



UNIVERSITY OF THE PHILIPPINES  
**Online Law Aptitude Exam (LAE)  
Manual**  
**(2022 Version)**  
EXAMINEE

## **FOREWORD**

The purpose of this manual is to guide and familiarize the examinees with the 2022 Law Aptitude Exam (LAE). With the creation of this detailed manual, we also aim to facilitate all anticipated queries of examinees regarding the exam preparation and exam proper.

This document contains all the necessary information needed for the online exam and is divided into three sections: Preparation, Examination and Post-examination. Examinees are advised to thoroughly read the manual to avoid confusion during the examination day. Online queries for information that can be found in this manual will not be prioritized.

***Best of Luck!***

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## OVERVIEW

The Law Aptitude Exam for 2022 will be delivered online through ExamSoft, a secure testing solution used for administering exams. You will be required to install Exemplify, an application used to download and take exams. Exemplify will allow you to securely take examinations offline on a Mac or Windows computer (desktop or laptop), blocking access to files, programs, and the internet during your exam. You will be asked to download an encrypted exam file prior to the exam day, be provided with a secure password to access the exam at the scheduled exam time, and upload your answers after the exam.

Prior to the exam, ExamID will take your picture to compare to your baseline image (captured during the Mock Exam) in order to proceed with the exam.

Access to the internet is only required to download and upload the exam. You can take the exam without a continuous network connection. Exemplify will verify your student ID prior to starting the exam and an automated proctoring system, ExamMonitor, will observe students during the exam using video and audio monitoring.

All LAE examinees are expected to read and understand this manual before contacting Support and taking the exam.

## TIMELINE

Please take note of the following important events:

1. After submission of your requirements through the LAE portal you will be enrolled in a new Moodle class called “UP LAE 2022”. Once enrolled in that class, you will be issued an ExamSoft account.
  2. Once Exemplify is installed on your computer, login using your ExamSoft account to download the exam file. You may open the exam file and take the exam through a password which will be published in the UP LAE 2022 Moodle class (as well as the UP College of Law’s website and social media accounts) at least 15 minutes before the exam schedule.
  3. There will be three required exams:
    - a. A Mock Exam **on March 13, 2022, 9-11 AM** – this will not be graded, but is required in order to test your ability to take the exam.
    - b. A Practice Exam that you can take anytime from **March 18-31, 2022** – this will not be graded, but is required to capture a better baseline for your facial recognition.
    - c. The 2021 LAE on **April 03, 2022, 9-12 AM** – this will be graded and will form part of the basis for determining admission to the UP College of Law.
- Taking the Mock and Practice Exam is **MANDATORY** and failure to take it will disqualify you from taking the 2022 LAE.
4. Exam-takers will complete both exams offline with audio and video being recorded for purposes of ensuring integrity of the exam results.
  5. After an exam is submitted, the exam-taker’s encrypted answer file is uploaded along with encrypted audio/video to a secure server. The audio/video file will be processed by an A.I. tool that will flag potential anomalies. Human proctors will review these potential anomalies.
  6. The final list of those who passed the LAE (as well as further requirements, if any) shall be published in the U.P. College of Law website and its social media accounts. Monitor <http://lae.law.upd.edu.ph/> regularly for updates.

## PREPARING FOR THE EXAM

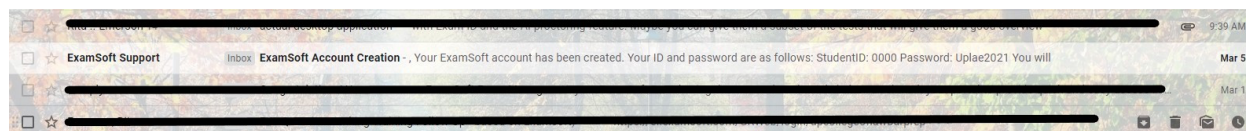
### A. Examination Materials

These instructions apply to the Mock Exam, the Practice Exam and the LAE proper for 2022. Prepare the following before the actual day of the examination:

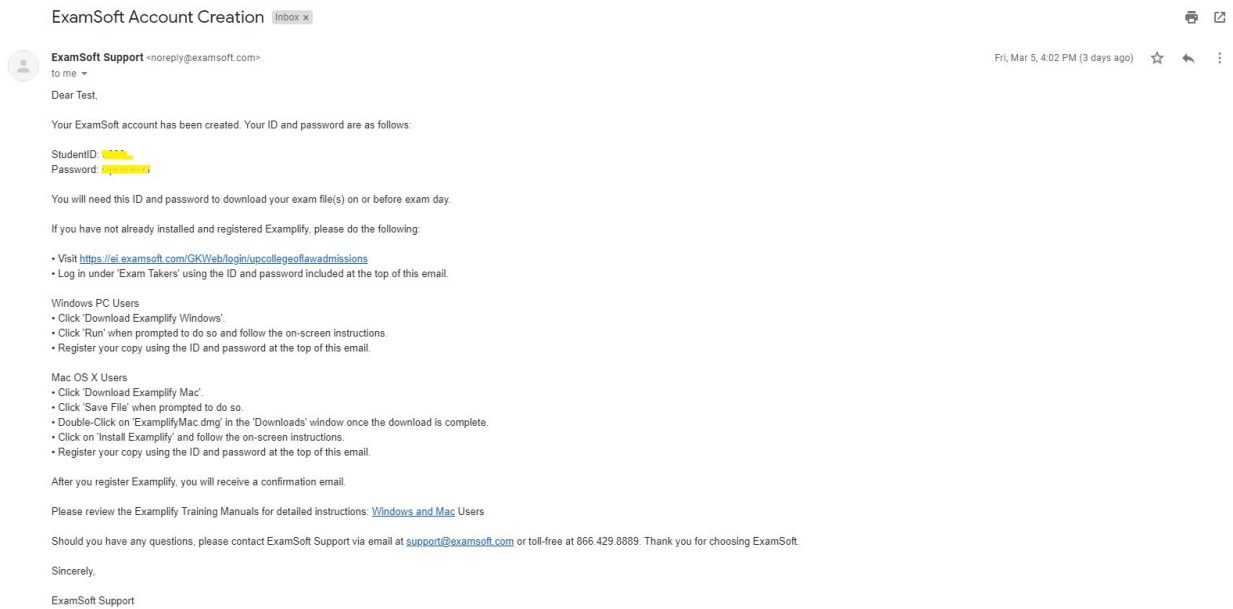
1. A laptop/desktop computer with a camera and Google Chrome or Firefox browsers installed. For minimum system requirements, please refer to <https://help.examsoft.com/s/article/Minimum-System-Requirements> to check if your device is compatible. (disable the anti-virus application right before the exam); **Tablets and phones (such as iPads or iPhones) will not be supported.**
2. A stable internet connection (for downloading the exam and uploading your answers and video/audio file);
3. One (1) identification card (issued by the government, your workplace or school) with the applicant's picture.

### B. Downloading and Installing the Exemplify Application

1. Examinees are advised to download Exemplify at least 48 hours before any of the exams. Further instructions will be sent to your email (See Picture 1) from [noreply@examsoft.com](mailto:noreply@examsoft.com). The email will contain your login credentials. ExamSoft credentials will be issued via email to those qualified to take the LAE, and will be the same for Mock Exam, the Practice Exam and the LAE proper for 2022. Those qualified will be enrolled in a separate Moodle class in <https://next.law.upd.edu.ph> called "UP LAE 2022" to facilitate communications and support. Before consulting the Support channels (see page 24) for missing/unreceived instructions or credentials, please check your "Spam", "Junk" or "Promotions" folder.

