

# TAKE-HOME EXAMPLIFY STUDENT BRIEFING



# STUDENT WIKI GUIDE

Exemplify wiki guide:

<https://wiki.nus.edu.sg/display/DA/Student>



Take home exam wiki guide:

<https://wiki.nus.edu.sg/display/THES>



# DEVICE

## 1. Meets the minimum system requirements.

Refer to: <https://examsoft.force.com/emcommunity/s/article/Examplify-Minimum-System-Requirements>

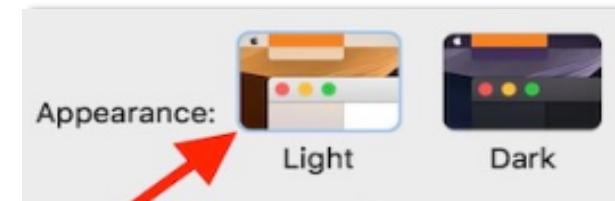
- For Windows: only Windows 10 is supported.
- For Mac OS X: only High Sierra (10.13), Mojave (10.14), MacOS Catalina (10.15) are supported.
- If your current OS is supported, **DO NOT upgrade your OS** (especially to a beta version) before your exam.

## 2. Set default language to English and check the device name is in English.

Refer to: <https://wiki.nus.edu.sg/x/FaNJCw>

## 3. MacOS Mojave and Catalina, set appearance to Light mode.

Refer to: <https://wiki.nus.edu.sg/x/OIY9Dw>



## 4. Wireless accessories (e.g. wireless headsets, mouse and keyboards) not recommended. You are advised to use the WIRED equivalent.

*Examplify may block wireless communications or it can be affected by interference from other devices. You need to be aware of space limitations in the exam venue as there may not be sufficient space to arrange all this equipment in the space provided.*

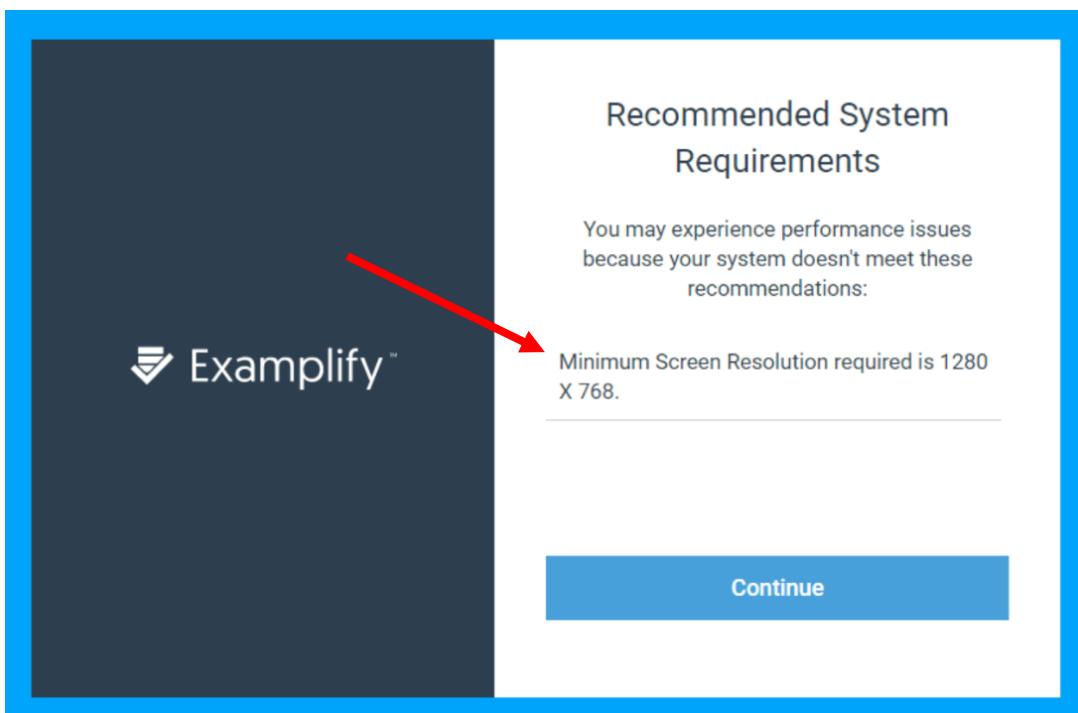
# DEVICE (...CONTINUED)

## 5. Recommended screen resolution and scale

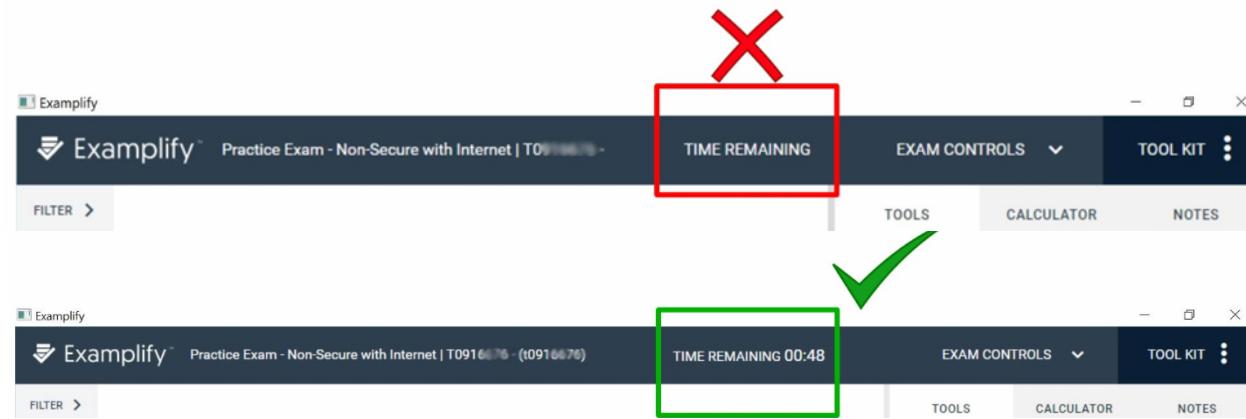
**Screen resolution:** 1280 x 768 or higher

