Quick Start Guides
- Quick Start Guide Ei Admin
- Quick Start Guide Ei General Users

Categories
- Categories for Learning
- Setting Up Categories
- Creating Categories

Questions
- Frequently Asked Questions- Questions
- Creating a Question
  - Extended Matching Questions
  - Creating a Group of Questions
  - Creating Ordering Questions
- Duplicating and Editing a Question
  - Bulk Editing Options
- Importing Questions RTF
  - Question Import Filters
- Importing Questions Tab Delimited
- Search for Questions
- Question Performance History
- EiX (previously FlexSite Express)
- Best Practices for Setting Up Folders

Rubrics
- Creating a Rubric
- Managing Rubrics
- Assessing With Rubrics
- Posting Assessments with Rubrics

Assessments
- Frequently Asked Questions- Assessments
- Assessments Overview
- Creating a New Assessment
  - Assessment & Question Level Attachments
  - Options to Enable
  - Universal Resume Code
  - Exam Blueprint
- Posting an Assessment
  - Ping and Release
  - Remote Assessment Deletion
  - Exporting Assessments
  - Secure Exam Review
  - Scantron Exams & Importing Answers
- Preview an Assessment
- Editing an Assessment

Click on the icon to view each Quick Reference Guide and/or Video.
Reports

- Assessment Review and Scoring
- Reporting / Scoring
- Adjusting Questions and Answer Key
- Snapshot Viewer & Log Files
- Grade Scales
- Essay Grading
- Advanced Essay Grading
- Deleting Answer Records
- Add Comments to Answer Record Upload
- Scoring Adjustment
- Point-Scored Performance Assessments
- Assignment Drop Box
- Assigning Essay Graders
- Evaluating Assessments, Questions and Distractors
- Make-Up Assessments
- Best Practices for Delivering Exams
- Using SofTest for Take Home Assessments

Exam Taker Management

- Exam Taker Management
- Managing Accommodation Rules
- Communicating With Exam Takers
- Notify Exam Takers of Assessments
- Giving an Exam Taker a Second Copy of an Exam
- Reverse Download & Clearing Answer File Upload
- Security Best Practices

Admin

- Frequently Asked Questions—Administration
- Course Management
- Review User Permissions
  - Setting User Preferences
  - User Security Overview
- Blackboard Grading
- Blackboard Integration
- Blackboard Secondary Accounts
- Data Importing Overview
- Importing Exam Taker and Course Data
- Importing Exam Numbers
- Global Settings
- Using the Community
- SofTest and Lab Management System Integration
Exam Taker Resources

SofTest
- Frequently Asked Questions- SofTest
- Installing and Registering SofTest
- SofTest Keyboard Shortcuts
- SofTest for PC Users
- SofTest for Mac Users
- SofTest for iPad Users
- Switching Users in SofTest
- Exam Taker Portal Guide
- Academic Training Manual
- Best Practices for Exam Takers
- Support Resources
- SofTest Login FAQ
- FAQ for Taking Exams

Troubleshooting
- Common SofTest Troubleshooting Techniques
- ExamSoft Troubleshooting Guide
- Restoring Computer from Secure Exam Mode
- One or More Services Error
- Permissions

Portal
- Using Firefox
- Exam Taker Courses View
- Exam Taker Performance Analysis

SofTest-M
- Using SofTest-M
- Delivering Assessments with SofTest-M
- SofTest-M Troubleshooting Guide

Interactive eLearning Simulations
- Categories
- Questions
- Assessments
- Scoring
- Rubrics

Webinars
- Webinar Inventory

Be sure to check out our (or should we say, your) Collaborative Resource Library! This is a compilation of materials and documents submitted to us from YOUR Institutions. Here you'll find a wealth of information and shared ideas from Institutions all around the world!