

What is Exemplify?

Exemplify (from Examsoft) is an assessment program that enables exam takers to securely take examinations downloaded to their own iPad devices by blocking access to files, programs, and the Internet during an exam. This guide provides the most common troubleshooting tips if you're unable to access the exam.

Top 3 Most Common Issues:

- If the "Credentials not valid" displays, ensure to login with your BCM username and password.
- For password issues, contact the BCM Help Desk at 713-798-8737.
- If student does not have access to the quiz, ensure iPad is connected to the Internet to login, download and upload.

Removing the Downloaded Exam

- Open **Exemplify**.
- From the *Exam List* section, select the Exam file that needs to be removed.
- Select **Remove Exam Download**.
- Select the 'Remove the exam download' check box.
- Select the **Remove Download** button.

Student is Unable to See Exam

- Exam has not been released, try later
- Internet connection was lost, check your connection
- Ensure you are using correct username and password to log in

Password vs. Universal Resume Code

- **Password** – Used at the beginning of the exam
- **Universal Resume Code** – Used to return to the exam if a student has been out of the exam for more than 7 minutes or the iPad crashed/freezes/rebooted

iPad Freezes

1. Press and hold the power button for 10 seconds and then restart the iPad.
2. From *Exemplify Exam Restart* screen, select the **RESUME** button. Student may need to enter the universal resume code.

Student Receives 'ATTENTION' Yellow Screen

- If given the option to quit the exam during the yellow screen message, select **Quit** and the exam will upload.
- If not, close the app and re-open it. Their exam will upload with a confirmation.

Student Not Receiving Completion Green Screen

- Confirm from the [ExamSoft website](#), the exam was sent.
- If not, try to launch Exemplify again and follow the directions.
- Restart the iPad if the exam wasn't sent.
- Manually upload the answers (refer to the [Using iPads with Exemplify](#))

Important Tips

- The timer does not stop in the event an exam crashes/freezes. The universal resume code is necessary to return to the exam, not the password.
- Activate Airplane Mode to start an exam.
- Ensure iPads, macOS or Windows computers have the latest version. It is recommended to update after summer and winter breaks.

Support Contact Information: If you have password issues, please contact the IT Help Desk at (713) 798-8737.

For questions or other issues contact Ed-Tech at ed-tech@bcm.edu or visit [Using iPads with Exemplify](#)