**Display scale:** 100%

Refer to: <https://wiki.nus.edu.sg/x/hJCrCw>



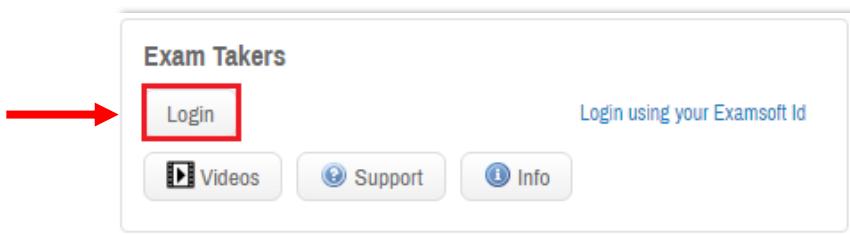
- The recommended scale is at 100% as anything past 100% risks information being cut off or stretched during an exam such as timer display, blurry information, tool kit not being accessible, and general cut off of Examplify visual details and tools. You may configure the scale until the best view for you. (see below image for illustration)



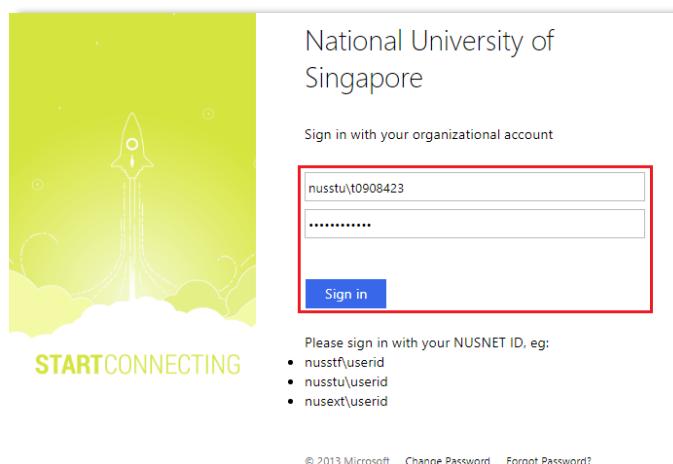
# DOWNLOAD & INSTALL EXAMPLIFY

1. Launch Chrome or Firefox.

2. Go to <http://www.examsoft.com/nus>  
Login under Exam Takers.



3. Login with your NUSNET ID credentials.  
(nusstu\exxxxx)



4. Click **Download** to download the installation file.

The screenshot shows a white page with a black header. The 'ExamSoft' logo is on the left, and the 'Examplify' tab is highlighted with a red box. The header also includes 'Courses', 'Performance', and 'Support'. Below the header, a large circle contains the number '2'. To its right, it says 'Install & Register Examplify for iPad' and lists three steps: 1. On your iPad device, open the App Store. 2. Search for Examplify for iPad or ExamSoft to find the application. 3. Tap the button to install the app. Below that, it says 'Install & Register Examplify' and lists three steps: 1. Click "Download". 2. Click 'Run' when prompted to Run or Save the file. 3. If your browser does not prompt you to 'Run' or 'Open' the file, Click Save and run the file from the location you saved it to. A note at the bottom says '\*Note: Please make sure you have an active Internet connection when you run the file.' At the bottom right are 'Help?' and 'Download' buttons, with a red box around the 'Download' button and a red arrow pointing to it.

