Exam4 Prep Guide

"EDUROAM" is the preferred wireless network to connect to. After successfully connecting to "EDUROAM", it is recommended that "TRU" wireless be removed from your list of preferred networks. This will eliminate the chance your computer will attempt to connect to "TRU" instead of "EDUROAM" at the end of the exam. Please visit IT Services in OM1320 or in OL140 for EDUROAM setup help.

Getting the Software

Download the Exam4 software from www.exam4.com

1. Find Institution: **TRU**
2. Click search result: **TRU Faculty of Law**
3. Fill out the form and select your operating system. Click "Submit Form".
4. Install the software once the download has finished.
5. Refer to additional instructions for setting up the exam software (if provided).

Recommendations (Windows users):

Turn off "Advanced Key Settings" to switch between languages.

1. Control Panel – Region and Language.
2. Select the "Keyboards and Languages" tab – "Change Keyboards".
3. Select the "Advanced Key Settings" tab.
4. Highlight the "Action": "Between input languages"
5. Select "Change Key Sequence".
6. Select "Not assigned" for both: "Switch Input Language" and "Switch Keyboard Layout".
7. Click "OK" out of all the menus.

YOU MUST PREPARE YOUR LAPTOP BY:

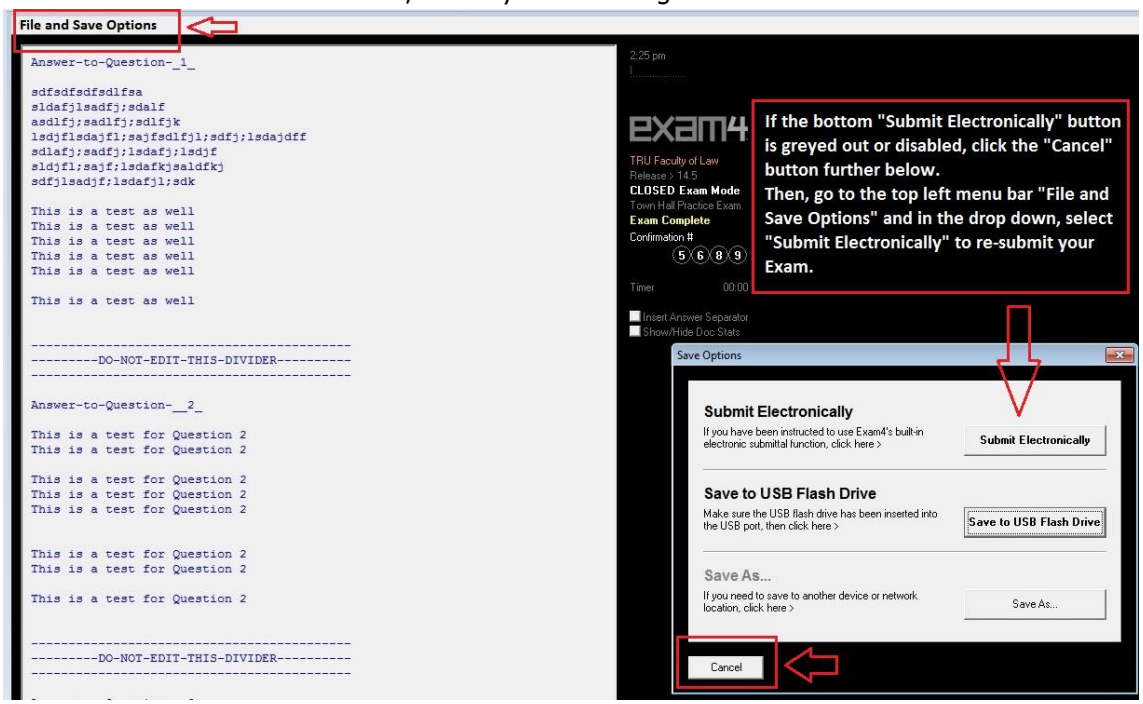
1. Run your Microsoft or Apple updates in advance of the exam.
2. Turn off/disable all automatic update features on your computer (Windows, Apple, Adobe, etc)
3. If the security scan is failing during the Exam4 "Security Check", you may need to clear your cache and cookies (Temporary internet Files) from your main web browser. How to clear your web browsers cache: http://www.wikihow.com/Clear-Your-Browser's-Cache
4. Shutdown background applications prior to using Exam4 software (Dropbox, Skype, Instant Messaging, VPN, MS Office, ITunes, automatic updates, file sharing, etc.). If possible, go into the options of these applications and disable them from starting with your computer. The fewer applications you have running will reduce problems with Security Check, wireless reconnection and other conflicts with the Exam4 software.
5. Disable automatic Sleep/Screensaver features as it can cause Exam4 to lockup during the reading period.

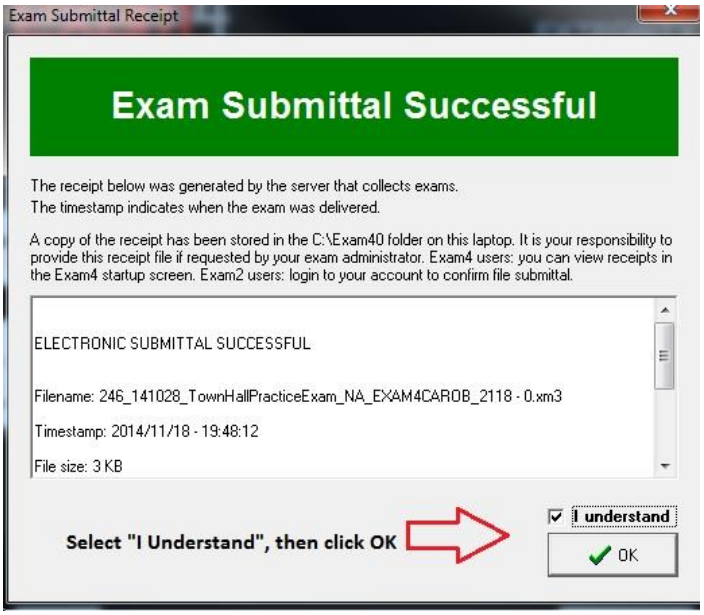
Note: If your antivirus is blocking Exam4, you may need to add an exception for Exam4, or disable your antivirus software temporarily. Refer to your antivirus manufacturers' web site for instructions.

Exam Guidelines & Troubleshooting

1. Have your software **clear of the security check and to your blank white page prior to your exam**. IT Services will be available to assist if there are issues.
2. Ensure that you have unchecked the box beside "Show/Hide Doc stats", as this can cause Exam4 to freeze.
3. If the Exam4 software crashes during your exam, **do not** exit out through the menu. Press and hold the power button on your computer until it turns off. Turn your computer back on and then start the Exam4 software again. Make sure to click on: "**Select existing exam**" (and click "**Begin Exam**" on the bottom right) in order to continue where you left off. Make sure you select the correct exam.

4. If you cannot submit your exam at the end, and "Submit Electronically" does not work (or is disabled), click "Cancel" and go back up to the top left "File and Save Options" to select "Submit Electronically" again. If submitted successfully, a "… Successful" message will appear in a green-colored bar (see next page). If it does not work, reconnect to the "EDUROAM" wireless network first, then try to submit again.





5. If reconnecting to wireless fails, Law Faculty/staff will have a USB Flash Drive to save your exam.
6. **DO NOT** Tether to your smartphone to submit the exam