Where do I find my Institution ID?

Your institution ID is the abbreviation for your institution that you indicate when accessing your ExamSoft Portal. For example, if you access your ExamSoft portal by visiting ExamSoft.com/UofES, your Insitution ID is "UofES". You can also find this information from your global settings page within the Admin section of your portal.

After registering with a Student ID, can I download exams for a different Student ID?

After registering with an Exam Taker account, you must create a new registration using the Switch User button to be able to download exams for a different account. Any time you want to download exams for the first account, you must switch back to the first account. For more information, check out the Switching Users QRG.

I registered with two accounts, but I am only seeing my downloaded exams for one. How do I see my other account's exams?

You will only see exams for the ID that you are currently logged in as. In order to see exams for a different ID, you must click Switch User and select the appropriate registration.

How do I log in as a faculty member to preview an assessment?

When registering SofTest, you will enter your institution ID. Then, as usual, you will enter your email address and password you use to login to the ExamSoft Portal to preview your assessment.

Is this new login process affecting Exam Takers that use iPad to take their exams?

Currently, this change is only taking place on Windows and Mac devices running SofTest. Similar changes to SofTest-M (iPad) will take place in the next couple of months and we will keep you abreast of these changes.

How do you remove the users visible when I click Switch Users?

You can clear out this list by clearing your registration on SofTest. This can be done by clicking Ctrl + F7 (Win) or CMD + F7 (Mac) from the SofTest home screen. Keep in mind that this will clear the registration for all users registered on that device.

Why did you make this change?

This change was made as a precursor to a number of improvements we are aiming to make in the future of our Software. These improvements include additional integrations and variations in how updates are released to different clients. These changes were required as the first step to making a number of improvements to your ExamSoft experience.

I use LDAP to login. Does anything change for me?

You will need to enter your institution ID upon registration. After registering, you can opt to use your prefix with your student ID as you have previously done, however entering a prefix is no longer required. Keep in mind that your prefix may or may not match your institution ID depending on your settings. You can verify your institution ID with the information provided in the first question on this document.

What will lab students see?

If SofTest is registered with a lab user initially, students will be required to enter their Student ID and Password for each use of SofTest. The Switch User button will not be functional, nor will multiple user accounts be available to these users. Any currently configured lab-management software will continue to work as expected.