

# FALL 2020

## Final Exam & Exam4 Frequently Asked Questions

### Pre-Exam Checklist

- ✓ Download, install, and test Exam4 software *before* the exam period, following the instructions provided [here](#).
- ✓ Don't make any changes to your computer after installing and testing the Exam4 software; this includes disabling automatic updates.
- ✓ Read these FAQs carefully.
- ✓ Complete practice tests in all exam modes applicable to your exams, especially CLOSED mode. The exam mode for each exam is available [here](#). Practice using the essay module *and* the multiple-choice module (if you will have exams with multiple-choice questions).
- ✓ Keep this contact information readily available; review support hours and details [here](#):
  - Memphis Law IT Support  
[LawIT@memphis.edu](mailto:LawIT@memphis.edu)
  - Exam4 Tech Support  
<https://www.exam4.com/support/>
  - Memphis Law Exam Support Administrators  
[LawExams@memphis.edu](mailto:LawExams@memphis.edu) (goes to Registrar Edwards, Dean Wilson, and Dean Aden simultaneously)
  - Law Registrar Cheryl Edwards  
[cedwrds2@memphis.edu](mailto:cedwrds2@memphis.edu)  
901.678.2660
  - Associate Dean for Academic Affairs Jodi Wilson  
[jlwlson2@memphis.edu](mailto:jlwlson2@memphis.edu)  
901.678.5730
  - Assistant Dean of Students Meredith Aden  
[maden@memphis.edu](mailto:maden@memphis.edu)  
901.678.3441

**FALL 2020**  
**Final Exam & Exam4 Frequently Asked Questions**

**Frequently Asked Questions**

**General Exam Reminders**

When is my exam? How long will I have to complete the exam once I begin? ..... 4

What should I do if I plan to complete exams in a different time zone? ..... 5

How will I submit my exam answers/get my exam materials? ..... 5

What is an Exam ID and where do I get it? ..... 5

Are Academic Regulations 10.6 and 10.9 (Unreasonable Hardships & Illnesses or Emergencies Arising During an Examination) still in place during the Fall 2020 exam period? ..... 6

I need to take my exams at the Law School because I need to use the WiFi, printer, etc.; will I still have access during the Exam Period? ..... 6

When will IT Staff and Law Administrators be available to help with exam problems during the exam period? How do I reach them? ..... 6

Can I complete self-scheduled exams over the weekend and/or outside of the help-available hours? ..... 7

What if I have additional questions after reviewing these FAQs and other information provided? ..... 7

**Introduction to Exam4**

What is Exam4? ..... 7

How do I download, install, and test Exam4? ..... 8

Are there steps I can take to help ensure Exam4 runs properly? ..... 8

Do I have to complete a practice exam after installing the Exam4 software? ..... 8

What Exam ID and password should I use for practice exams? ..... 9

What are exam modes? ..... 9

What is the Security Check? ..... 10

**FALL 2020**  
**Final Exam & Exam4 Frequently Asked Questions**

**Taking Exams on Exam4**

How do I start/submit my exam?.....	11
How will I obtain the exam materials?.....	11
For timed exams, when will my time start and stop? .....	13
Can I end the exam and reopen it to continue working on it? .....	13
Will Exam4 save my exam as I'm typing it? .....	14
There's an option for Multiple Choice; what is that? .....	14
Which editing tools does Exam4 provide? .....	15
What is an answer separator and how does it work?.....	15
Can I copy and paste information from Microsoft Word to Exam4?.....	15
Can I add endnotes or footnotes?.....	16
What if my professor has a word limit for exam answers?.....	16
Should I use the exam timer in the software or the screen shield?.....	16
How do I know when my permitted time has expired?.....	16
<b>Oh No! What Should I Do If . . . ? .....</b>	<b>16</b>
What should I do if Security Check finds a file that is a security risk? .....	16
What should I do if my computer crashes or freezes during the exam? .....	17
What should I do if my completed exam doesn't upload when I try to submit it?.....	18
What should I do if I get sick or experience an emergency during the exam? .....	19
What should I do if something else happens during my exam?.....	19

# FALL 2020

## Final Exam & Exam4 Frequently Asked Questions

### Answers to Frequently Asked Questions

#### General Exam Reminders

#### When is my exam? How long will I have to complete the exam once I begin?

All Fall 2020 exams will be taken remotely during the exam period, which begins at 9 a.m. CENTRAL on November 30 and ends at 4:30 p.m. CENTRAL on December 11. Your professors have chosen one of four options for the final exams in their courses and have previously advised you of their choice. The option selected for each course is also available [here](#). The four options include:

