

July 2021 Colorado Remote Bar Examination – Technical FAQs

The Office of Attorney Admissions (OAA) will update these FAQs as additional information becomes available, and strongly encourages Examinees to check OAA's website frequently for updates. OAA will also notify Examinees of updates via a CiviCore announcement, web posting, and email.

Keep Your Email Address Up-to-Date: Make sure that the email you provided to OAA in your online bar exam application is one you monitor on a regular basis. If your email address changes, please immediately update your Profile in CiviCore and notify your Licensure Analyst using the Messaging Center to ensure you continue to receive important information and updates.

Examinees should be vigilant in checking their email spam filters or automated tagging performed by various email companies to ensure that messages from ExamSoft and OAA are routed to the Examinee's primary mailbox. If possible, Examinees should approve messages that come from bleinfo@csc.state.co.us and no-reply@csc.state.co.us, or any messages with the @csc.state.co.us extension.

Examination Technological Requirements

What are the computer requirements for the examination?

- Examinees must download and use ExamSoft's Exemplify® software with ExamID and ExamMonitor (which includes a lockdown browser that prevents Examinees from accessing other software or websites during the examination) to take all portions of the examination.
- Examinees must take the examination on a desktop or laptop computer that meets the ExamSoft minimum system requirements *specified for Exemplify® software with ExamID and ExamMonitor enabled* and must use a functional webcam and microphone during testing.
- Examinees will find information about the minimum system requirements at-

Minimum System Requirements: <https://examsoft.com/resources/exemplify-minimum-system-requirements>

How do I update my device? <https://help.examsoft.com/s/article/Exemplify-Update-Device-MSR>

CONFIRM YOUR DEVICE MEETS THE MINIMUM SYSTEM REQUIREMENTS

You will need the administrator level account on your testing computer to install Exemplify.

- July 2021 U.S. Bar Exam candidates must use Exemplify Version 2.7.2. **UPDATE:** as of 7/13/2021 Exemplify version 2.7.4 will be needed. Please reference install instructions provided by ExamSoft in an email on 7/13/2021. The software will automatically update during the Mock Exam 4 process.

Exemplify 2.7.2 can support Apple devices using Apple's new M1 processor, IF using

Apple's Rosetta 2. Applicants using these Apple devices will be prompted to install Apple Rosetta 2 in order to use Exemplify if it is not already running on the device. For more information about installing Apple Rosetta 2, [click here](#). **UPDATE:** as of 7/13/2021 Exemplify version 2.7.4 will be needed. Please reference install instructions provided by ExamSoft in an email on 7/13/2021. The software will automatically update during the Mock Exam 4 process.

- While Examinees must take the examination on a computer that meets the ExamSoft minimum requirements, Examinees are encouraged to use a computer that meets ExamSoft's recommended system requirements.
- Examinees must ensure that the computer they use for the examination has sufficient memory available and that all current updates to the computer's operating system have been installed prior to the day of the examination.
- Examinees may not use more than one computer monitor to take the exam. ExamSoft is not compatible with the use of multiple monitors.
- Examinees may use an external keyboard and mouse (corded or wireless), but these must be set-up and connected prior to launching Exemplify®.
- **Examinees will need internet connectivity at the start of each session to retrieve the password for that test session's exam file and upload their photo. Examinees will not need internet connectivity during the test session while the exam file is in use.** If the Examinee retrieves the password through another device, such as their cell phone, the Examinee will still need internet access for their computer at the beginning of the exam for the photo upload requirement. Once the Examinee begins taking the test, internet connectivity on the computer is shut-down by Exemplify®.
- Examinees will need internet connectivity after the examination to upload the completed exam file answers and the audio/video files. OAA does not require Examinees to upload the files immediately after each test session. The software will automatically suspend and resume the upload process as needed, even if the Examinee has multiple files queued to be uploaded. Examinees must upload the files each exam day by 11:59 p.m. Mountain Time. Examinees who fail to upload the audio-video files after each session or each day (depending on computer storage space on the testing computer) run the risk of using up their computer's memory and may run into technical problems with later test sessions.

Do I need to uninstall Exemplify that I used for law school or a previous Bar Exam?

