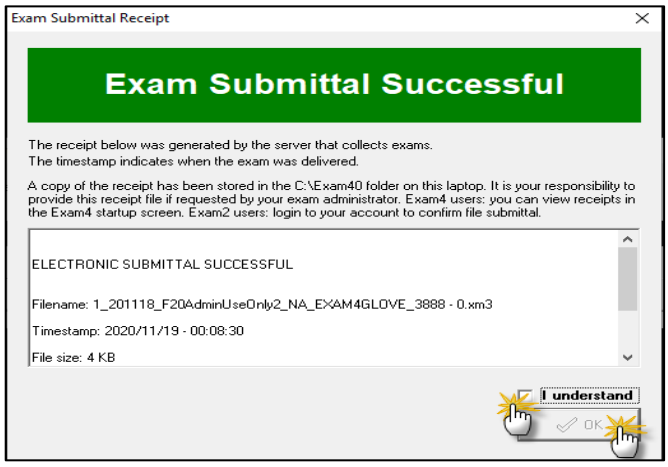


D. Your system will then attempt to submit your completed exam to the server.

FOR PCs ONLY: You will see a message stating that your exam has been stored on the server. Click “OK.”



E. **FOR ALL COMPUTERS:** You should now see the green “Success” box! Check “I understand” and click “OK.”

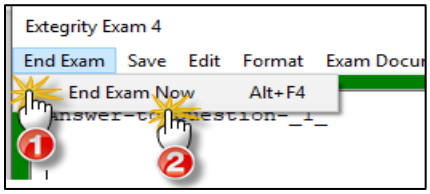


Once your exam has been successfully submitted, you can close Exam4 by going to "File and Save Options," selecting "Exit," and then confirming that you wish to close the program.

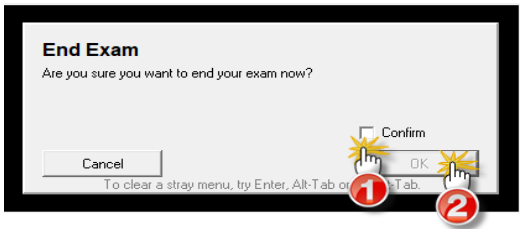
IT IS CRITICAL THAT YOU TEST THIS WITH A PRACTICE EXAM. If the practice exam submission process fails, then your practice exam has been completed but not turned in. It is possible that the issue is caused by your system not being connected to the Internet. Check your connection and try to submit again. 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.”



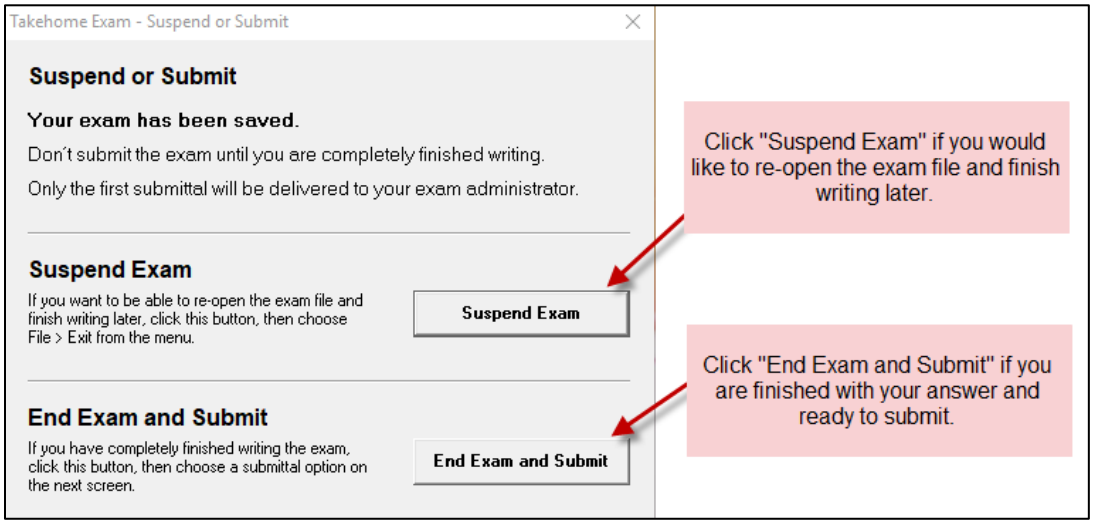
B. A box will appear asking if you are sure you want to end the exam. If you are finished with your answer, check the “Confirm” box and click “OK.”



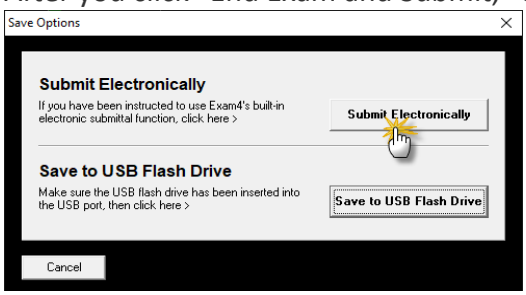
C. On the next screen, you’ll see two options: “Suspend Exam” or “End Exam and Submit.”

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.

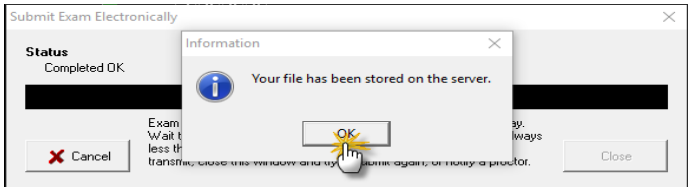


D. After you click “End Exam and Submit,” click “Submit Electronically.”

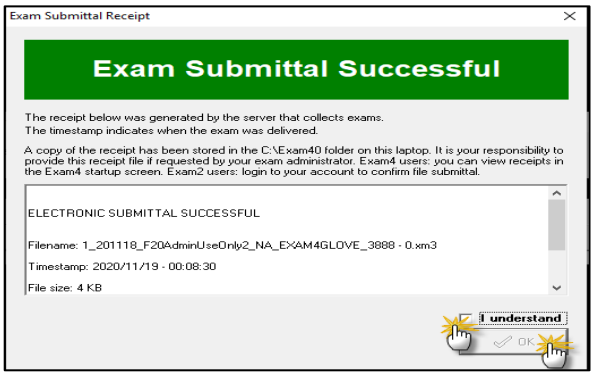


E. Your system will then attempt to submit your completed exam to the server.

FOR PCs ONLY: You will see a message stating that your exam has been stored on the server. Click “OK.”



F. **FOR ALL COMPUTERS:** 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.