**Self-Scheduled within a Designated 24-hour Period & Timed (Short Window):** The exam will be available to you for a 24-hour period that begins at the date/time listed for the exam on the [Fall 2020 Exam Schedule](#). You may take the exam any time during that 24-hour period (e.g., an exam scheduled for 9 a.m. on Dec. 2 may be taken anytime between 9 a.m. on Dec. 2 and 8:59 a.m. on Dec. 3). The exam will be timed. The time permitted for each exam will vary based on your professor's instructions. Your professor has advised you of how much time you will be allowed for the exam. This information will also be provided in the instructions posted with the exam. You must submit your answer within the permitted time (e.g., if you are permitted 3 hours to take the exam, you must submit your answer within 3 hours of beginning the exam). It is your responsibility to start your exam early enough to ensure that you are able to use all permitted time and still submit your response by the end of the 24-hour period.

**Self-Scheduled within Exam Period & Timed (Short Window):** The exam will be available to you throughout the exam period, which begins at 9 a.m. CENTRAL on November 30 and ends at 4:30 p.m. CENTRAL on December 11. You may take the exam any time during the exam period. The exam will be timed. The time permitted for each exam will vary based on your professor's instructions. Your professor has advised you of how much time you will be allowed for the exam. This information will also be provided in the instructions posted with the exam. You must submit your answer within the permitted time (e.g., if you are permitted 3 hours to take the exam, you must submit your answer within 3 hours of beginning the exam). It is your responsibility to start your exam early enough to ensure that you are able to use all permitted time and still submit your response by 4:30 p.m. CENTRAL on December 11.

**Self-Scheduled within Exam Period & Timed (24-Hour Window):** The exam will be available to you throughout the exam period, which begins at 9 a.m. CENTRAL on November 30 and ends at 4:30 p.m. CENTRAL on December 11. You may take the exam any time during the exam period. Once you start the exam, you must submit your response within 24 hours. For example, if you begin your exam at 11 a.m. on December 2, you must submit your answer by 10:59 a.m.

## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

on December 3. It is your responsibility to start your exam early enough to ensure that you are able to use all permitted time and still submit your response by 4:30 p.m. CENTRAL on December 11.

**Extended Take-home:** The exam will be available to you throughout the exam period, which begins at 9 a.m. CENTRAL on November 30 and ends at 4:30 p.m. CENTRAL on December 11. You may begin the exam any time during the exam period. You may work on the exam throughout the exam period, starting and stopping as you deem appropriate. You must submit your response by 4:30 p.m. CENTRAL on December 11.

It is CRITICAL that you read and understand each option that applies to your courses BEFORE exams begin. Not understanding the option will not be accepted as a reason for exceeding the permitted time or failing to take the exam during the designated time. If you have *any* questions, contact your professor, [Registrar Edwards](#), [Dean Wilson](#), or [Dean Aden](#).

#### What should I do if I plan to complete exams in a different time zone?

All Memphis Law exams are scheduled using Central Time. All times provided in this FAQ are in Central Time. Students taking the exam in a different time zone must account for the time difference.

#### How will I submit my exam answers/get my exam materials?

Fall 2020 Final Exams will be administered via the Exam4 platform. More information about Exam4 is provided below.

#### What is an Exam ID and where do I get it?

The Exam ID (also referred to as an exam number) is a random identification number that enables the anonymous submission of exams. Anonymous exam numbers are distributed via email by the Law Registrar's office for in-term assessments and final exams. Students receive different numbers for the final exam and in-term assessments (e.g., quizzes, midterms, or writing assessments). The in-term exam number should not be confused with the final exam number and should not be used as a substitute for the final exam number. In-term assessment exam numbers are four digits, while final exam numbers are three digits. Once the final exam period begins, only the final exam number should be used.

1L Note: Your Legal Methods ID number is *not* the same as your Exam ID number and should not be used for any exams or assessments submitted in classes other than Legal Methods.

## FALL 2020 Final Exam & Exam4 Frequently Asked Questions

### **Are Academic Regulations 10.6 and 10.9 (Unreasonable Hardships & Illnesses or Emergencies Arising During an Examination) still in place during the Fall 2020 exam period?**

Yes. Review the regulations prior to the exam period so that you know what they provide. If you become ill or experience an emergency or unreasonable hardship, contact the Registrar Edwards, Dean Wilson, and Dean Aden at [LawExams@memphis.edu](mailto:LawExams@memphis.edu) as soon as possible.