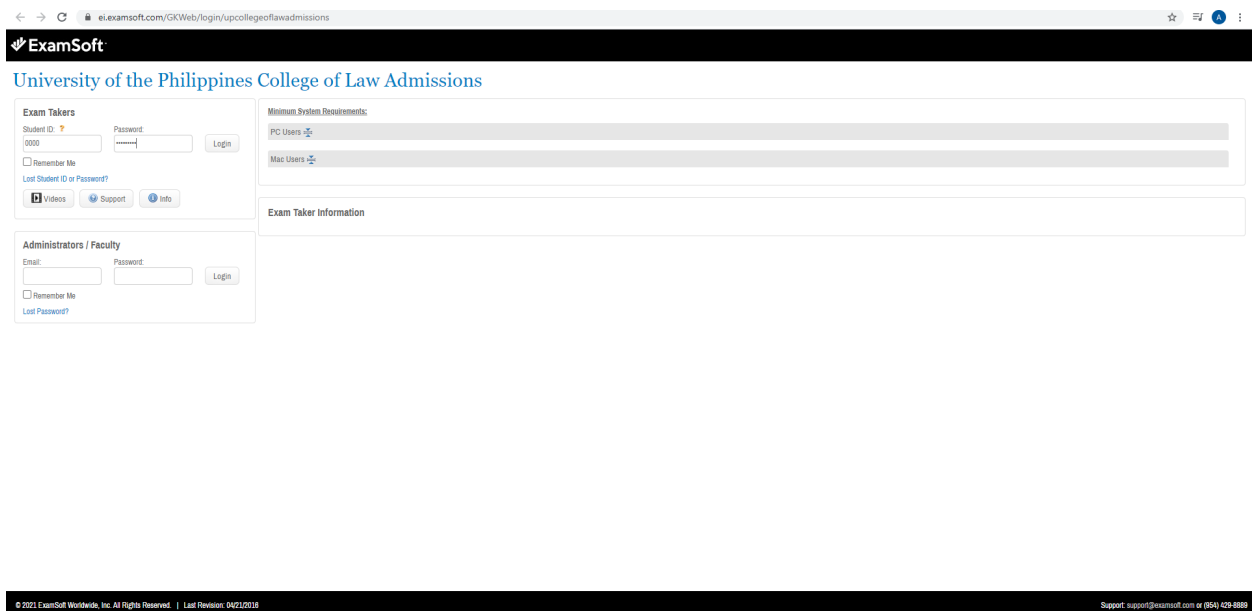


Picture 1: Receipt of the Account Creation Email in Inbox (Example)



*Picture 2: Content of the Account Creation Email*

2. Visit the first link given on the email, this will direct you to the ExamSoft login page (see Picture 3). You may also visit your ExamSoft login page through <http://www.examsoft.com/upcollegeoflawadmissions>.

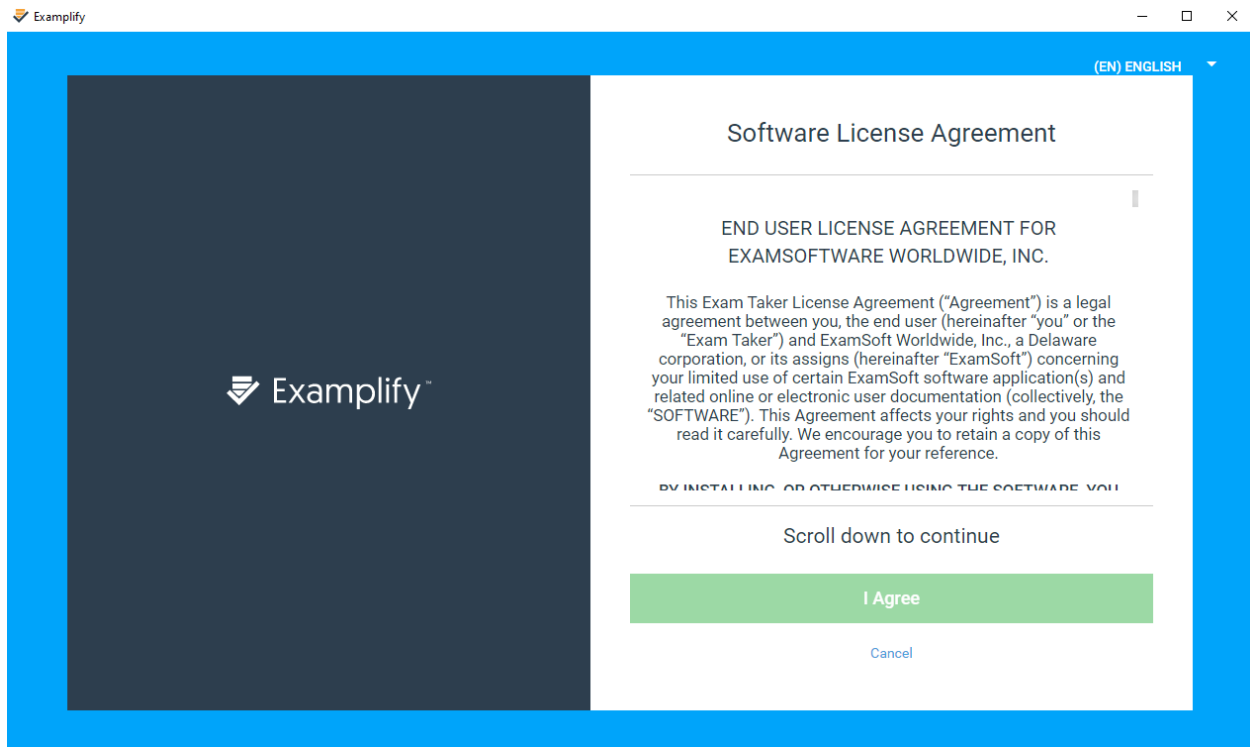


*Picture 3: ExamSoft Login Page*

3. Enter your Student ID and password. Refer to the ExamSoft Account Creation email for the login credentials. After logging in, you should be on the page as seen below.

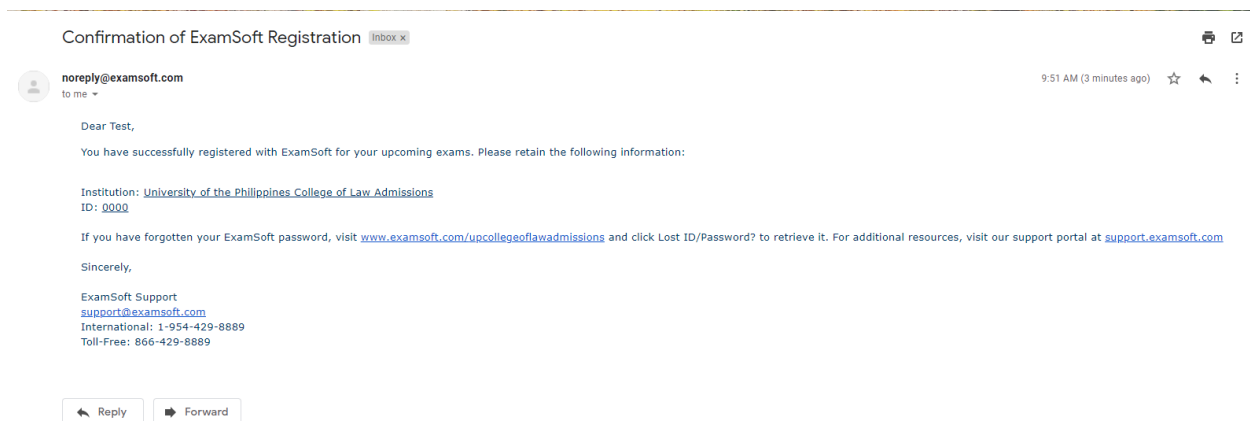






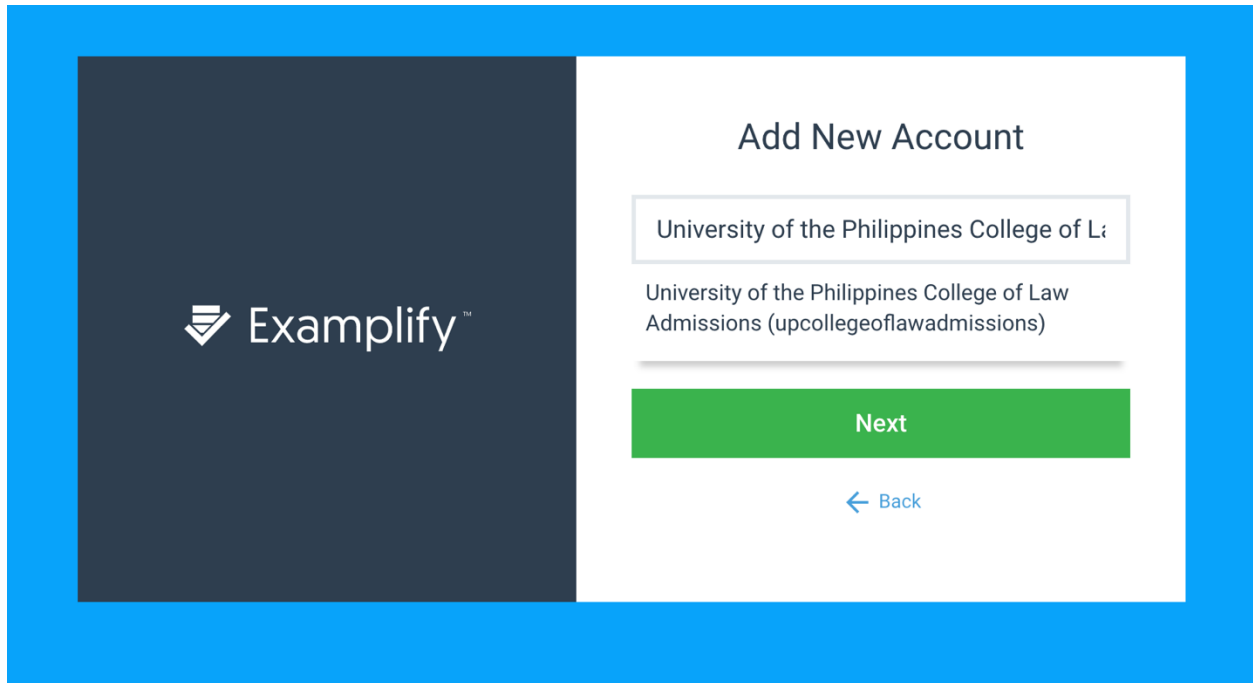
*Picture 5: Software License Agreement*

2. After this, you will receive an email from ExamSoft regarding your successful registration. You can also find in the email your Institution and ID (see Picture 6).



