

Table of Contents

Part I: General Exam Information.....	2
Exam Software: Exam4 by Extegrity	2
New Exam4 Users: Read this Entire Section!.....	2
Laptop Operating Systems Fall 2021 Midterm Exams.....	3
Exam4 Software Modes	3
CLOSED Mode	3
OPEN Mode.....	3
OPEN LAPTOP AND NETWORK Mode.....	3
Exam4 Modes: Fall 2021 Midterm Exams	4
Laptops and Peripherals: Permitted Items	4
Borrowing a Laptop.....	4
Exam Day: Arrival Time, Start Time and Laptop Preparation	4
Technical Issues during an Exam.....	5
Exam Resources	5
Help with Questions.....	5
 Part II: The Modules: How to Use Exam4.....	 6
Module index: Exam4 for Windows and for Macs	6
Windows Modules	
Module 1: Preparing your Windows Laptop.....	8
Disabling Automatic Updates on Windows 10	8
Setting Your Power-Save Options.....	9
Turn Off Your Screen Saver.....	10
Adjust Your Language Settings	13
Modify Java Update Setting.....	15
Module 2: Installing Exam4 for Windows.....	16
Module 3: Running Exam4 for Windows: Run a Practice Exam!	20
During the Exam: Troubleshooting.....	27
Mac Modules	
Module 1: Preparing your Mac Laptop.....	28
Turn Off Your Mac Updates	29
Setting Your Power Options.....	31
Adjust Your Language Settings	32
Module 2: Installing Exam4 on your Mac	34
Module 3: Running Exam4 on your Mac: Run a Practice Exam!	39
During the Exam: Troubleshooting.....	45
 Appendix: The Green Sheet Exam Day instructions	
Exam 4 Logon Instructions.....	46
General Exam Day Instructions.....	47

Part 1: General Exam Information

Your law professors are the best source of information on what to expect regarding the format of your individual exams.

The purpose of this guide is to explain how exam software is used for **in-person** exams at the law school. You will be using exam software for most in-person midterm and final exams. The exceptions include short answer quizzes, which will be administered in Brightspace Quizzes.

At UVic Law, we have been using our exam software for over 10 years. The information on how to prepare your laptop has been written based on our experience. Taking time to follow these steps will help ensure a smooth exam writing experience.

Exam Software: Exam4 by Extegrity

The software used at UVic Law is called Exam4 by Extegrity www.exam4.com.

Exam4 creates a secured, offline workspace for you to type your exam answers using your own laptop. You will download the software onto your laptop so it can be used as a “dedicated essay exam-taking machine” using a very basic word-processing interface. The software allows you to type your exam answers but blocks access to non-permitted materials. Spell check and some other basic features are available.

Exam4 auto-saves your exam answers in small files to your hard drive every 10 seconds, plus an additional failsafe backup every 2 minutes. At the end of the exam, you will save your exam answers as an encrypted file on your hard drive then submit the file electronically to a UVic server using campus Wi-Fi.

You can expect the exam questions to be standard double-sided documents printed on 8” x 11” paper. Unless otherwise specified by your professor, the materials permitted in the exam room for open book exams will also be printed. This includes coursepacks, course outlines and casebooks. (See section below regarding Exam4 modes.)

New Exam4 Users: Read this Entire Section!

If you haven’t used Exam4 software before, **carefully** review this guide.

- Two versions of the software will be created every term: one midterm exam version and one final exam version. No need to uninstall old versions, just install the new version and it will replace the old.
- The midterm software will generally expire two to three weeks before the final exam period every term. You will be required to download a new version of the software for final exams. Notifications will be sent to the student listservs when new software is available, as the timing varies from term to term.
- The final exam version will include all exams scheduled during the official December, April or August exam periods. If you used the software for midterms or in a past term that version will have expired.

- It is important that you prepare your laptop properly for Exam4 use, otherwise you run the risk of experiencing problems during the exam. This advice is based on our experience. Review Module 1 for Mac or Windows in this guide.
- With every new version of Exam4, you must download the software and submit a practice exam. Prior to submitting the practice exam, you should leave your laptop in “writing” mode for an hour as suggested in the Module 3 of this guide.
- Worried about using the software? Don’t be. Instead stop by the front office to see Maddie or Yvonne or contact us by email at lawaoa@uvic.ca or lawmaass@uvic.ca.

Laptop Operating Systems: Fall 2021 Midterm Exams

The fall 2021 midterm version of Exam4 is available for download now. Any earlier versions you have on your laptop must be replaced. This new version will indicate an **expiry date of “22 Nov 2021”**.

Important! Operating System Compatibility*:** This version of the software may be used with the following operating systems ONLY:

- **Windows 10 and Windows 11**
- **MacOS 10.14 Mojave, MacOS 10.15 Catalina and MacOS 11 Big Sur**
 - **The MacOS Monterey update will be released prior to the midterm exam period, but please wait to hear from the Front Office before updating your computer so we can confirm software compatibility with Exam4.**

If you have a non-compatible operating system, you must upgrade your software or purchase or borrow a laptop (see section below regarding Borrowing a Laptop).

Exam4 Software Modes: “Closed”, “Open Laptop” or “Open Laptop and Network” Mode

Some of your professors may choose to permit their students to access their electronic files and/or the internet during a specific exam. Your professor will advise the class of this in advance. Most exams will be written with Exam4 set to CLOSED MODE or OPEN LAPTOP MODE. Instructors will decide on the mode early in the term and once a version of Exam4 has been built and posted on the web for download, the mode cannot be changed. **Please do not confuse this with open and closed book exams, which refers to the print materials permitted in the exam room.** These are the three Exam4 modes available for instructors to choose:

- **CLOSED MODE:** Word processing functionality only, all other applications blocked; or
- **OPEN LAPTOP MODE:** Word processing and access to files saved on laptop hard drive or thumb drive. No network or internet access; or
- **OPEN LAPTOP AND NETWORK MODE:** Word processing, access to files saved on laptop hard drive or thumb drive and access to network and internet.

Exam4 Modes: Fall 2021 Midterm Exams

The fall 2021 midterm exams have been set up in the following modes:

- LAW 347 Intellectual Property (Professor Howell, November 1, *optional*) Exam4 in CLOSED MODE

- LAW 313 Securities Regulation (Professor Austin, November 2, *optional*) Exam4 in OPEN LAPTOP AND NETWORK MODE
- LAW 303 Criminal Procedure (Professors Donnachie and Marshall, November 3) Exam4 in OPEN MODE

Laptops and Peripherals: Permitted and Prohibited Items

- You may attach an auxiliary keyboard and/or mouse to your laptop during an exam.
- You MAY NOT attach a second screen, monitor or other device to your laptop during an exam.
- Electronic headphones and ear buds are PROHIBITED from the exam room.
- Standard sound block foam ear plugs are permitted, however students must remain aware of their surroundings and be on alert for any announcements made by the exam room invigilator.
- Where exams are being written in OPEN mode, students are encouraged to save their permitted documents on a thumb drive. In the event of a laptop technical issue this will enable quick transition to a back-up laptop.

Borrowing a Laptop

- The Faculty of Law has a limited number of laptops that can be loaned to students. If you do not currently own a reliable laptop we suggest you purchase one.
- To request use of a Faculty laptop, email Maddie Wong at lawaoa@uvic.ca well in advance of your exams. List the exam date(s), exam time(s) and course(s). If you borrowed a Faculty laptop in the past, you must still make a separate request for each individual exam in the future. Booking of the laptops is “first come first serve”.
- If you’re borrowing a laptop for an exam being written in OPEN mode, be sure to save your allowable exam files onto a thumb drive ahead of time.

Exam Day: Arrival Time, Start Time and Laptop Preparation

- Please ensure you have followed the instructions in Modules 1, 2 and 3 of this guide in advance of the exam day. Your laptop should be prepared for the exam.
- Ensure you have downloaded the most current version of Exam4.
- On days when you’re writing an exam in OPEN mode, save copies of any permitted exam documents onto a thumb drive as back in case of laptop technical issues.
- Plan to arrive at least 20 minutes prior to your exam start time.
- When you arrive in the exam room, sign the signature sheet at the front of the room and then set up your work area.
- Login to Exam4 right away and follow the steps right through to running the security check.
- We recommend that you do not set the Exam4 timer and instead rely on the invigilator’s instructions.
- Copies of the Exam Day Check List (the green sheet) will be provided and technical support staff will be on site. See Appendix 1 of this guide to see the two-page “green sheet”.
- If you arrive late you risk losing exam writing time and the benefit of technical support. **(If you are late because of an incident go directly to the front office instead of the exam room.)**
- Students must bring their laptop power cord AND also ensure their battery is fully charged. Exam4 uses a lot of energy, so be sure your laptop is plugged into a working power socket.

- We suggest you use foam ear plugs during the exam if you are sensitive to noise. Do remain alert to your surroundings, important exam announcements could be made by your invigilator at any time.
- At the end of the exam, submit your exam answers electronically to the server, walk to the front of the exam room, give your exam questions to the exam assistant and sign out on the signature sheet taped to the table.
- Do not remove exam questions from the exam room!

Technical Issues during an Exam

MAKE SURE YOUR LAPTOP IS FULLY CHARGED PRIOR TO THE START OF YOUR EXAM.

FOR OPEN BOOK EXAMS, MAKE SURE YOU HAVE YOUR MATERIALS SAVED ON AN EXTERNAL USB DRIVE IN THE EVENT OF TECHNICAL ISSUES.

If your laptop fails during an exam, and cannot be quickly recovered, stay calm. Remember that Exam4 saves backup files every 10 seconds.

Advise your invigilator. You will be given the option to continue writing the exam either: (1) by hand in a paper exam booklet, or (2) on a backup laptop provided by the school if one is available.

The availability of a backup laptop will vary from exam to exam, as some students need to borrow laptops to write their exams. This lending takes priority, and if all laptops are loaned out, you will be given a booklet to handwrite the remainder of the exam.

If your laptop fails during an exam, do not re-type or re-write what you have already typed. The exam answers that you typed on your laptop will be retrieved with the assistance of technical support staff after the exam has ended. They will be printed and submitted to your instructor for grading along with the booklet and/or answers from the replacement laptop.

Exam Resources

More information about Exam4 is available on their website www.exam4.com. A copy of the Exam Day Checklist is posted on the Student and Academic Matters Webpage where this Exam Guide can also always be found: <http://www.uvic.ca/law/jd/studentacademicmatters/index.php>.

Please stop by the front office to speak to Maddie or Yvonne or contact us by phone or email:
Maddie Wong, 250.721.6162, lawaoa@uvic.ca; or
Yvonne Lawson, 250.721.8153, lawmaass@uvic.ca.

Next up are the modules. Keep reading!

Part II: The Modules: How to use Exam4

Module Index: Exam4 for Windows and Macs

EXAM4 for Windows

Module 1: Preparing your Windows Laptop:

- (1) [DISABLING AUTOMATIC UPDATES ON WINDOWS 10](#)
- (2) [SETTING YOUR POWER OPTIONS](#)
- (3) [TURN OFF YOUR SCREEN SAVER](#)
- (4) [ADJUST YOUR LANGUAGE SETTINGS](#)
- (5) [MODIFY JAVA UPDATE SETTINGS - DISABLE AUTOMATIC JAVA UPDATES](#)

Module 2: Installing Exam4 Software for Windows:

[INSTALLING EXAM4](#)

Module 3: Running Exam4 for Windows:

[RUN A PRACTICE EXAM](#)

[DURING THE EXAM: TROUBLESHOOTING](#)

EXAM4 for Macs

Module 1: Preparing your Mac Laptop:

- (1) [TURN OFF YOUR MAC UPDATES](#)
- (2) [SETTING YOUR POWER OPTIONS](#)
- (3) [ADJUST YOUR LANGUAGE SETTINGS](#)

Module 2: Installing Exam4 Software on your Mac:

[INSTALLING EXAM4](#)

Module 3: Running Exam4 on your Mac:

[RUN A PRACTICE EXAM](#)

[DURING THE EXAM: TROUBLESHOOTING](#)

EXAM4:

For Windows

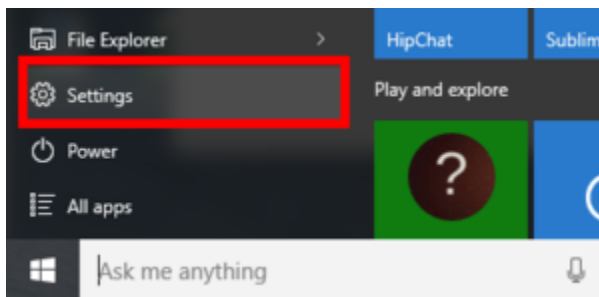
Users

MODULE 1: PREPARING YOUR WINDOWS LAPTOP

(1) DISABLING AUTOMATIC UPDATES ON WINDOWS 10

In Windows 10 - Microsoft has moved away from allowing users to disable Automatic Updates. Though we are no longer able to “Turn-off” Windows Updates – we can still limit the times when these updates are installed. The goal is to adjust your “Active Hours” so that updates are never installed at a time when you may potentially be writing an exam.

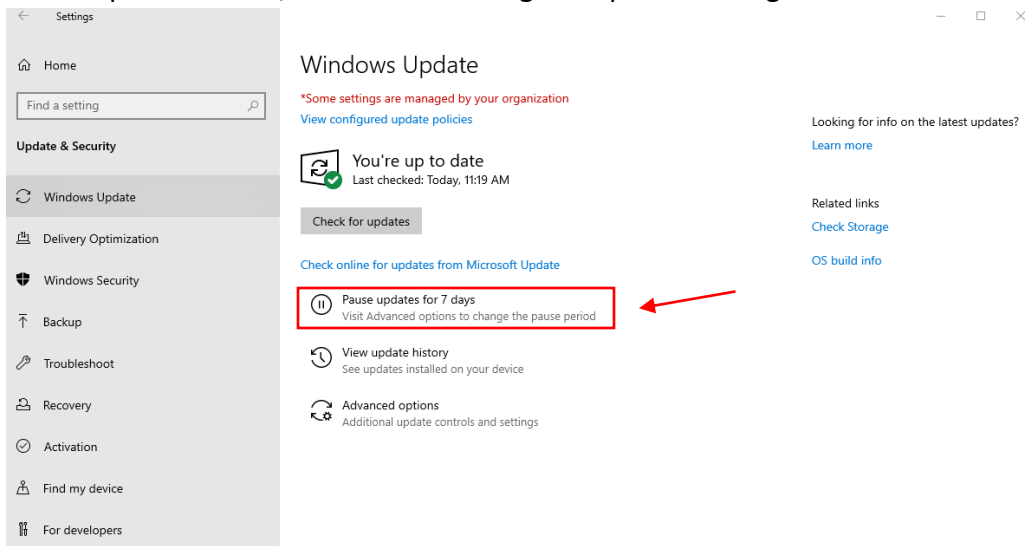
- To adjust the Windows Updates settings – open your start menu in the lower right-hand corner of the screen and then find the control panel – this may have an icon of a gear. You can also access this menu by pushing the Windows key at the bottom of your keyboard and then typing “Control Panel” – you should find it in the search results.



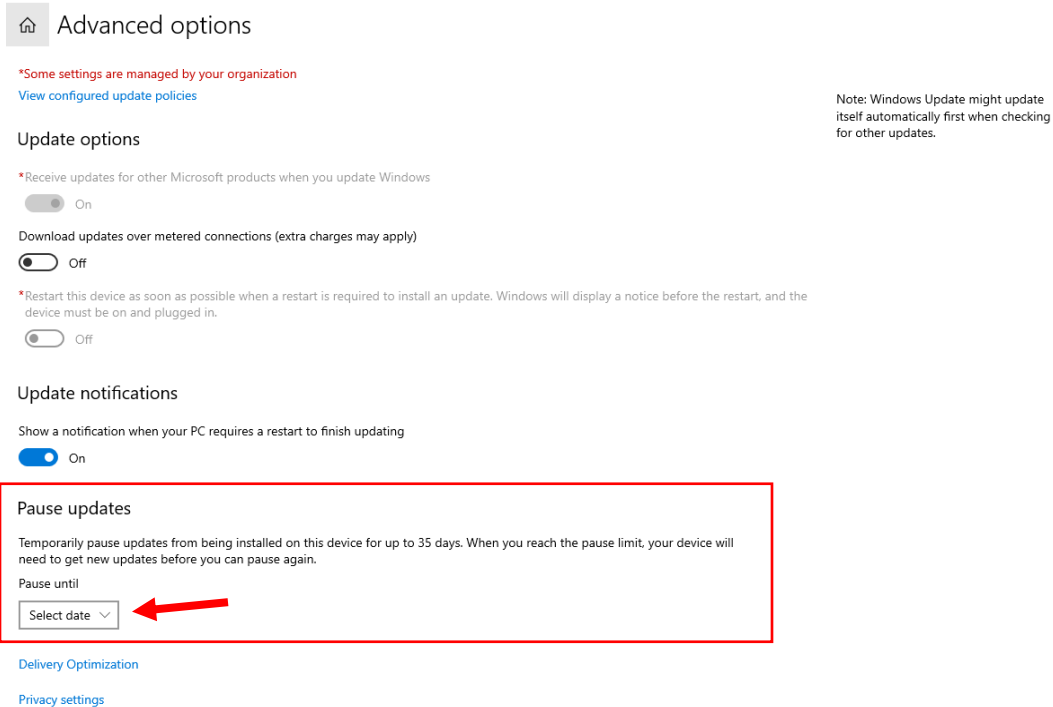
- In the next menu – find and select the option of “Update & Security”.



- In the Updates menu, under the heading of “Update settings” – select “Pause updates for 7 days”.



- From here – Select “Advanced options” and select the date range to pause updates. This should be after your exam to ensure you can update your device prior to the final exam period.