### **I need to take my exams at the Law School because I need to use the WiFi, printer, etc.; will I still have access during the Exam Period?**

Yes, you still have access to the building. Please note, however, that many services are being provided remotely. Support may be provided remotely even if you are in the building. To protect the health and safety of all in the law school, we expect everyone to comply with recommended social distancing and mask-wearing strategies recommended by the CDC.

### **When will IT Staff and Law Administrators be available to help with exam problems during the exam period? How do I reach them?**

#### **Law Administrators**

- Monday through Friday from 8 a.m. to 9 p.m.
- Contact by email at [LawExams@memphis.edu](mailto:LawExams@memphis.edu).  
This email will go to Registrar Edwards, Dean Wilson, and Dean Aden so that the first person available can help you.
- Include your phone number so we can call you if necessary.
- If you are experiencing an emergency and do not receive a response to your email during these hours within 15 minutes, call 901.678.5730.

#### **Law School IT Staff**

- Monday through Friday from 9:00 a.m. to 4:30 p.m.
- Contact by email at [LawIT@memphis.edu](mailto:LawIT@memphis.edu).  
This email will go to all Law School IT Staff so that the first person available can help you.

#### **Exam4 Online Support**

- Monday through Friday from 8:00 a.m. to 7:00 p.m.
- If you have Exam4 problems outside of the Law School IT Staff hours or have trouble reaching Law School IT Staff, Exam4 online support is available by clicking [here](#). Scroll to the bottom of the page and enter a support ticket.

## **FALL 2020**

### **Final Exam & Exam4 Frequently Asked Questions**

Exam4 typically responds within 15 minutes during the hours stated above. You can also search for answers to common support questions on this page. (If you are searching for a Security Check violation number, enter the number only.)

If you plan to take your exam(s) outside of the hours listed above, be aware that you may not receive a response to any inquiry until the next business day. Although you may not receive a response until the next business day, you should contact the appropriate person right away to establish a record of the problem. Only Law Administrators can “stop the clock.”

#### **Can I complete self-scheduled exams over the weekend and/or outside of the help-available hours?**

Yes, but there will be extremely limited exam support. Law School IT Staff and Law Administrators will be readily available during the times specified in the previous question. Outside of these times, Law Administrators will be checking for emails to [LawExams@memphis.edu](mailto:LawExams@memphis.edu) but on a limited basis. Thus, if you plan to take your exam(s) over the weekend or outside of the hours listed in the previous question, you may not receive a response until the next business day. Nevertheless, you should contact the appropriate person for any problem right away to establish a record of the problem.

#### **What if I have additional questions after reviewing these FAQs and other information provided?**

Email [Registrar Edwards](mailto:Registrar.Edwards). She will either be able to answer your question or direct you to the person who can.

### **Introduction to Exam4**

#### **What is Exam4?**

The Exam4 system is a secure environment for exam administration and is widely used by law schools and bar examiners. Memphis Law has used Exam4 for in-class midterm and final exams for several years. In Fall 2020, Memphis Law will use Exam4 for remote final exams.

For remote exams, Exam4 has two parts: the Memphis Law Exam4 website and the Exam4 software. The Exam4 website is where you will obtain your exam materials. The Exam 4 software is a word processing program, similar to Microsoft Word, that you will use to submit your exam answers. The Exam4 software also has a multiple-

## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

choice module that you will use to submit responses to multiple-choice questions for most exams with such questions.

For Fall 2020, you should download, install, and test the software before the final exam period begins. The successful installation of Exam4 should be confirmed by submitting a practice test at least 48 hours before beginning your first final exam. Instructions for downloading, installing, and testing the software are available [here](#).

#### How do I download, install, and test Exam4?

Instructions for downloading, installing, and testing the software are available [here](#).

#### Are there steps I can take to help ensure Exam4 runs properly?

Yes!

1. Exam4 requires 25 MB of hard drive space. Make sure you have at least 25 MB of hard drive space. Otherwise, Exam4 will not begin the exam. If you have questions about this, contact [LawIT@memphis.edu](mailto:LawIT@memphis.edu).
2. Plug in your computer; don't run the risk that your battery runs out mid-exam.
3. Before you take an exam, restart your computer. This "clears the cobwebs" on your computer and allows it to run more smoothly.
4. If you are taking an exam in CLOSED mode, turn off any additional monitors. You cannot use dual monitors in CLOSED mode.
5. After you restart your computer, open Exam4 first. Don't open any unnecessary software. This will free up processing power on your computer and speed up the Security Check process.
6. Take multiple practice exams to ensure that the software is properly installed and you are familiar with Exam4.

