

Syracuse University  
**COLLEGE OF LAW**

# **SofTest Student Guide**

**(for PC and Mac versions of SofTest)**

**Information Technology and Support Services**

**LawHelp**

Contact us by phone (315-443-9561) or email ([lawhelp@law.syr.edu](mailto:lawhelp@law.syr.edu))  
or stop by Room 215 in Dineen Hall for assistance

## **SOFTEST GUIDE - FALL 2017**

The College of Law requires students to take exams on their laptops using SofTest, exam software provided by ExamSoft Worldwide, Inc. SofTest provides a secure testing environment which locks out all other applications and access to the internet. The software is used by more than 100 law schools, and by the administrators of bar exams in more than 40 states.

Instructors can create essay, true/false, multiple choice, and fill in the blank questions using ExamSoft's software. SofTest provides a simplified word processor similar to Microsoft Word for answering essay questions including cut, copy, and paste, spell checker, font size & style adjustment as well as the ability to undo the user's last action.

### **MINIMUM REQUIREMENTS FOR USING SOFTEST ON YOUR LAPTOP** **(ANY RECENTLY PURCHASED LAPTOP WILL HAVE ADDITIONAL CAPABILITY)**

#### **PC Requirements**

- Operating System: 32-bit and 64-bit Versions of Windows Vista, Windows 7, Windows 8, and Windows 10 (alternate versions of Windows 10, such as Windows RT, 10 S, and 10 Creators are NOT supported)
- Only genuine, U.S.-English, French, Portuguese, Swedish, and British versions of Windows Operating Systems
- ExamSoft does not support Tablet devices other than Surface Pro as detailed below
- CPU Processor: 1.86Ghz Intel Core 2 Duo or greater
- RAM: highest recommended for the operating system or 2GB
- Hard Drive: highest recommended for the operating system or 1GB of available space
- Internet connection for SofTest Download, Registration, Exam Download and Upload
- Screen Resolution must be 1024x768 or higher
- Adobe Reader (Version 9, 11, or DC) is required for exams containing PDF attachments
- Administrator level account permissions

#### **Mac Requirements**

- Operating System: OS X 10.9 (Mavericks), OS X 10.10 (Yosemite), and OS X 10.11 (El Capitan), OS X 10.12 (Sierra)  
Only genuine versions of Mac Operating Systems are supported.
- CPU: Intel processor
- RAM: 2GB, Hard Drive: 1GB or higher available space
- Server version of Mac OS X is not supported
- Internet connection for SofTest Download, Registration, Exam Download and Upload
- Administrator level account permissions

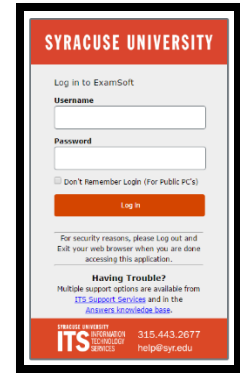
#### **Surface Pro Requirements**

- Surface Pro, Surface Books, and Surface Laptop devices are supported (Non-Pro Surface devices are NOT supported)
- Must be running a supported Operating System (see above PC req.)
- External keyboard (USB or Bluetooth) required. Bluetooth keyboards must be paired prior to launching exam
- Hard Drive: 1GB or higher available space
- Adobe Reader XI is required for exams containing PDF attachments
- Internet connection for SofTest Download, Registration, Exam Download and Upload
- Screen Resolution must be 1920x1080
- Administrator level account permissions

## For PCs and Macs - Downloading, Installing and Registering SofTest

1. Navigate to the College of Law webpage: [www.law.syr.edu/student-affairs/exam-information](http://www.law.syr.edu/student-affairs/exam-information)
2. Find the link for Windows or Mac and click it to download the file
3. Open the file and install the software onto your computer
4. Locate the SofTest icon on your desktop, and launch SofTest. You *must be connected to the internet to register SofTest*.
5. Register SofTest by entering:
  - Institution ID (for ALL students): syracuselaw
  - A web browser will open with an orange SU login box. Log in using your SU NetID and associate password.

**You are now ready to take your exams on this laptop computer.**



## Downloading and Taking an Exam with SofTest

Important: During an exam, you will **not** be connected to the internet. You will only connect to the internet while downloading and uploading exams.

