

### 1. Installation and Registration (Student)

- Open an Chrome Browser and go to [www.examssoft.com/marylandpt](http://www.examssoft.com/marylandpt)
- Login with your ID and password under Exam Takers
- Download and register Examplify
- If not registered, go to My account/settings

### 2. Examplify can't start because MSVCR100.dll is missing

- Try reinstalling the program to fix this problem.
- You can follow the link below to download and install the package: [www.examssoft.com/marylandpt](http://www.examssoft.com/marylandpt)

### 3. Service Error

- Click Start, then on the search box type: services
- Look for and right click on ExamplifyShieldService, and select start

### 4. Remove Downloaded Exam

- Open Examplify and click on the Exam File that needs to be removed
- within the Exam List.
- Select 'Remove Exam Download'
- From the next prompt, make sure to check the box for 'Remove the
- exam download', and next select the 'Remove Download' button

### 5. Student logs in but no exams are available

- Exam has not been released, try later
- Internet connection was lost, check your connection
- Log in using correct username and password

### 6. Exam Password and Universal Code

- Password: it is used at the beginning of the exam
- Universal code: it is used to return to the exam if student has been out of the exam for more than 7 minutes

### 7. Forgotten password

- Open Examplify, type institution ID (**marylandpt**), and click Next.
- Click on 'Forgot User ID/Password' and enter TAMHSC email address associated with the account; reset password from link sent to email

### 8. Computer Freezes

- Press and hold the power button for 10 seconds, and then restart the computer.
- When the 'Examplify Exam Restart' window appears, select the RESUME button. Student may be prompted to input Universal code

### 9. Student receives an ATTENTION Yellow Screen

- If student receives a yellow screen stating ATTENTION:
- If given the option to quit the exam during the yellow screen message, select 'Quit' and the exam will upload.
- If not, close the app and re-open it, and their exam will upload with confirmation.

### 10. Student didn't receive the Completion Green Screen

- Confirm on the ExamSoft website that the exam was sent.
- If not, try to launch Examplify again and follow directions.
- Restart the computer if exam wasn't sent.
- Contact PTRS IT if problem persists.