#### Do I have to complete a practice exam after installing the Exam4 software?

Yes. It is important to complete a practice exam to ensure the Exam4 software is properly installed. This will run a necessary security check on your laptop that will determine if Exam4 is fully functional on your device.

Practice exams also give you a chance to become familiar with Exam4. You can *and should* complete as many practice exams as you need to get comfortable with the software. We strongly recommend completing a practice exam in each exam mode,



## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

practicing with the essay module, and, if you will have exams with multiple-choice questions, practicing with the multiple-choice module.

You are responsible for knowing how Exam4 works. Support will be available to deal with unforeseen technical difficulties that may arise during an exam during the [stated hours](#), but the primary responsibility for using and understanding Exam4 belongs to the student.

Make sure your computer is in good working order before your first exam. If you encounter any problems during your practice exam, please contact [LawIT@memphis.edu](mailto:LawIT@memphis.edu). We will have a small number of loaner laptops available for emergency use during the exam period on a first-come, first-served basis.

**DO NOT make any changes to your computer after you have installed Exam4 and conducted a practice exam. Be sure to disable automatic updates.**

#### What Exam ID and password should I use for practice exams?

For practice exams only, use your assigned Exam ID plus an uppercase letter of the alphabet. Use a new letter for each practice exam you complete. For example, 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. The Exam4 software and the Exam4 website “talk” to each other. Once the Exam4 software receives a submitted exam for a certain ID number, the Exam4 website “closes” the exam for that ID number. Thus, you have to use a different ID number to access the exam again. Although unlikely, if you run out of “practice exam IDs,” notify [LawExams@memphis.edu](mailto:LawExams@memphis.edu); we’ll make more.

Use your assigned password for all practice exams.

For actual exams, you will use your assigned Exam ID number and your assigned password for all exams.

#### What are exam modes?

Exam modes determine an exam-taker’s electronic access. Exam modes will be preset in the Exam4 software based on the access permitted by each professor. The exam mode for each exam is available [here](#). There are four exam modes available for Fall 2020:

**CLOSED:** You will have access only to the exam being typed. You may not access the hard drive, applications, or Internet. The computer will run through a short Security Check before beginning the exam. Once you end the exam in CLOSED mode, you will **not** be able to get back into the exam.

## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

**OPEN:** You will have access to the hard drive and other applications but will not have access to the Internet. It is not possible to cut/copy and paste material from any external document into the exam screen. Once you end the exam in OPEN mode, you will **not** be able to get back into the exam.

**OPEN + NETWORK:** You will have access to the hard drive, applications, and the Internet. It is not possible to cut/copy and paste material from any external document into the exam screen. Once you end the exam in OPEN + NETWORK mode, you will **not** be able to get back into the exam.

**TAKEHOME:** You may access the hard drive, other applications, and the Internet. It is possible to cut/copy and paste external text into the exam. In the TAKEHOME mode, the exam can be opened and closed during the active exam time. You must submit your exam before the deadline.

**REMINDER:** Once you end an exam in CLOSED, OPEN, or OPEN + NETWORK mode, you will **not** be able to get back into the exam after you end it. In TAKEHOME mode, you may end an exam and reopen the saved exam again later.

#### What is the Security Check?

The Security Check runs in CLOSED exam mode only. The Exam4 software analyzes files or peripherals (like a second monitor) that may interfere with its successful operation. If you will take an exam in CLOSED mode, it is vitally important that you do a practice exam in CLOSED mode to ensure Exam4 is functioning properly on your computer.

The Security Check is initiated when you click "Begin Exam" in CLOSED mode. It usually takes 30-40 seconds, but it may take up to 2 minutes.

If the Security Check identifies a file that is considered a risk, you will not be able to begin writing your exam without correcting the problem. You will not be allowed extra exam time during the exam to address the issue.

Submitting a practice exam in CLOSED mode will allow you to identify security risks in advance. Please note that anything you download between the time of your practice exam and actual exam may affect the Security Check. If you have any problems or questions about this, please contact [LawIT@memphis.edu](mailto:LawIT@memphis.edu).