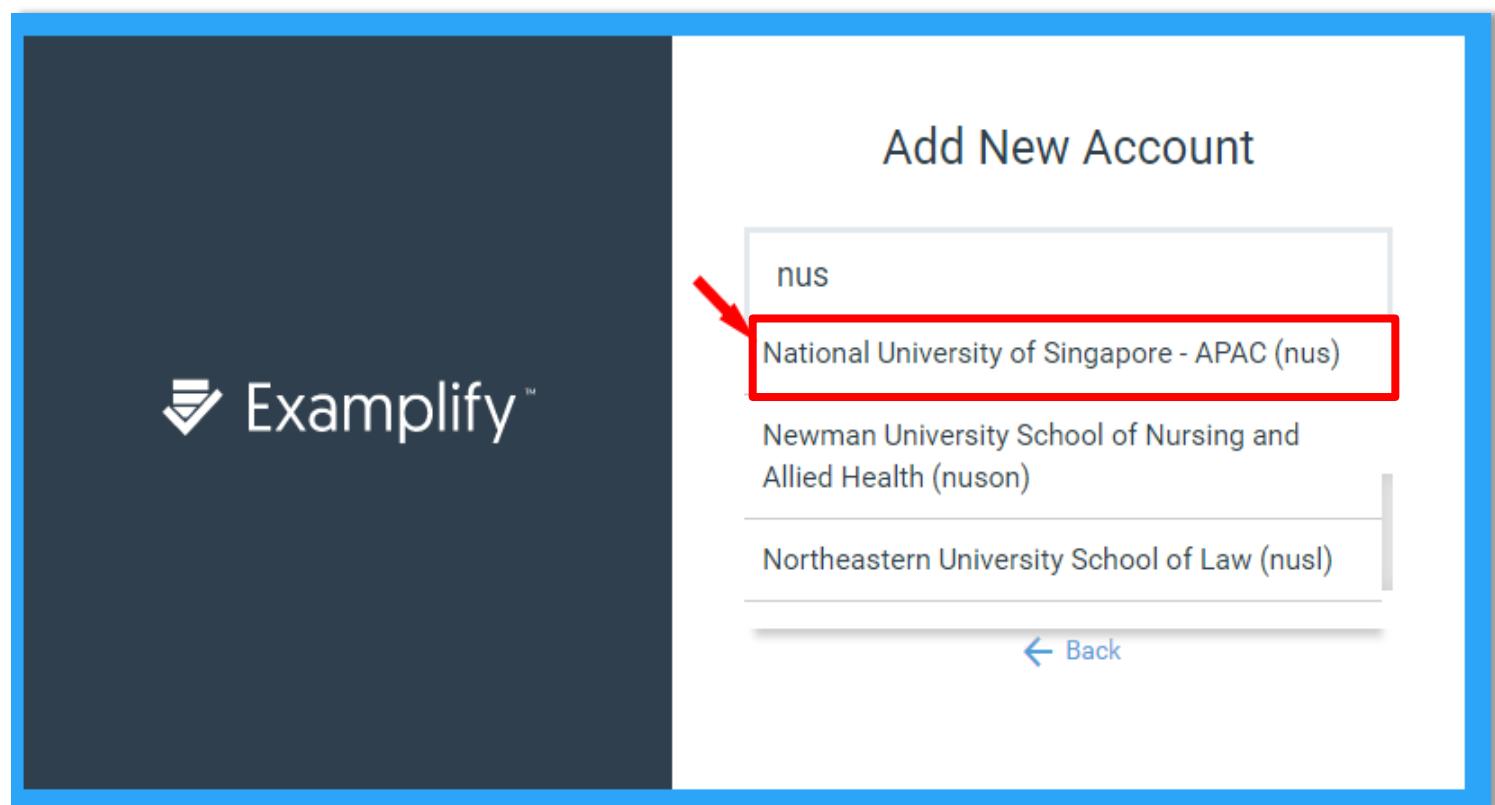
5. Install Examplify.

6. Create an exclusion within your anti-virus software.

Refer to: <https://wiki.nus.edu.sg/x/t58uCw>

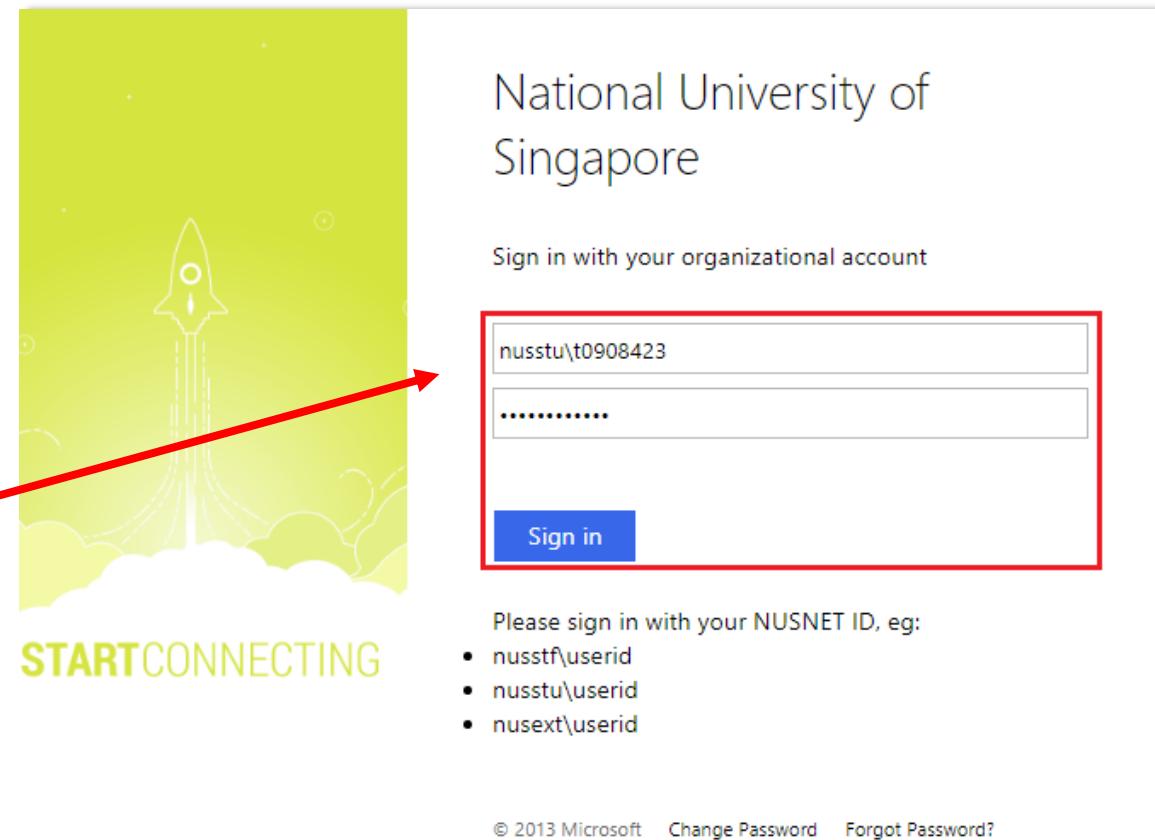
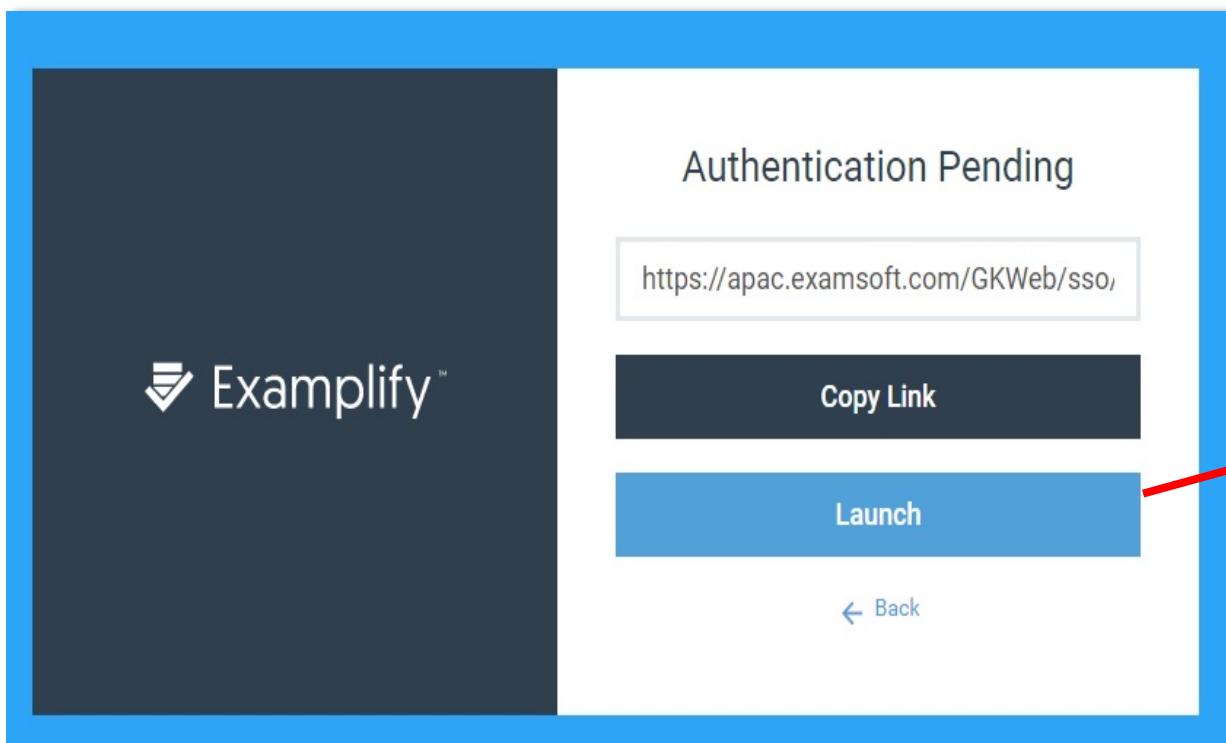
# REGISTER TO EXAMPLIFY

