

Troubleshooting **GUIDE**



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**For helpful support tools and detailed instructions please visit our
Support Portal at www.support.examsoft.com**

SofTest-m Troubleshooting

1.1 Exam File Download

A. Exam File for Exam Taker's course is not listed

1. Ensure the Exam Taker is enrolled in the class using **Course Management**. It is available under the **Courses** page of the **Admin** section of the ExamSoft Portal.
2. Click the **People** icon to see a list of **Exam Takers** enrolled and to modify the list.
3. Check the setting for the **Download Deadline** to ensure the download is available.



You can do this on the **Assessments** tab in the ExamSoft Portal under Posting details.

B. Exam File Requires Download Password

From the bottom menu, press the 'Options' icon, and then 'Download Password', enter the password and press 'Submit'. Once the password is successfully entered, the exam file will be available in Step 1.

C. Exam Taker Downloaded Exam File onto Wrong Device


First, the exam file must be reverse downloaded in order to make the exam available for download again onto a new device.

1. If the exam file was downloaded to a laptop but needs to be taken on the iPad, launch SofTest on the laptop and press CTRL+F3 on a Windows machine, or CMD+F3/CMD+FN+F3 (depending on keyboard setup) on Mac, to reverse the download on the laptop.
2. If the exam file was downloaded to a different iPad, launch the SofTest-M Application, and in 'Step 2', press your finger on the exam file name and swipe to the right. This will display a 'Delete' option. Press 'Delete' to remove the downloaded exam.

Once the file has been reverse downloaded from the original device the Exam Taker will be able to download the exam file again to the correct device. On the **Download/Upload History** page, you will see in the **Max Downloads** column that the number of downloads permitted has been increased by one. Alternatively, you can increase the Max Downloads without reverse downloading if the user does not have access to the original device.

*In the event that the download deadline has passed, the exam taker may still not be able to see the exam for download on the secondary device. If this is true, an exam administrator will need to adjust the download deadline to re-download the exam onto the correct device.

D. Increasing Maximum Downloads

The default download maximum for all exams is one copy per Exam Taker at the time of posting. To increase the number of downloads for a specific Exam Taker after an exam has been posted, visit the **Assessments** page and select the assessment. Then, under the **Exam Taker Activity** page, find the exam taker and click the green arrow icon  to increase the maximum downloads.

1.2 Exam Startup

A. SofTest-M Version Not Current

Upon start-up, SofTest-M will provide a message should your current version not be the most up-to-date. Accepting the statement will take the user directly to the App Store to obtain the most recent version.

B. Exam Taker Not Registered

Registration is prompted after the initial installation of SofTest-M. Registration requires the internet. If the user presses the 'Unregister' button after having already registered, they will need to re-register to use the application and to be able to download exams. Again, this can only be done with an internet connection.

1.3 Mid-Exam

A. Device Crash or Freeze/Unresponsive

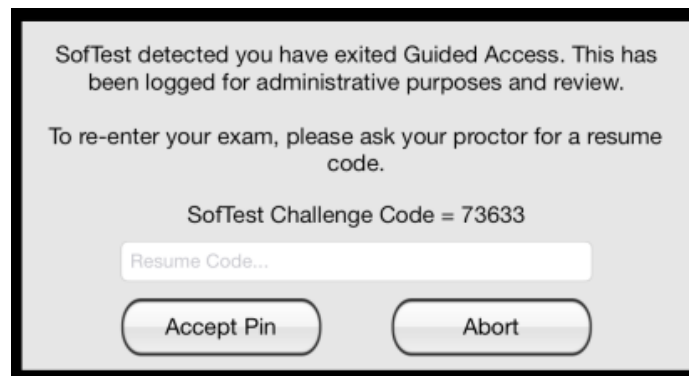
Most mid-exam software issues can be corrected with a simple reboot of the device. During an exam, if an Exam Taker's device freezes or receives an error message the following prompt will be presented after a restart and SofTest-M is re-opened:

"SofTest detected you have exited Guided Access. This has been logged for administrative purposes and review."

To re-enter your exam, please ask your proctor for a resume code.

To resolve a freeze or error message issue, complete the following steps:

1. Hold the power button and home button down simultaneously for approximately five (5) seconds until the device powers off.
2. Restart the device, and then open the SofTest-M app.
3. Input the resume code and select 'Accept Pin'. The exam will then resume.



B. Universal Resume Code & Continuation Code

The **Universal Resume Code** is a code that can be given to any exam taker associated with an exam if he or she attempts to re-enter an exam after having exiting Guided Access mode and/or restarting the device.. In order to retrieve the **Universal Resume Code** you must:

1. Log into your ExamSoft Portal as an Administrator and select 'Assessments' from the menu strip at the top of the screen.
2. Locate and select the folder which the exam resides in
3. The code should be found in the 'Universal Resume Code' column. If the column is not present, click the highlighted 'Gear' icon and add that column.

Previous		1		Next		Show: 10 25 50 100 250			
<input type="checkbox"/>	Assessment	Course	Status	Post	Uploads	DL Close	Reporting/Scoring	Assessment ID	Universal Resume Code
<input type="checkbox"/>	DRAFT 2013 Histology	-	Posted		0 of 0	11/27/2013 04:48 PM	Select Report...	83	91E8FE
<input type="checkbox"/>	English Usage 365	-	Posted		0 of 0	08/15/2013 12:22 PM	Select Report...	127	712F36

The **Continuation (SoftTest Challenge) Code** is a unique string of numbers generated for each individual exam taker in the event that he or she attempts to re-enter an exam after having exiting Guided Access mode and/or restarting the device. This code can be used to generate an exam resume code which will then be unique to each exam taker to prevent other exam takers from re-using the same code. To generate it, you must:

1. Log into your ExamSoft Portal as an Administrator and select '**Assessments**' from the menu strip at the top of the screen.
2. Select the appropriate exam and go to the '**Exam Taker Activity**' panel.
3. Enter the *Continuation (Challenge) Code* from the Exam Taker's device into the appropriate field and click the 'Submit' button.