**FALL 2020**  
**Final Exam & Exam4 Frequently Asked Questions**

**Taking Exams on Exam4**

**How do I start/submit my exam?**

Follow the same procedures as you followed for the practice exam, except that instead of selecting “Practice Exam” on the Exam4 website and the Exam4 software, you will select the exam associated with the course you are taking. Instructions are available [here](#).

**How will I obtain the exam materials?**

Your professor has chosen between one of two methods for providing the exam materials to you. The chosen method for each exam is available [here](#). The two methods are:

- **Download/Print:** You will go to the Exam4 website, select your exam from the list of available exams, and download and/or print the exam materials from the website. You will then prepare your answer using the Exam4 software and electronically submit your answer via the Exam4 software within the allotted time.
- **On-Screen Viewer:** You will go to the Exam4 website, select your exam from the list of available exams, and obtain the Document ID for the exam materials from the Exam4 website. You will then use the Document ID to open the exam materials in the Exam4 software. This option provides a split-screen view with the essay module or multiple-choice module on the left and the exam on the right, as shown below. You can highlight the exam materials in the on-screen viewer. You can scroll through the exam pages. You will prepare your answer using the Exam4 software and electronically submit your answer via the Exam4 software within the allotted time.

Screenshots are provided on the next page.

# FALL 2020 Final Exam & Exam4 Frequently Asked Questions

Figure 1: On-Screen Viewer with Essay Module

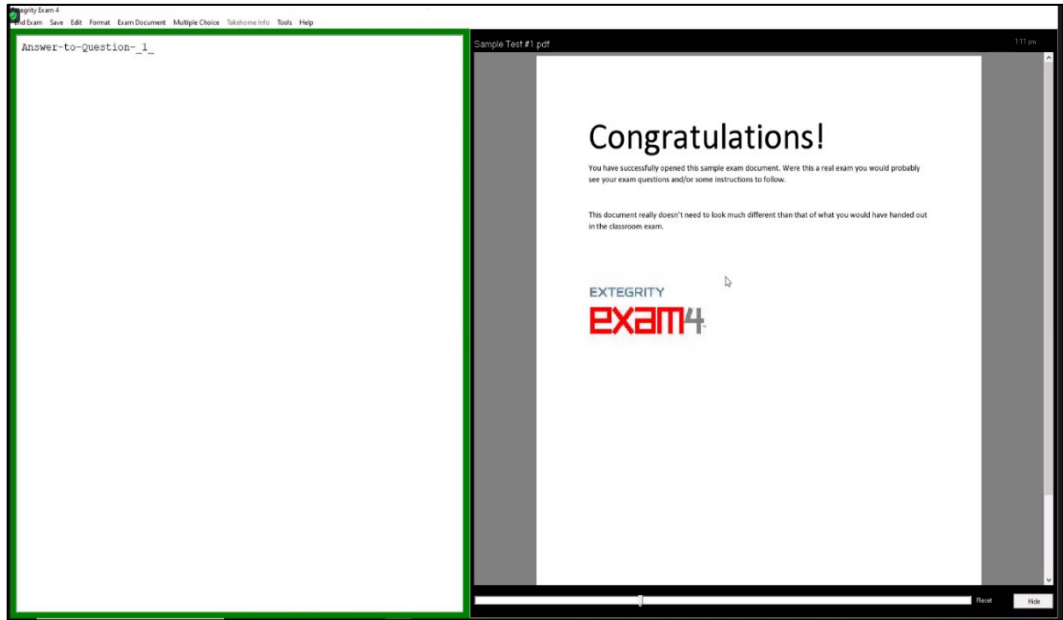
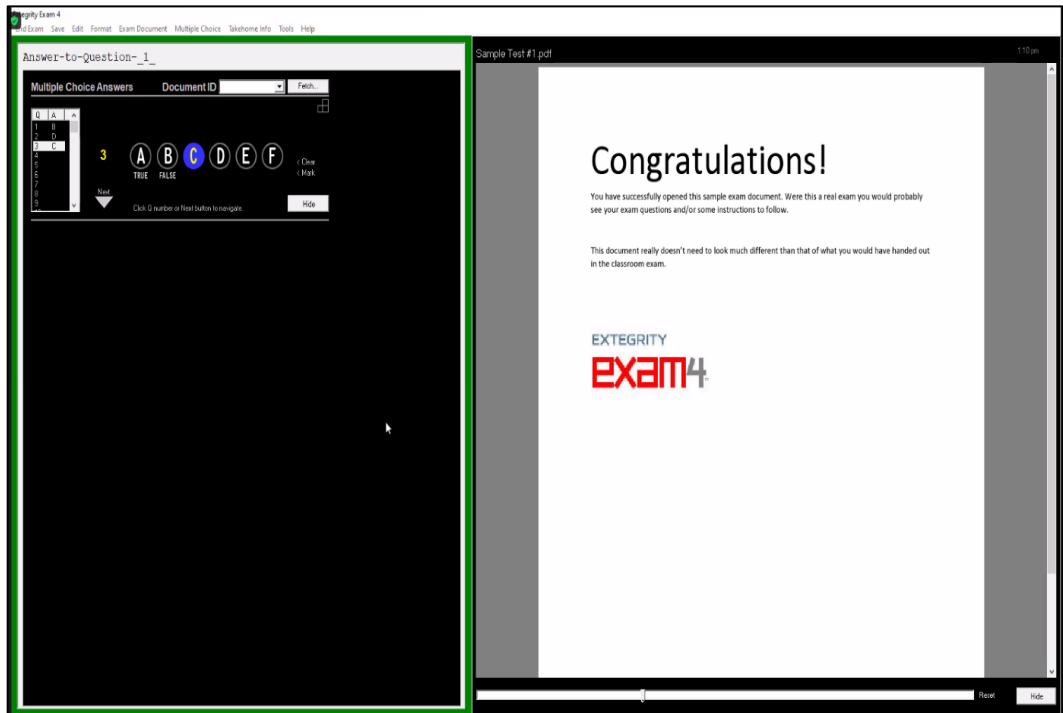