Yes. It is **necessary** you uninstall Exemplify before downloading the latest version from your ExamSoft Portal. Follow the steps below:

- Uninstall on Mac
 - Use the Finder to open the Applications folder.
 - Find the Exemplify app.
 - Right-click the Exemplify icon, and then select Move to Trash.
- Uninstall on Windows
 - From the Windows Start menu, select Settings.

- Select System > Apps & features.
- Select Exemplify, and then click Uninstall.
- Follow the on-screen instructions to remove Exemplify from your computer.

We also suggest searching for “Exemplify” in your downloads folder and removing any old versions or files you may find there.

How do Examinees register with ExamSoft?

- Examinees will be required to register and install the required ExamSoft Exemplify® software – version 2.7. **Uninstall any prior versions.** **UPDATE:** as of 7/13/2021 Exemplify version 2.7.4 will be needed. Please reference install instructions provided by ExamSoft in an email on 7/13/2021. The software will automatically update during the Mock Exam 4 process.
- **Registration Opens June 17, 2021 and Closes July 1, 2021. This registration process requires the Examinee to download the software and complete and upload TWO MANDATORY mock exams. The Examinee will not be allowed to take the July 2021 bar exam if they fail to timely complete these requirements.**
- ExamSoft will contact Examinees via email (using the email address the Examinee provided in their bar exam application in CiviCore) on June 17, 2021 with instructions for registering the Examinee’s computer, downloading the software, downloading and taking the mandatory mock examinations, and downloading the required examination files. OAA will notify Examinees through the CiviCore messaging center when the initial emails have been sent, as well as the reminders.

I have to download Exam files to my computer?

Yes. Once the bar exam files are available for download, you will receive notice from ExamSoft to login to your ExamSoft account and download the exam files. The exam files are set for YOUR exam schedule. Exam files will be available for download on July 20, 2021 and must be completed by July 22, 2021 by 5:00 pm MT. If you withdraw from the exam AFTER you have downloaded exam files, you will be directed on how to remove the exam files from your computer.

Where can I learn more about using Exemplify for the Bar Exam?

Examinees should review the resource videos and guides available on the ExamSoft Support page for Exemplify®: <https://help.examssoft.com/s/>

How does Exemplify® ExamID facial recognition work?

- ExamSoft uses ExamID to authenticate the identity of the Examinee. The software will confirm that the person sitting in front of the camera to take the examination is the same person who registered for the examination.
- Examinees will be required to consent to the collection and use of biometric data (e.g., retina or iris scan, voiceprint, scan of face geometry).

- During an Examinee's first mock examination, *ExamID* will take a baseline photo of the Examinee.
- The baseline photo taken during the first mock examination will be used to verify the Examinee's identity at the start of each actual examination testing session.
- Examinees are urged to sit in a well-lit room (with front-facing lighting) to provide adequate light for the photo. OAA recommends that, to the extent possible, Examinees take this baseline photo in the room in which they intend to take the examination.
- *ExamID* will confirm that the photo taken in the first mock examination is acceptable.
- At the start of each test session of the actual examination, *ExamID* will take another photo of the Examinee and will compare it to the photo taken during the mock examination to authenticate the Examinee's identity.
- When an Examinee's photo is taken at the start of each testing session of the actual examination, the Examinee will have the option to check the photo and confirm it is acceptable before continuing into the examination test session. Examinees will need to use this option and check the photo to ensure its quality prior to continuing into each examination test session.
- Examinees must remove all personally identifying information that may identify the Examinee by name (such as diplomas) from the testing room prior to the mock examinations and prior to the actual examination.
- If an Examinee plans to wear glasses during the examination, the Examinee should wear them when the Examinee takes their baseline photo during the mock examinations.
- Should an Examinee experience an issue with the *ExamID* authentication at the beginning of an actual examination test session, the Examinee will be permitted to take the examination and OAA will authenticate the Examinee's identity following the examination through review of the video and the photo previously uploaded by the Examinee to their CiviCore application.

How does Exemplify® ExamMonitor (remote proctoring) work?

