

Exam4 FAQ

What is Exam4?

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

Installing Exam4

When should I expect to download Exam4?

Should I take a practice exam after installing the Exam4 software?

What are the exam modes?

CLOSED

OPEN

OPEN + NETWORK

TAKEHOME

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

Note on exiting an exam

What is a Security Check?

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

Taking and submitting an exam in Exam4

Where can I find the exam questions for TAKEHOME exams?

What is an Exam Number?

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

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

Can I close out my TAKEHOME exam and reopen it at a later time?

To close a TAKEHOME exam:

To restart a TAKEHOME exam

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

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

Are there formatting features specific to Exam4?

What editing tools does Exam4 provide?

What is an answer separator and how does it work?

Can I tell how many pages I've written?

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

Can I add endnotes or footnotes?

Can I change the line spacing?

Is there a maximum page limit?

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

What are the technical requirements for Exam4?

What are the differences between the Mac and Windows installations of Exam4?

Will the software affect my computer's performance?

What do I do if my computer crashes during the exam?

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

What is Exam4?

Exam4 is a software required for all Georgetown Law 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.

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.

Installing Exam4

Students *must* [download an updated version](#) of Exam4 each semester. More details can be found at [Exam4's website](#).

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. It is advisable to install Exam4 at a time when the installation can be immediately followed by the submission of a practice exam- which should take less than ten minutes.

For assistance with the installation follow [these video instructions](#) from Exam4.

When should I expect to download Exam4?

It is required for you to download Exam4 at least once per semester at the direction of the Office of the Registrar. The Office of the Registrar will notify students when Exam4 is ready for download.

Should I take a practice exam after installing the Exam4 software?

Practice exams are strongly encouraged. Taking a practice test is a quick way (less than ten minutes) to help reduce the likelihood of problems during an actual exam. It will also help get you used to the options and features of Exam4. You can take as many practice tests as you need to in order to feel comfortable taking an exam with the software.

Do *NOT* wait until the day of the exam to take a practice test.

If you experience any problems during your practice exam, please go to User Support at www.exam4.com which is available for rapid response between 7am – 11pm Monday-Friday. **You can find assistance with taking a practice exam on Exam4's website, [here](#).**

You will not be able to retrieve the content of your practice exam, so do not use it to submit anything that you would like to access at a later date.

What are the exam modes?

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

CLOSED

This is an in-class exam mode. Student 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, reboot the computer and restart the software. See more on “**Security Checks**” below.

OPEN

This is an in-class exam mode. 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. If students use an electronic course textbook, they will not be able to access the online version. Students must download a pdf version prior to taking the exam in order to access the textbook during the exam.

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. Due to limitations within the software, students are discouraged from cutting/copying and pasting into the exam and highly encouraged to type content directly into it instead. The exam can be opened and closed during the active exam time.

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

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.

Note on exiting an exam

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 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 *vitaly 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/>

Taking and submitting an exam in Exam4

Where can I find the exam questions for **TAKEHOME** exams?

For **TAKEHOME** exams, the exam questions are located within the Exam4 software that is downloaded to the computer.

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.

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.

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 in-class exam doesn't submit properly ?

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 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:

1. choose “Save As” from the same screen
2. Save the exam file to your desktop
3. Attach it in an email to the Office of the Registrar at examdropbox@law.georgetown.edu

Can I close out my **TAKEHOME** exam and reopen 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.

To close a **TAKEHOME** exam:

- 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 restart a **TAKEHOME** exam

- Choose “Select Existing Exam” from the Exam4 start screen
- Select the correct exam and “Begin Exam”

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

Exam4 is set to Universal Coordinated Time (UTC), a time standard 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.

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 during the Exam Review Process. Students will be notified when the review process will open each semester.

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.

What 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** text *within* the exam. 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 tell how many pages I've written?

Exam4 provides an accurate word count. There is a page estimator, but it is not exact. If a professor has a word limit for their exam responses, students will be provided that information in the exam instructions.

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.

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.

Can I add endnotes or footnotes?

No. Exam4 does not allow endnotes or footnotes.

Can I change the line spacing?

No. Exam4 does not have a function to change the line spacing. All exams will be printed double-space. So, even if you type your exam with no additional spacing, it will be printed double-spaced.

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.

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

An exam cannot be reopened once it has been submitted. 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.

What are the technical requirements for Exam4?

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 contact the IST Service 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 exams.

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 takehome 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

What are the differences between the Mac and Windows installations of Exam4?

- 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 Service Desk (lawhelp@georgetown.edu).
- Windows computers will automatically overwrite the prior semester's version of Exam4, when a new version is downloaded.
- 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 machines, 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 do I do if my computer crashes during an in-class exam?

- Raise your hand to notify a proctor that there is a problem.
- Do not restart 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 reboot attempt and 5 minutes to remedy the problem.
- 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 restart 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.

What do I do if my computer crashes during a take-home exam?

- Immediately stop working on your exam and send an email to the Office of the Registrar at lawreg@georgetown.edu.
- Note the time that your computer crashed in your email. This timestamp will help determine what and how much exam relief may need to be provided.
- You may try powering down your computer, restarting it, and reopening the Exam4 software. If you are able to restart your exam successfully, please send a follow up email to the Office of the Registrar at lawreg@georgetown.edu

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

If you experience a technical issue during a takehome 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 and one of our staff members will respond within one business day with further instructions.