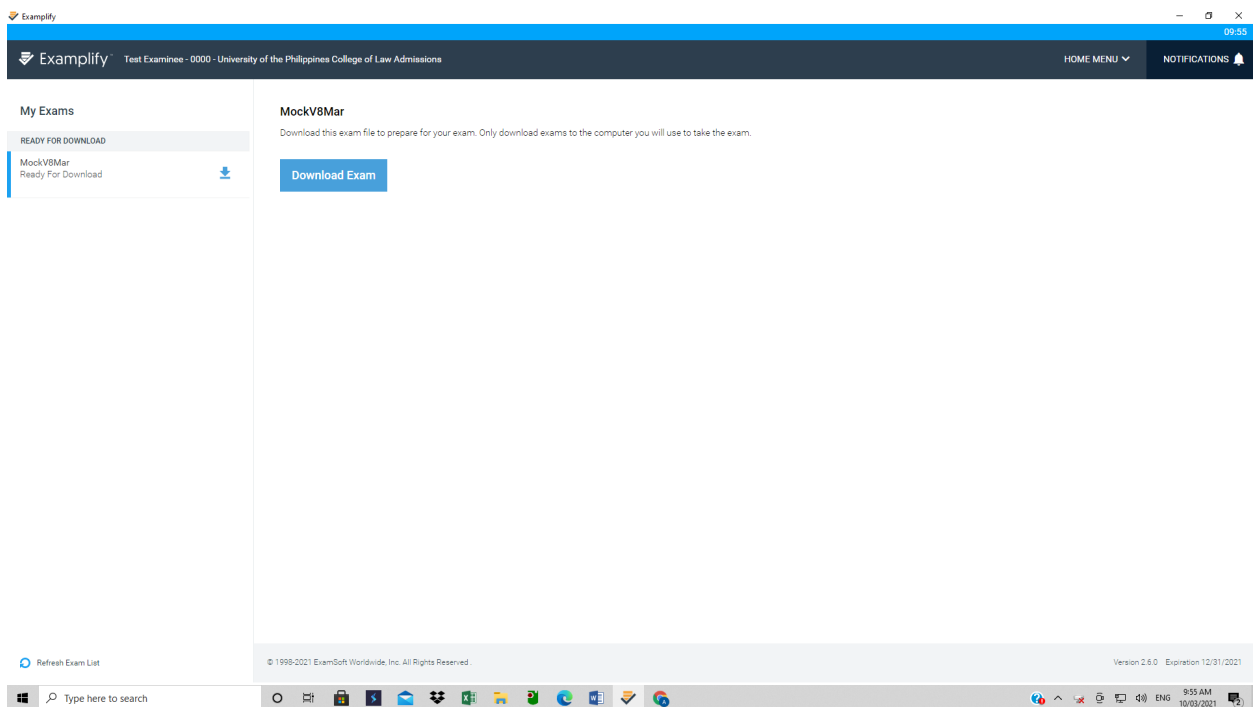
*Picture 6: Confirmation of ExamSoft Registration*

3. To add your new account and log in to Examplify, you may start typing the given institution name (“University of the Philippines College of Law Admissions”) or select from the dropdown list then click Next (see Picture 7)



*Picture 7 Add New Account dialog box*

4. Once you are logged in, the exam that you will be taking will appear on the My Exams panel located at the left part of your screen. Click on the “Download Exam” button (see Picture 8).



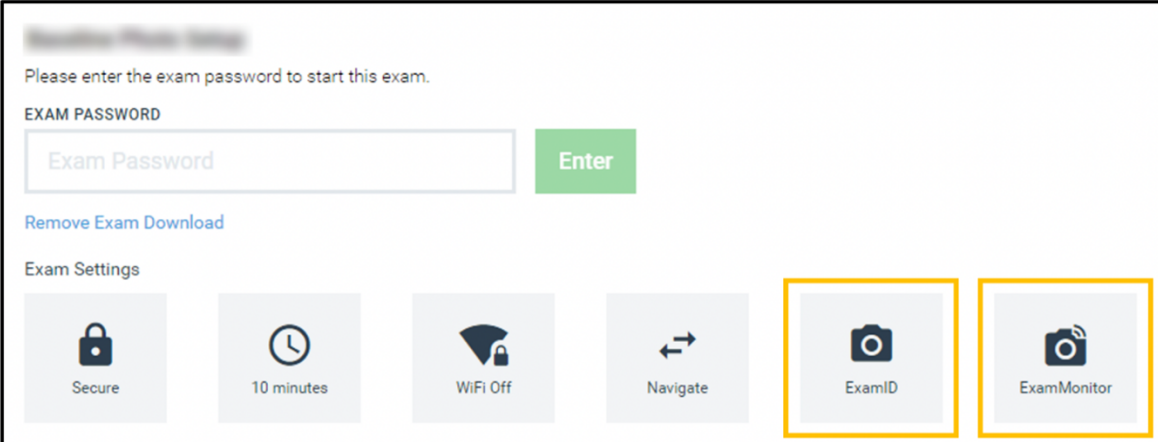
*Picture 8: Download Exam page*

Note: The exam files will be available for download 12-24 prior to the following exam dates.

- a. For the Mock Exam **on March 13, 2022, 9-11 AM**
- b. For the Practice Exam that you can take anytime from **March 18-31, 2022**
- c. The 2021 LAE on **April 03, 2022, 9-12 AM**

Downloading the exam file does not mean that you can take the exam. Wait for the actual exam period and the exam password to be available as stated below. **Download the exam file on the computer where you intend to take the exam.**

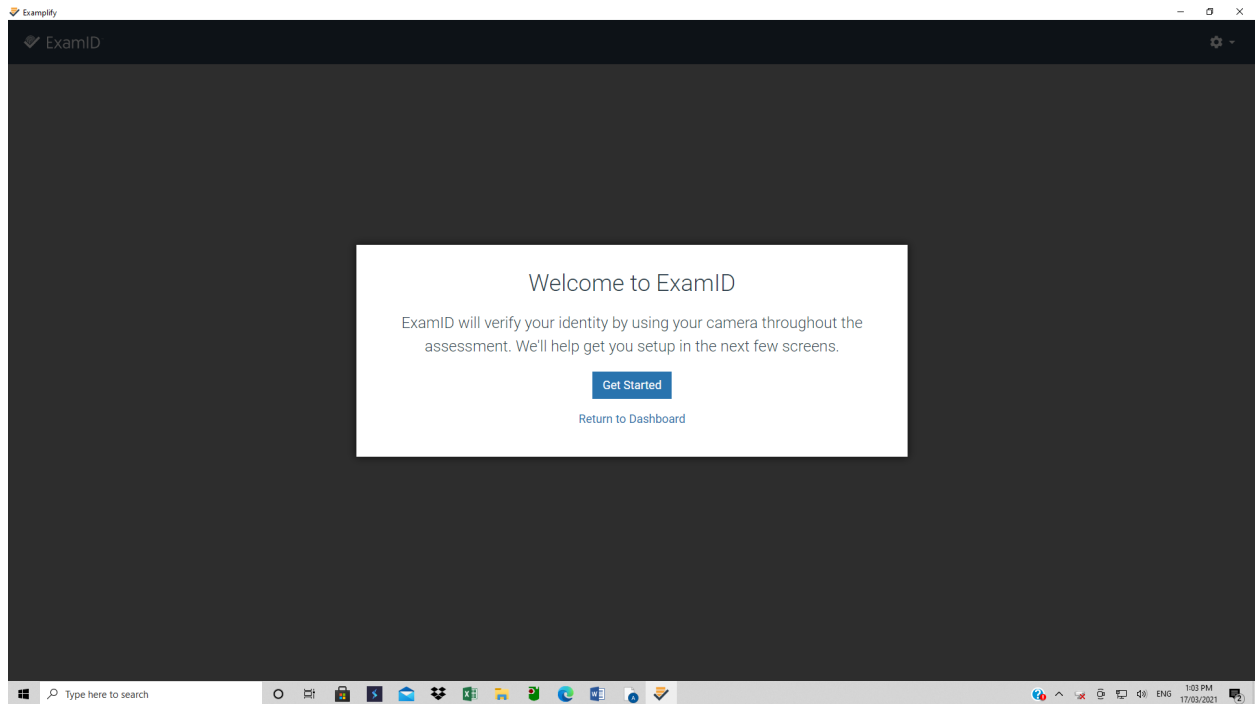
5. After downloading the exam, you should be on the exam login page as seen below (see Picture 9). Enter the exam password so you can access the exam. The password will be posted in the Announcement forum of the UP LAE 2022 Moodle Course 15 minutes before the exam. **Take note of this password or prepare a secondary device you can use to see the password prior to the start of the exam.** Ensure that you can see the ExamID and ExamMonitor (highlighted below). Otherwise, your identity and the video and audio of you taking the exam will not be recorded, and you will be disqualified from taking the exam and your answers will not be considered.