- Examinees must remain at their computer, with their face fully visible to the webcam, for the entirety of each test session. The proctoring software will record the Examinee (audio and video) throughout the examination test session. The recording will be uploaded to ExamSoft along with the Examinee's examination answer files.
- Each recording will be analyzed through the use of ExamSoft's artificial intelligence (AI) program. The AI will flag unusual behaviors, movements, or sounds.
- Behaviors that may be flagged by the AI include: an Examinee leaving the camera view, unnatural hand gestures, unnatural eye gaze or eye movements, suspicious objects, multiple people in the testing room, etc.

- All flagged footage will be reviewed by a human proctor to remove flags for movements or sounds that do not raise concern as to a potential cheating incident. For example, a dog barking in the background, or a natural movement such as an examinee scratching their face might be initially flagged by AI, but will be cleared upon review.
- Upon completion of this first review, a second human proctor will review the remaining flags for further analysis as to behaviors that may raise a concern.
- It is important to note that the human proctors reviewing the recordings and flags will not, at any time, have access to any Examinee's personal identifying information. All exam materials, including exam footage, are connected only to an Examinee number.
- A final review of any remaining flags will be reviewed by OAA staff.

Who will have access to the Examinee's photo and video recordings of the Examinee testing and for how long?

- The collection of biometric data through ExamID and ExamMonitor is governed by ExamSoft's privacy policy, available at <https://examsoft.com/privacy-policy>. ExamSoft's proctoring partners are bound by this policy as well.
- The information is used only for the purposes outlined in the above-mentioned policy and for examination taking and jurisdictional evaluation of examination taking.
- Files available to human proctors are anonymized, and no information about the identity of the Examinees is available to them.
- The information is never sold and will be retained only until OAA specifies the files are no longer needed.
- Remote proctoring recordings will be destroyed by ExamSoft at the direction of OAA within a reasonable time after the completion of all grading or, where misconduct investigations are initiated, after resolution of any misconduct investigation.
- Examinees can find ExamSoft's terms of use here. <https://examsoft.com/terms-of-use>.

What will Examinees be able to do within the exam software, Exemplify®?

On the Multistate Essay Exam (MEE) and the Multistate Performance Test (MPT), Examinees will be able to:

- View the question, response, and virtual scratch paper on their computer screen at the same time. For the MPT, Examinees will be able to open the MPT library attachments and view both the attachments, notes and the examination response answer field on their screen simultaneously;
- Modify the size of the examination response answer field;
- Highlight within the text of questions (highlighting is now available within the MPT PDF library attachment);

- Navigate forward and backward between MEE questions, as well as skip and/or return to unanswered MEE questions during each testing session;
- Flag MEE questions to return to for further consideration during that testing session;
- Use the *virtual* scratch paper, or “Notes” feature, for each MEE question and MPT item to take notes and outline responses. This feature also allows Examinees to cut, copy, and paste text between the virtual scratch paper and the Examinee’s response;
- Use the “find and replace” feature in the Examinee’s response.
- Please note that the navigation between MEE questions are between the questions within that particular test session, e.g., MEE 1-3 (first MEE test session) and MEE 4 – 6 (second MEE test session).

On the Multistate Bar Exam (MBE), Examinees will be able to:

- Highlight within the text of each question;
- Strike-out a particular multiple-choice answer to visually eliminate an incorrect answer as questions are considered. **Examinees must actually select an answer (and not just strike through purported incorrect answers) to receive credit for a correct answer;**
- Navigate forward and backward between questions, as well as skip and/or return to unanswered questions during each testing session;
- Flag multiple-choice questions to return to for further consideration during that testing session;
- Use *virtual* scratch paper throughout the MBE session.

Examinees are **not** permitted to:

- Use more than one monitor;
- Cut-and-paste or drag-and-drop from the text of any MEE question or MPT item question and library to the Examinee’s response;
- Underline, circle, or strike text within the MEE/MBE questions or MPT materials;
- Use physical scratch paper, writing instruments, notes, or any other physical reference materials for the MEE or MBE portions of the examination (**Examinees will be permitted to use physical scratch paper for the MPT test sessions ONLY.** See Applicant Agreement for specifics.)