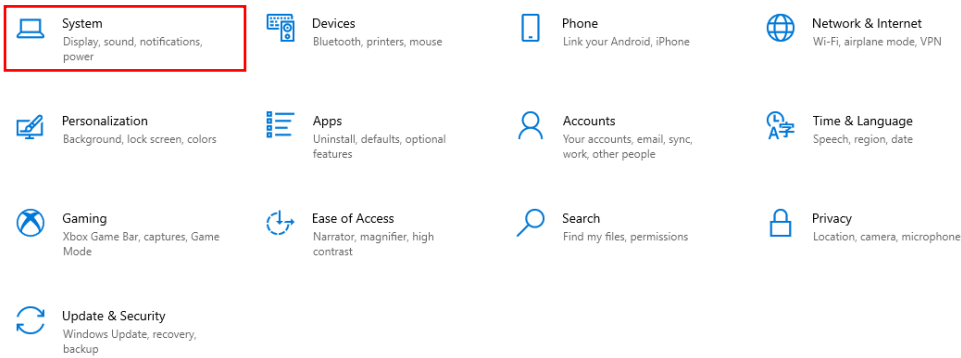


(2) SETTING YOUR POWER OPTIONS

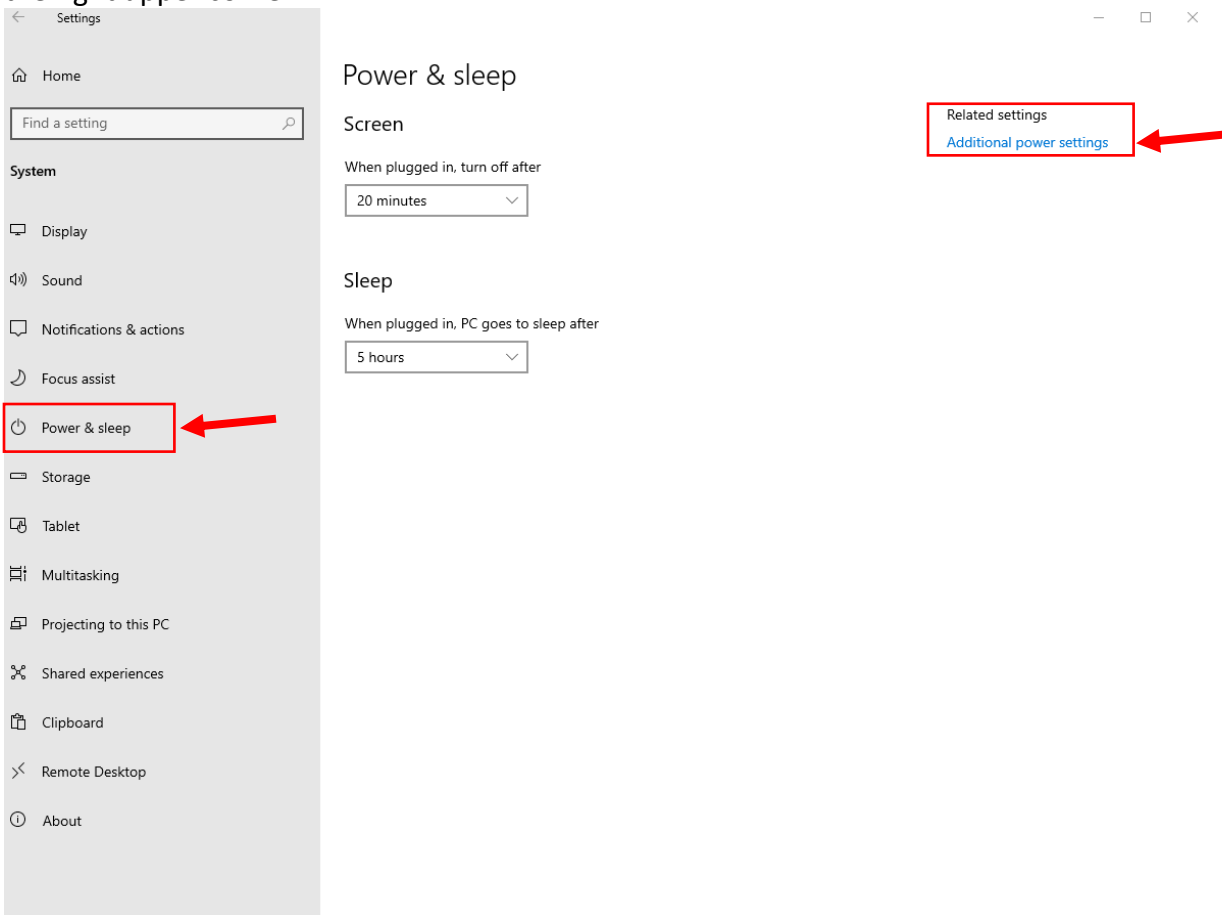
Another setting that you will want to change is power-save function – common to most laptops. Start by re-opening the Windows Setting page and selecting “System”.

Windows Settings

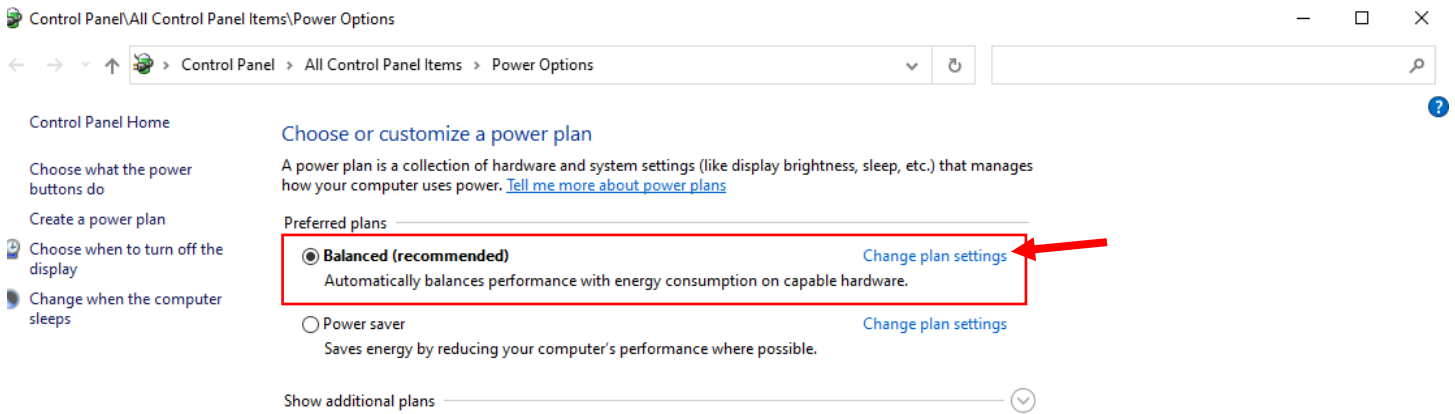
Find a setting



Then, on the left-hand column, select “Power and sleep.” On this screen, select “Additional power settings” on the right upper corner.

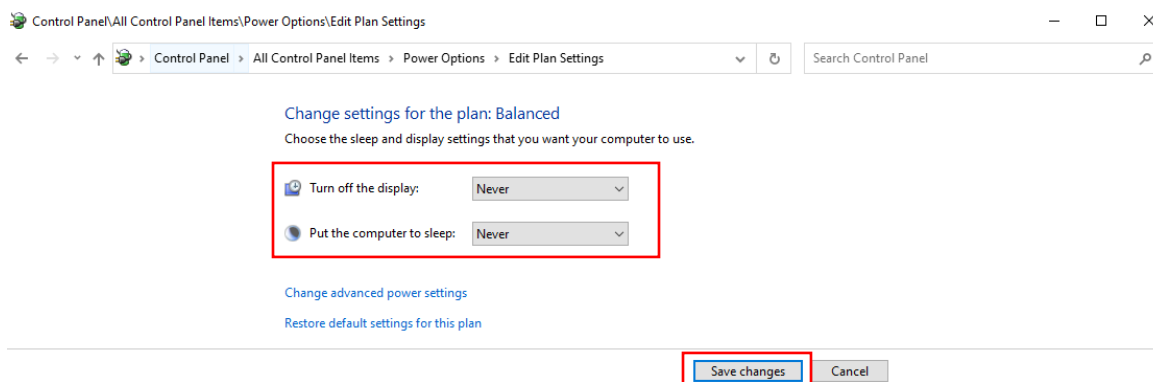


When you’ve opened your Power Settings be sure to set you laptop to “Balanced” and then click “Change Plan Settings”. You may need to click the left side mid screen down arrow below to get to this screen.



In the “Edit Plan Settings” screen be sure adjust your settings as you see below:

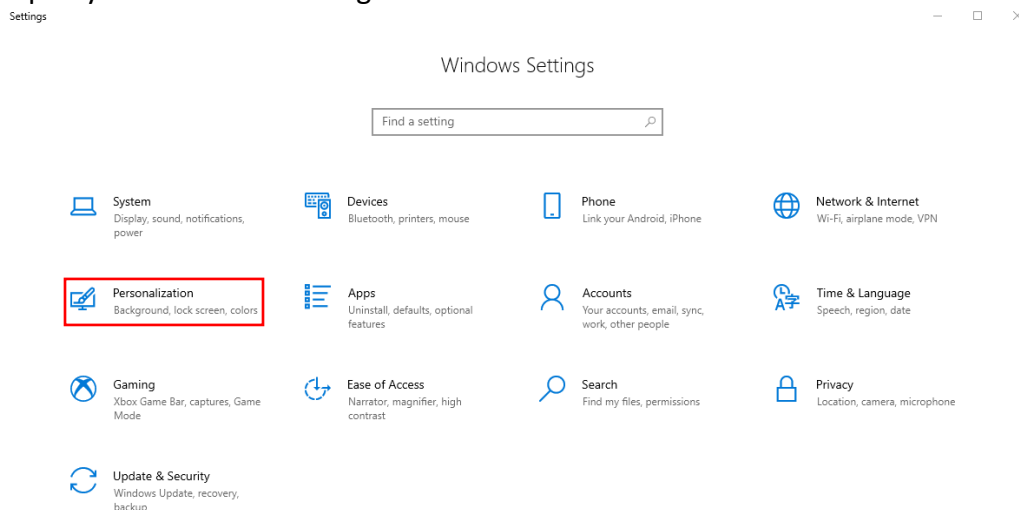
- “Turn off the display” should be set to “Never”
- “Put the computer to sleep” should be set to “Never”



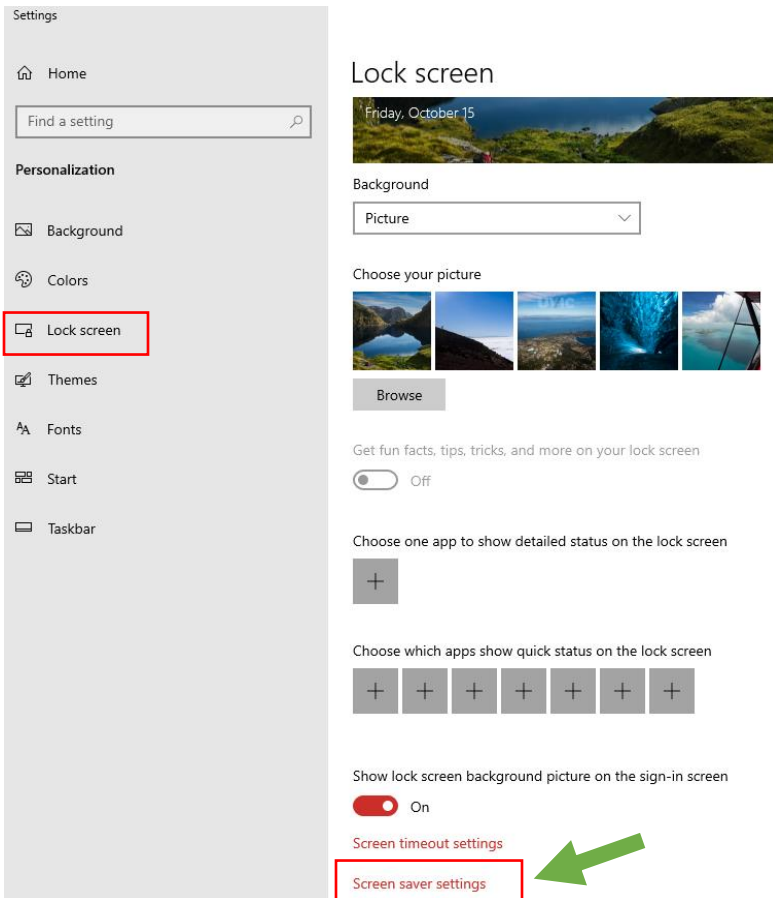
Click “Save changes” when you’ve made the adjustments and the window should close. Return to your Desktop.

(3) TURN OFF YOUR SCREEN SAVER

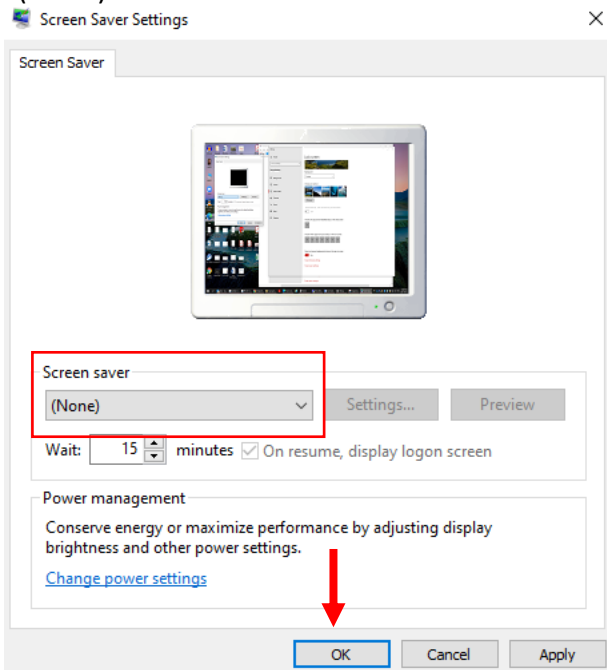
Open your Windows Settings from the Start menu and select “Personalization.”



Select “Lock Screen” from the left-hand panel and at the bottom of this page select “Screen saver settings”.



A new window will open. Here you will want to click on the drop-down menu and select the option of “(None)”

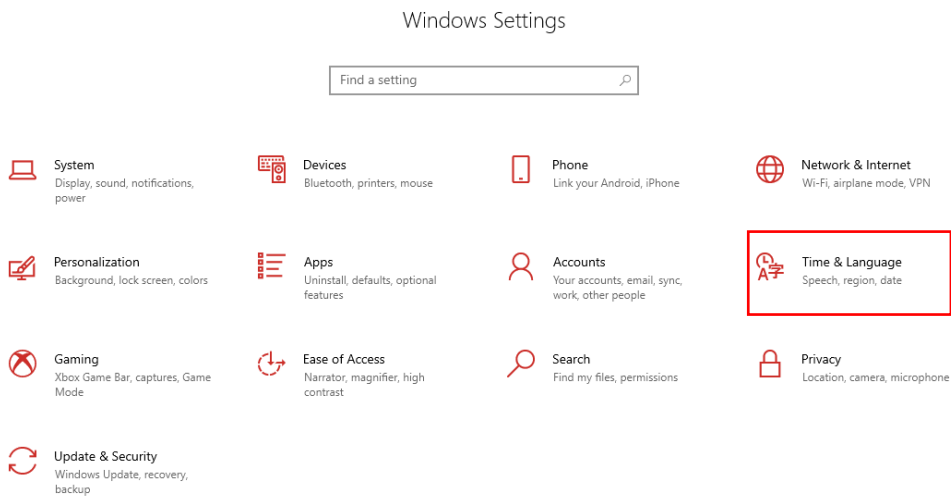


When you’ve made that change – click “OK” at the bottom of the window and then close the Personalization menu to return to your Desktop.