*Picture 9: Exam login page*

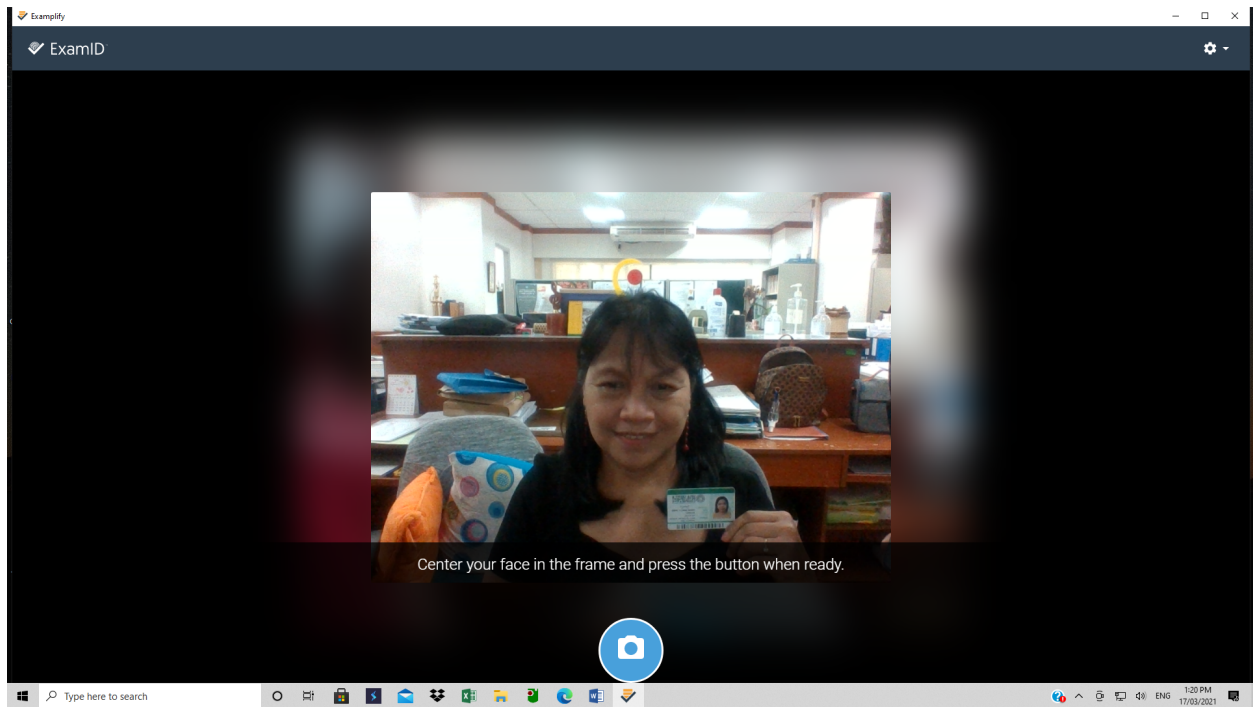
## D. Verification

1. Before taking the exam, you will need to go through a verification process. The ExamID service will automatically run upon opening the exam (See Picture 10). To start, click on the Get Started button.



*Picture 10: Start of the Verification Process*

2. Read the terms of agreement and consent form. Check the “I consent” and then click Next.
3. Click the Continue button after the camera and microphone has been turned on. After this, the camera will automatically open. Click Continue.
4. Take a picture of yourself while showing your ID. Make sure that your face and identification card can be seen in the frame (see Picture 11).



*Picture 11: Verification window (Note position of user's face and official ID)*

## EXAMINATION

### A. Examination Rules

Ensure that you are alone in a quiet, well-lit space when taking the exam. You should be within the view of your computer's camera view for the entire duration of the exam. Make sure that your face and ears can be seen in the frame. Do not talk or make unnecessary noises while taking the exam.

**Avoid taking the exam in a public place** (such as a café or library). You will need an internet connection to start the exam – at least for validation with ExamID and activation of ExamMonitor. Once you are in the exam proper, the internet connection will be deactivated and you can take the exam offline. Your answers, as well as the video and audio of your examination session will be recorded offline. A network connection will be needed again after taking the exam, in order to submit your answers and upload the audio and video. At this point you can go to a place with suitable internet connection.

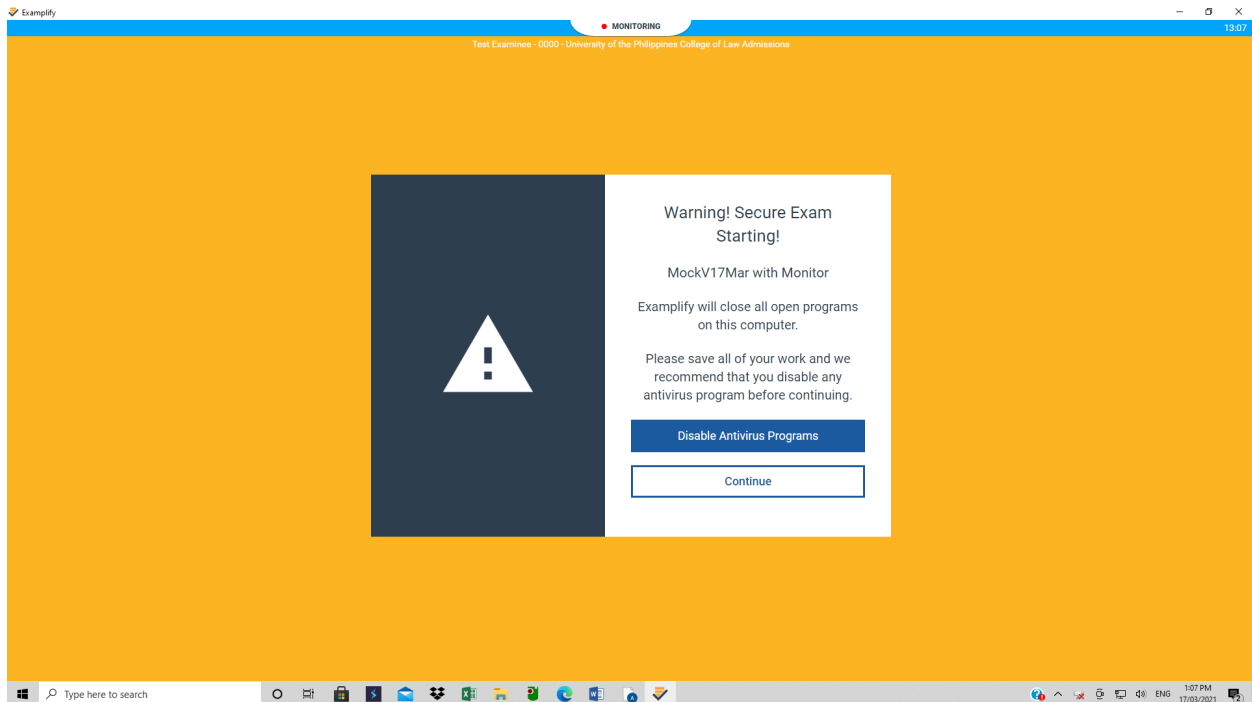
You may also have snacks and beverages during the exam, as long as you do not move away from the camera frame.

The examinees should strictly follow the exam rules. The following actions are **NOT ALLOWED** during the exam:

- a. Going to the bathroom during the exam.
- b. Asking someone to assist you in answering any of the exam questions.
- c. Researching for any answer or part of an answer in books, notebooks, or any other source.
- d. Using any form of scratch paper. Instead, you may write on the notes section provided by the platform.
- e. Using any electronic device other than the one you will use to take the exam (computer, camera, microphone): Prohibited devices include but are not limited to earphones, headsets, extra monitor screens cellphones, and video capture devices.
- f. Wearing of hoodies, hats, masks, or other accessories that may cover your face or ears.
- g. Reading out the exam questions and answers during the exam.