PLEASE visit the ExamSoft [FAQs](#) for a “Remote Exam” on how to:

- **[Navigate Through Questions](#)**
- **[View Attachments](#)**
- **[Set a Reminder/Alarm](#)**
- **[Use the Strike-Out Feature](#)**

- [Highlight Text in a Question or a PDF Attachment](#)
- [Flag a Question](#)
- [Resize the Writing Area](#)
- [Copy and Paste](#)
- [Submit an Exam](#)

Note that on the webpage that the How-To videos are located, the video about “Review Exam Results” does not apply to the remote bar exam. Exam Results notices will be sent to you through CiviCore.

Will Examinees have the chance to test and familiarize themselves with the examination software prior the examination administration?

Yes. Examinees are required to take a minimum of two mock examinations. ExamSoft makes three mock exam files available, but the third mock exam is identical to the second mock exam and is provided for additional practice.

Examinees are strongly encouraged to take all the mock examinations and to use all of the time allotted in each of the mock examinations to become familiar with the testing platform and features.

The mock examinations will be available for download upon registration with ExamSoft.

First Mock Examination - **MANDATORY**

- 1) The first mock examination will be 90 minutes.
- 2) During this examination, Examinees will establish a baseline photo for facial identification through ExamSoft’s facial recognition software platform, ExamID.
- 3) This examination will provide Examinees with the opportunity to familiarize themselves with all Exemplify® features and functionality which may be different from other ExamSoft products you have used for testing in the past.

Second Mock Examination - **MANDATORY**

- 1) The second mock examination will be 90 minutes.
- 2) ExamID and ExamMonitor will be enabled to provide additional practice with photo identification and to check the Examinee’s visual framing within the camera view.
- 3) Examinees will have the opportunity to familiarize themselves with all of the features and functionality available within the Exemplify® software which may be different from other ExamSoft products you have used for testing in the past.
- 4) This second mock examination will contain an MPT item, MEE questions, and multiple-choice questions similar to those found on the MBE.

The Third Mock Examination will be similar to the Second Mock Examination, described above.

The Examinee **MUST** complete the mandatory Mock Exams 1 & 2 and upload an acceptable baseline photo or they will not be allowed to sit for the July 2021 bar exam.

The Fourth Mock Examination is a duplicate of Mock Exam 2 & 3. It was created to enable installation of a software update, Exemplify version 2.7.4. Applicants are strongly encouraged to complete the Mock Exam 4 to prevent any possible technical issues for exam file download and exam day experience.

Will technical support be available during examination test sessions?

Yes.

- ExamSoft will have dedicated phone response available throughout each examination session (including the mock examinations) for Examinees in need of technical assistance.
- Examinees are permitted to access their cell phones for technical support, but phones must be removed from arm's reach immediately after the support call ends and removed from the testing room at the end of the test session.
- Assistance will also be available through ExamSoft's online chat assistance at the beginning of each examination session, accessible from the testing computer only until Examinees enter the secure software platform for their test session.
- Please be aware that if you receive technical support from any other entity other than ExamSoft Tech Support, you are fully responsible for any test disruptions, incidents, or any other issues that may occur during the exam administration. There is no officially sanctioned tech support outside of the ExamSoft Tech Support Call Center. No documentation or notes will be reported to ExamSoft or the Colorado Office of Attorney Admissions (OAA) if you receive outside assistance. OAA strongly encourages all applicants to utilize the Tech Support at ExamSoft Call Center for all issues that occur during the administration of the exam. They can be reached at **1-888-816-3065**.
- **If your computer Freezes during the exam, it can often resolve technical issues by rebooting their device. DO NOT EXIT THE EXAM!** To re-boot the device, Examinees should perform the following steps:
 - 1) Press and hold the power button until the computer is completely off.
 - 2) Wait 5 seconds.
 - 3) Restart the device.
 - 4) Once Exemplify® restarts, it will return to within 59 seconds of where the Examinee left off in the examination.
 - 5) **DO NOT CLOSE OR EXIT THE EXAMINATION.** If an Examinee closes or exits the examination, the Examinee will be unable to re-enter and the examination test session will end.
 - 6) **If an Examinee is unable to restart within nine minutes, the Examinee will need to call ExamSoft technical support and obtain a resume code.**

Where can I find FAQs for Remote Bar Exam for ExamSoft?

