# Frequently Asked Questions for Bar Applicants

**What are Minimum System requirements for Windows and Mac devices?**

Examplify can be used on most modern computers purchased within the last few years. Currently, only Mac computers and Windows PCs are supported for Bar exams. Examplify will not run on Chrome, Android, or Linux operating systems. For remote exams with ExamID and ExamMonitor, a webcam and microphone that do not use virtual software to operate are required.

> **Windows:** https://examsoft.com/resources/examplify-minimum-system-requirements#windows
> **Mac OS:** https://examsoft.com/resources/examplify-minimum-system-requirements#mac

Apple has announced that hardware releases due later this year will utilize Apple silicon microprocessors. If released prior to the October Bar Exams, these specific Apple devices will not be supported by Examplify.

You can verify whether your device meets the minimum standard requirements when you complete the mandatory mock exams.

**May I use my iPad or tablet to take the remote exam?**

No, remotely proctored exams are NOT currently supported for iPad, Surface Pro or other tablets.

**What if my computer comes with a Virtual Camera or Virtual Camera Software installed to operate the installed camera on the device?**

ExamSoft does NOT support any Virtual Camera or Virtual Camera Software in any manner on any device.

**Can I use an external camera and microphone?**

An external camera and microphone may be used if your device is not equipped with those items as long as it is not powered by virtual software. We recommend the use of built-in devices to prevent the accident disconnection of external device during the exam or the incorrect device selection during the setup process.

**Do I need an internet connection during the exam?**

An internet connection is required prior to the download exam files, which is done prior to exam day. On the day of the exam, you will also need internet access for a short time at the start of each exam session to obtain the exam password and once Examplify is launched, to take your identity verification photo. Once the photo step is complete, Examplify will lock down your device and block access to the internet. Once you have completed your exams, and internet access is restored, the upload of the answer and video monitoring files will begin.

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

The minimum requirements for internet speed are 2Mpbs. 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 uploads will not take as long.

**What is ExamSoft's policy regarding collection of my data, including biometric data?**

The collection of biometric information through ExamID and ExamMonitor is governed by our privacy policy, available at https://examsoft.com/privacy-policy. Our proctoring partners are bound by this policy as well. Before any biometric information is collected from an applicant, the applicant is notified and must consent. The information is used only for the purpose of providing the services, is never sold, and retained as long as required to provide services, so long as the client's account is maintained. Monitoring files sent to our proctoring partners are anonymized so that the applicant's identity is unknown to the proctor.

**Do I need to disable my antivirus software to download Examplify?**

Examplify is a desktop application used by over a million exam takers annually around the world, with updates released at different times throughout the year. Globally, there are hundreds of different anti-virus solutions, each of which releases frequent updates. In this evolving, dynamic environment, there is always risk that a specific anti-virus software could prevent Examplify from successfully operating as needed to deliver a secure exam.

To secure the device, Examplify closes most external applications when beginning a Secure exam. In order to provide a stable and secure user experience, the following commonly used Anti-Virus applications have been confirmed to have no known conflicts with Examplify, and are thus excluded from being automatically shut down at exam start.

- Ad-Aware anti-virus
- Avast anti-virus
- AVG anti-virus
- AVG Watch Dog anti-virus
- Avira anti-virus
- BitDefender anti-virus
- ESET anti-virus
- Kaspersky anti-virus
- McAfee anti-virus
- McAfee anti-virus
- Microsoft Anti-Malware Service
- Microsoft Defender anti-virus
- Microsoft Security Essentials
- Norton anti-virus
- Norton 360
- Panda anti-virus
- Quick Heal anti-virus
- WebRoot anti-virus

While these vendors' product implementations cause no known issues with Examplify operations, as these vendors are constantly updating their software, there is always risk that an update to any anti-virus solution could prevent Examplify from working effectively.

For this reason, we recommend that users stop their anti-virus prior to starting a secure exam and turning it back on once the exam is completed. If a user is uncomfortable shutting off anti-virus and is using one of the anti-virus solutions listed above, ExamSoft recommends that the user take a secure mock exam prior to any high-stakes assessment to verify that there are no conflicts between Examplify and the anti¬virus software.

Any anti-virus applications not listed above will be automatically disabled when a secure exam begins. For users with anti-virus applications that are not included in this list, ExamSoft recommends restarting anti-virus upon exam completion, and/or migrating to one of the anti-virus solutions listed above.

**Will proctors reviewing the monitoring videos have access to my personal information?**

The encrypted video files sent to our proctoring partners do not include identifying information about you. You should ensure on exam day that no such information is visible in the background so that this information is not inadvertently available. Each proctor completes a rigorous background check and participates in hours of training, certification, peer reviews and auditing. Additionally, they are trained to be neutral and objective in feedback.