The screenshot shows a web interface with four tabs: 'Contents', 'Exam Taker Activity' (highlighted with a red box), 'Adjust Scoring', and 'Reporting/Scoring'. Below the tabs is a form with a label 'Continuation Code:' followed by a text input field (also highlighted with a red box) and a 'Submit' button.

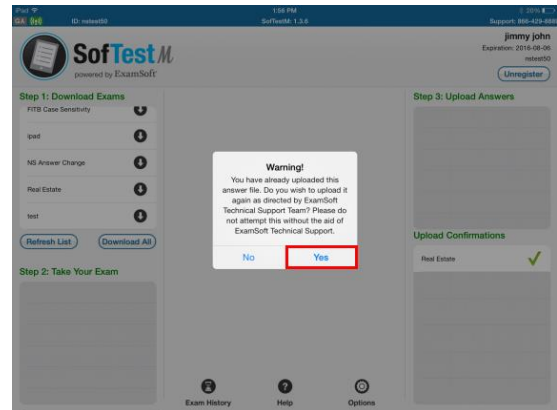
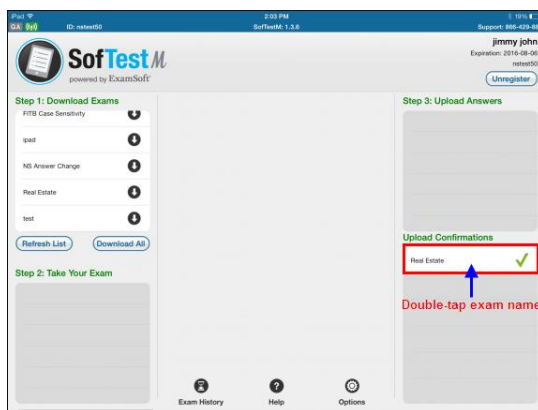
1.4 Upload Issues

Secondary Answer File Upload

If anything were to happen during the auto-upload process causing the answer file to not reach its intended destination, the secondary upload feature acts as a safety net. You can also use this feature in the event that an exam taker's answer file is mistakenly uploaded from one device when it should have been from another. This would be a situation where a second download was granted if the original device had malfunctioned in some manner, but the answer file uploaded from the first device before the second. Keep in mind that you would need the account's Key Admin to clear the original answer file upload before commencing the second upload as additional answer file uploads **do not** overwrite previous answer file uploads.

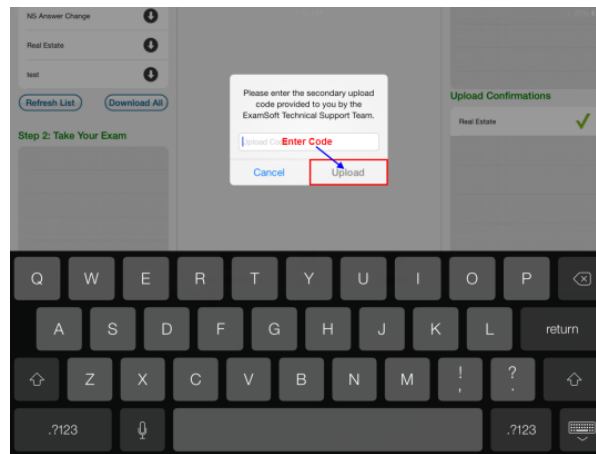
The exam taker will need to call the ExamSoft exam taker support line prior to the secondary upload obtain a code which will allow them to re-upload. After having done so, to execute the secondary answer file upload process:

1. At the SofTest-M home screen, double tap the exam name that needs to be uploaded again in the 'Upload Confirmations' section on the right hand side of the screen



2. In the modal window, click the 'Yes' button under the warning message.

3. Enter the code supplied by the exam taker support line into the field and click the 'Upload' button.



4. **NOTE:** If you update SofTest-M before uploading your answer file, you will lose your answer file.

1.5 Other Issues

A. On-Screen Keyboard Does Not Show Up

If the exam taker reports that he or she is not able to pull up the on-screen keyboard while in the middle of an exam, there are a few ways to attempt to rectify the issue:

1. Make sure the student doesn't have a Bluetooth keyboard connected to the iPad.
2. If Bluetooth is disabled and the cursor doesn't appear, tell the exam taker to tap on the top left of the answer area. By doing this, it should pull up the cursor and then the keyboard. Sometimes tapping in the middle of the typing area does not trigger the keyboard to appear.
3. If the above step does not work, have the exam taker hard restart his/her iPad by holding down the power and home buttons until the iPad shuts off. ST-M should enter back into the exam and request for a resume code. After entering the code, the student should be able to continue from where he/she left off and the keyboard should be able to pop up.

B. Unable To Interact with SofTest-M When Guided Access Is Enabled

There are a few features of Guided Access which a student may not be aware of that may affect the behavior of the device itself.

Have the exam taker triple-click the home button until they are prompted to enter the passcode. Once it has been entered and the user is brought to the Guided Access screen, a switch called "Touch" should be visible at the bottom of the screen. Ensure that the switch is turned on (green for iOS 7). Once it's on, resume Guided Access mode, and device behavior should return to normal.

C. Unable To Download Dictionaries

In the event that an exam taker is unable to download a dictionary, instruct the exam taker to take a mock exam. If an exam administrator did not supply a mock exam, instruct the exam taker to ask the professor to do so. By taking a quick exam and uploading the answer file, they should be able to download the dictionary.