Figure 2: On-Screen Viewer with Multiple-Choice Module



## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

#### For timed exams, when will my time start and stop?

Timed exams include exams with short windows (e.g., 3 hours) and exams with 24-hour windows.

**For all timed exams**, your time will start running when you click “Start Exam” on the Exam4 website, thereby obtaining access to the exam materials. On 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) in addition to the time specified by your professor for the exam. The total time permitted will be clearly indicated.

#### For exams with short windows:

The exam mode will be one of three options: CLOSED, OPEN, or OPEN + NETWORK. For OPEN + NETWORK mode only, you may begin the exam in the Exam4 software before obtaining access to the exam materials on the Exam4 website. For CLOSED or OPEN mode, you will lose Internet access when you begin the exam in the Exam4 software, so you should wait until you have either obtained the Document ID or downloaded and opened the materials.

Time will stop running when you electronically submit your exam answer using the Exam4 software. Before the exam can be submitted, a box will appear asking whether you are sure you want to end the exam. Once you end the exam, you will **not** be able to reopen or supplement the exam answer. To end the exam, you will select “Confirm” and click “OK.” Then, to submit your exam and stop your time you will click “Submit Electronically.”

#### For exams with 24-hour windows:

The exam mode will be TAKEHOME. In TAKEHOME mode **only**, it is possible to exit the Exam4 interface and re-open it to continue working at a later point (within the exam period); instructions are provided in the next question. Your time will continue to run, even if you’ve exited the interface (also referred to as suspending the exam). Your time will stop running when you submit the exam electronically via Exam4 (instructions in the next question).

#### Can I end the exam and reopen it to continue working on it?

**For exams with CLOSED, OPEN, or OPEN + NETWORK mode:** No! You can only end the exam **once**. After you select “End Exam” from the top navigation bar, you will select “End Exam Now.” Then, a box will appear asking whether you are sure you want to end the exam. If you are finished with your exam response, select “Confirm” and click “OK.” **You will not be able to reopen or supplement your answer after you click “OK.”** After you submit your answer, you may exit Exam4. Be sure to complete practice exams to make sure you are comfortable with these steps.

## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

**For exams with TAKEHOME mode only:** It is possible to exit the Exam4 interface in for exams using TAKEHOME mode and reopen the exam to continue working at a later point (within the permitted time), but you must *submit* your exam before the permitted time ends. To exit the exam with the ability to reopen it (in TAKEHOME mode only!):

1. Select “End Exam” from the top navigation bar.
2. Click “End Exam Now.”
3. A box will appear asking whether you are sure you want to end the exam. Select “Confirm” and click “OK.”
4. A box will appear offering two options. Choose “Suspend Exam.”  
*If this is a timed exam, remember that your time will continue to run until you submit your exam.*
5. You may now exit Exam4.
6. To reopen the exam, restart Exam4 and choose “Select Existing Exam” from the Exam4 start screen.
7. Select the correct exam and click “Begin Exam.” This will open your exam answer, allowing you to pick up where you left off.