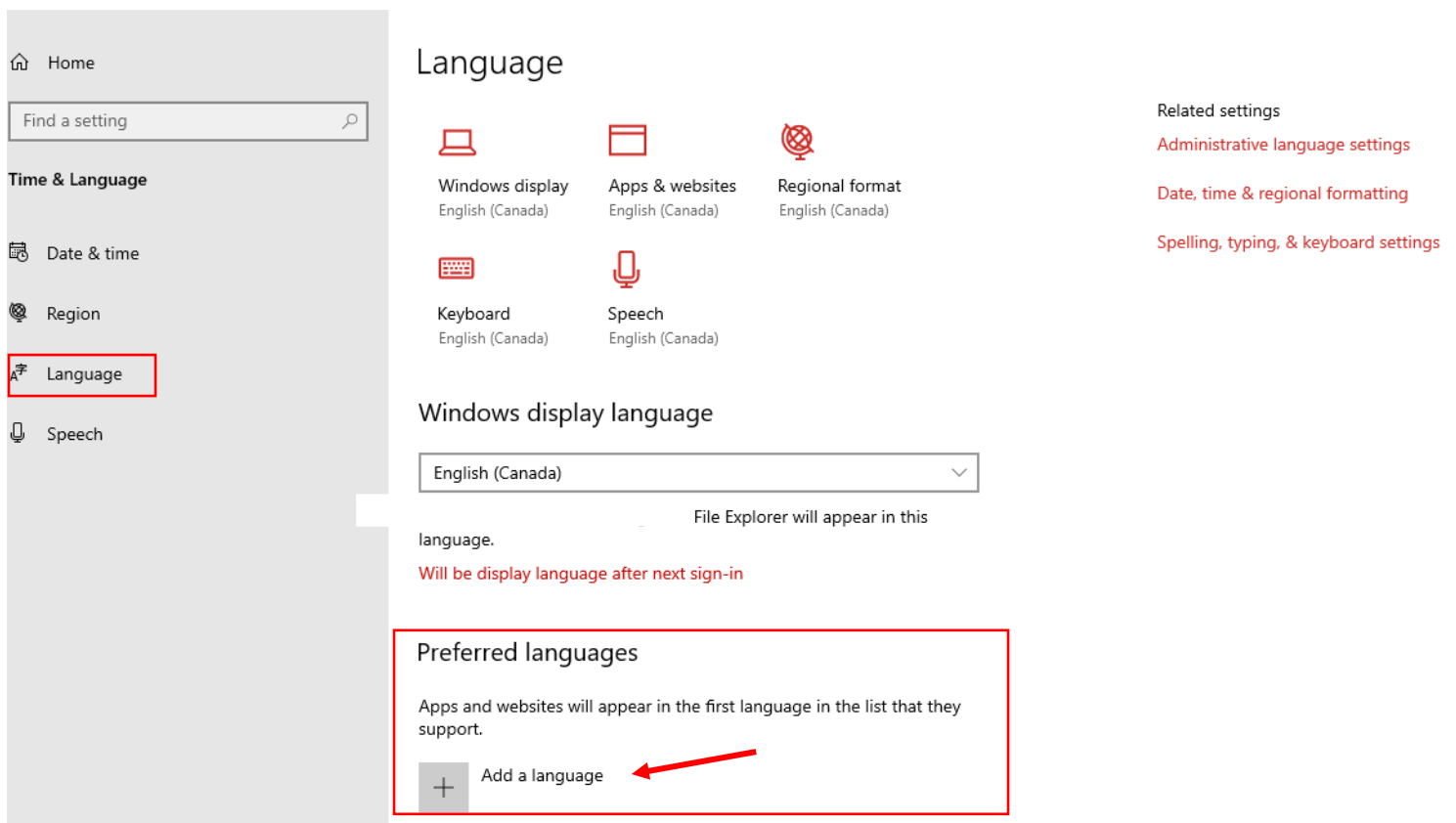
(4) ADJUST YOUR LANGUAGE SETTINGS

The last element of preparing your Windows computer for exams is the Language settings.

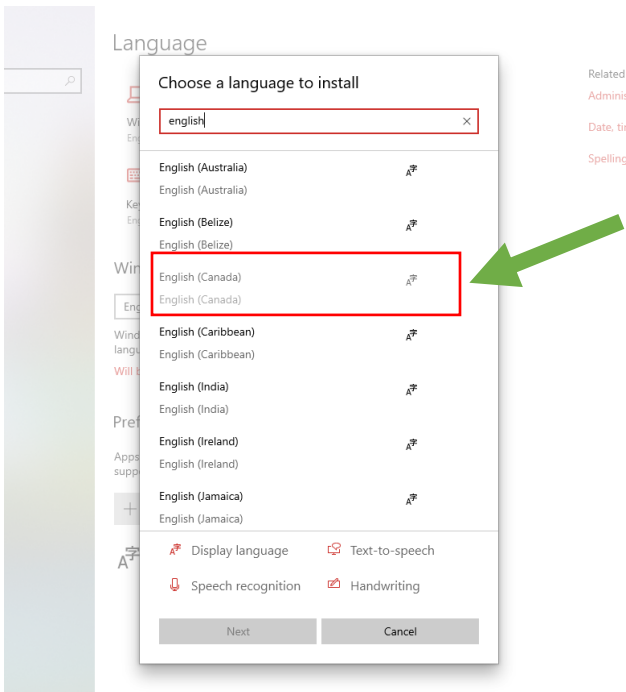
To access your language settings, please open Windows Settings from the start menu, and from the list find “Time and Language” – Open that menu.



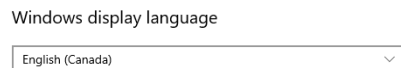
Select “Language” from the left-hand panel. Under “Windows Display Language”, select “English (Canada)” from the drop-down panel.



You may have to download the English (Canada) language pack, as the default might be “English (United States)” or your default language preference. If this is the case, select “Add a language” under the “Preferred languages” heading and search English (Canada).

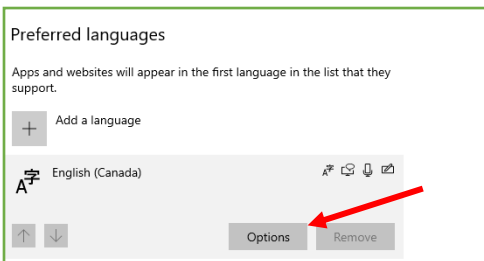


Select “Next” and confirm the option. The English (Canada) option should now show up in your Preferred languages heading.



Windows features like Settings and File Explorer will appear in this language.

Will be display language after next sign-in

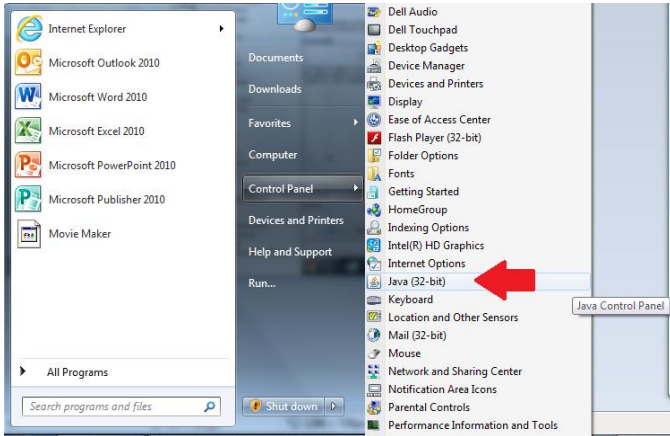


To download, select “Options” and then select “Install” in the next window. Restart your computer to enact the changes.

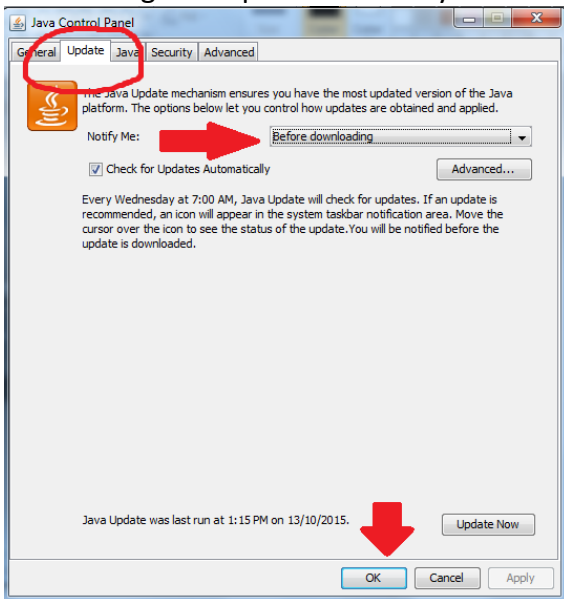
(5) MODIFY JAVA UPDATE SETTINGS - DISABLE AUTOMATIC JAVA UPDATES

Not everyone will have Java installed. This is for users with the program installed.

On rare occasions Java Updates have caused issues with Exam4. We recommend adjusting the update sessions to prevent Java from installing updates while you are writing an exam.



To do this we will need to open the Control Panel from the Start menu and select “Java” from the list. Once the Java settings are open in front of you select the tab at the top of the window labeled “Updates”.

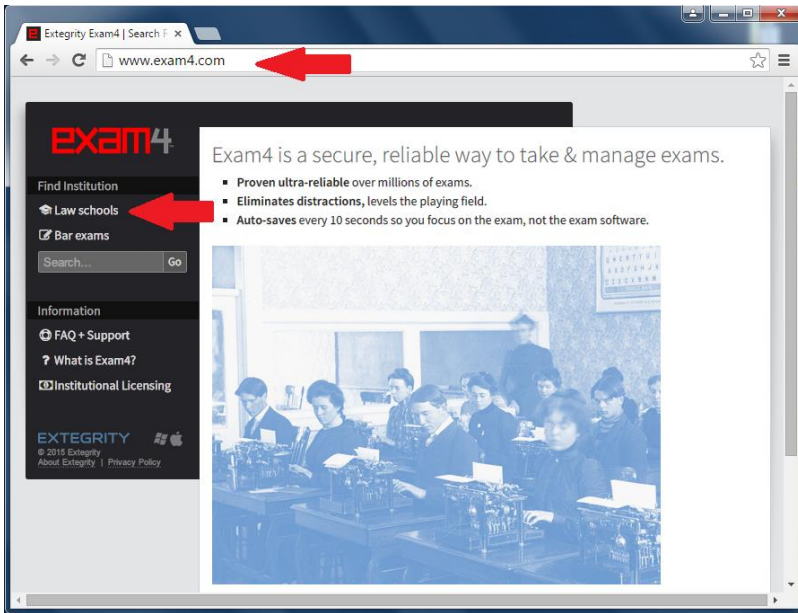


Set the drop-down menu to notify you “Before downloading”. This will prevent Java from running amok in the background during an exam. Click “OK” at the bottom of the window to save your settings. Return to your Desktop. When you are not in an exam feel free to install any updates by clicking this little orange symbol on your taskbar:



MODULE 2: INSTALLING EXAM4 FOR WINDOWS

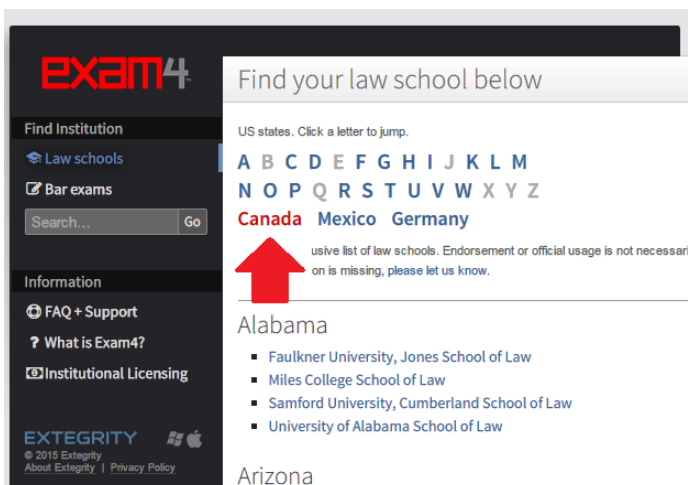
Before installing, please refer to Module 1: Preparing your Windows Laptop.



To download the Exam4 Software open any internet browser and go to the Extegrity website:
www.exam4.com

Once on their homepage select “Law Schools” from the top left corner of the screen. This will bring you to a long list of law schools from around the world.

Select “Canada” from the options at the top of the page (see image below) – this will scroll the list and narrow your search.



After clicking on “Canada” continue to scroll down the page and locate the heading British Columbia. From there select “University of Victoria Faculty of Law”

CANADA

Alberta


- The University of Calgary, Faculty of Law
- University of Alberta, Faculty of Law

British Columbia

- TRU Faculty of Law
- Univ. of British Columbia, Faculty of Law
- University of Victoria Faculty of Law

Manitoba

- University of Manitoba, Faculty of Law



When you get to the next page – fill in your details and then select your operating system.

Please register to download Exam4

All fields are required

First Name

Last Name

Email Address

Confirm Email Address

Class Year

Operating System

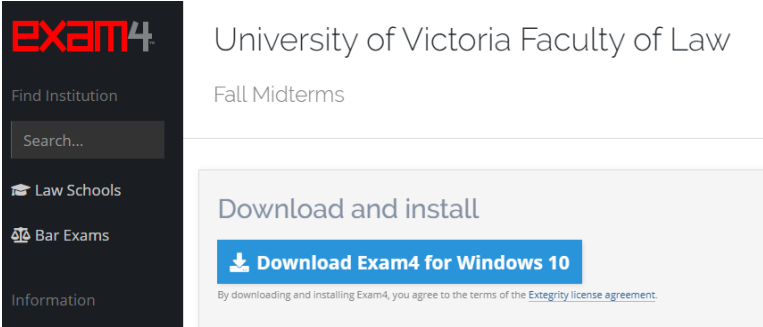
OS not showing up? [See if it's supported.](#)

- Windows 10
- macOS 11 Big Sur
- macOS 10.15 Catalina
- macOS 10.14 Mojave

[Continue >](#)

When you've completed the form on this page – select "Submit & Proceed to Download" at the bottom of the page.

You will be taken to another page where you will click on "Download Exam4 for Windows"



EXAM4

University of Victoria Faculty of Law

Fall Midterms

Find Institution

Search...

Law Schools

Bar Exams

Information

Download and install

[Download Exam4 for Windows 10](#)

By downloading and installing Exam4, you agree to the terms of the [Extegrity license agreement](#).

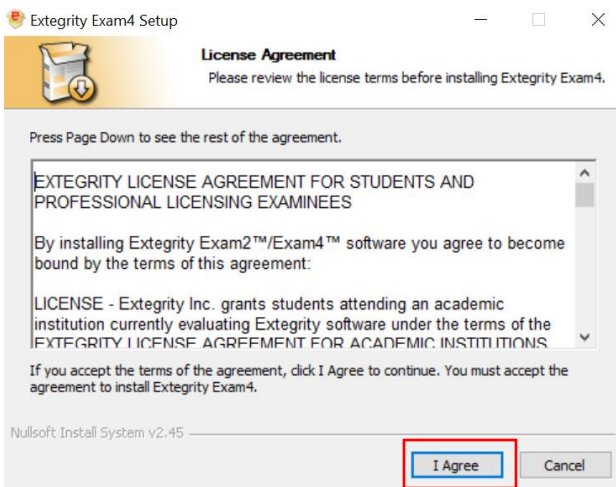
Depending on your browser you should start to see the Exam4 software downloading and an icon may appear at the bottom of the page.

When that download has completed - click on the software icon to begin installing.

Here is what you will see if you are using Google Chrome:

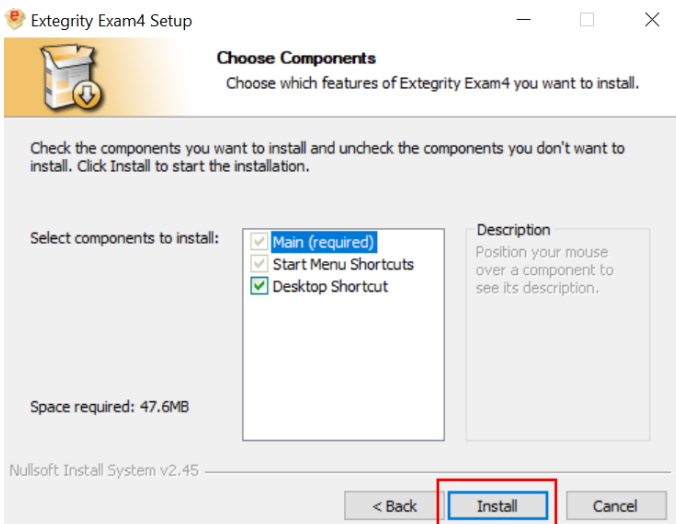


You will see a pop up screen asking if Exam4 can make changes to your computer. Click “Yes”. As the installation begins you will be prompted by the window below. Select “I agree” to continue to the next step.

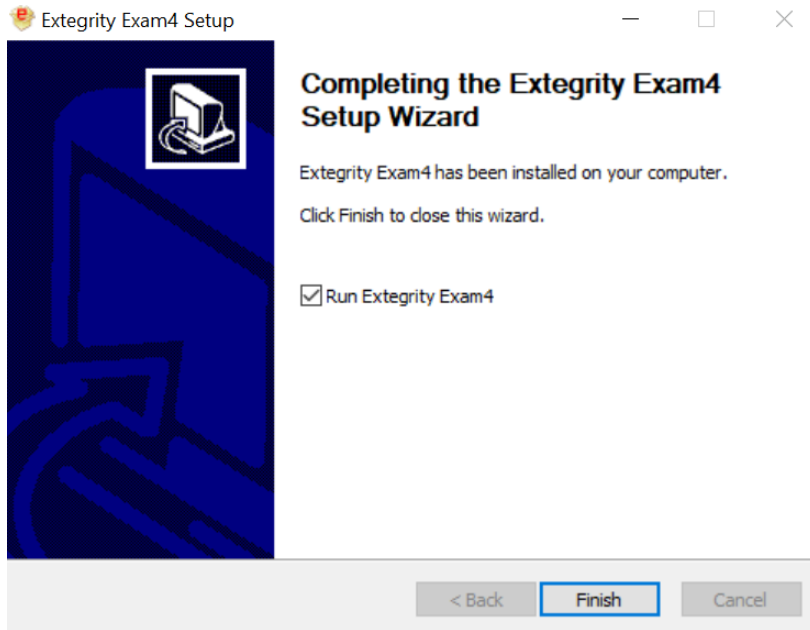


The program will confirm the installation one more time and you may choose whether you would like a desktop shortcut to be created for Exam4.

When you are ready to proceed – click “Install” at the bottom of this window.