<https://bar.examsoft.com/remote-faq/>

Where will the passwords be posted for the Colorado Standard remote test takers?

Examinees testing on the standard schedule will find the passwords on the following website:

<https://bar.examsoft.io/Cobar>

Standard Examinees should bookmark this website before exam day. Additionally, ExamSoft will send the password phrases by email at least 15 minutes prior to each session.

Where will the passwords be posted for the Colorado NON-Standard remote test takers?

<https://docs.google.com/document/d/1XxhnZ3XgAvpPIDhx1RzXprMXyWDNzi10nrJShoSYtYk/edit?usp=sharing>

Examinees should bookmark this website before exam day. Additionally, OAA will send the password phrases by email at least 15 minutes prior to each session.

Can an external webcam or microphone be used?

Yes, if necessary, and if configured for use during the mock exams. The external webcam should be positioned at the top center of the monitor, so that the Examinee is always facing the webcam during the exam.

Can an external keyboard or mouse be used?

Yes, if necessary, and if configured during the mock exams.

Can an external monitor be used?

Yes, and if configured for use during the mock exams, but only one monitor is permitted for use during the exam. Examplify is not compatible with multiple monitors. Examinees must test the external monitor set-up during a mock exam to ensure that the display settings display the content on the monitor that they want to use. Once the test is launched, the Examinee will not be able to change the display. If an external monitor is used, the external webcam must be positioned at the top center of the external monitor.

Where can I have my phone?

Examinees may not have a phone visible or within reach during a test session. If the Examinee needs to call for technical support, they may get their phone and make the call while in front of the camera. Once the technical issue has been resolved, place the phone outside the testing area. The testing area is defined as the desk space and areas around the desk that are within arms' reach of the applicant during a testing session.

If an examinee loses internet access through their wifi provider and has to use their phone for internet access to start an exam as a 'wifi hotspot', the examinee must contact the Admissions office regarding the technical issue during the next break. Once the internet access through the phone has been used so that the examinee may begin the exam, the phone should be turned off and placed outside the testing area during the exam session.

May I leave my seat during a test session?

Examinees must remain seated with their face visible to the camera for the entire duration of each test session (90 minutes for standard test takers).

Breaks are scheduled between test sessions, during which time examinees may step away from their computer to stretch, use the restroom, etc. Examinees should plan accordingly to avoid leaving their seats while an exam session is in progress. **If an emergency occurs that requires an examinee to leave their seat during the exam session, the examinee must announce that fact and the nature of the emergency to the camera and microphone before leaving their seat.**

Must I remain in front of the camera if I finish the test before the end of the test session?

If an examinee finishes their answers before the expiration of the test session, they can end the test session at that time. Be advised that once the examinee exits the test session, they cannot re-enter that session. Once you have exited a test session, you do not need to remain sitting in front of the camera, as the session is concluded and the recording has stopped. Examinees can then take their break, start uploading their exam answers and video files, before starting their next test session.

If an examinee starts a test session before the scheduled time, that does not give an examinee extra test time. Once an examinee begins testing, the clock starts on the test session. Exemplify will end the test session at the amount of time allowed for that examinee: for example, if a standard test taker who has 90 minutes starts the exam at 8:45 a.m., the test will still end in 90 minutes even though the scheduled start time is 9:00 a.m.

Examinees should review the ExamSoft FAQs on how to set the timers in their test session to set any reminders they would like to receive regarding the amount of time remaining in the session.

If my children or pets come into the room while I am testing, what does that mean for my exam?

OAA will be reviewing any videos that are flagged by ExamMonitor. It is to be expected that there may be noise from neighbors, sirens, children, family/roommates, etc., during the exam. We will be able to recognize the situation for what it is and it will not affect an examinee's test.

Do I have to remove the furniture from the room in which I am testing?

