

Exam4 – Reminders & Frequently Asked Questions

Reminders

- ✓ Download, install and test Exam4 software once per semester
- ✓ Submit practice tests in multiple exam modes, especially CLOSED mode
- ✓ Don't make any changes to your computer after installing and testing Exam4 software
- ✓ Retrieve Exam Number from the Exam Paper Management System
- ✓ Keep on hand the contact information for Exam4 Support and Office of the Registrar

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Answers to Frequently Asked Questions

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About Exam4

What is Exam4?

Exam4 is a software program required for all students taking in-class and take-home exams electronically. The Exam4 system is a secure environment for exam administration and is widely used by law schools and bar examiners.

Students should download, install, and test the software once each semester. The successful installation of Exam4 should be confirmed by submitting a practice test at least 48 hours before beginning the first exam of the semester.

Why does Georgetown use Exam4?

Georgetown University is discontinuing the use of customized software and electronic systems for several reasons including cybersecurity. Georgetown Law faculty and administrators determined that Exam4 software best meets the Law Center's needs.

Exam Preparation

What is an Exam Number?

The Exam Number is a random 5-digit identification number that enables the anonymous submission of exams. It is located in the Exam Paper Management System. The Exam Number changes each semester.

Am I required to take a practice exam after installing the Exam4 software?

It is important to download *and* submit a practice exam to ensure the Exam4 software is properly installed. We strongly recommend completing a practice exam in multiple exam modes, especially doing an in-class exam in CLOSED mode. This will run a necessary security check on your laptop that will determine if Exam4 is fully functional on your device.

Make sure your laptop is in good working order prior to your first exam. If you encounter any problems during your practice exam, please go to Exam4 User Support at <https://www.exam4.com/support/>. Exam4 Support is available for rapid response between 7:00 AM – 11:00 PM.

The content of a practice exam cannot be retrieved after the exam is submitted.

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What are exam modes?

Exam modes determine an exam-taker's electronic access. There are four exam modes available (three for in-class and one for take-home):

CLOSED: Access is limited to the exam answer file. Students may not access the hard drive, applications, or Internet. At the beginning of the exam, the software will run a brief security check. If the computer fails the security check, re-boot the computer and re-start the software.

OPEN: Students may access the hard drive and other applications, but will not have access to the Internet. It is not possible to cut/copy and paste material from any external document into the exam screen.

OPEN + NETWORK: Students have access to the hard drive, applications, and the Internet. It is not possible to cut/copy and paste material from any external document into the exam screen.

TAKEHOME: Students may access the hard drive, other applications and the Internet. It is possible to cut/copy and paste external text into the exam. The exam can be opened and closed during the active exam time.

Note: Once you have exited an exam in the CLOSED, OPEN, or OPEN +NETWORK mode, you will **not** be able to get back into the exam. You may exit an exam in TAKEHOME mode and reopen the saved exam again later.

What should I do if I plan to complete my take-home exam in a different time zone?

All Georgetown Law exams are scheduled using Eastern Time (ET). Students taking the exam in a different time zone must account for the time difference.

For example, if you are planning to take an exam in Chicago (Central Time/CT) and you have a 4-hour take-home exam scheduled from 8:30 AM - 12:30 PM ET, you would need to take your exam between 7:30 AM and 11:30 AM CT.

In-Class Exams

What should I do if I accidentally submit my in-class exam before I am finished?

Before the exam can be submitted, a box will appear asking whether you want to exit the exam. In the CLOSED, OPEN, and OPEN + NETWORK exam modes, you can only exit the exam **once**.

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We strongly encourage students to take a practice exam to become familiar with each step of the exam process.

What should I do if my completed exam doesn't upload?

First, make sure that your wireless Internet is turned on. ***If you are on campus, you must be logged into the Saxanet network to submit your exam answers.*** Then, if you are concerned the exam is not uploading correctly:

- Raise your hand to alert a proctor.
- Try exiting out of Exam4 and re-starting the program.
- Choose "Select Existing Exam" and click "Submit Electronically" in the bottom right corner of the window.
- If this doesn't work, choose "Save As" from the same screen.
- Save the exam file to your desktop and attach it in an email to the Office of the Registrar at examdropbox@law.georgetown.edu.

How can I tell how many pages I've written?