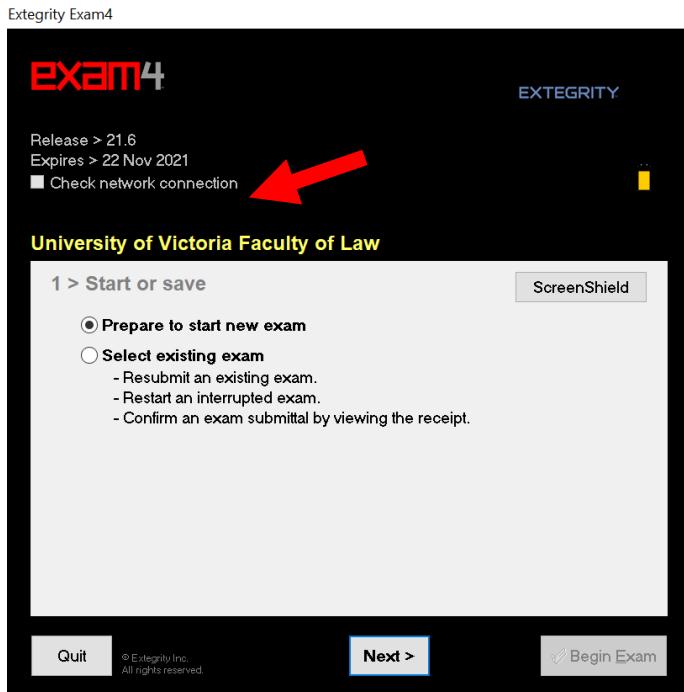
Finally, once the installation is complete you will see the message below.



Click "Finish" to complete the setup. The Exam4 program will open.

This is what Exam4 looks like when opened. Notice that there is an expiry date at the top of the screen. **You will need to update Exam4 twice per term; once for midterms and again for final exams.**

This date will indicate the expiry of the software. You can use this to determine whether your Exam4 needs to be updated.



If your Exam4 software is not up to date – YOU WILL NOT BE ABLE TO WRITE YOUR EXAM.

If you're ever in doubt – download and re-install the software from the website by repeating these instructions.

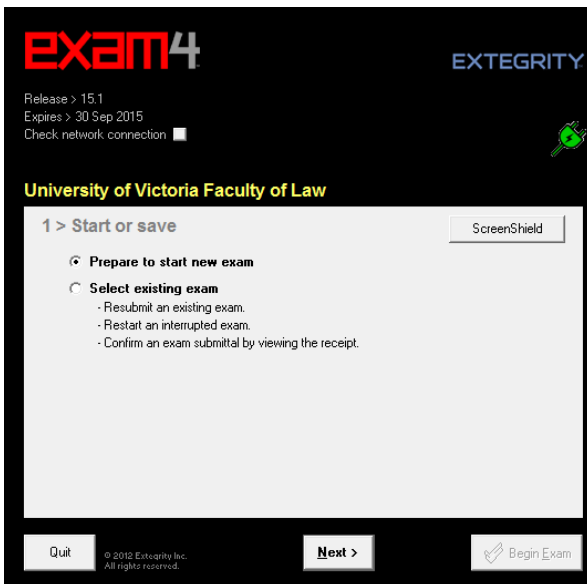
WE RECOMMEND RESTARTING YOUR COMPUTER AFTER YOU'VE INSTALLED EXAM4.

MODULE 3: RUNNING EXAM4 FOR WINDOWS: A PRACTICE EXAM!

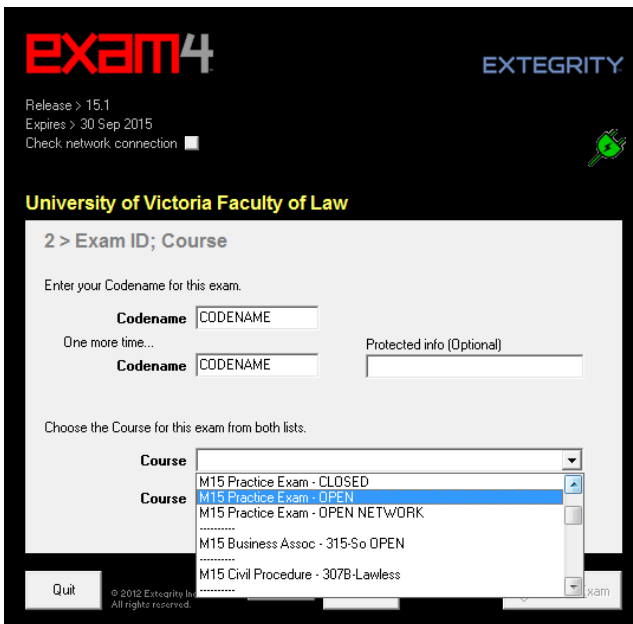
Let's run a practice exam! **It's important that you do this.**

In order for the software to work completely you will need to be at UVic and connected to the school's Wi-Fi. If you try to run the Exam4 software from your home – you will not be able to submit your practice exam answers electronically to the server.

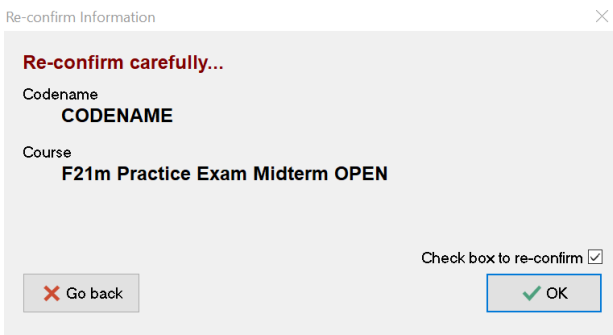
Following installation of Exam4 you should find an icon on your Desktop. Open the program and you should see the screen below. Select "Prepare to start new exam" and click "Next" at the bottom of the screen.



On the next screen you will enter your codename and select your exam from the drop-down menu. You'll need to make your selections twice to verify before you can move on to the next page. Click "Next" to continue. Try a practice exam in CLOSED mode then if you have time, a second one in OPEN mode.

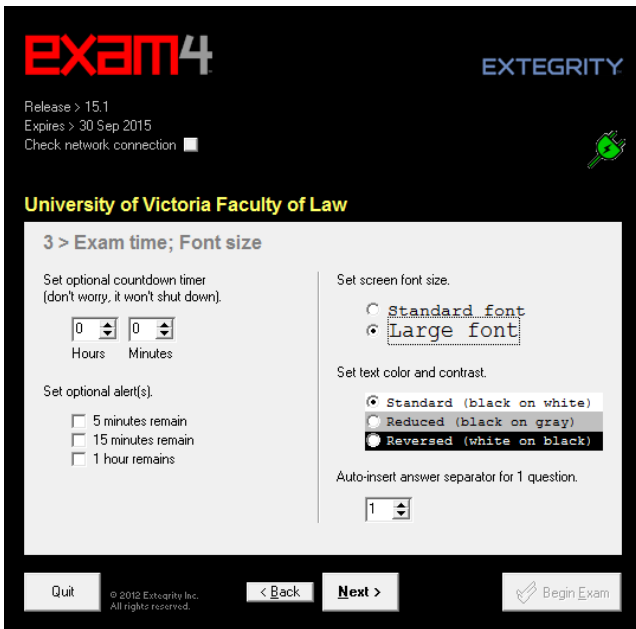


A box will appear when you've made your selection – Be sure to click the checkbox on this new window and then click “OK” to move on.

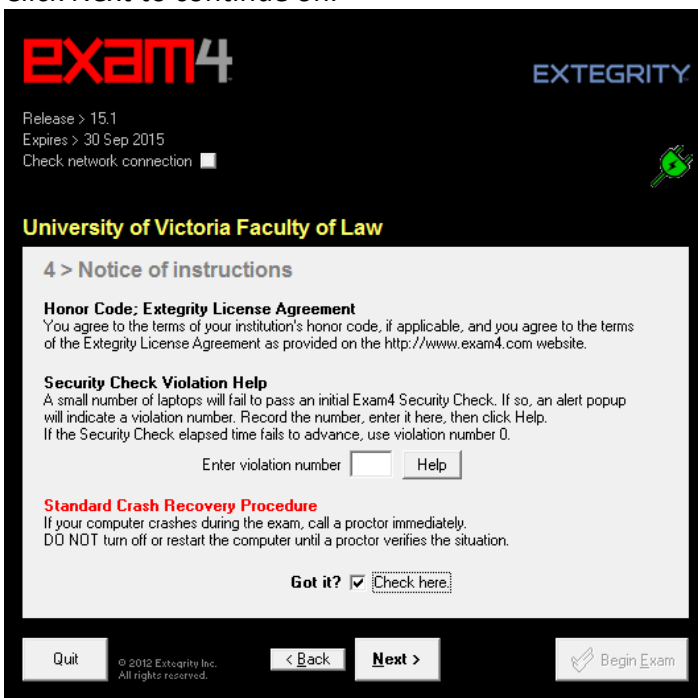


On the next screen you can set an optional countdown timer and optional alerts which will pop-up during your exam. We do not recommend these options because you can't accurately sync the start of the timer with the start of the real time exam. Rely instead on your exam invigilator and the clock in the exam room. The timer won't shut down Exam4 or prevent you from submitting your exam electronically.

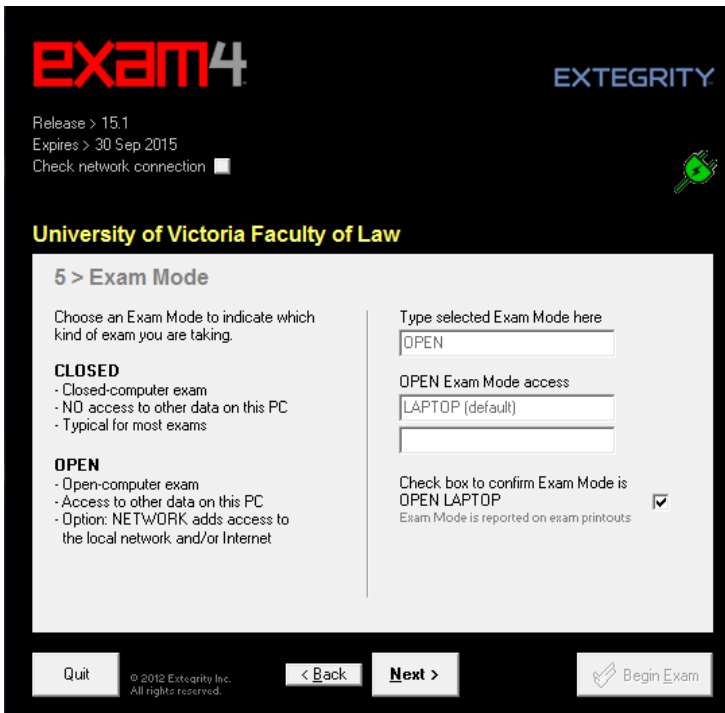
If you like, you can change your font size and colour scheme. Most students use the standard settings. These settings can be adjusted within the exam later if you need to make changes. Answer separators can also be added when you're in the typing screen if you choose to use them. Click “Next”



The next screen will have another checkbox – click to add a checkmark at the bottom.
DO NOT PUT ANYTHING IN THE BOX THAT READS “Enter violation number”.
Click Next to continue on.



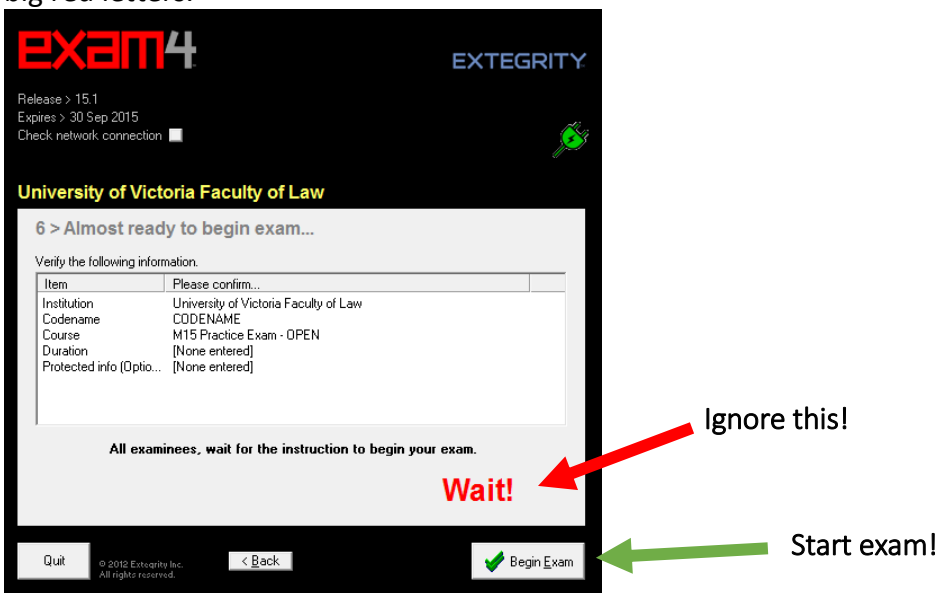
Just one more checkbox to click on this screen and then you can hit “Next” to move forward.
Do not enter any other details on this screen. The information show is simply for confirmation.



This is the final screen in the set up and is merely confirming the details of your exam.

Note that you should see your codename, and the name of the course you originally selected from the menu.

If everything appears to be correct then click “Begin Exam” in the bottom corner even though it says **Wait!** in big red letters.



As the software transitions to the typing screen – your laptop will run a security check where you may see a grey screen with animations. This security check can take several minutes which is why you should follow these steps and run the security check at least 10 to 15 minutes before your exam starts.

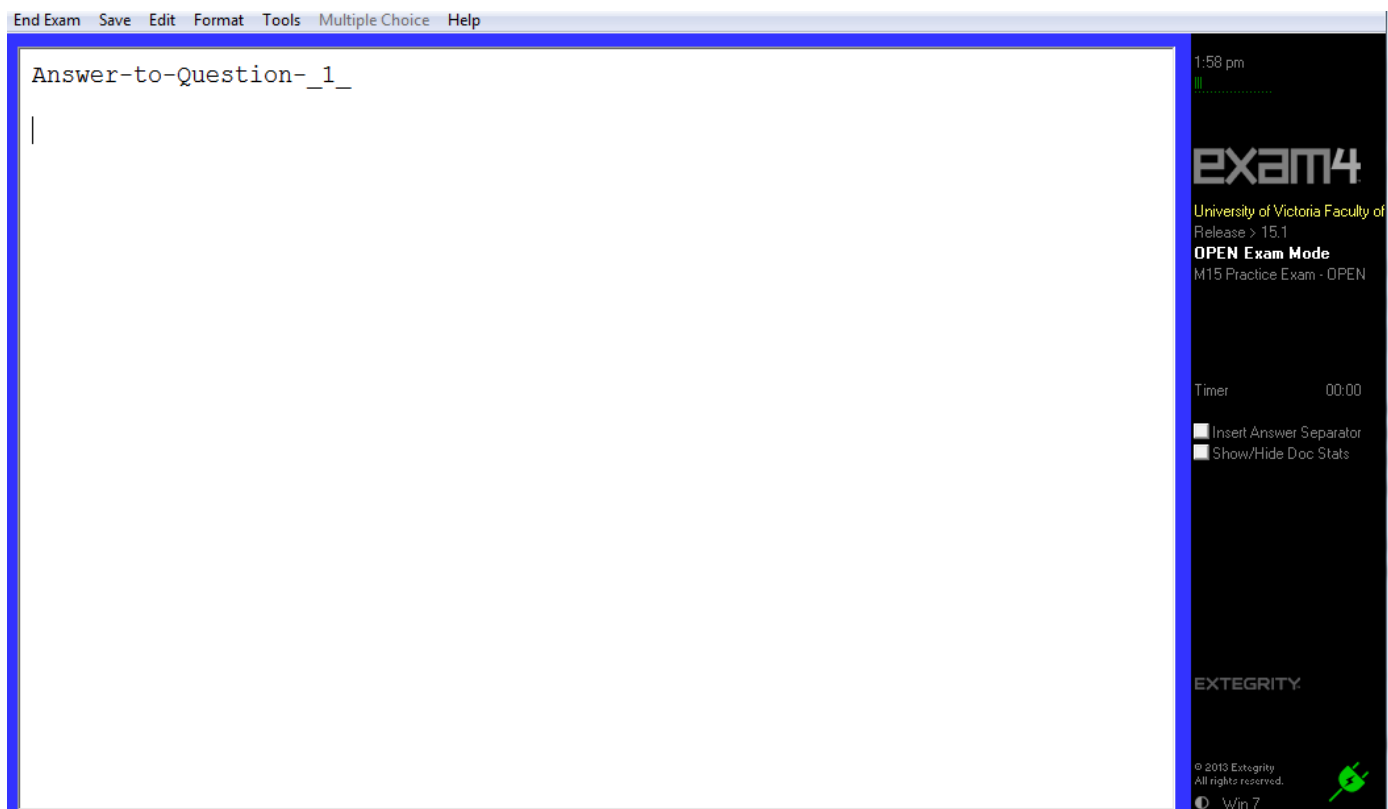
Don't worry – running the security check to transition to the typing screen is an important part of the pre-exam set-up and will not affect your exam.

If your exam has a required reading period you should still run the security check and transition to the typing screen before the exam time begins. You will be provided with scrap paper to take notes and you may only begin typing when your professor tells you the reading period is over. Typing your answers during the reading period is not permitted.

When the security check finally finishes (this can take anywhere from 5 seconds to several minutes) you will see a screen with a blank page. This is your typing screen, try it out.