When you are completely finished writing the exam and ready to *submit* it, complete Steps 1-3. After step 3, a box will appear offering two options. Choose “End Exam and Submit.” Then, select “Submit Electronically” on the next screen to submit your exam.

#### Will Exam4 save my exam as I’m typing it?

Yes! Exam4 automatically saves exam answers every 10 seconds to the hard drive and backs up exam files every 2 minutes.

#### There’s an option for Multiple Choice; what is that?

Exam4 allows some functionality for multiple-choice tests. If appropriate to your exam, you will be able to select this menu item to enter your multiple-choice. Instructions for using the multiple-choice module are included with the practice exam instructions available [here](#). If you will have multiple-choice questions, we recommend that you practice using the multiple-choice module on a practice exam.

## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

If you have an exam with multiple-choice questions and the multiple-choice module is not available, you should type the answers to your multiple-choice questions in the essay module. E.g., type:

1. A
  2. C
- And so on.

#### Which editing tools does Exam4 provide?

Exam4 contains a dedicated word processor with functionality that is more limited than programs such as Microsoft Word. We recommend that you practice with these tools on a practice exam.

Exam4 allows the exam-taker to Cut, Copy, Paste, Undo, Redo, Delete and Select exam text within the Exam4 window. Commands are available in the Edit menu and with standard keyboard shortcuts.

The Delete key does not function on a character-by-character basis, but it will delete text that has been highlighted.

Exam4 does not automatically run spell-check; however, the spell-check feature is available in the Tools menu.

#### What is an answer separator and how does it work?

The answer separator is a feature of Exam4 that allows you to separate answers into sections. The word count is available for each section. If you edit the answer separators in any way, it will not count your words correctly.

#### Can I copy and paste information from Microsoft Word to Exam4?

In the CLOSED, OPEN, and OPEN + NETWORK exam modes, it is not possible to cut/copy and paste between external documents and Exam4.

In the TAKEHOME exam mode, it is possible to cut/copy and paste between external documents and Exam4. You may use this feature only if permitted by your professor. Please note that formatting may be lost when you paste into Exam4. **We strongly recommend** typing answers directly into Exam4, because Exam4 automatically saves exam answers every 10 seconds to the hard drive and creates separate backups every 2 minutes.

## FALL 2020 Final Exam & Exam4 Frequently Asked Questions

### Can I add endnotes or footnotes?

No. Exam4 does not allow endnotes or footnotes.

### What if my professor has a word limit for exam answers?

Some professors impose word limits for essay questions. When answering questions with a length limitation, you should turn on document statistics, under Tools, so that you can see the word count for your answer. Use the answer separator (also under Tools) to reset the word count for each new answer (e.g., if the exam has two questions and each has a separate word limit).

### Should I use the exam timer in the software or the screen shield?

No. These features have caused problems in some computers, so we strongly recommend that you not use the exam timer or the screen shield.

You are responsible for monitoring your time and submitting your exam answer within the time permitted. We recommend using an external timer.

### How do I know when my permitted time has expired?

You are responsible for monitoring your time and submitting your exam answer within the time permitted. We recommend using an external timer.

Please remember that all dates/times are CENTRAL. If you are taking your exams in a different time zone, you must account for the time difference.

## **Oh No! What Should I Do If . . . ?**

### What should I do if Security Check finds a file that is a security risk?

You will not be able to start writing your exam answer until you correct the problem. If your computer has passed the security check before but fails this time, exit the software, reboot your computer, and restart the software before running anything else. If this does not resolve the problem, contact IT Support at [LawIT@memphis.edu](mailto:LawIT@memphis.edu).

We strongly encourage you to take a practice exam in CLOSED mode immediately prior to your exam to clear up any security check issues.



## FALL 2020 Final Exam & Exam4 Frequently Asked Questions

### What should I do if my computer crashes or freezes during the exam?

Don't panic! Remember, Exam4 saves backup files to your hard drive every 10 seconds and creates a separate backup every 2 minutes, so the completed work will be saved.