1. Launch Examplify.
2. Key in Institution ID: **nus**
3. In the drop menu, select “**National University of Singapore-APAC (nus)**”
4. Click **Next**.



# REGISTER TO EXAMPLIFY (...CONTINUED)

5. Login with your NUSNET ID credentials.  
(nusstu\xxxxxx)



6. You will see your list of exam files for download.

# TAKE PRACTICE EXAM

Institution ID: **NUS APAC**  
Practice Password: **password1**

1. Launch Examplify.
2. Login with your NUSNET ID credentials.
3. Check and ensure it is your **Student ID**.



4. Multiple practice exams are available. Unlimited attempts are allowed for each practice exam.

A screenshot of the Examplify "My Exams" page. The page has a dark header with the Examplify logo and a light blue footer bar. Below the header, there is a section titled "READY FOR DOWNLOAD" containing three items, each with a download icon:

- Practice Exam - Non-Secure Block Internet  
Ready For Download
- Practice Exam - Non-Secure with Internet  
Ready For Download
- Practice Exam - Non-Secure with Internet and Suspend  
Ready For Download

The entire "READY FOR DOWNLOAD" section is highlighted with a red border, and a red box also highlights the first item in the list.

# TAKE PRACTICE EXAM

Institution ID: **NUS APAC**  
Practice Password: **password1**

5. Click on the **Download Exam** button and wait for the download to complete.

The screenshot shows the Examplify interface. On the left, there's a sidebar titled "My Exams" with a "READY FOR DOWNLOAD" section. It lists two exams: "Practice Exam - Non-Secure Block Internet" and "Practice Exam - Non-Secure with Internet". Both exams show they are ready for download and were uploaded on May 20, 2020. To the right of the sidebar, there's a main content area for the first exam. It has a title "Practice Exam - Non-Secure Block Internet", a description about downloading the exam file, and a "Download Exam" button. A red arrow points to this button with the text "Click download button".

6. The password for all practice exams is **password1**

The screenshot shows the "Practice Exam - Non-Secure Block Internet" page. At the top, it says "University of Singapore - APAC" and "HOME MENU". Below that, it displays the exam details: "Last uploaded on 5/20/2020, 1:54:11 PM" and "Please enter the exam password to start this exam.". There is a red box around a password input field labeled "EXAM PASSWORD" containing "\*\*\*\*\*". An arrow points to this field with the text "Enter password here". To the right of the input field is a green "Enter" button.