## B. Before the Examination

1. After the verification process, a warning window will appear on your screen (see *Picture 12*). At this point, you will be asked **to disable the anti-virus** on your computer. For more information about turning off your anti-virus please visit <https://help.examsoft.com/s/article/Disable-Anti-Virus-Software>.



*Picture 12: Warning Page*

2. Click on the Continue button to start the exam. From this point on and until you finish the exam, ExamMonitor will record video and audio. This recording will be uploaded and then reviewed for any activities that may have compromised the integrity of the exam.

## C. During the Examination

3. The Start Exam window will appear on your screen. If you are ready to start the exam, you may click on the Start Exam button. If not, you may go back to the previous step by clicking on the Go Back button.

The image shows a screenshot of a web interface with a blue border. It is divided into two main sections. The left section, titled 'Return To Waiting', has a light gray background and contains the text: 'If you have not been instructed to start your exam, please go back to the previous page.' Below this text is a dark blue button labeled 'Go Back'. The right section, titled 'Start Exam', has a white background. It contains the text: 'By clicking the Start Exam button, you will be directed to your exam.' Below this is a checkbox that is checked, followed by the text 'I am authorized to start my exam.' At the bottom of this section is a green button labeled 'Start Exam'.

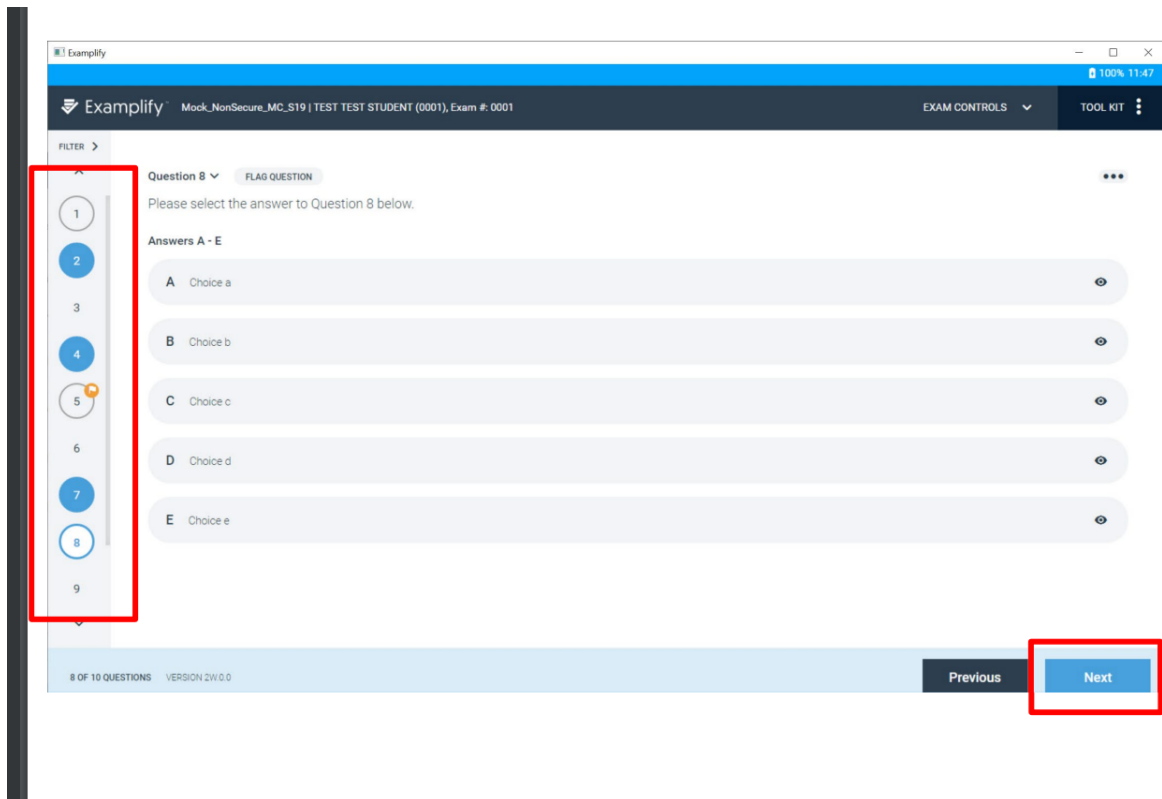
*Picture 13: Start Exam window*

Note: When you start the exam, your connection to the internet will be deactivated. You can no longer open other sites nor any applications on your desktop/laptop.

4. The next window will be the first item of your exam. Attachments such as pdf's, audio and video files may appear on the right side of the screen. You can only take the exams on their scheduled dates and times.

**The Mock LAE is expected to last around 10 minutes, while the 2022 LAE will be around 110 to 180 minutes.**

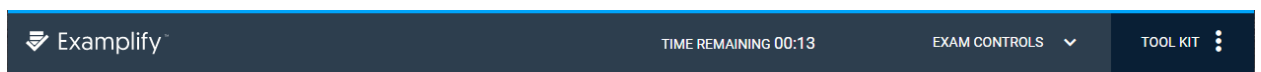




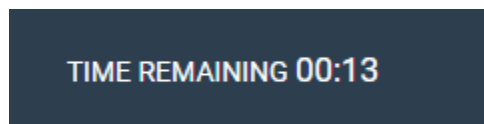
Picture 14: Sample exam question (multiple choice)

### Navigating through the Exam

On the Menu Bar, you will see the time remaining for the exam, Exam Controls and Tool Kit option. Below is the sample screenshot.



- **Time Remaining** - refers to the time left for the exam.



- **Exam Controls** - under this option, you will see the Hide Exam and Submit Exam options.
  - Hide Exam - will hide the entire examination while keeping the application running.

EXAM CONTROLS ▼

Hide Exam

Submit Exam

- Submit Exam - will submit the examination once the examinee is finished.
- **Tool Kit** - under this option, you will see the Tools and Notes sections.

TOOLS

NOTES

- Tools Section- on this section, you will see a timer option where you can set and add an alarm.

+ Alarm

HRS MIN SEC

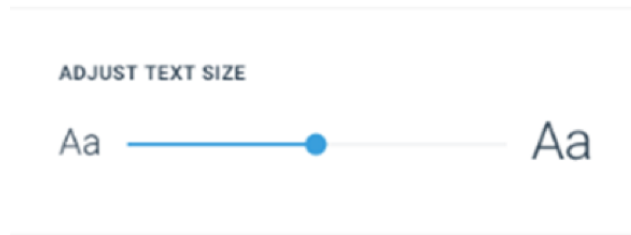
00 : 05 : 00

☒ From this point in time ☐ Before end of time

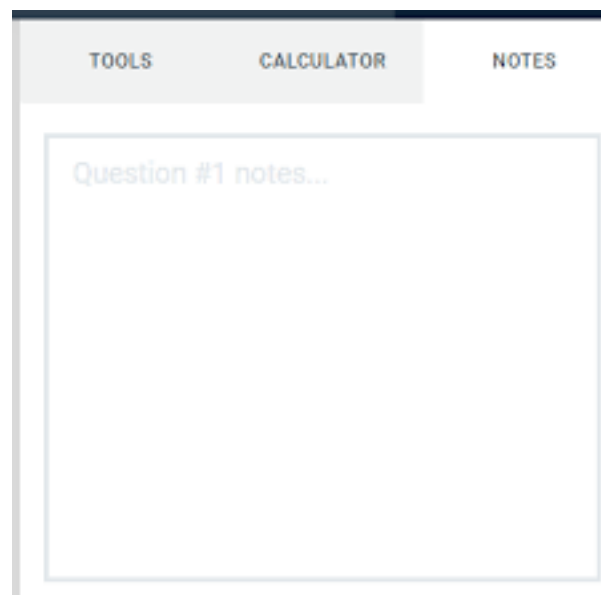
Create Alarm

CANCEL

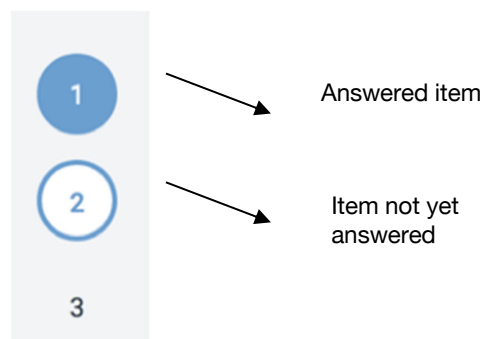
- You can also increase (rightward) or decrease (leftward) the text size of the examination by dragging the circle on the scroll bar.