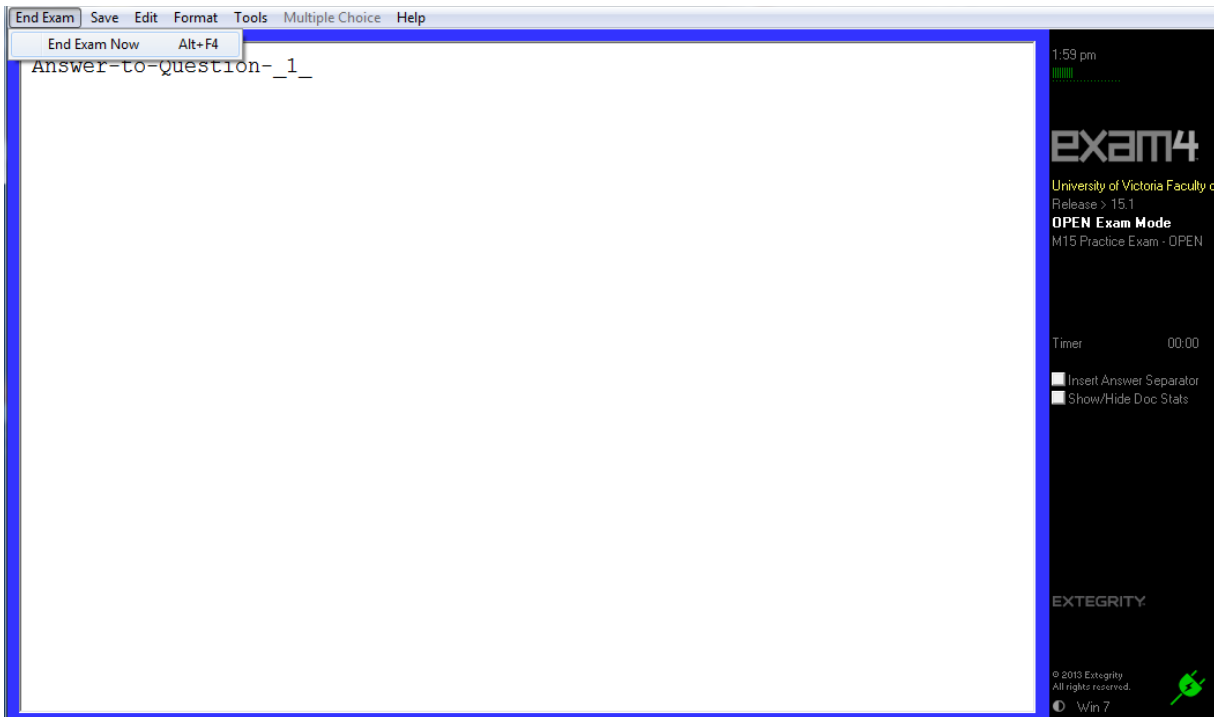
You can also select various options from the top menu bar to adjust the colour scheme and text size. Experiment with the various options. You can also use Ctrl C, Ctrl V, etc. The screen below shows an answer separator, an option you can use if you like.

Exam4 has a basic spell check program you can run, but it doesn't automatically underline misspelled words while you're typing. If you decide to run the spellcheck program in must be done during the exam time and not once the exam has ended. Spellchecking after is another no-no!

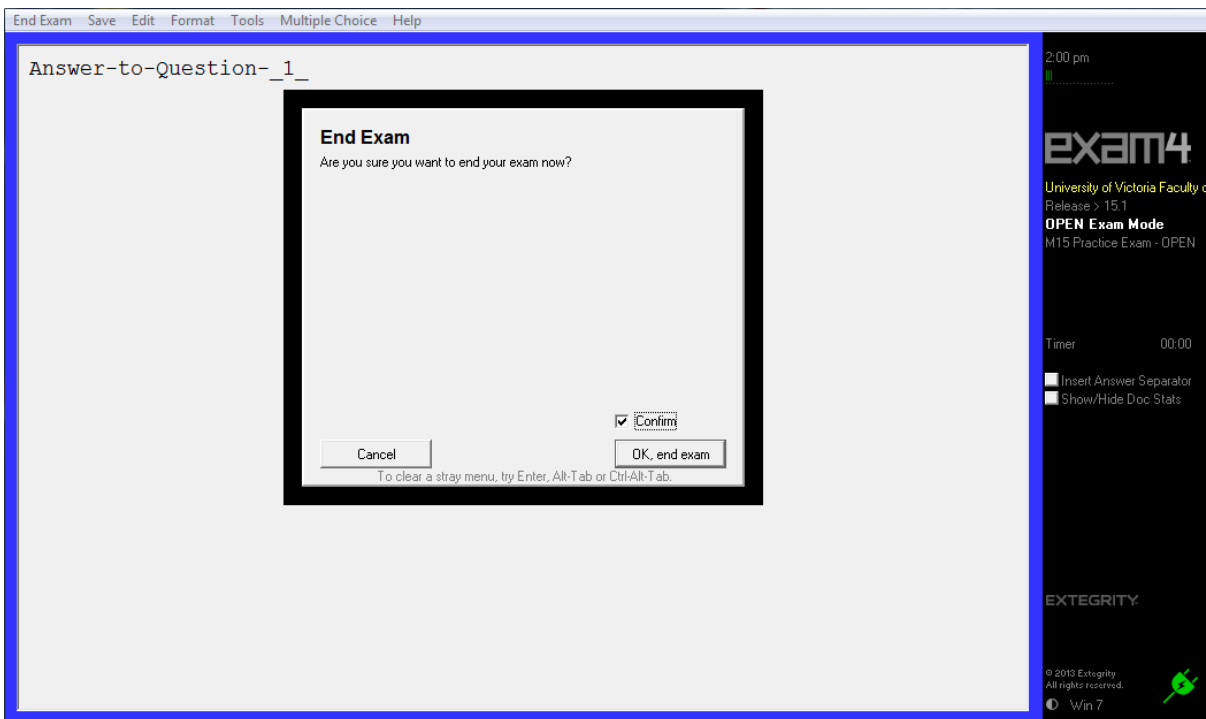


Alright – you are finished your exam – Nice work!

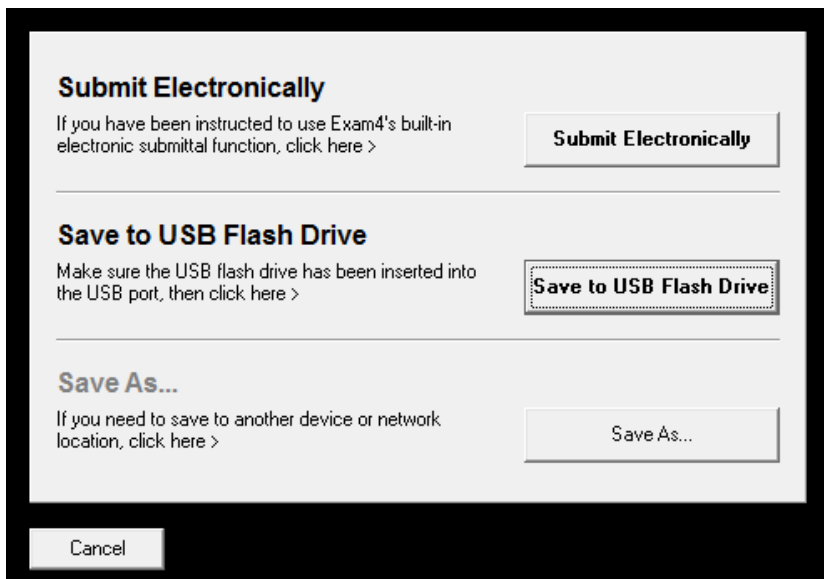
To end the exam and submit your answers to us – look in the “End Exam” menu in the top-left corner of the screen. Select the option of “End Exam Now”.



You will be prompted by another window with a checkbox – click the checkbox to confirm then click “OK, end exam”. This will save your exam as a single encrypted file. The font of your exam answers will turn blue and you will no longer be able to scroll within your exam file.

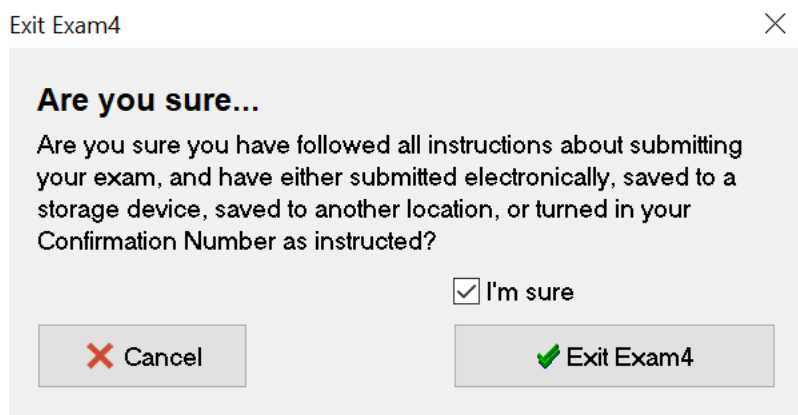


The Save Options screen will appear. Click “Submit Electronically” to continue.



You should see a green loading bar and then receive a message confirming your submission. Your test answers have been submitted successful through UVic Wi-Fi to the UVic server.

Now, select the "File" and "Save" options from the menu then select "Exit Exam4 Now." You will get this screen. Check "I'm sure" and then "Exit Exam4."



You are done, but keep reading! A few more very important things.

On your exam days, if you have any issues logging on or with your security check, there will be tech support on site before the exam begins with either a way to fix things or another laptop to deploy in place of yours.

If you have any issues during the exam, quickly try some of the options in the "During the Exam" section below. **Do not turn off your laptop.** If the tips below don't help, tell your invigilator and you will be provided immediately with exam booklets or a substitute laptop (if a backup is available at the front of the room) whichever you prefer. Move your laptop carefully over, leave it running and do not re-write or type what you have already done, continue from where you left off in the substitute laptop or booklets.

The great thing about this software is that if anything happens in the middle of the exam – such as your computer malfunctioning or crashing – most of the exam up until that point will be saved safely on your laptop hard drive. If you need to move from one laptop to another mid-exam the first part of your exam will be retrieved from your laptop after the exam time is complete.

Tech staff will be in the exam room when the exam ends and we will work with you to extract the files from your laptop. We'll print those files and add them to the work you completed on the second laptop or in booklets.

The information in Module 1 of this guide about preparing your laptop is included to prevent issues from happening. When doing a practice exam we urge you to leave your laptop in the typing screen for an hour.

If you experience any freezes, crashes or other problems during the practice exam then consider getting in touch with Maddie Wong in the front office to borrow a faculty laptop. We have a number of pre-loaded computers ready to be deployed if you anticipate a potential computer issues.

DURING THE EXAM

1. Please ensure that you have followed all of the steps outlined above to prepare your computer to run Exam4, including disabling updates, screen savers, sleep mode and exiting any running applications and non-essential processes.
2. Start Exam4 and proceed past the security check to the typing screen 10 minutes prior to the start of the exam to ensure your computer passes the check (do not start writing until your instructor tells you to)
3. If your computer freezes during the exam, you can try the following **troubleshooting** steps:
 - a. Press Alt-Tab. Can you type? If not then try the next step.
 - b. Press Ctrl-Tab. Can you type? If not then try the next step.
 - c. Press Ctrl-Alt-Del. In the next screen press the "Esc" key or click on "Cancel". Can you type?
 - d. If none of the above helped, please notify the instructor and switch to a paper exam.
 - e. Do not worry about the answers you have already entered into the laptop. These are saved every few seconds and will be retrieved after the exam.
 - f. Our IT staff will need to copy the Exam4 folder from your computer for debugging purposes after the exam to help determine the cause of the issue. Please remain a few minutes after the exam to assist them with this.

EXAM4:

For Mac Users

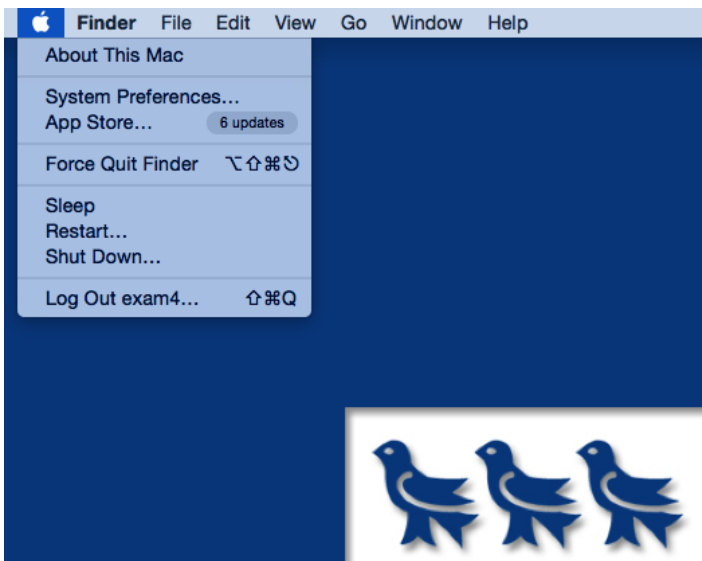
MODULE 1: PREPARING YOUR MAC LAPTOP

(1) TURN OFF YOUR MAC UPDATES

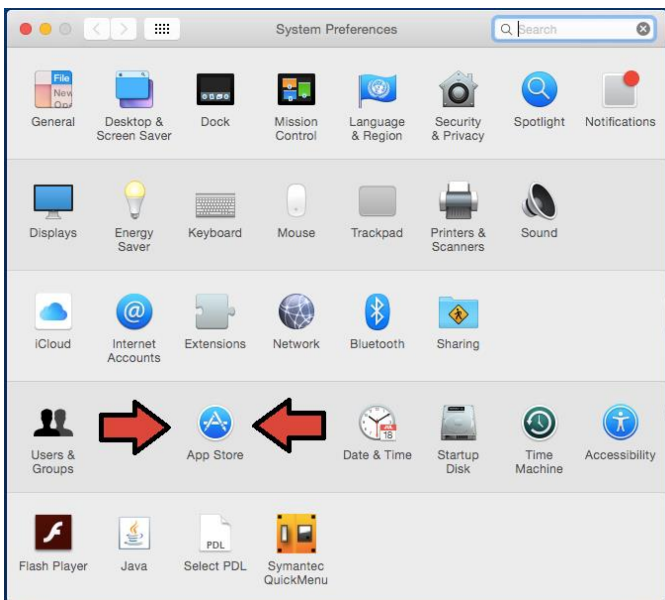
This guide was written using an older version of Mac. The software reflects the current Finder Interface and instructions for downloading Exam4.

To begin we will need to disable automatic updates on your laptop. We recommend disabling updates for the extent of the exam but then turning those updates back on after the exam has finished. Here is a walk-through on disabling the updates:

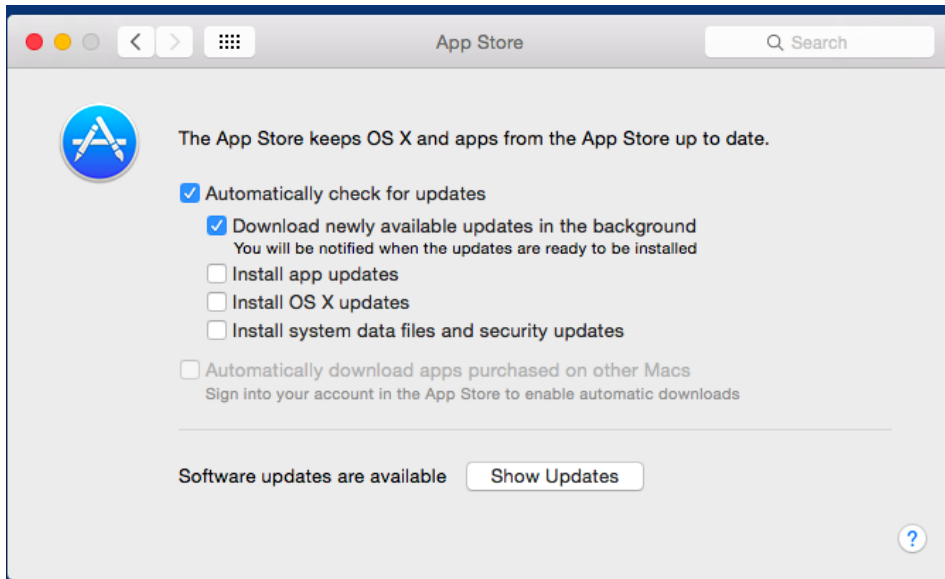
Start by finding your “System Preferences” in the Apple menu in the top-left corner of the screen.



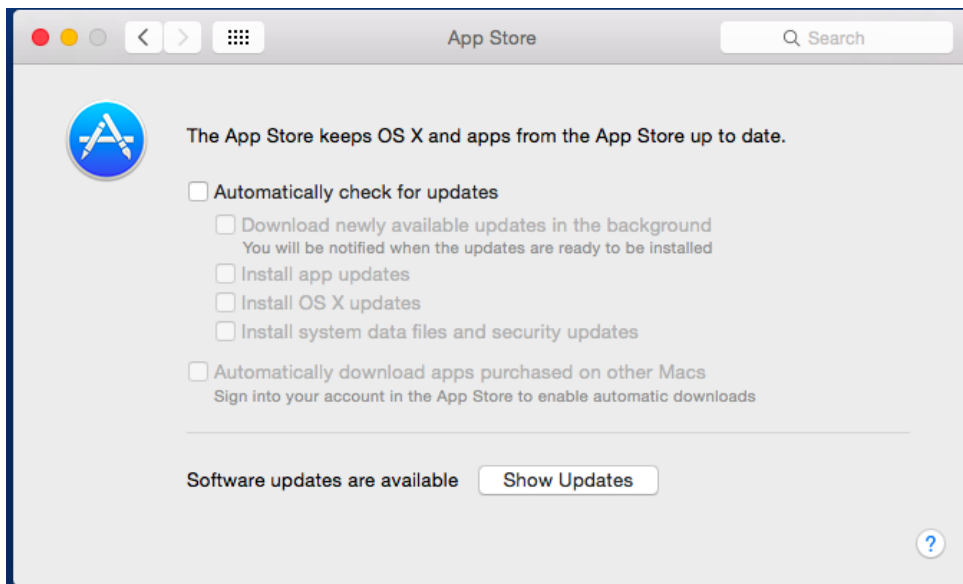
When you open the System Preferences menu – find and click on the “App Store”.



The App Store should look something like this when you arrive. You may have different checkboxes marked to start.