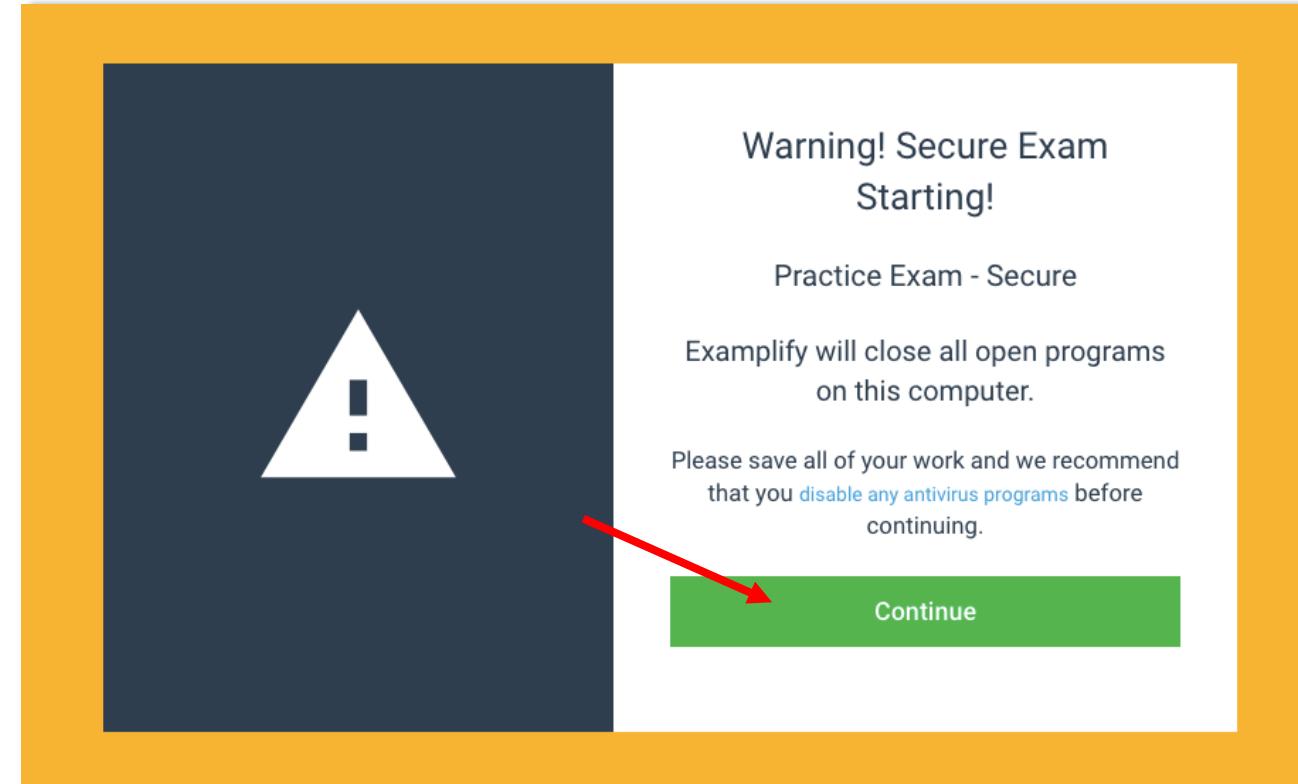
# TAKE PRACTICE EXAM (...CONTINUED)

Institution ID: **NUS APAC**  
Practice Password: **password1**

7. If your **exam is secure**, the device will show the “Secure Exam Warning” screen and proceed to secure the device. Click **Continue**.

NOTE:

- The first spinning may take awhile. Please wait.



8. If your **exam is non-secure**, you will be taken directly to the next step.

# TAKE PRACTICE EXAM (...CONTINUED)

Institution ID: **NUS APAC**  
Practice Password: **password1**

9. You may be presented with an exam notice. Read and understand the notice.  
Once you are clear, click **Next**.

 Exam Notice

This is a practice exam, you can take this as many times as necessary.  
In order to retake this practice exam, simply go back and download another copy of the exam and attempt it.

This does not perform any form of lockdown on the Laptop. Best used for refreshing your memory on the features and functionality of Examplify.

In the event that the machine hangs, simply power off (by pressing and holding onto the power button) and power on the machine.

The resume code for this practice exam is **75ED07**. Please write this down somewhere and enter it if you are prompted once you start the assessment.