No, examinees do not need to remove furniture from a room in which they are testing. If there are other computers or other electronic devices that have recording capabilities, examinees should cover the items with a drape – such as a sheet or blanket. Examinees should choose a comfortable location and a type of furniture for seating that will allow them to remain in a stationary, upright, and visible position for remote proctoring. Couches and beds are not optimal. Examinees must remain in front of the computer monitor with their face fully visible to the camera at all times throughout each exam session.

Examinees should check their camera view regularly to ensure that their entire face remains visible, and that their camera is functioning properly.

Interior room lights should remain on throughout all testing sessions, to enhance examinee visibility, and to minimize clarity problems associated with shadows, diminishing daylight, sudden cloud cover or weather changes.

OAA staff will review exam audio/video recording irregularities including, but not limited to, the absence of the examinee, the sound of voices, the presence of another person, or the presence of prohibited items. All flagged videos will be reviewed by a human proctor to remove flags for movements or sounds that do not raise concern as to a potential cheating incident. For example, a dog barking in the background, or a natural movement such as an examinee scratching their face, might be initially flagged by AI, but then may be cleared upon human review.

Do I need to move the camera around at the beginning of the test to show you my testing room?

No, you will not be asked to perform a 360 degree view of your testing space with your internal or external webcam in order to avoid inadvertently disconnecting your camera or power cord.

How can I check that my video is working appropriately during the exam?

You will see a “Monitoring” eyebrow at the top center of your screen once you launch your exam. During each examination test session, the ExamMonitor component of the Examplify software will record audio and video of the test session. For examination integrity and security, it is imperative that you remain within the camera frame throughout the test session. You will need to periodically check the “Monitoring” eyebrow at the top center of your screen to ensure that your face is visible within the camera frame for the recording. It is HIGHLY recommended you use this function in mock exam to become familiar with turning on and off the viewer.

When can I uninstall the Exemplify software after the exam?

Examinees should keep the Exemplify software on their computers until they receive exam results.

Do I need a USB or USB drive to back-up my exam?

No, you do not need a USB drive for the remote exam. If you run into any technical issues during the exam or in uploading your exam files – do not exit the program but call ExamSoft technical support. Do not uninstall Exemplify from your computer until exam results have been released.

Where can I find the answers to the mock exam questions?

For the remote exam, mandatory mock exams are part of the ExamSoft registration process. Candidates are encouraged to spend time using the mock exams to familiarize themselves with the experience of taking the exam remotely, including confirming that the computer they will use for the bar exam meets or exceeds the minimum system requirements. One mock exam reviews the functionality of the ExamSoft software; the other allows candidates to practice with sample exam questions, and includes 21 MBE items, 3 MEE items, and 1 MPT item. **An answer key for the MBE items, analyses for the MEE items, and a point sheet for the MPT item are available on the NCBE website.**

Will I have to wait until the exam and monitoring files upload before starting the next session?

No. Once the exam session is complete and your device reconnects to the internet, your exam and video monitoring files will begin to upload. If the files are not fully uploaded before the start of the next session, the upload will pause and will resume once an internet connection is re-established after the exam is completed.

Do I need high-speed internet to upload the exam and monitor files?

The minimum requirements for internet speed are 2.5 Mbps. The faster the internet speed, the faster the exam answer and monitoring files will upload. The monitoring file for a 90-minute exam session at a minimal speed should generally take around 15 minutes. Of course, if you have faster internet speed, the upload will not take as long.

How can I get additional mock exams?

Contact ExamSoft support for additional mock exams to be made available to your account. Please note that any additional mock exams will be for verifying your computer set-up and becoming familiar with the testing. **An answer key for the MBE items, analyses for the MEE items, and a point sheet for the MPT item are available on the NCBE website.**

Where can I watch videos on how to use Exemplify?

[Directions for Checking the status of your ExamMonitor Video Upload](#)

[Exemplify Tips for PDF Attachments](#)

[ExamSoft Remote Bar Exam FAQs](#)

Resource videos and guides available on the ExamSoft Support page for Exemplify®:
<https://help.examssoft.com/s/>

Save these phone numbers to your cell phone contacts:

EXAMSOFT TECH SUPPORT: 888-816-3065

COLORADO ADMISSIONS OFFICE: 303-928-7770 – press 9 immediately for assistance – do not listen to the menu options