In the App Store – Click to remove all of the checkmarks from the various check boxes
When you're finished it should look like this:



This will prevent your system from trying to update during an exam – something that could potentially cause Exam4 to crash or your computer to restart in the middle of an exam.

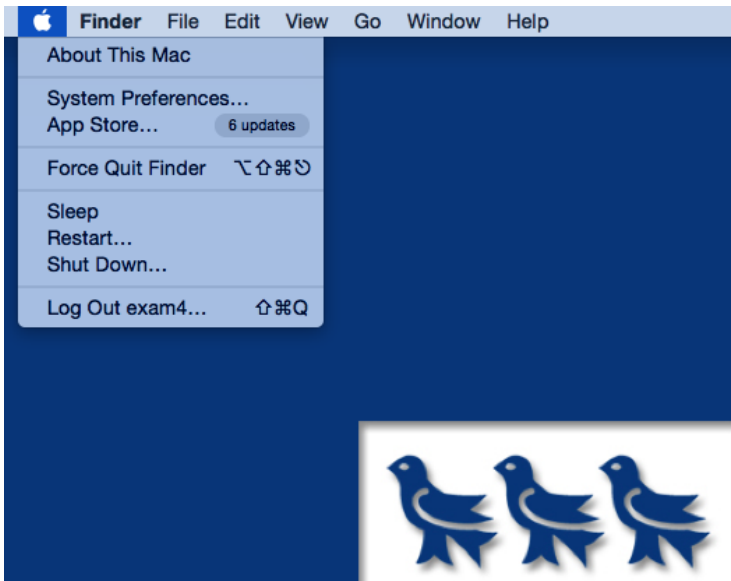
Close the window to return to your desktop.

REMEMBER: WHEN YOUR EXAMS ARE FINISHED – RE-ENABLE AUTOMATIC UPDATES BY RE-ADDING THE CHECKMARKS TO THE BOXES IN THIS MENU. THOSE UPDATES ARE IMPORTANT FOR THE HEALTH AND SECURITY OF YOUR COMPUTER.

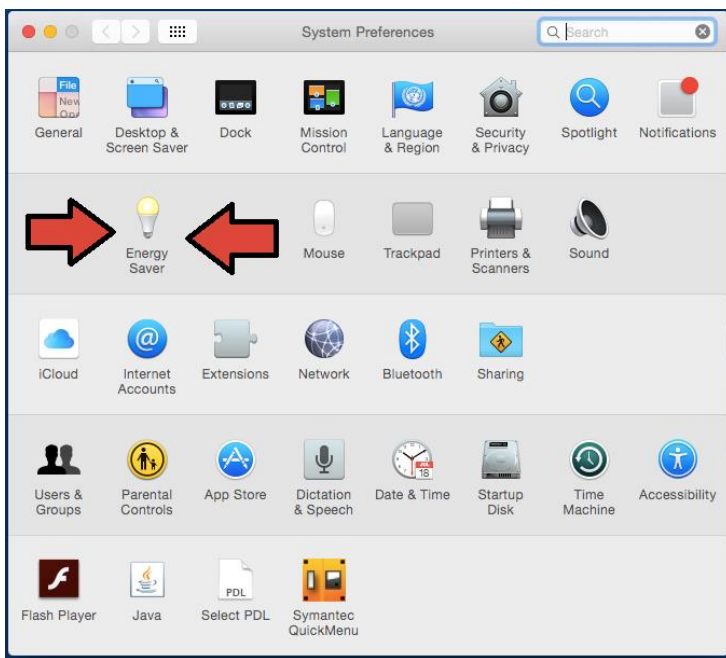
(2) SETTING YOUR POWER-SAVE OPTIONS

To prevent your laptop from going to sleep during an exam we are going to turn off your laptops' power-save functions.

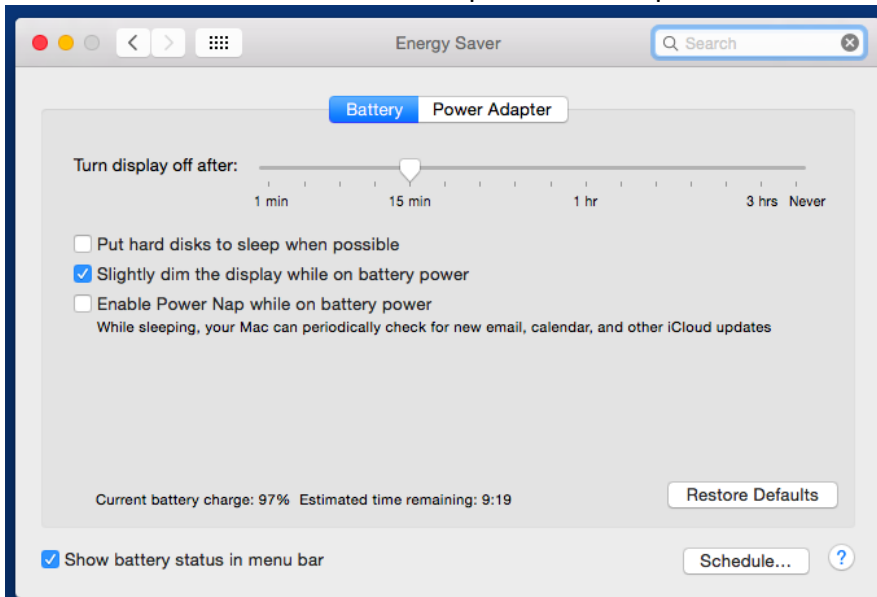
To start – open the Apple menu in the top-left corner of the screen and select “System Preferences”.



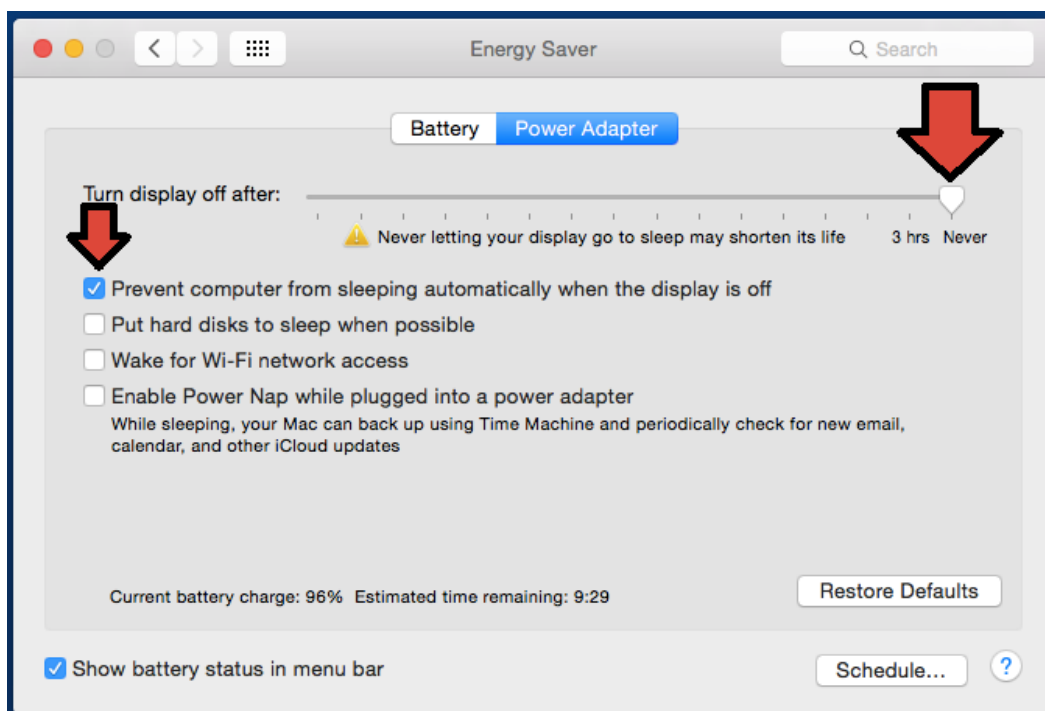
In the System Preferences menu – find “Energy Saver” and open that menu.



On the next screen click “Power Adapter” at the top of the window.



From here – set the arrow to the farthest right position on the scale – to “Never”.

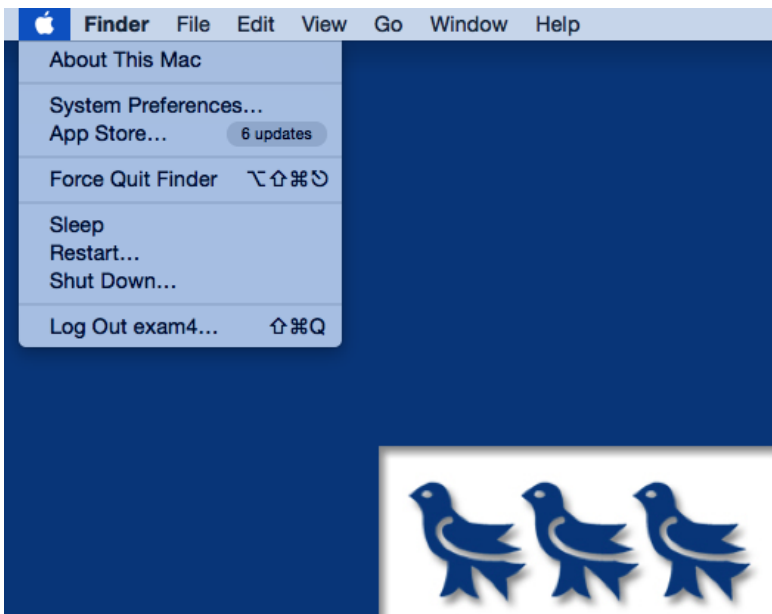


Also make sure that the only checkbox with a check mark is “Prevent Computer from sleeping automatically...” No other checkboxes should have checkmarks. With those settings in place – close the window and return to your desktop.

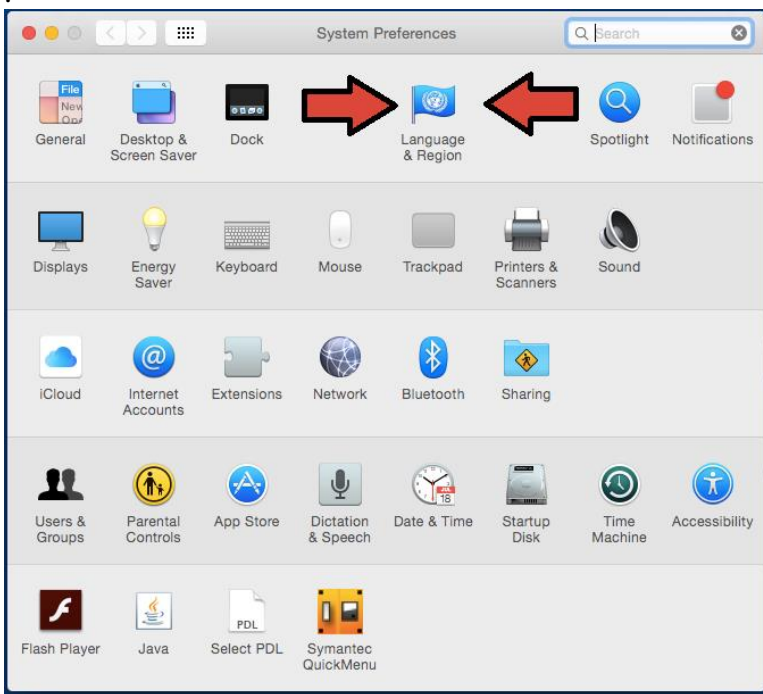
(3) ADJUST YOUR LANGUAGE SETTINGS

One last setting to adjust before writing your exam – the Language Settings.

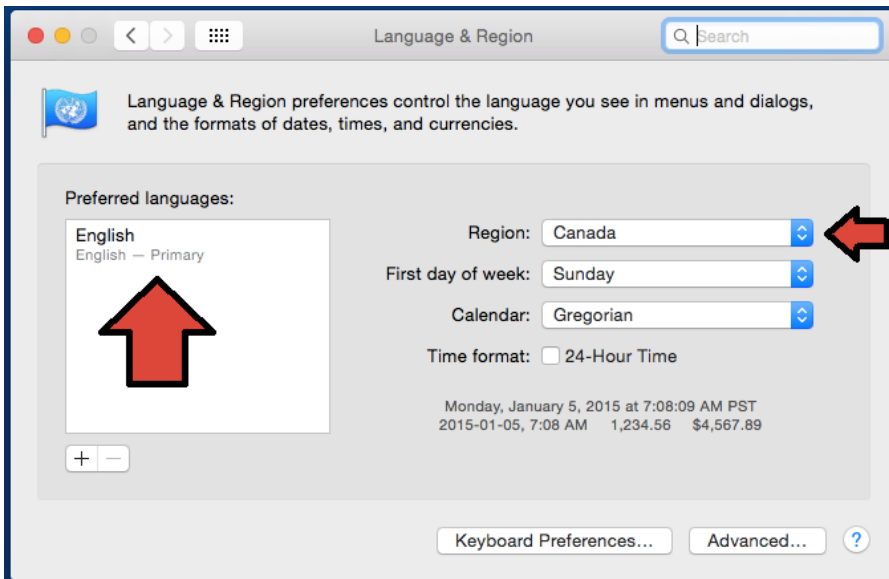
Start by finding “System Preferences” in the Apple menu in the top-left corner of the screen.



When you have the system Preferences menu open in front of you – find the “Language & Region” settings and click on that icon.



On the next screen – Ensure that the “Preferred Languages:” is set to **ENGLISH**



Also – Make sure that your “Region:” is set to **Canada**.

When those settings have been confirmed or adjusted – close the window to return to your main desktop.

MODULE 2: INSTALLING EXAM4 ON YOUR MAC

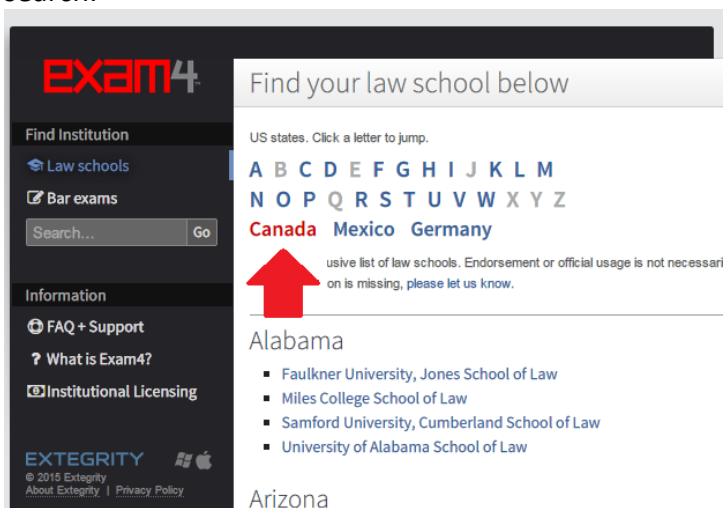
Before installing Exam4 review Module 1: Preparing your Mac Laptop.

To download the Exam4 Software open any internet browser and go to the Extegrity website:

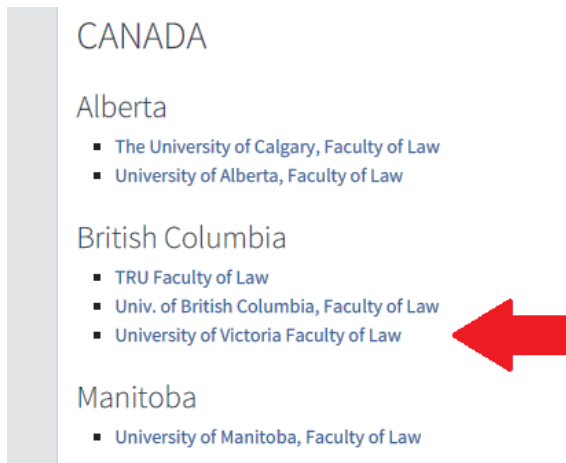
www.exam4.com

Once on their webpage select “Law Schools” from the top right corner of the screen. This will bring you to a long list of law schools from around the world.

Select “Canada” from the options at the top of the page – this will bring you down the list to narrow your search.



After clicking on “Canada” continue to scroll down the page and locate the heading British Columbia. From there select “University of Victoria Faculty of Law”



When you get to the next page – fill in your details and then select your operating system. When you’ve completed the form on this page – select “Submit & Proceed to Download” at the bottom of the page.