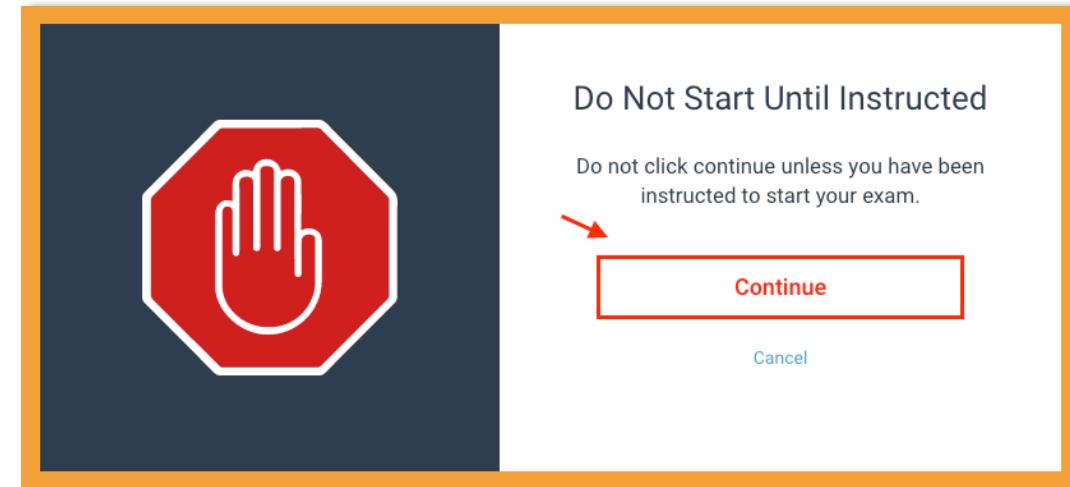
1 OF 1

**Next →**

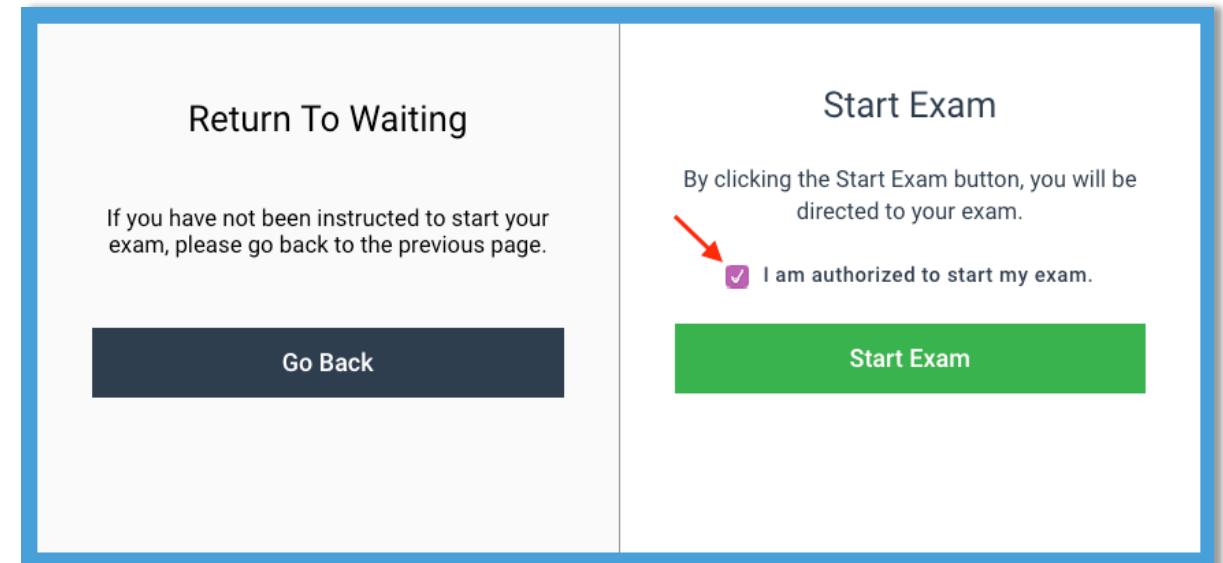
# TAKE PRACTICE EXAM (...CONTINUED)

Institution ID: **NUS APAC**  
Practice Password: **password1**

10. Click **Continue** if you are instructed to start the exam.



11. On the exam start screen, check-off "**I am authorized to start my exam**" and click on the **Start Exam** button to start the exam.



# TAKE PRACTICE EXAM (...CONTINUED)

Institution ID: **NUS APAC**  
Practice Password: **password1**

12. Before you start your exam, ensure this is your **Student ID**.



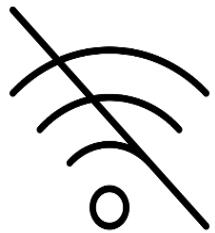
13. **Official Exam Time Remaining** is shown in Examplify.



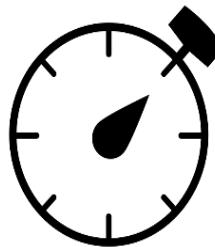
# DURING EXAM – THINGS TO NOTE

Institution ID: **NUS APAC**

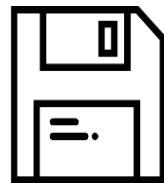
Practice Password: **password1**



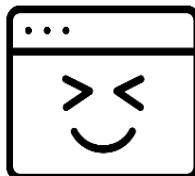
Wi-Fi is not required during the duration of the exams.



Timer for your exams only starts when the first question is shown.



Examplify auto saves your answers; there is no need to worry.

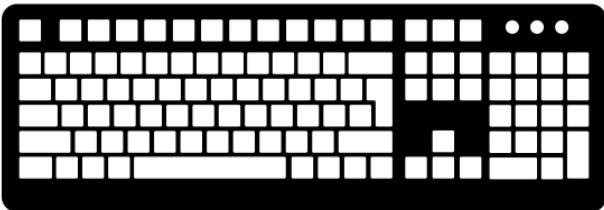


Raise your hand if you encounter any technical issues during exam.  
No time is lost if there's a need to troubleshoot your laptop.

# DURING EXAM – SHORTCUT KEYS

Institution ID: **NUS APAC**

Practice Password: **password1**



## Windows:

Ctrl + > : Next Question  
Ctrl + < : Prev Question  
Ctrl + H : Hide Exam  
Ctrl + G: Show Exam Attachment  
Ctrl + N: Show Notices

## Macintosh:

⌘ + > : Next Question  
⌘ + < : Prev Question  
⌘ + H : Hide Exam  
⌘ + G : Show Exam Attachment  
⌘ + N : Show Notices

We **DO NOT recommend** using shortcut keys during exam, especially when you are **taking exams that do not allow you to go back to previous questions once you advance forward.**

# EXAMPLIFY DEMO

Institution ID: **NUS APAC**  
Practice Password: **password1**

**Video link:**

[Exemplify Student Briefing Video](#)

# EXAMPLIFY DEMO – USER INTERFACE

Institution ID: **NUS APAC**  
Practice Password: **password1**

The screenshot shows the Examplify user interface for a practice exam. Key features highlighted include:

- Ensure this is your student ID:** T0916676 - (t0916676)
- Official Exam Time Remaining:** 00:46
- Battery % and laptop clock:** 60% 23:08
- Tool Kit:**
  - Tools (Highlighter, Timers, Adjust Text Size, Exam Documents)
  - Question Attachment
  - Calculator
  - Notes
- Exam Controls:**
  - Exam Attachments
  - Exam Notices
  - Hide Exam (timer still run)
  - Submit Exam
- Navigation to Previous or Next Question**

Other visible elements include a sidebar with question numbers 1 through 8, a list of answers A-B, and a footer indicating 5 of 8 questions and version 2M.3.2.