- Notes/Calculator Section - where you can type any kind of personal texts or notes deemed necessary for the exam. You may use this as your scratch paper. **You can also access the calculator during the exam.**



- On the left side of the screen, you will see numbers corresponding to each question. Questions that are answered will be filled while the current question being answered will be outlined in color.

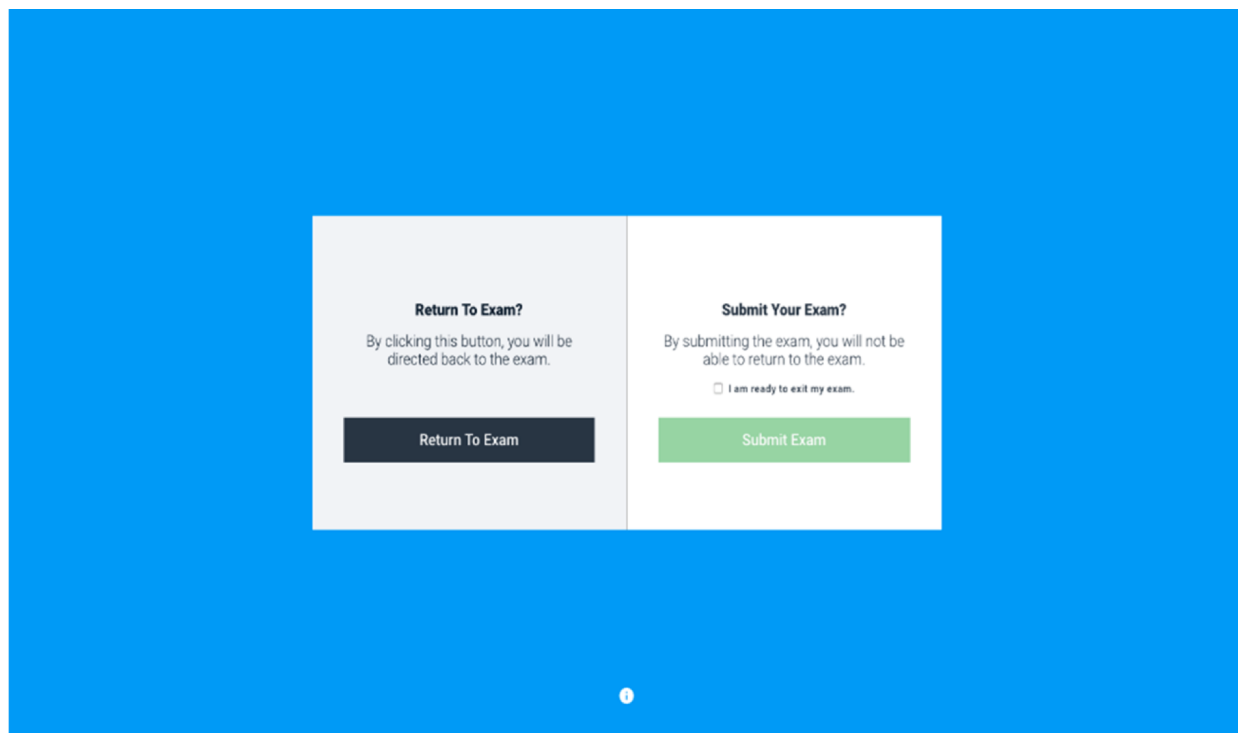


1. Click on the Next button to go to the next question. You can go back to the previous questions by clicking on the Previous button.



2. Once finished, you may go to the Exam Controls option and select the Submit Exam. Select the checkbox beside the 'I am ready to exit my exam' and then click the Submit Exam button.

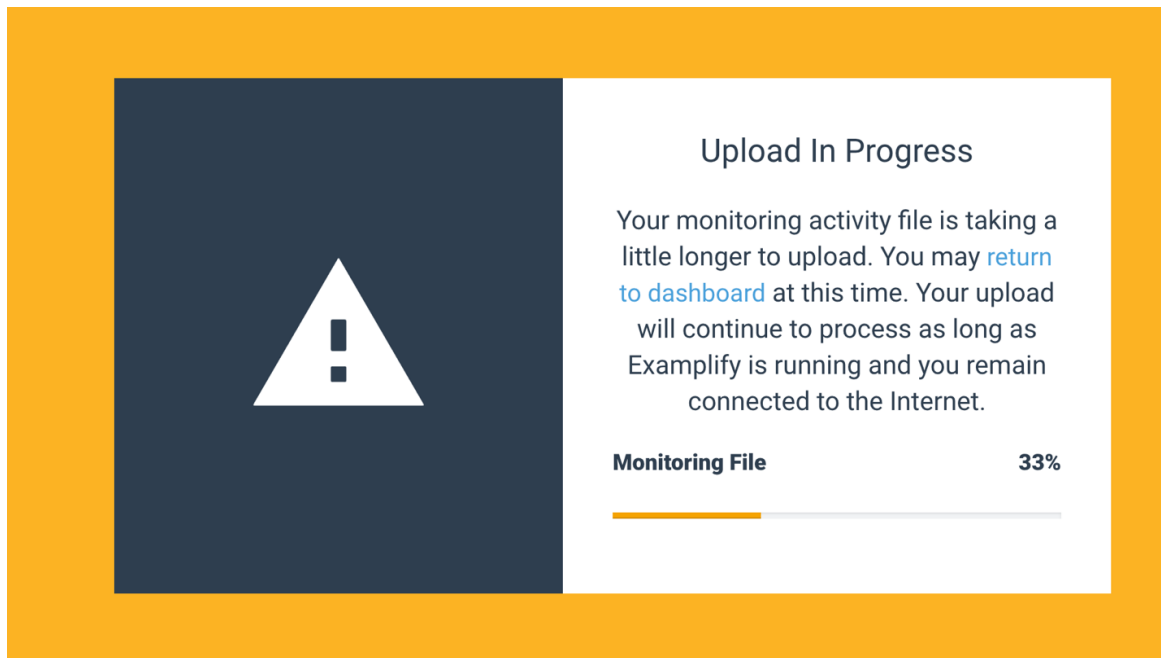
3. To check your answers, you may return to the examination by clicking the Return to Exam button.



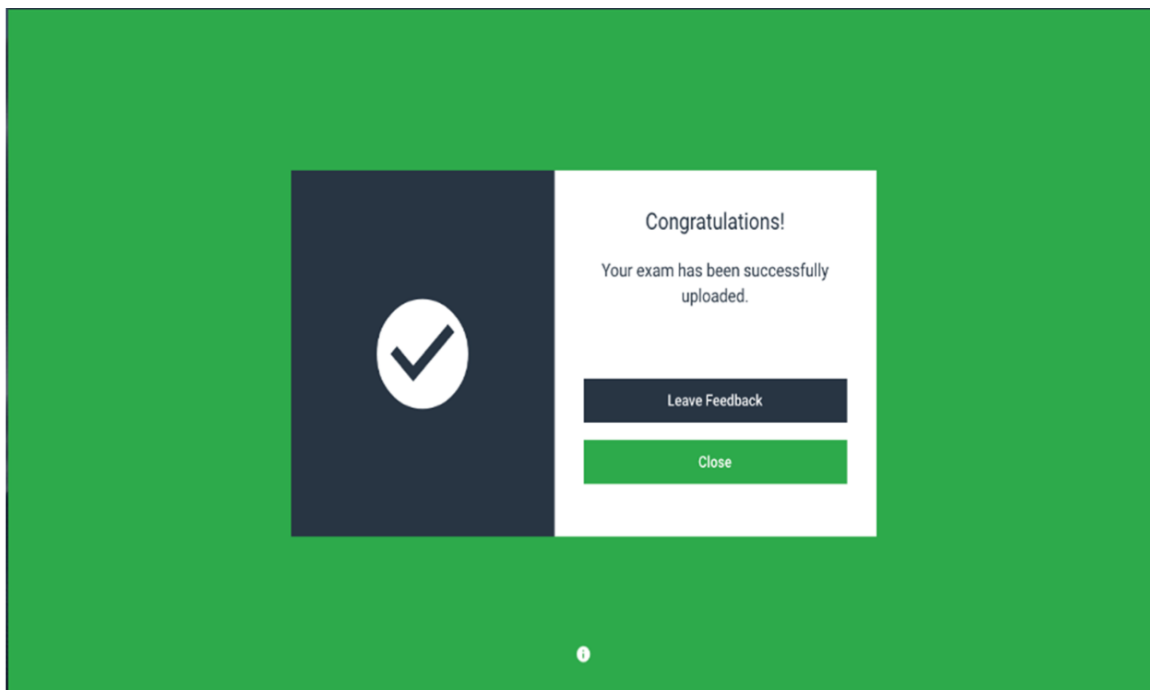
Picture 15: Submitting the Examination

A green window will appear upon the successful uploading of your answers. This will also signify that you have finished the examination and can never go back to your answers. **The upload process may take 2 hours or more depending on the speed of your Internet connection.** While the upload is in progress, keep Exemplify open and

your device connected to the Internet. Confirmation of successful uploads (one for your answer file, another for your Exam Monitor video) should arrive in your email inbox.