Please register to download Exam4

All fields are required

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email Address	Confirm Email Address
<input type="text"/>	<input type="text"/>
Class Year	
<input type="text"/>	

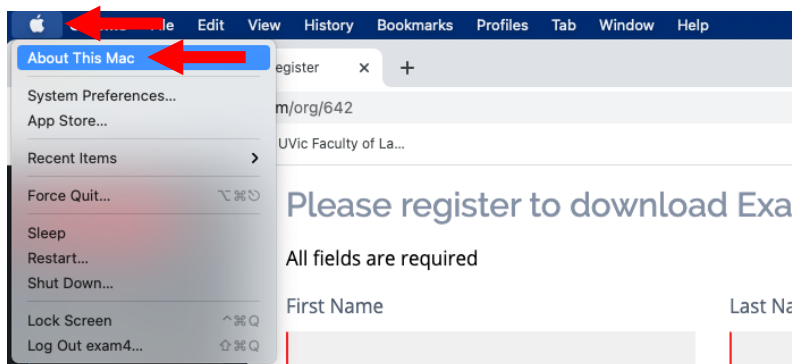
Operating System

OS not showing up? [See if it's supported.](#)

- Windows 10
- macOS 11 Big Sur
- macOS 10.15 Catalina
- macOS 10.14 Mojave

Continue >

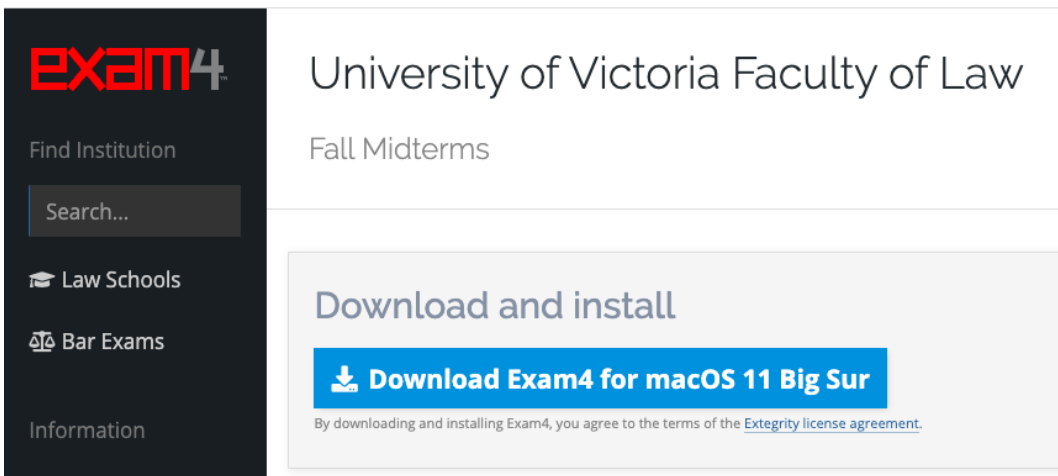
To check the operating system of your computer, select “About this Mac” in the Apple menu on the top-left corner of the screen.



A new window will pop up that shows what Version your computer is updated to. Use this information to complete the Exam4 form.



After you submit the form, you will be taken to another page where you will click on the green bar "Download Exam4 for Mac"

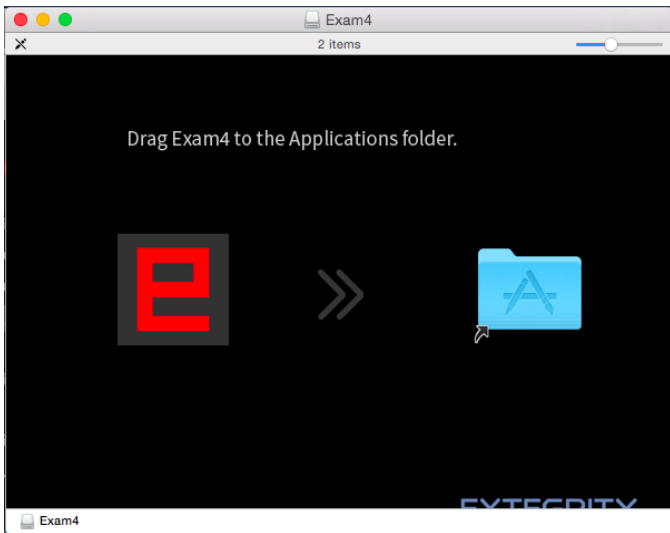


Depending on your browser you should start to see the Exam4 software downloading and an icon may appear at the bottom of the page. When that download has completed - click on the software icon to begin installing. Here is what you will see if you are using Google Chrome:



As the installation begins you will be prompted by the window below.

Click and hold on the Exam4 icon and then drag it left and drop it on the Apps folder.

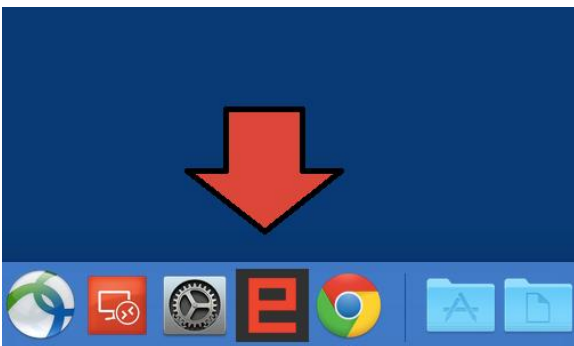


Exam4 Should now be visible inside your Apps directory.

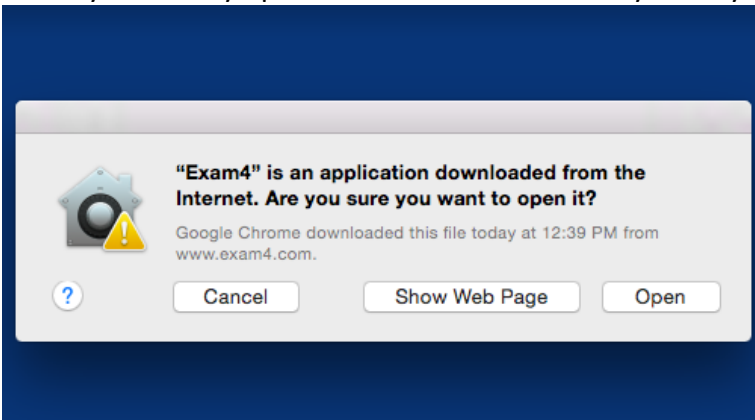
Name	Date Modified
Adobe Acrobat Reader DC	Apr 10, 2015, 11:58 AM
App Store	Jul 17, 2015, 2:09 PM
Automator	Apr 10, 2015, 11:33 AM
Calculator	Apr 10, 2015, 11:33 AM
Calendar	Apr 10, 2015, 11:33 AM
Chess	Apr 10, 2015, 11:33 AM
Cisco	Oct 28, 2013, 1:31 PM
Contacts	Apr 10, 2015, 11:33 AM
Dashboard	Sep 9, 2014, 3:03 PM
Dictionary	Apr 10, 2015, 11:33 AM
DVD Player	Jul 17, 2015, 2:09 PM
Exam4	Aug 22, 2015, 12:10 AM
FaceTime	Apr 10, 2015, 11:33 AM
Firefox	Apr 23, 2015, 1:47 PM
Font Book	Jul 17, 2015, 2:09 PM
Game Center	Apr 10, 2015, 11:33 AM
GarageBand	Oct 2, 2014, 11:02 AM
Google Chrome	Oct 8, 2015, 3:00 PM

BEFORE RUNNING EXAM4, MAKE SURE YOU HAVE “QUIT” ALL BACKGROUND APPLICATIONS. THIS WILL ENSURE A SMOOTHER SECURITY CHECK AND AVOID UNEXPECTED TECHNICAL ISSUES

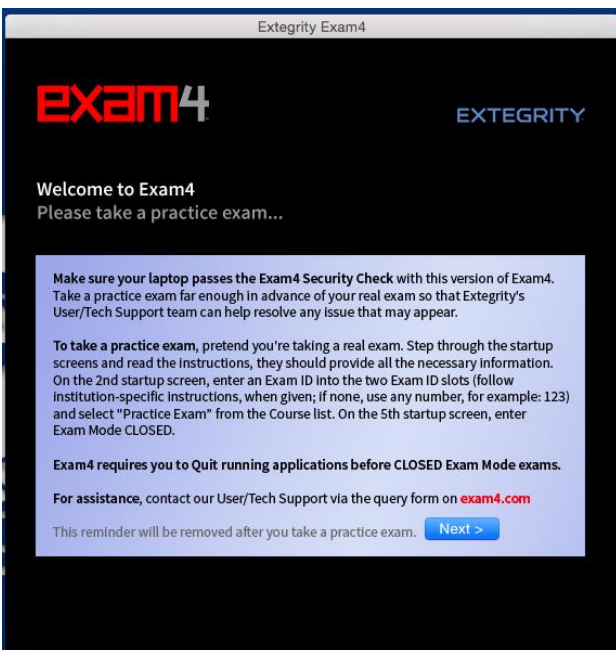
You will also likely see the program on your toolbar along the bottom of the screen on your desktop or home screen.



When you initially open Exam4 for the first time you may see this prompt:

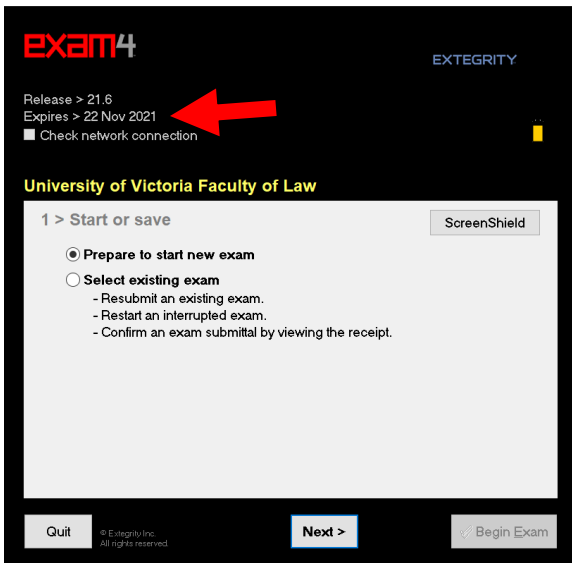


It's okay to click "open" and proceed to run the program. When this screen appears after opening Exam4 – Click "Next".



When starting up - Exam4 should look like this. **Note that the date shown below should be in the future.** If that date is in the past, then the software is expired and will need to be re-installed.

If your Exam4 software is not up to date – YOU WILL NOT BE ABLE TO WRITE YOUR EXAM. If you're ever in doubt – download and re-install the software from the website by repeating these instructions.

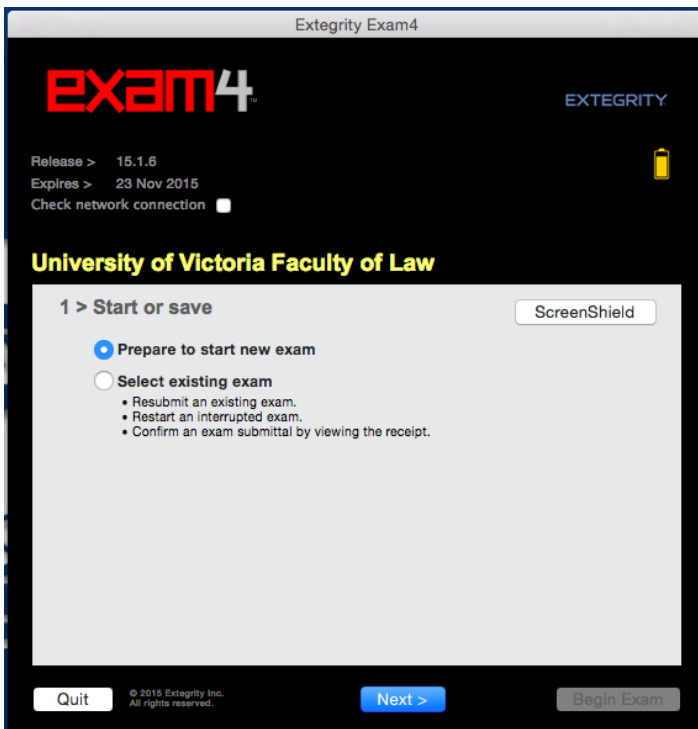


WE RECOMMEND RESTARTING YOUR COMPUTER AFTER YOU'VE INSTALLED EXAM4.

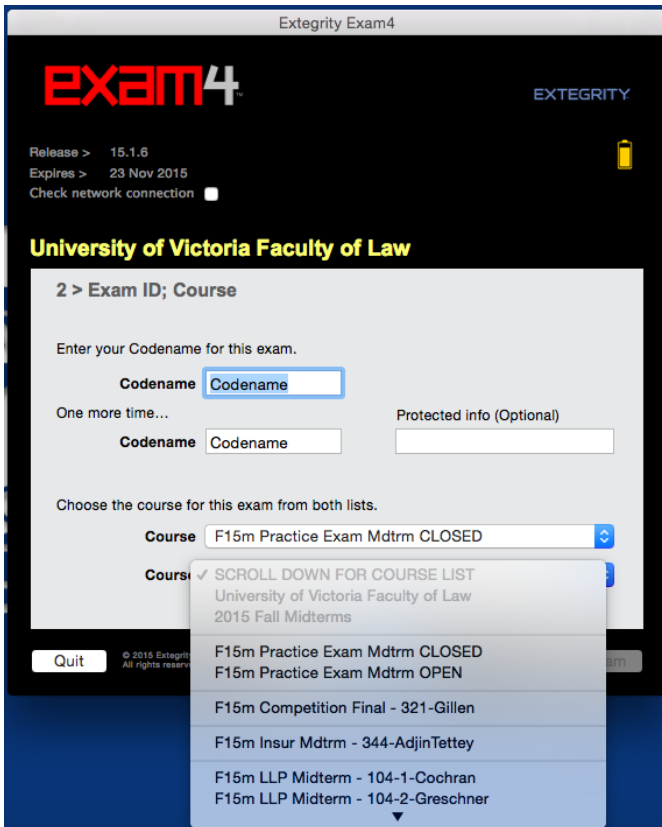
MODULE 3: RUNNING EXAM4 ON YOUR MAC: A PRACTICE EXAM!

To avoid having last-minute issues with the new software we highly recommend that you run a practice exam after installing. In order for the software to work completely you need to be at UVic and connected to the school's Wi-Fi. If you try to run the Exam4 software from your home – you will not be able to submit your practice exam answers electronically to the server.

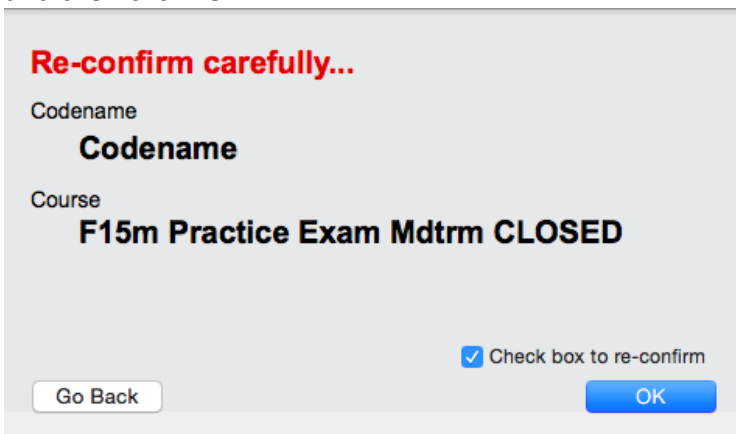
Following installation of Exam4 you should find an icon on your Desktop. Open the program and you should see the screen below. Select "Prepare to start new exam" and click "Next" at the bottom of the screen.



On the next screen (see below) you will enter your codename and select your exam from the drop-down menu. You'll need to make your selections twice to verify before you can move on to the next page. Click "Next" to continue. Try a practice exam in CLOSED mode then if you have time, a second one in OPEN mode so you can see the differences.

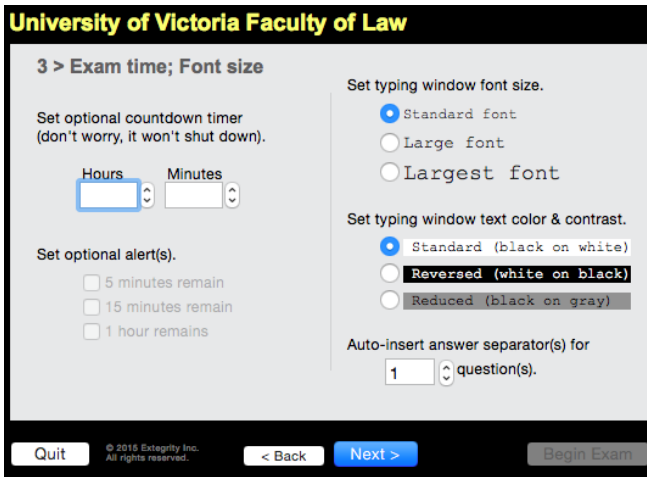


A box will appear when you've made your selection – Be sure to click the checkbox on this new window and then click "OK" to move on. You should be prompted by the window below. Be sure to check the checkbox and then click "OK".

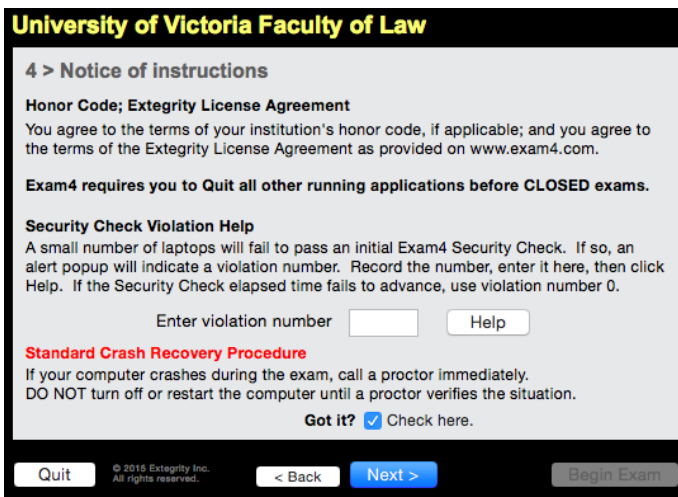


On the next screen you can set time reminders which will pop-up when you've reached a specific point in your exam. We do not recommend using these reminder settings as your exam invigilator will be providing more accurate warnings at the front of the exam room during the test.

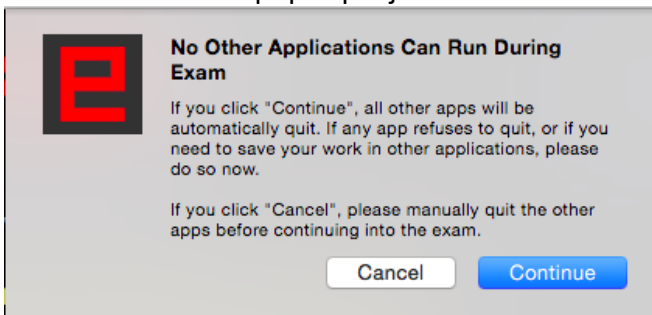
If you like, you can change your font size and colour scheme. Most students use the standard settings. These settings can be adjusted within the exam later if you need to make changes. Answer separators can also be added when you're in the typing screen if you choose to use them. Click "Next"



On the next screen **DO NOT PUT ANYTHING IN THE BOX THAT READS "Enter violation number"**. Check "Got it" in the small box. Click "Next" at the bottom to continue forward.



