# Examplify Troubleshooting Quick Guide

Most common issues:
- Credentials not valid- Solution: Login with NETID (not ExamSoft credentials)
- Not access to quiz- Solution: make sure to be connected to Internet to login, download and upload

## 1. Installation and Registration (Student)
a) Open an Internet Browser and go to www.examsoft.com/tamsph
b) Login with your NetID under Exam Takers
c) Download and install Examplify

## 2. Examplify can't start because MSVCR100.dll is missing
a) Try reinstalling the program to fix this problem.
b) 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
a) Click Start, then on the search box type: services
b) Look for and right click on ExamplifyShieldService, and select start

## 4. Remove Downloaded Exam
a) Open Examplify and click on the Exam File that needs to be removed within the Exam List.
b) Select 'Remove Exam Download'
c) 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
a) Exam has not been released, try later
b) Internet connection was lost, check your connection
c) Log in using correct username and password

## 6. Password and Universal Code
a) Password: it is used at the beginning of the exam
b) 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. Computer Freezes
a) Press and hold the power button for 10 seconds, and then restart the computer.
b) When the 'Examplify Exam Restart' window appears, select the RESUME button. Student may be prompted to input continuation code.

## 8. Student receives an ATTENTION Yellow Screen
a) 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.

## 9. Student didn't receive the Completion Green Screen
a) Confirm on the ExamSoft website that the exam was sent.
b) If not, try to launch Examplify again and follow directions.
c) Restart the computer if exam wasn't sent.
d) Manually upload answers (see 12)

## 10. Using Examplify iPad
a) 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.
b) Activate Airplane Mode in order to start an Exam.

## 11. Updates
a) Make sure iPads, Macs or Windows computers have the most up-to-date update. Especially after summer and winter breaks.

## 12. Manually upload answers
https://www.examsoft.com/dotnet/examtakers/manup.aspx

Created by: Patty Luna/TAMSPH/Academic Technology/