If your computer crashes or freezes during the exam:

- Do **not** "End" your exam. If you end your exam, you won't be able to get back into it.
- Send an email to [LawExams@memphis.edu](mailto:LawExams@memphis.edu) reporting the problem as soon as it occurs; include your phone number. If you don't have email access to make the report, call 901.678.5730 to make the report; leave a message if no one is available to take your call.
- If your computer or Exam4 is frozen, wait a minute or two to see if the problem resolves itself.
- If that doesn't work, restart your computer. If necessary, force-quit out of Exam4 and manually restart your computer.
- Restart the Exam4 software.
- Click on "Select existing exam" and then choose the exam you need to reopen.
- Click "Begin Exam."
- A box will open asking you to enter a "Start Code." The Start Code will be pre-populated. Click "OK."
- A box will open asking you to enter the reason the exam was interrupted. Write a brief explanation (e.g., computer crashed). Click "OK."
- A box will open with the text recovered from your previous work. Click "OK" to accept the recovered text and continue the exam.
- Send an email to [LawExams@memphis.edu](mailto:LawExams@memphis.edu) reporting that the problem is resolved. If you don't have email access to make the report, call 901.678.5730 to make the report; leave a message if no one is available to take your call. By sending this email (or voicemail), you are affirming that you did not work on the exam during the time between the email reporting the problem and the email reporting the resolution. After sending the email, you may continue the exam.
- For timed exams:
  - If the problem is resolved within 15 minutes, your time permitted is automatically extended by the time lost (up to 15 minutes) as calculated

## FALL 2020

### Final Exam & Exam4 Frequently Asked Questions

based on the emails sent. The Registrar will confirm the information reported by email against the Exam4 metadata to verify the crash and time lost. (Exam4 records all activities, down to the keystroke.)

- If you are not able to resolve the problem within 15 minutes (e.g., your computer will not restart), send an email immediately to [LawExams@memphis.edu](mailto:LawExams@memphis.edu) and [LawIT@memphis.edu](mailto:LawIT@memphis.edu) advising that the problem has not resolved. DO NOT work on the exam in any way until you are instructed to do so by a Law Administrator. Someone will contact you as soon as they are able to determine next steps based on the circumstances. If you do not receive a response within 15 minutes during the [hours Law Administrators are available](#), call 901.678.5730.

#### What should I do if my completed exam doesn't upload when I try to submit it?

First, don't panic. Exam4 records a lot of information. If necessary, we'll be able to confirm that you ended the exam and attempted to submit on time but had a technical difficulty that prevented the submission.

Second, make sure that your Internet is turned on. If it wasn't, turn it on and try submitting again.

Third, if the exam is still not submitting:

- Send an email to [LawExams@memphis.edu](mailto:LawExams@memphis.edu) reporting the problem.
- Then, exit out of Exam4 and re-start the software.
- Choose "Select Existing Exam," choose the appropriate exam, and click "Submit Electronically" in the bottom right corner of the window.
- If this doesn't work, choose "Save As" from the same screen.
- Save the exam file to your desktop and send it to [LawExams@memphis.edu](mailto:LawExams@memphis.edu) as an email attachment. The file will be encrypted for all exam modes except TAKEHOME; the exam administrators will be able to decrypt the file. For TAKEHOME mode, the file will not be encrypted, but you should not open the file before sending it; this avoids any risk of changing the metadata.

**FALL 2020**  
**Final Exam & Exam4 Frequently Asked Questions**

**What should I do if I get sick or experience an emergency during the exam?**

If you become ill or experience an emergency, contact the Registrar Edwards, Dean Wilson, and Dean Aden at [LawExams@memphis.edu](mailto:LawExams@memphis.edu) as soon as possible. Include your phone number. If you do not receive a response within 15 minutes during the [hours Law Administrators are available](#), call 901.678.5730.

**What should I do if something else happens during my exam?**

If a problem arises during an exam, contact the Registrar Edwards, Dean Wilson, and Dean Aden at [LawExams@memphis.edu](mailto:LawExams@memphis.edu) immediately. If you do not receive a response within 15 minutes during the [hours Law Administrators are available](#), call 901.678.5730. Even if the problem occurs after hours, contact us at [LawExams@memphis.edu](mailto:LawExams@memphis.edu) to establish a record of the problem.

If the problem is technology related, including Exam4, you should also contact [LawIT@memphis.edu](mailto:LawIT@memphis.edu). If the problem is related to Exam4 and occurs outside of business hours (M-F, 9 a.m. to 4:30 p.m.) or you are unable to reach IT Staff, support is also available through Exam4 M-F from 8 a.m. to 7 p.m. by clicking [here](#), scrolling to the bottom of the page, and entering a support ticket.