*Picture 16: Upload in progress*



*Picture 17: Successful Upload of the Examination.*

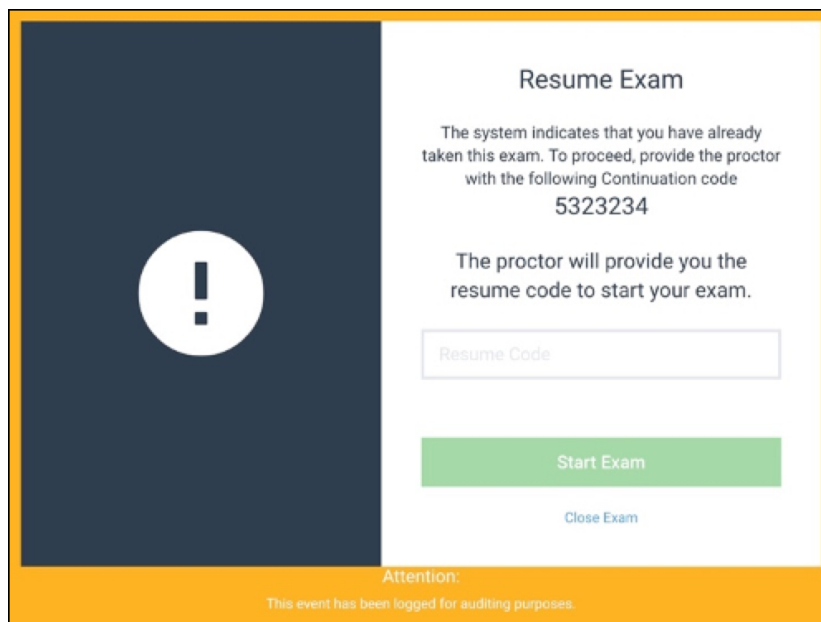
## IMPORTANT – Exam Recovery

Examplify has a self-recovery feature. In the event of a computer crash such as a loss of power, frozen keyboard, etc., restart your computer and Examplify will attempt to recover the latest copy of your exam and allow you to continue taking the exam. **DO NOT EXIT THE EXAM!** You will not be able to access exam questions or your answers from that point if you exit the exam.

1. DO NOT exit the exam
2. Restart the computer. In most cases, this involves holding down the computer's power button until the computer shuts down, and then turning the computer back on. You can also try:
  - a. Windows: CTRL+ALT+DEL select "shut down", or
  - b. Mac: CTRL+CMD+EJECT
3. Resume the exam when prompted

Examplify should automatically relaunch. Examplify logs a student's responses as that person progresses through the exam so that it is possible to continue taking the exam or exit, as desired. You should be able to recover your progress except for the last 60 seconds prior to the computer restart.

In some instances (e.g. rebooting your computer took too much time), you may be prompted by a yellow Resume Exam dialog to enter a Resume Code to be issued by the proctor. To obtain a Resume Code, contact UP LMS Support (see details in the "Getting Support" section below.)



**Resume Exam**

The system indicates that you have already taken this exam. To proceed, provide the proctor with the following Continuation code  
**5323234**

The proctor will provide you the resume code to start your exam.

Resume Code

**Start Exam**

[Close Exam](#)

**Attention:**  
This event has been logged for auditing purposes.

## POST-EXAMINATION

After taking the exam, make sure that your answer file is uploaded successfully. You will receive an email from ExamSoft confirming the successful upload of your answer file. You will also receive an email once the ExamMonitor video has been successfully uploaded.

You may use the period after the exam to submit other admissions requirements (such as your diploma or transcripts) and pay any arrears.

The College may investigate possible misconduct committed during the any part of the admissions process. This release of names of LAE passers is without prejudice to the results of any such investigation. Applicants found to be guilty of any misconduct may still be disqualified and refused admission despite taking and passing the LAE.

For updates on the results and the admission process, please monitor the Announcements forum of the UP LAE 2021 Moodle course, as well as <http://lae.law.upd.edu.ph/> as well as the website and social media accounts of the UP College of Law. **The Admissions Committee will not entertain any request for reconsideration of the list of LAE passers.**

## GETTING SUPPORT

Before contacting the support channels, please read this Manual carefully and refer to online resources below. Due to the number of examinees and potential queries it may take a while before you receive a response. Queries for information not yet available (e.g. “When will results be released?”) or those already addressed by this Manual and other online resources (e.g. “How can I install Exemplify?”) will not be prioritized. Consult the appropriate channels and resources for the following types of issues:

Channel	Support Issues
<p><b>UP LMS Support</b></p> <p>Use the “Support” button in the UP LAE Moodle site (<a href="https://next.law.upd.edu.ph">https://next.law.upd.edu.ph</a>).</p> <p><b>Online Resources:</b></p> <p>Announcements Forum of the UP LAE 2022 Moodle Course</p> <p>FAQ Page in the UP LAE 2022 Moodle Course (Availability TBA)</p>	<ul style="list-style-type: none"> <li>• Enrollment in UP LAE 2022 Moodle Class</li> <li>• ExamSoft account credentials (Student ID and password)</li> <li>• Downloading the exam file</li> <li>• Viewing and entering exam password</li> <li>• Issuing a Resume Code for a yellow Resume Exam dialog box (if Exemplify self-recovery fails)</li> </ul>
<p><b>ExamSoft Support</b></p> <p><a href="https://help.examsoft.com/s/">https://help.examsoft.com/s/</a> (Live chat)</p> <p>support@examsoft.com</p> <p><b>Online Resources:</b></p> <p><a href="https://examsoft.com/content-type/user-guide">https://examsoft.com/content-type/user-guide</a> - click on “Exam-takers”</p>	<ul style="list-style-type: none"> <li>• Downloading and installing ExamSoft</li> <li>• Uploading answers</li> <li>• Uploading exam audio and video</li> <li>• Logging into the ExamSoft portal</li> <li>• Providing support for a blue Resume Code message (if ExamID and ExamMonitor are blocked by your system)</li> </ul>
<p><b>Office of the College Secretary (UP LAE)</b></p> <p>09565232684</p> <p>uplae@up.edu.ph</p> <p><a href="http://lae.law.upd.edu.ph/">http://lae.law.upd.edu.ph/</a></p> <p><a href="https://law.upd.edu.ph/jd-program/lae/">https://law.upd.edu.ph/jd-program/lae/</a></p>	<ul style="list-style-type: none"> <li>• Payment of LAE exam fees</li> <li>• Submission of required documents</li> <li>• Status of application</li> <li>• Other admission requirements (besides LAE, e.g. documents and forms to be submitted)</li> </ul>



## ANNEX A – RETRIEVING EXAMSOFT CREDENTIALS

**On or before March 12, 2022, 11:59 PM** - We will send your Examsoft credentials directly from the Examsoft portal. Please check your Spam, Promotions, or All Mail folder for the email from ExamSoft.

If you did not receive an email containing your ExamSoft account credentials, kindly proceed with the following steps:

1. Go to the ExamSoft login page (<https://ei.examsoft.com/GKWeb/login/upcollegeoflawadmissions>) and click the **Lost Student ID or Password?** button.

The screenshot shows the ExamSoft login interface. At the top is the ExamSoft logo. Below it is the text 'University of the Philippines College of Law Admissions'. The main area is divided into two columns. The left column contains the 'Exam Takers' login section with fields for 'Student ID' and 'Password', a 'Remember Me' checkbox, a 'Login' button, and a link for 'Lost Student ID or Password?'. Below this are links for 'Videos', 'Support', and 'Info'. The right column contains the 'Minimum System Requirements' section with 'PC Users' and 'Mac Users' links, and an 'Exam Taker Information' section. At the bottom left is the 'Administrators / Faculty' login section with fields for 'Email' and 'Password', a 'Remember Me' checkbox, a 'Login' button, and a link for 'Lost Password?'. The footer contains copyright information and support contact details.

