

## Quick Reference Sheet: Things to Keep in Mind During/After an Online Exam

To maximize the time to work on your exam, here are some tools to help address things that may come up while you are taking the exam.

### **During the Exam**

**To download the exam, you will need wifi/internet connection.** Once you start the exam (enter the exam password that was emailed to you), your wifi will be automatically disabled and you will not have access to the internet during your scheduled exams.

**If you are still experiencing issues accessing wifi to download the exam,** please see instructions on how to turn your phone into a wifi hotspot: <https://www.pcmag.com/how-to/how-to-turn-your-phone-into-a-wi-fi-hotspot>

**If your computer/laptop freezes during the exam,**

1. Do not panic,
2. Do not exit/submit the exam, (you cannot return to the exam once you submit),
3. Wait 60 seconds before attempting the next steps,
4. Hold down the power button for 15-30 seconds until your computer/laptop shuts off, wait another 30 seconds before pressing the power button again to turn on the computer, and
5. Sign into your computer account when prompted. Be patient and let Exemplify start automatically.

Exemplify saves information approximately every minute. Exemplify is a powerful program so after you restart your computer, Exemplify should return to the exam.

**If you have questions about the exam content,** e.g. if a question may be unclear, if you have a question about the fact pattern, keep working on the exam. Your exam time is limited and you cannot stop the exam once it starts so the best thing to do in this situation is:

1. Do not panic,
2. Take a moment to re-read the instructions and question,
3. If you still have questions, follow the guidance the professor has given your class for that situation. If that guidance doesn't seem to help, answer the question as best you can.

If it is an essay question, it might be helpful to state your assumption/interpretation that you used to answer the question. Once you have submitted your exam, you can contact [lawexams@hawaii.edu](mailto:lawexams@hawaii.edu) and Dean Mirkay with any questions or concerns about the exam content.

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### **After the Exam**

If you are having issues uploading your exam, do not panic. Your exam is saved on your computer/laptop. After you submit/close the exam, Examplify will automatically try to upload your exam. If your wifi does not automatically reconnect, you may see that the upload was unsuccessful. Recheck that you are connected to your wifi and then, retry your upload. Examplify will automatically try to upload your exam again.

You have up to two hours from the completion of the exam to upload your exam answer. If you continue to experience issues uploading your exam within the two-hour period, please email our office at [lawexams@hawaii.edu](mailto:lawexams@hawaii.edu).

### **If you are still experiencing issues, please contact us at:**

Law Registrar's Office Virtual Front Desk, which is open during Scheduled exam start times:

1. On your phone, click on this link:  
<https://www.star.hawaii.edu:10011/virtual-kiosk/app.jsp#!/kiosk?unit=612>
2. Log in with your UH username and password.
3. Fill out the quick form and you will receive a text from STAR.
4. You will receive a text when you are next in line and another when it's time to speak with us with a Zoom link. STAR will provide you with estimated wait times; be patient, the Law Reg Office, mighty team of two, will respond to you as soon as we can.

OR

If it is outside the scheduled exam start times, email us at [lawexams@hawaii.edu](mailto:lawexams@hawaii.edu) with your question and the phone number to reach you. We'll be monitoring the law exams email address during exam times.

OR

Contact the Examsoft Support Office (24/7 support) by phone at:  
US & Canada: 866.429.8889, ext. 1  
International: +1 954.429.8889, ext. 1