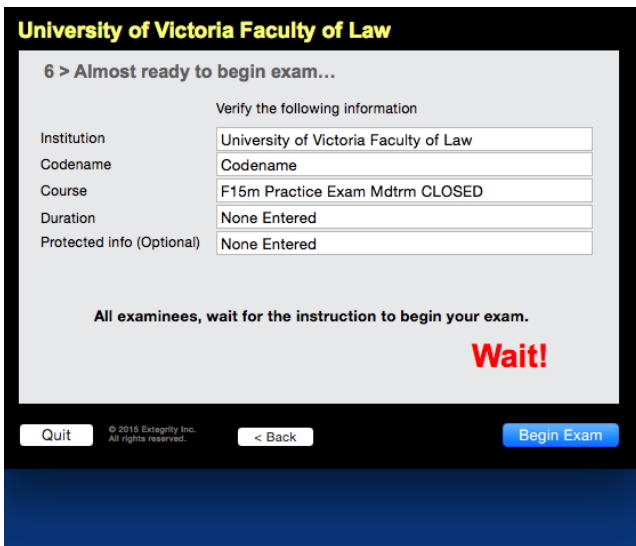
When this window pops up – just click "Continue".



This is the final screen in the set up and is merely confirming the details of your exam.

Note that you should see your codename, and the name of the course you originally selected from the menu.

If everything appears to be correct then click “Begin Exam” in the bottom corner even though it says **Wait!** In big red letters.



University of Victoria Faculty of Law

6 > Almost ready to begin exam...

Verify the following information

Institution	University of Victoria Faculty of Law
Codename	
Course	F15m Practice Exam Mdtrm CLOSED
Duration	None Entered
Protected info (Optional)	None Entered

All examinees, wait for the instruction to begin your exam.

Wait!

Quit © 2016 Exstegrity Inc. All rights reserved. < Back Begin Exam

As the software transitions to the typing screen – your laptop will run a security check where you may see a grey screen with animations.

This security check can take several minutes which is why you should follow these steps and run the security check at least 10 to 15 minutes before your exam starts.

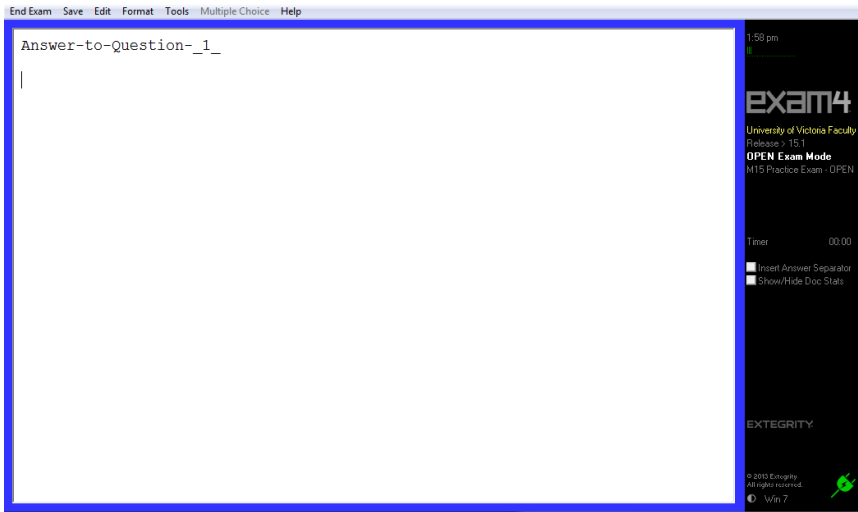
Don't worry – running the security check to transition to the typing screen is an important part of the pre-exam set-up and will not affect your exam.

If your exam has a required reading period you should run the security check and transition to the typing screen prior to the exam start time. You will be provided with scrap paper to take notes and you may only begin typing when your professor tells you the reading period is over. Typing your answers during the reading period is not permitted.

When the security check finally finishes (this can take anywhere from 5 seconds to several minutes) you will see a screen with a blank page. This is your typing screen, try it out.

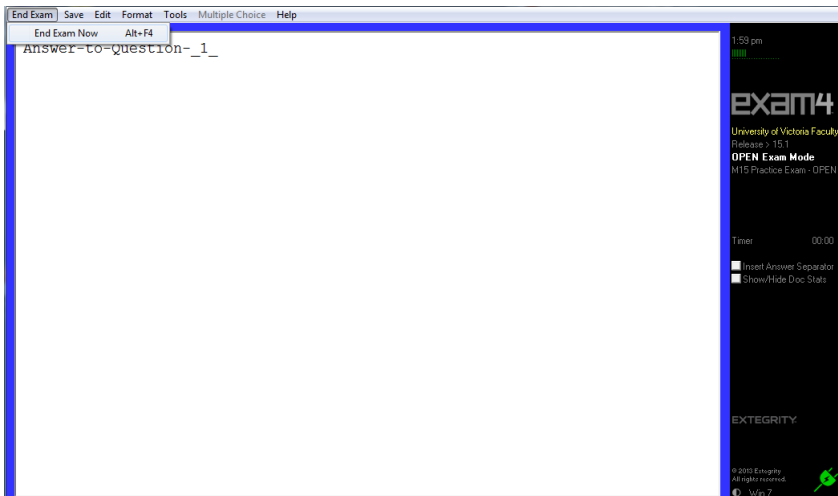
You can select various options from the top bar to adjust the colour scheme and text size. Experiment with the various options. The screen below shows an answer separator, an option you can use if you like.

Exam4 has a basic spell check program you can run, but it doesn't automatically underline misspelled words while you're typing. If you decide to run the spellcheck program it must be done during the exam time and not once the exam has ended. Spellchecking after is another no-no!

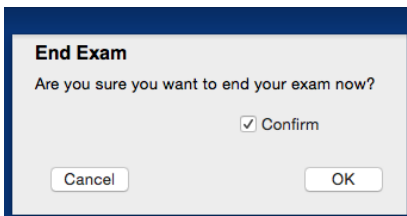


One setting you may find is **“Show Document Statistics”**. Please note – when this feature is enabled it will often cause a lag in typed characters showing up on the screen. We recommend using this tool to check in on your statistics but then disabling the feature when you are ready to go back to just typing.

To end the exam and submit your answers electronically to us – look in the **“End Exam”** menu in the top-left corner of the screen (see image below). Select the option of **“End Exam Now”**.

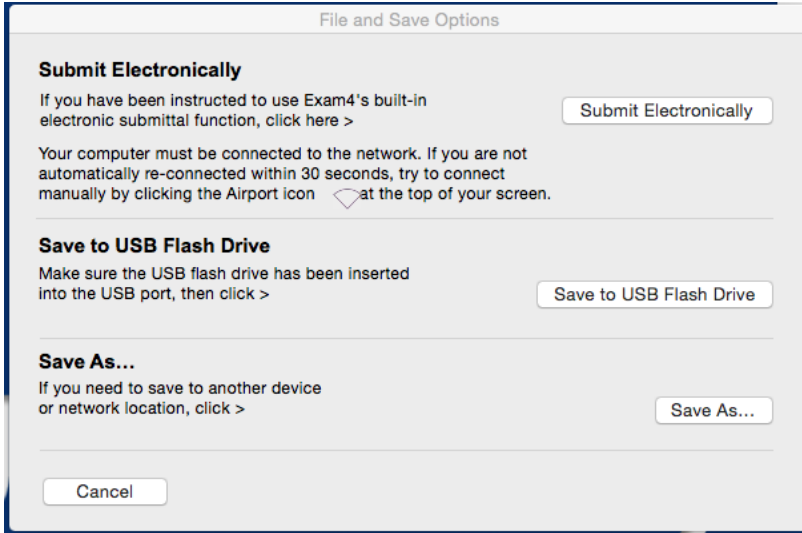


You will be prompted by another End Exam window with a checkbox – click the checkbox to **“Confirm”** then click **“OK”**. This will save your exam as a single encrypted file. The font of your exam answers will turn blue and you will no longer be able to scroll within your exam file.

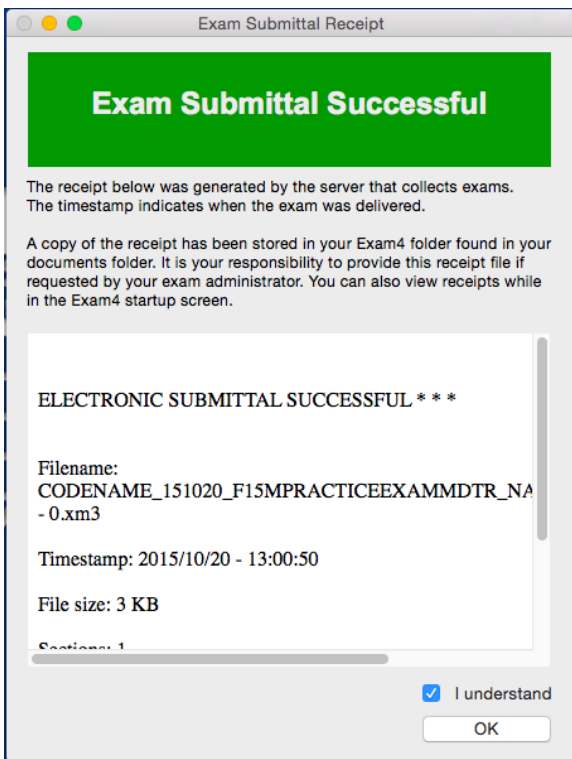


Another window will pop up with File and Save Options (see screen below).

Click “Submit Electronically” to continue.



You should see a green loading bar and then receive a message confirming your submission. Finally, when prompted by the window below – click the checkbox and then click “OK”



You should see a green loading bar and then receive a message confirming your submission. Your test answers have been submitted successful through UVic Wi-Fi to the UVic server. Now, select File and Save options from the menu then Exit.

You are done, but keep reading! A few more very important things.

On your exam days, if you have any issues logging on, or with your security check there will be tech support on site before the exam begins with either a way to fix things or another laptop to deploy in place of yours.

If you have any issues during the exam, quickly try some of the options in the “During the Exam” section below. **Do not turn off your laptop.** If the tips below don’t help, tell your invigilator and you will be provided immediately with exam booklets or a substitute laptop (if a backup is available at the front of the room) whichever you prefer. Move your laptop carefully over, leave it running and do not re-write or type what you have already done, continue from where you left off in the substitute laptop or booklets.

The great thing about this software is that if anything happens in the middle of the exam – such as your computer malfunctioning or crashing – most of the exam up until that point will be saved safely on your laptop hard drive. If you need to move from one laptop to another mid-exam the first part of your exam will be retrieved from your laptop after the exam time is complete.

Tech staff will be in the exam room when the exam ends and we will work with you to extract the files from your laptop. We’ll print those files and add them to the work you completed on the second laptop or in booklets.

The information in Module 1 of this guide about preparing your laptop is included to prevent issues from happening. When doing a practice exam we urge you to leave your laptop in the typing screen for an hour.

If you experience any freezes, crashes or other problems during the practice exam then consider getting in touch with Jordan Forbes in the front office to borrow a faculty laptop. We have a number of pre-loaded computers ready to be deployed if you anticipate a potential computer issues.

DURING THE EXAM

- (4) Please ensure that you have followed all of the steps outlined above to prepare your computer to run Exam4, including disabling updates, screen savers, sleep mode and exiting any running applications and non-essential processes.
- (5) Starts Exam4 and proceed past the security check a few minutes prior to the start of the exam to ensure your computer passes the check (do not start writing until your instructor tells you to)
- (6) If your computer freezes up during the exam, you can try the following troubleshooting steps:
 - a. Press Alt-Tab. Can you type? If not then try the next step.
 - b. Press Ctrl-Tab. Can you type? If not then try the next step.
 - c. Press Ctrl-Alt-Del. In the next screen press the “Esc” key or click on “Cancel”. Can you type?
 - d. If none of the above helped, please notify the instructor and switch to a paper exam.
 - e. Do not worry about the answers you have already entered into the laptop. These are saved and will be retrieved after the exam.
 - f. Our IT staff will need to copy the data from your computer for debugging purposes after the exam to help determine the cause of the issue. Please remain a few minutes after the exam to assist them with this.

Appendix: Copies of these next two pages will be on hand in the exam room

Exam Day Check List (The Green Sheet) Exam4 Software Instructions

Step 1: Preparation – Before you Begin the Exam:

- ☑ Plug in your laptop, do not rely solely on your battery even if it's new and completely charged.
- ☑ Close or quit all unnecessary applications.
- ☑ Start Exam4 by double-clicking on the Exam4 icon.
- ☑ Select **Prepare to start new exam** and then click **Next**.
- ☑ Check your network connection by clicking on the box beside **Check network connection**.
- ☑ Enter your **Code Name**. You must enter your code name twice (i.e. in two fields).
- ☑ Select your course from both lists. Be sure to select the correct course and section. Click **Next**, then re-confirm your exam selection if it is correct, otherwise **Go Back** and fix it.
- ☑ If you set the timer, note that it starts counting after the security check has completed. Set the time accordingly. The timer does not shut down Exam4 or prevent you from submitting your exam electronically when the time you have set is complete.
- ☑ Set your font size. To protect your privacy, select "standard font" and keep your screen fairly dim to ensure your work is only visible to you. Click **Next**.
- ☑ Read the **Notice of Instructions** and place a check in the **Got it?** box. Click **Next**.
- ☑ Click the **checkbox** to confirm your Exam Mode. Click **Next**.
- ☑ Your exam choice and code name will display for verification. Verify that they are correct.
- ☑ Although you will see "Wait!" written in red letters, don't wait, you must continue to the next step.
- ☑ Click **Begin Exam**, this begins the system **security check**. This can take several minutes and should be done well before the start of the actual exam. When the check is complete, your laptop is ready for the exam.
- ☑ Do **NOT type any text into the exam file** until the exam time has formally begun and the compulsory reading period, if there is one, has ended.
- ☑ **Do NOT view your exam questions or begin typing until instructed to do so by the invigilator.**

Step 2: When the invigilator says "Begin Your Exam":

- ☑ If your exam has a mandatory reading period, you may not type during that time. You will be provided with scrap paper to make hand-written notes during this time. If the exam is in OPEN mode you may scroll through your permitted documents.
- ☑ When advised to proceed, you may begin typing your answers.
- ☑ If there are multiple questions, you can select **Insert Answer Separation** by clicking the option to the right of the screen. Whether you use it or not, be sure to clearly number your answers.
- ☑ If you encounter a multiple choice question on your exam, please just type the answers in (do NOT use the built in multiple choice selector tool).
- ☑ If you choose to run the spell check, it must be done during the exam time not after the exam has ended.

Step 3: When the invigilator says "Stop Your Exam":

- ☑ Stop typing. Select **End Exam** then **End Exam Now** from the menu.
- ☑ Click the checkbox to **Confirm** and click **OK, end exam**. The text on your screen will turn blue.
- ☑ Click **Submit Electronically**.
- ☑ You will see a window that says "Exam Submitted Successfully". Click the checkbox linked to **I understand**. Click **OK**.
- ☑ **If you are not able to Submit the Exam electronically**, it is because you have lost your network connection. Exit Exam4 then re-establish connectivity. Once you are reconnected, return to Exam4 by double clicking on the icon on your desktop. Click **Select existing exam**, select the exam you just wrote. Click **Submit your exam electronically**.
- ☑ A window should now indicate that 100% of your exam has been stored. Click **Close**.
- ☑ Go to **File and Save Options** on the menu. Select **Exit**. Check **I'm sure** and then click **Exit Exam4**.
- ☑ If you are still unable to submit the exam, seek assistance from the technical support staff in the exam room.



Exam Day Check List (The Green Sheet)

Standardized Exam Procedures for All Students

(These instructions will also be on page 2 of your exam cover page)

General Exam Room Instructions

1. Arrive at least 20 minutes prior to the scheduled start time of the exam. **Please remember to wear a mask.**
2. Sign in to the exam room by signing the signature sheet at the front of the room when you arrive. Sign out of the exam room by signing a second signature sheet when you leave the room at the end of the exam.
3. This is your print copy of your exam. Write your codename on the front page. Hand in this print copy of the exam questions to the exam assistant prior to signing out of the room when the exam has ended. You may not remove the exam questions from the exam room.
4. Refer to the separate Exam Day Check List (green sheet) distributed with this exam, for Exam4 instructions. Login to Exam4 and run the security check before the exam begins.
5. If your laptop fails or freezes, stay calm and do not turn off your laptop. Immediately notify the invigilator. You will have the option to continue writing the exam either (1) by hand in an exam booklet; or (2) in a backup laptop that we will provide if available. Do not retype or rewrite what you have already done, continue where you left off prior to laptop failure.. At the end of the exam, technical support staff will work with you to ensure that your work is retrieved and submitted electronically before you leave the exam room. It will be submitted to your instructor for grading along with the booklet or the answers from the replacement laptop.
6. Good luck on your exam!

NB. All exams are printed double sided. These “General Exam Room Instructions” will appear on page 2 of all exam cover pages. There will usually be a blank page 3 and the exam questions will begin on page 4. Carefully review the instructions on page 1 of your exams, which will detail the specific exam. The exam-specific instructions on page 1 can vary significantly from one exam to another.

Please turn over, Exam4 Software instructions are on Other Side