# EXAMPLIFY DEMO – QUESTION ATTACHMENT

Institution ID: **NUS APAC**  
Practice Password: **password1**

TIME REMAINING 00:59

EXAM CONTROLS

TOOL KIT

TOOLS QUESTION ATTACHMENT CALCULATOR NOTES

Question #1 attachment  
1 pages

DOW JONES

THE STRAITS TIMES

ST NUS is No 1 and NTU No 5 in Inaugural Asia-Pacific University Rankings

Sands Davie  
367 words  
6 July 2017  
The Straits Times  
STMEES  
English  
(c) 2017 Singapore Press Holdings Limited

SINGAPORE - The National University of Singapore (NUS) has topped the inaugural Asia-Pacific University Rankings released on Wednesday (July 5) in the Times Higher Education magazine, followed by Nanyang Technological University (NTU).

Peking University was Mr Phil Beeby, ranking research and teaching in third place when it 'Singapore's strong continue to soar in its

The five pillars refer to NUS President Prof Asia-Pacific top uni global ranking. Reade This accolade, after a comprehensive ranking.

'Higher education including NUS, will play in addressing both in Singapore. He added: 'At NTU, we have created a conducive environment for non-class education and research on excellence. We will continue to build on our strengths in education, research and industry collaborations that will create value for Singapore and the world.'

Click on the thumbnail to open attachment. You can adjust the screen size and move it around. You can zoom in and out the text size by clicking on the magnify icon.

Magnify icon

CLOSE TOOLKIT

Next

For NON-SECURE exam ( )

TIME REMAINING 00:58

EXAM CONTROLS

TOOL KIT

TOOLS QUESTION ATTACHMENT CALCULATOR NOTES

Question #1 attachment  
1 pages

DOW JONES

THE STRAITS TIMES

ip-125115616284934036691.pdf - Adobe Acrobat Pro DC

File Edit View Window Help

Home Tools ip-125115616284... x

Share

Print

is only available for non-secure exam. It will open in a new window via pdf reader or browser.

CLOSE TOOLKIT

Next

# EXAMPLIFY DEMO – QUESTION TOOLS

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify™ QuestionTools-OpenBook | T0916677 - (t0916677) TIME REMAINING 02:58 EXAM CONTROLS ▾ TOOL KIT :

Question 2 ▾ FLAG QUESTION > ...

There are 3 Question Tools that you can try.

1) Spreadsheet  
2) Graphing Calculator  
3) Scientific Calculator

Select the icon above the question text to open the respective question tool. If you are unsure how to use the question tools, refer to the PDF attachment.

There is **NO** character limit for this essay question.

**There are 3 Question Tools that you can try.**

1) Spreadsheet  
2) Graphing Calculator  
3) Scientific Calculator

If you are unsure how to use the question tools, refer to the PDF attachment. Alternatively, refer to this user guide: <https://examsoft.force.com/etcommunity/s/article/Examplify-Using-Question-Tools>

TOOLS QUESTION ATTACHMENT CALCULATORS NOTES

Question #2 attachment  
6 pages

Print

This document shows you how to use the following Question Tools:  
- Spreadsheet  
- Graphing Calculator  
- Scientific Calculator

**Spreadsheet Features:**  
Select the spreadsheet icon above the question text to open the spreadsheet tool.

Question 4 ▾ FLAG QUESTION >

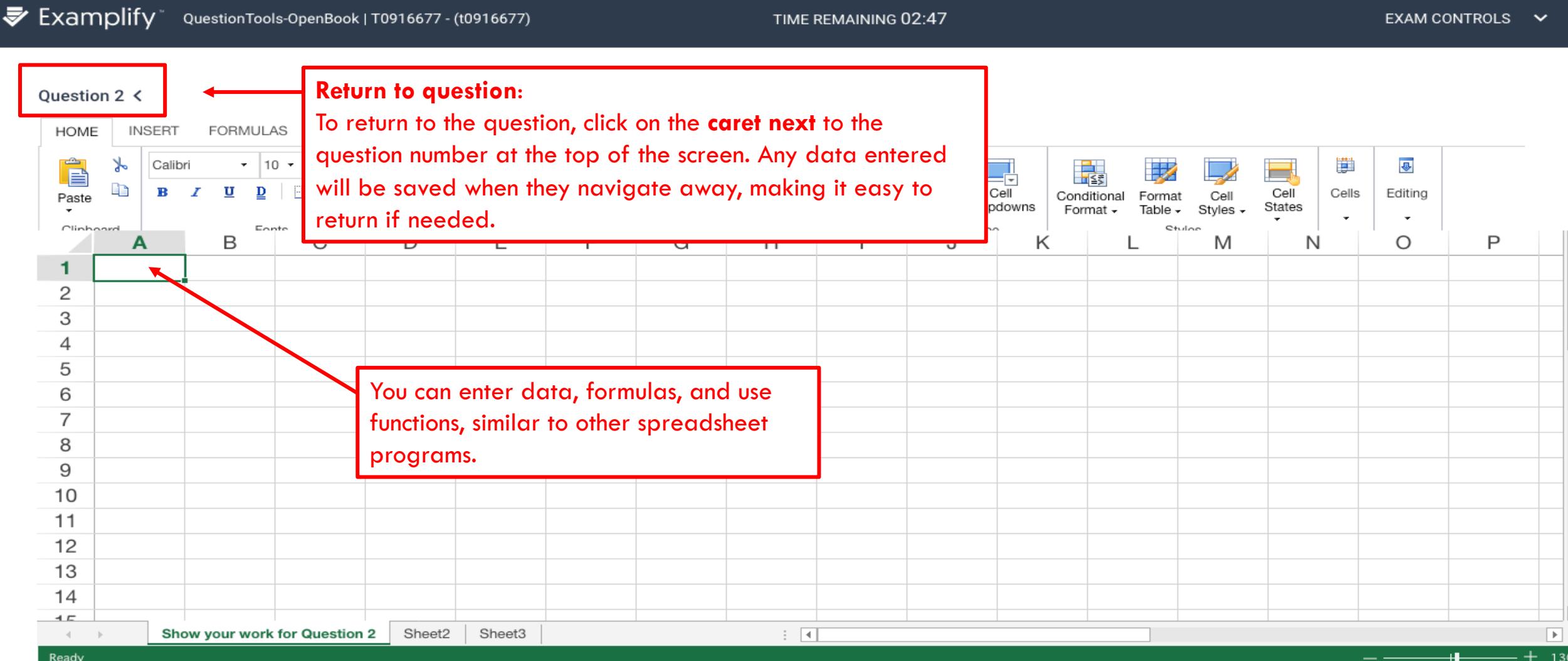
You can enter data, formulas, and use functions, similar to other spreadsheet programs.