Exam4 provides an accurate word count. There is a page estimator, but it is not exact.

Take-Home Exams

Am I required to use Exam4 for my take-home exam?

Yes. All take-home exams must be completed via Exam4. Legal Practice students will receive separate instructions.

Where can I find the exam questions?

For take-home exams, the exam questions are NOT available within the Exam4 software downloaded to the computer.

The exam questions are located on the Exam4 website at: www.exam4.com/org/1521 or go to www.exam4.com and follow the links to Georgetown Law. ***If you are on campus, you must be logged into the Saxanet network to access your exam questions and submit your exam answers.***

Can I close out my take-home exam and re-open it at a later time?

In TAKEHOME mode **only**, it is possible to exit the Exam4 interface and re-open it to continue working at a later point (within the designated exam time period).

Please note your exam time continues to run, even if you've exited the software. Be sure to submit your exam before your take-home exam time ends.

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- Select “End Exam” from the File and Save Options menu.
- Click “Suspend Exam”.
- Click “File and Save Options” on the toolbar, Click “Exit”, Checkbox “I’m sure”, then click the “Exit Exam Software” button.
- To re-start, choose “Select Existing Exam” from the Exam4 start screen.
- Select the correct exam and “Begin Exam.”

Can I edit my exam after it’s been submitted?

An exam **cannot** be re-opened once it has been submitted electronically. Students are responsible for ensuring the version submitted is complete and final.

It is possible to submit an exam more than once; however, the first submission received will be given to the professor(s) for grading.

I used Exam4 for my mid-semester take-home exam. Should I download Exam4 again for my take-home exams at the end of the semester?

No, it is only required for you to download Exam4 once per semester. The Office of the Registrar will notify students when Exam4 is ready for download.

Why does my exam submission confirmation display a different time than my computer?

Exam4 software is set to Universal Coordinated Time (UTC), a time standard that is 4 hours later Eastern Daylight Time (EDT) and 5 hours later than Eastern Standard Time (EST).

Even though students will see the UTC time on the timestamp, it is converted to Eastern Time (EDT or EST) once received.

Post-Exam

When and how can I review my exam after it has been submitted?

Exam answers are encrypted. This means exam administrators can read it, but students will not be able to access the file after it is submitted.

Students may obtain a copy of their exam answers by reaching out to the Office of The Registrar. Please wait until the grades for the course are published before requesting a copy of your exam answers.

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Formatting

Are there formatting features specific to Exam4?

Exam4 automatically saves exam answers every 10 seconds to the hard drive and backs up exam files every 2 minutes.

The software window can be resized by toggling the corners and sides. In addition, Windows users can resize the typing window itself to make it larger or smaller.

When deleting over 100 characters of text, a warning box pops up to confirm the deletion.

Which editing tools does Exam4 provide?

Exam4 contains a dedicated word processor with functionality that is more limited than programs such as Microsoft Word.

Exam4 allows the exam-taker to Cut, Copy, and Paste, Undo, Redo, Delete and Select exam text. Commands are available in the Edit menu and with standard keyboard shortcuts.

The Delete key does not function on a character-by-character basis, but does delete text that has been highlighted.

Exam4 does not automatically run spell-check; however, the spell-check feature is available in the Tools menu. Be sure to allow time for spell-check to run before the exam time ends.

What is an answer separator and how does it work?

The answer separator is a feature of Exam4 that allows you to separate answers into sections. The word count is available for each section. If you edit the answer separators in any way, it will not count your words correctly.

Can I copy and paste information from Microsoft Word to Exam4?

It is not possible to cut/copy and paste between external documents and Exam4 during in-class exams.

For take-home exams although allowed, we **strongly** recommend typing answers directly into Exam4. Exam4 automatically saves exam answers every 10 seconds to the hard drive and creates separate backups every 2 minutes. Please note that some faculty do not allow cut/copy and paste at all, please follow your exam instructions to determine if cut/copy and paste is allowed.

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Can I add endnotes or footnotes?

No. Exam4 does not allow endnotes or footnotes.

Is there a maximum page limit?

Yes. The Exam4 maximum file size is approximately 20 single-spaced pages. A warning appears when text approaches the maximum file size.