### Download Exam Files

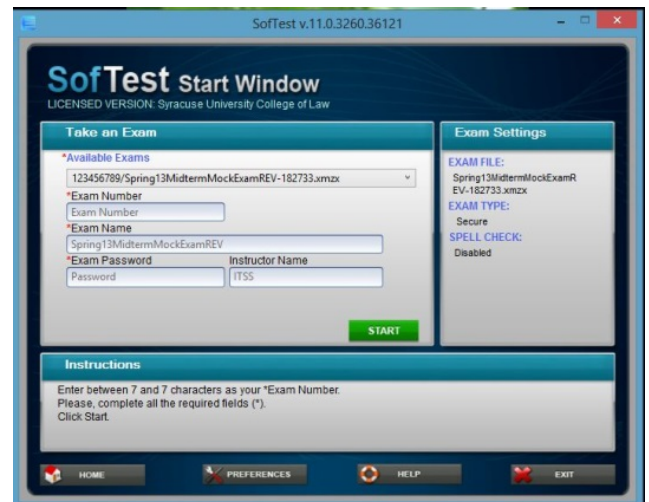
Exam files are usually available a day or two before an exam is given (the Mock Exam is always available for students to download and take at any time. Use any 7-digit for the Mock Exam exam number and the password abc123) and the College of Law ExamSoft Administrators will send an email when an exam is available for download. Please download exams before the day of the exam. It is important that you **DO NOT download exams before you receive an email to do so**.

1. Click the SofTest icon on the desktop.
2. Choose "Download Exam Files" and login. This will ask you to sign in with your NetID and PW. Click Next. There is never a Download Password.
3. Select the exam(s) that appear and click Download.
4. Click OK and Done to return to the SofTest Home page.

