

The Board received multiple inquiries over the July 25<sup>th</sup> weekend that are addressed below:

### **1. Best practices if you had to manually disable your antivirus software.**

Antivirus software should remain active throughout these steps and be disabled only when internet is no longer needed. This is done automatically by the software while securing the device at Exam Start; manually disabling antivirus is not required.

However, Examplify may recommend that the applicant manually disable antivirus and certain other applications. This is done to expedite the Security process. If manually disabling antivirus, applicants may disable their internet connection prior to closing antivirus or any other applications.

For those who disable antivirus manually, we recommend common-sense best practices:

- Disable internet prior to disabling antivirus
- Utilize a secure private network
- Re-launch antivirus before accessing any websites or applications that utilize the internet

As with an on-site exam, internet access is required for the upload of exam files, including proctoring video files. This process can be completed once antivirus is re-enabled.

Any applicants having questions about these steps should contact the ExamSoft support line at (866) 429-8889, option 1 then 3.

### **2. What happens if my exam files do not completely upload during the break?**

Applicants will not be prevented from beginning the next module. If the download starts but is interrupted by the start of the next session, the download will pick back up again when internet connection is re-established.

The Board extended the typical upload deadline from the night of the essay exam to July 29<sup>th</sup> at 5:00 p.m. (as noted in the FAQs) to allow people adequate time to upload their files.

### **3. Clarification regarding the ExamSoft highlighter feature referenced in the June 26 FAQs item 4.**

When selecting text in the notes box it is highlighted in order to copy. Applicants will be able to select text from either the notes or essay answer box (which will highlight the text) in order to copy and paste it anywhere in the notes section or essay answer box.