ExamSoft

University of the Philippines College of Law Admissions

**Exam Takers**

Student ID:  Password:

☐ Remember Me

[Lost Student ID or Password?](#)

[Videos](#) [Support](#) [Info](#)

**Administrators / Faculty**

Email:  Password:

☒ Remember Me

[Lost Password?](#)

**Minimum System Requirements:**

PC Users [PC Users](#)

Mac Users [Mac Users](#)

**Exam Taker Information**

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Support: [support@examsoft.com](mailto:support@examsoft.com) or (954) 429-8889

2. The **Forgot Your Student ID or Password** panel will appear. Type in the email address associated with your Moodle account to the email address text space. Click **Send**.

The screenshot shows the ExamSoft login interface for the University of the Philippines. A modal window titled "Forgot Your Student ID or Password" is centered on the screen. The modal contains instructions for two scenarios: if the user knows their StudentID, they should enter it and click "SEND"; if they do not, they should enter their email address and click "SEND". The "Email Address" field is pre-filled with "sample@gmail.com". Below the modal, the login forms for "Exam Takers" and "Administrators / Faculty" are visible but partially obscured. The footer of the page includes copyright information for ExamSoft Worldwide, Inc. and support contact details.

**ExamSoft**

University of the Philippines

**Forgot Your Student ID or Password**

If you know your StudentID, then enter it below and click the **SEND** button below. You will receive an email with your login information including your Institution ID and additional instructions on the password retrieval process at your address associated with this StudentID.

StudentID :

If you do not know your StudentID, enter the email address associated with your ExamSoft account(s), then click **SEND** below. We will email you your login information including Institution ID, Login ID, and instructions on the password retrieval process.

Email Address :

**Exit** **Send**

Exam Takers

Student ID :  Password:

☐ Remember Me

[Lost Student ID or Password?](#)

**Videos** **Support** **Info**

Administrators / Faculty

Email:  Password:  **Login**

☒ Remember Me

[Lost Password?](#)

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Support: support@examsoft.com or (854) 429-8889

3. You will receive an email with the subject **ExamSoft Information Requested**, containing your **StudentID** and a **link to reset your password**. Click on the provided link.
4. You will be redirected to ExamSoft password reset screen. Type in a new password of your choice (keep in mind that the *password must contain 6 to 12 alphanumeric characters only*). Type your password again in the **Confirm** text space. Then click **Reset Password**.

The screenshot shows the ExamSoft password reset screen. At the top, it says "Reset your password for University of the Philippines College of Law Admissions". Below this, it prompts the user to "Please enter your new password:". There are two input fields: "New Password:" and "Confirm:". The "New Password:" field has a red underline and a small note below it: "(Create a 6 to 12 character password using alphanumeric characters only. No spaces or dashes.)". The "Confirm:" field also has a red underline. A blue "Reset Password" button is located below the input fields. The footer of the page includes copyright information for ExamSoft Worldwide LLC and support contact details.

**ExamSoft**

Reset your password for University of the Philippines College of Law Admissions

Please enter your new password:

New Password:

(Create a 6 to 12 character password using alphanumeric characters only. No spaces or dashes.)


Confirm:

**Reset Password**

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
Support: Support@examsoft.com or (888) 429-8888

5. You will be redirected to the ExamSoft login page. Type in you StudentID and your new password then click **Login**.



University of the Philippines College of Law Admissions

**Exam Takers**


Student ID: 


Password:


Login

☐ Remember Me

Lost Student ID or Password?

 Videos

 Support

 Info

**Administrators / Faculty**

Email:


Password:


Login

☐ Remember Me

[Lost Password?](#)

**Minimum System Requirements:**

PC Users 

Mac Users 

**Exam Taker Information**

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Support: [support@examsoft.com](mailto:support@examsoft.com) or (854) 429-8889

## ANNEX B - TROUBLESHOOTING GUIDE

### I see a BLUE window asking for resume code

A BLUE resume code window is usually caused by Exemplify not having sufficient access to your system (e.g. your microphone, camera, and network). To address this issue, contact *ExamSoft Support*: <https://help.examsoft.com/s/> (Live chat) or [support@examsoft.com](mailto:support@examsoft.com) or ES Philippine hotline: 02-85401753.

### Can't see the available exams when I open in Exemplify

This is usually caused by downloading an exam in another installation of Exemplify. Contact *UP LAE Support* with full name and StudentID to request for another download.

### I am unable to upload answer file

After submitting your answers, just keep Exemplify open until the upload is complete. You may also try to restart your computer and then open Exemplify again. If this does not work, contact *ExamSoft Support*: <https://help.examsoft.com/s/> (Live chat) or [support@examsoft.com](mailto:support@examsoft.com) or ES Philippine hotline: 02-85401753.

### The password provided “doesn’t work”

The password provided has been tested prior to posting, and one of our testers is taking an exam along with you. If the password posted were truly erroneous, our tester would not be able to take the exam, and we would have received multiple notices and corrected it. Most instances of this problem turns out to be an error on the part of the examinee. Please type in the password carefully and correctly using the character breakdown provided. Try typing it in a separate application to see if you are not mistyping it, or if there is an issue with your keyboard.

### “Device not supported” error

For Mac users:

- Go to **System Preferences > Security & Privacy > Camera**. Make sure that there is a check mark beside the Exemplify application enabling the permission.
- Go to **System Preferences > Security & Privacy > Microphone**. Make sure that there is a check mark beside the Exemplify application enabling the permission.
- Go to **System Preferences > Security & Privacy > Screen Recording**. Make sure that there is a check mark beside the Exemplify application enabling the permission.
- Go to **System Preferences > Security & Privacy > Full Disk Access**. Make sure that there is a check mark beside the Exemplify application enabling the permission.
- Restart your device and open Exemplify.

For Windows users:

- Go to **Windows Settings > Privacy > Camera**. Allow the Exemplify application to access your camera.
- Go to **Windows Settings > Privacy > Microphone**. Allow the Exemplify application to access your microphone.

- Restart your device and open Exemplify.

## **Minimum System Requirements for Exemplify**

For Windows:

- Operating System: 32-bit and 64-bit versions of Windows 10.
  - Alternate versions of Windows 10, such as Windows RT and Windows 10 S, are NOT supported at this time.
- Only genuine versions of Windows Operating Systems are supported.
  - The versions of Windows 10 certified for use are 1909, 2004 and 20H2.
  - The English (United States) Language Pack must be installed.
- CPU Processor: 2.0 GHz Intel i3 processor or equivalent (Qualcomm Snapdragon chipsets are not supported)
- RAM: 4GB or higher
- Hard drive: highest recommended for the operating system or 4GB of available space.
- For on-site support, and in order to back up the answer files to a USB drive, a working USB port is required. (Newer devices may require an adaptor.)
- Screen resolution should be at least 1024 x 768.

The following requirements apply for exams with ExamID or ExamMonitor enabled:

- Exemplify version 2.5 or greater
- Hard drive: 4GB or higher available space
- RAM: 8GB or higher recommended; 4GB required
- Webcam: Integrated camera or external USB camera supported by your operating system. Virtual cameras are not supported.
- Microphone (no headphones, no virtual mics)
- Internet: 2.5 Mbps upload speed

Please note: You may not use any virtual camera or audio software with ExamID or ExamMonitor.

Some Windows devices utilize a technology called “Intel Smart Sound Technology Microphone Array”, which is not supported by ExamID and ExamMonitor. This technology is most commonly found in Lenovo devices. Users with these devices will be unable to select their internal microphone and begin their exam. On certain devices, you might be able to resolve the issue by adjusting the device settings. See <https://help.examsoft.com/s/article/Troubleshooting-Exemplify-Microphone-using-Intel-SST>.

Impacted exam-takers must utilize an external microphone. This can be a standalone microphone, or built into an external camera, however headphones with built-in microphones are not supported.

For Mac:

- MacOS Catalina (version 10.15.7) is only compatible with Exemplify version 2.0.6 or higher (Released on 10/14/19 or later)
- MacOS Big Sur (version 11.0) is only compatible with Exemplify version 2.5 or higher (Released on 11/13/20 or later)
- Supported operating systems: OS X 10.14.6 (Mojave), macOS Catalina (10.15.7), macOS Big Sur (11.0). Only genuine versions of Mac operating systems are supported.
- CPU: Intel processor. Devices using Apple's M1 processor and Apple Rosetta 2 are supported on Exemplify version 2.6 and higher.
- RAM: 4GB or higher.
- Hard Drive: 4GB or higher available space.

The following requirements apply for exams with ExamID or ExamMonitor enabled

- Exemplify version 2.5 or greater
- Hard drive: 4GB or higher available space
- RAM: 8GB or higher recommended; 4GB required
- Webcam: Integrated camera or external USB camera supported by your operating system. Virtual cameras and Microsoft Lifecam Series cameras are not supported.
- Microphone (no headphones, no virtual mics)
- Internet: 2.5 Mbps upload speed

Please note: You may not use any virtual camera or audio software with ExamID or ExamMonitor.