

### 1. Installation and Registration (Student)

- Open an Internet Browser and go to [www.examssoft.com/tamhsc](http://www.examssoft.com/tamhsc)
- Login with your ID and password under Exam Takers
- Download and register Exemplify
- If not registered, go to My account/settings

### 2. Exemplify can't start because MSVCR100.dll is missing

- Try reinstalling the program to fix this problem.
- You can follow the link below to download and install the package: <https://www.microsoft.com/en-us/download/details.aspx?id=5555>

### 3. Service Error

- Click Start, then on the search box type: services
- Look for and right click on ExemplifyShieldService, and select start

### 4. Remove Downloaded Exam

- Open Exemplify and click on the Exam File that needs to be removed within the Exam List.
- Select 'Remove Exam Download'
- From the next prompt, make sure to check the box for 'Remove the exam download', and next select the 'Remove Download' button

### 5. Student logs in but no exams are available

- Exam has not been released, try later
- Internet connection was lost, check your connection
- Log in using correct username and password

### 6. Password and Universal Code

- Password: it is used at the beginning of the exam
- Universal code: it is used to return to the exam if student has been out of the exam for more than 7 minutes or iPad crashes/freezes

### 7. Forgotten password

- Open Exemplify, type institution ID, and click Next.
- Click on 'Forgot User ID/Password' and enter TAMHSC email address associated with the account; reset password from link sent to email

### 8. Computer Freezes

- Press and hold the power button for 10 seconds, and then restart the computer.
- When the 'Exemplify Exam Restart' window appears, select the RESUME button. Student may be prompted to input continuation code.

### 9. Student receives an ATTENTION Yellow Screen

- If student receives a yellow screen stating ATTENTION:
  - 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, and their exam will upload with confirmation.

### 10. Student didn't receive the Completion Green Screen

- Confirm on the ExamSoft website that the exam was sent.
- If not, try to launch Exemplify again and follow directions.
- Restart the computer if exam wasn't sent.
- Manually upload answers (see 11)

### 11. Using Exemplify iPad

- Timer doesn't stop in the event their exam crashes/freezes. The universal code is necessary to return to the exam, not the standard password.
- Activate Airplane Mode in order to start an Exam.

### 12. Manually upload answers

<https://www.examssoft.com/dotnet/examtakers/manup.aspx>