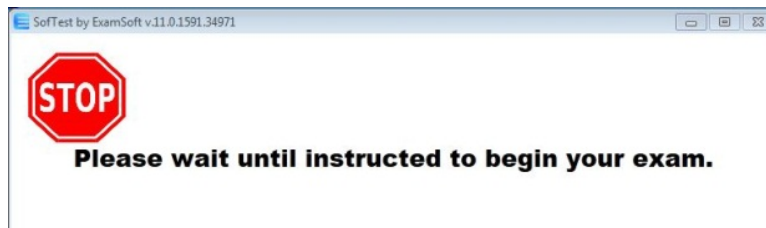


## Take an Exam

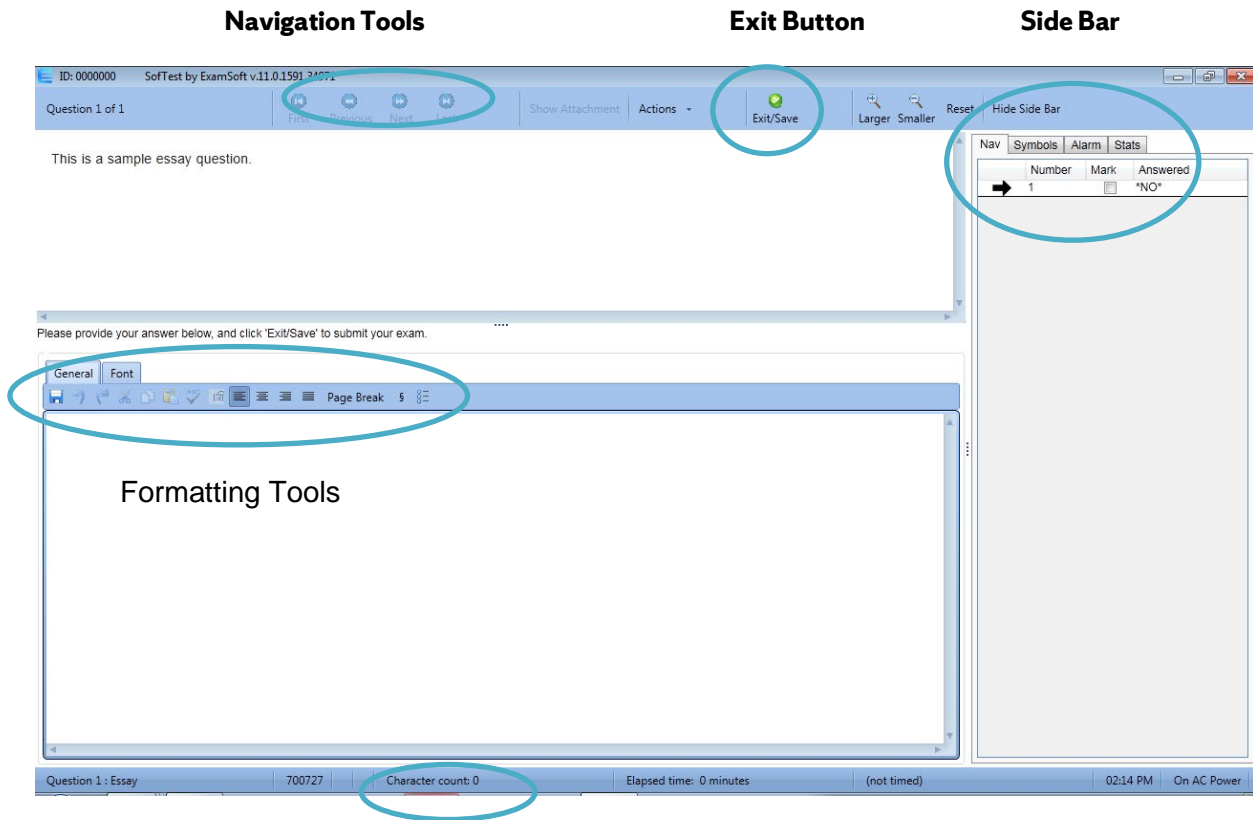
1. Choose "Take an Exam" on the SofTest Home page.
2. Enter your 7-digit Exam Number from the cover of the exam packet you'll receive in the classroom (this number is **NOT** your SUID number).
3. Enter the Exam Password which will be available at the front of the exam room. Then, click Start. Your laptop will enter Secure Mode.
4. Read the exam notices at the beginning of the exam, clicking Next after each.
5. The last notice page has a red stop sign - students will be asked to "WAIT" at the red stop sign.
6. When the Exam Administrator gives the ok to begin, type Begin (and click Begin button).