You may submit the first exam file and then begin a new exam if your answer exceeds the maximum file size. You **must** notify the Office of the Registrar, so that both files are submitted for grading.

Technology

Is the software compatible with my computer and/or operating system?

Exam 4 works with most Windows and Mac operating systems. Chromebooks and Linux operating systems are **NOT** supported. For the most current list of supported operating systems, please visit <https://www.exam4.com/support/>

If you are using a Mac or Windows Vista, you must give yourself administrator rights. If you need help with this, you can go to the IST Help Desk (lawhelp@georgetown.edu).

We strongly encourage you to submit practice exams in multiple exam modes to confirm software compatibility. **DO NOT make any changes to your computer after you have installed Exam4** and conducted a practice exam.

If you do need to perform updates or download software or applications after installing Exam4, please take another practice exam BEFORE starting any in-class or take-home exam to ensure Exam4 is still functioning correctly.

If you have further questions about this, please don't hesitate to visit Exam4 Support at www.exam4.com/support (follow the links for user support).

Does it matter whether I download Exam4 to a Mac or Windows operating system?

Key differences in Mac vs. Windows operating systems:

- Mac users must have administrator access to the computer. Otherwise, you will need to type in your computer's password in order to start the exam. If you need help with this, please get in touch with the IST Help Desk (lawhelp@georgetown.edu).
- Windows computers will automatically overwrite the prior semester's version of Exam4, when a new version is downloaded.

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- Macs maintain both versions unless the previous semester's version of Exam4 software is uninstalled. We recommend uninstalling the old version to avoid confusion over the correct version.
- Both Macs and Windows have a “delete” key. On Windows, this key deletes characters, text before, and is disabled in Exam4, the delete key can only be used to delete selections of text. On a Mac, this key functions the same.

Will the software affect my computer's performance?

No. Exam4's software will not affect the normal operation of your computer.

What is a security check?

The security check runs in CLOSED mode only. The Exam4 software analyzes files that may interfere with its successful operation. It is vitally important that you do a practice exam in CLOSED mode to ensure Exam4 is functioning properly on your laptop.

The security check is initiated when you click “Begin Exam” in CLOSED mode. It usually takes 30 – 40 seconds, but may take up to 2 minutes. We recommend using this time to read your exam question/s. As long as the indicator is moving, the scan is active.

If the Security Check identifies a file that is considered a risk, you will not be allowed to start your exam without correcting the problem. You will not be allowed extra exam time during the exam to address the issue.

Submitting a practice exam in CLOSED mode will allow you to identify security risks in advance. Please note that anything you download between the time of your practice exam and actual exam may affect the Security Check. If you have any problems or questions about this, please follow the links for Exam4 User Support at <https://www.exam4.com/support/> for help.

The Security Check found a file that is a security risk. Can someone override it so I can start my exam?

No. If you are sitting for an exam and the security check has identified a problem, you need to correct it before beginning the exam. If you cannot proceed with your exam, raise your hand to notify the proctor.

We strongly encourage you to take practice exams in CLOSED mode immediately prior to your exam day to clear up any security check issues. If you have any questions about this, please go to <https://www.exam4.com/support/>.

What happens if my computer crashes during the exam?

If your computer crashes during an in-class exam:

- Raise your hand to notify a proctor that there is a problem.

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- Do **not** re-start your computer until you have seen a proctor.
- Do **not** “End” your exam. If you end your exam, you won’t be able to get back into it.
- You will get one re-boot attempt and 5 minutes to remedy the problem.
- Remember, Exam4 saves backup files to your hard drive every 10 seconds and creates a separate backup every 2 minutes, so the completed work will be saved.
- If you are able to restart your computer, you will be able to start your exam from the last saved file.
- If you are **not** able to re-start your exam on your own computer, the exam clock will stop for you and you may finish your exam by handwriting. Depending on the situation, you may or may not have access to what you have previously written.

We strongly encourage you to take practice tests in each exam mode, so you can become familiar with the Exam4 software.

How can I access tech support outside of Exam4 and Georgetown Law’s business hours?

If you experience a technical issue during a take-home exam, contact the Office of the Registrar immediately. If your technical issue arises outside of business hours, stop working on your exam and report your issue to the Office of the Registrar at lawreg@georgetown.edu one of our staff members will respond the next business day with further instructions.