**Note: Exam Administrators and ITSS Staff will be in the classroom to assist you with this process.**



# Features available within the exam (PC View)



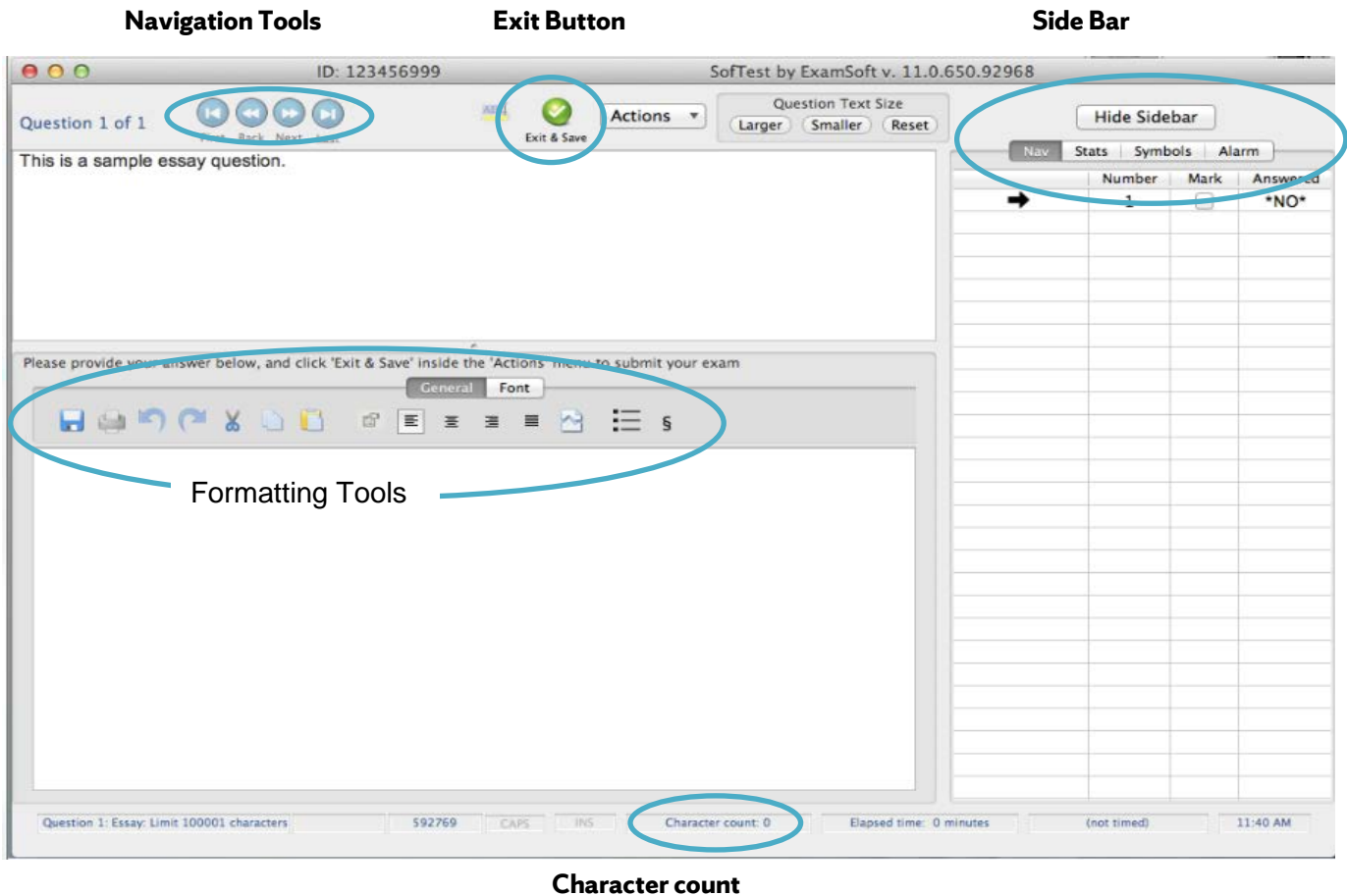
## Character count

- Many features are found on the Sidebar - including Navigation, Stats, Symbols, and Alarm
- SofTest has a word/character count for essay questions. Character Count appears at the bottom of every essay question, **but you may also click on Sidebar and select Stats count to see Word Counts, among other things.**
- SofTest also has a reminder alarm located on the Sidebar. You may place the allotted time for an exam question in the Alarm. At the time indicated, it will notify you with a pop-up window that your time has expired. You may continue with that question or move on to another question.
- You can hide the Side Bar when you don't need it by clicking Hide Side Bar.

## FINISH THE EXAM AND UPLOAD YOUR ANSWER FILE

- After you complete the last question, or when the Proctor announces the end of the exam, finish by **clicking "Exit Exam", "Close" and then "Exit" again.**
- Your computer will return to the desktop, connect to the internet and upload exam, almost automatically.
- You will receive an email (to your **sy.edu** account) or text message that your exam file has been successfully uploaded.

## Features available within the exam (Mac View)



- Many features are found on the Sidebar - including Navigation, Stats, Symbols, and Alarm
- SofTest has a word/character count for essay questions. Character Count appears at the bottom of every essay question, **but you may also click on Sidebar and select Stats count to see Word counts**, among other things.
- SofTest also has a reminder alarm located on the Sidebar. You may place the allotted time for an exam question in the Alarm. At the time indicated, it will notify you with a pop-up window that your time has expired. You may continue with that question or move on to another question.
- You can hide the Side Bar when you don't need it by clicking Hide Side Bar.

### FINISH THE EXAM AND UPLOAD YOUR ANSWER FILE

- After you complete the last question, or when the Proctor announces the end of the exam, finish by clicking "Save and Exit", "Close" and then "Exit" again.
- Your computer will return to the desktop, connect to the internet and upload exam, almost automatically.
- You will receive an email (to your **syr.edu** account) or text message that your exam file has been successfully uploaded.

# Important Things to know about using ExamSoft

- You will need to download and register SofTest **each academic year**, more often if updates or changes occur in the software.
- You should take a Mock Exam each semester to be sure that your laptop is in good working order and works correctly with SofTest. Mock Exam password is abc123 and you can use any 7 digits for the exam number.
- You will receive an email from COL ExamSoft administrators when you have an exam file ready for download. Plan to check your Syracuse University email daily during exam periods and download your exam file before the day of your exam.
- The exam file that you download is encrypted and password protected and each exam has a different password.
- Any attempt to disable or tamper with SofTest's security features will be considered a violation of the student honor code.
- It is your responsibility to become familiar with the SofTest software and the instructions provided by the COL and on the ExamSoft website prior to the start of your exam. Exams will not be delayed, nor will extra time be given, due to a problem with your laptop.
- In the classroom on the day of an exam, Exam Administrators will give instructions for taking the exam and the password for your exam file. Information Technology and Support Services (ITSS) staff will be in the classroom to provide assistance.
- After each exam, you'll connect to AirOrangeX to upload your exam to the ExamSoft website. As soon as you connect to the internet, your exam file will upload almost automatically.
- If you have any problems with your wireless connection and/or with the upload process, just ask for help from the ITSS staff person in the room where the exam is given or go Suite 215 in the COL for further assistance from ITSS staff. If you need a wired, rather than wireless, connection, you will be directed to a location where you can upload your exam file.
- Once your exam file is uploaded, you will receive an email or text message to confirm the exam file was successfully uploaded.
- If you are not able to upload your exam file via a connection to the internet, ITSS Staff can assist with retrieving your exam manually and uploading it to the ExamSoft website.
- ITSS staff members are available for assistance with your laptop prior to the beginning of the exam period. Issues, such as viruses, spyware and performance problems, should be addressed well before the day of an exam, as ITSS staff have limited time available on those days. **It is unrealistic to expect longstanding laptop problems to be resolved on the day of an exam.**
- Don't **uninstall** SofTest until you receive your exam scores at the end of the academic period. Also, **do not reformat or replace your laptop hard drive** until you receive your exam scores.

## Frequently Asked Questions

### What is the Institution ID used to register SoftTest?

The institution ID = syracuselaw

All College of Law students have the same Institution ID.

### How do I know the software has been properly installed and registered?

After registering SofTest, you will receive a registration confirmation email or text message from [support@examsoft.com](mailto:support@examsoft.com). The Registration number, along with the registration date, will be recorded. Additionally, when SofTest is launched, the Start Window will indicate that your "Registration is Complete."

### How can I check to make sure I have registered successfully?

You will receive confirmation of registration via email or text message once the process is completed.

### Can I practice using SofTest before the exam?

Yes, a Mock Exam is always available for during the academic year so you can see how the software works and be sure that your laptop works correctly with the SofTest software. To take the mock exam, use any 7 digits for the Exam # and the password: abc123.

**If I used SofTest last year, do I have to reinstall it this year?**

Yes, you'll need to reinstall each academic year after September 1 when the new licensing year for SofTest begins.

**What Should I Do Prior to Exam Day?**

1. Make sure your laptop meets the specifications for ExamSoft and is in good working order.
2. Confirm and test that your power cord is in good condition.
3. Install and register SofTest, and take a Mock Exam to familiarize yourself with the software.
4. Download your exams after you get an email that they are available.
5. Bring your SUID card to the exam.
6. Charge your laptop's battery so that it could provide 20 minutes of charge in the event of a temporary power outage.

**What Should I do on Exam Day?**

1. **BRING YOUR POWER CORD TO THE EXAM** - ITSS is **NOT** able to provide spare or replacement power cords for any laptop model. Ensure that your battery is present in your laptop and charged, in the event of a power outage.
2. If you normally use an external keyboard and mouse or if you need earplugs, you may bring those as well.
3. Arrive in the exam room at least **30 minutes before the start time for the exam**, plug your computer into a power outlet, turn on the computer and follow the instructions provided by the exam administrator. Exams will not be delayed or suspended, nor will extra time be given, because of computer problems or incorrect use of the software.
4. Do not attempt to resolve computer issues that might arise during an exam on your own. Let the exam proctor know if you have a computer problem and he or she will contact ITSS for assistance. **It is unrealistic to expect longstanding laptop problems to be resolved on the day of an exam.**