Return to question: To return to the question, click on the caret next to the question number at the top of the screen. Any data entered will be saved when they navigate away, making it easy to return if needed.

Examplify CLOSE TOOLKIT

# EXAMPLIFY DEMO – QUESTION TOOLS – SPREADSHEET

Institution ID: **NUS APAC**  
Practice Password: **password1**



Question 2 < ←

TIME REMAINING 02:47

EXAM CONTROLS ▾

**Return to question:**  
To return to the question, click on the **caret next to the question number** at the top of the screen. Any data entered will be saved when they navigate away, making it easy to return if needed.

Cell dropdowns Conditional Format Format Table Cell Styles Cell States Cells Editing

A B C D E F G H I J K L M N O P

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Show your work for Question 2 Sheet2 Sheet3

Ready 130%

You can enter data, formulas, and use functions, similar to other spreadsheet programs.

# EXAMPLIFY DEMO – QUESTION TOOLS – GRAPHING CALCULATOR

Icon allows you to convert graphic functions into tables, duplicate and remove entered functions.

Institution ID: **NUS APAC**

Practice Password: **password1**

The screenshot shows the Examplify Question Tools - Graphing Calculator interface. At the top, there's a navigation bar with 'Examplify' and 'QuestionTools-OpenBoard'. On the right, there's an 'EXAM CONTROLS' dropdown. The main area has a title 'Question 2 <' with a red box and arrow pointing to it. Below it is a toolbar with icons for adding expressions (+), notes (note), tables (table), and folders (folder). A keyboard icon is also present. To the left, there's a sidebar with a table containing three rows of data: (1, 3), (2, 1), and (3, 4). The main workspace shows a graph of two trigonometric functions, one red and one blue, plotted on a grid from -10 to 10 on both axes. A gear icon in the top right corner is highlighted with a red box and arrow. At the bottom, there are two tabs: 'Scientific' and 'Graphing'. A red box and arrow point to the 'Graphing' tab. A large red box highlights the graph area. Several callout boxes with red borders provide instructions:

- Return to question:** To return to the question, click on the caret next to the question number at the top of the screen. Any data entered will be saved when they navigate away, making it easy to return if needed.
- Add: Clicking the + icon** allows you to enter expressions, read only text, tables, folder names and images they wish to graph or display as shown below.
- List Options: Clicking gear icon** allows you to convert graphic functions into tables, duplicate, remove entered functions and change style and color.
- Graphing Configuration:** Clicking the icon allows you to alter graph axes, configures Braille options, and other grid options
- Zoom In/ Zoom Out:** These functions allow you to zoom in or out of the entered grid dimensions.
- Clicking the keyboard icon** displays a screen keyboard where users can select symbols, and functions

# EXAMPLIFY DEMO – QUESTION TOOLS – SCIENTIFIC CALCULATOR

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify QuestionTools-OpenB

Question 2 < Return to question:

To return to the question, click on the caret next to the question number at the top of the screen. Any data entered will be saved when they navigate away, making it easy to return if needed.

$\sqrt{8}$	= 2.828427125
abs(7)	= 7
$2\sqrt[2]{8}$	= 5.656854249
890 + 27 - 9	= 908
$b = 2$	= 2

Within the Scientific calculator window, you can view a full alphabetical letter, and display options under the icon. You are also able to configure the calculator to be in degrees or radian.

EXAM CONTROLS

main abc func RAD 7 8 9 ÷ clear %  $\frac{a}{b}$   
abc  $a^b$   $|a|$  4 5 6 ×  
func  $\sqrt[n]{a}$   $\pi$  1 2 3 −  
RAD sin cos tan 0 . ans +  
clear  $\sqrt{a}$   $\cos^{-1}a$   $\sin^{-1}a$   $\tan^{-1}a$   
%  $\frac{a}{b}$   
← →  $\times$   
Scientific Graphing

# EXAMPLIFY DEMO – ESSAY QUESTION

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify™ Practice Exam - Non-Secure with Internet | T0916676 - (t0916676) TIME REMAINING 00:58 EXAM CONTROLS ▾ TOOL KIT :

Question 3 ▾ FLAG QUESTION ...

Write an essay about anything **WITHOUT** any character limit.

Essay Answer 27 /100000 characters

Arial 12pt B U I  $x^2$   $x_2$

My essay is about anything.

**Click into this answer text box to key in your answers.**

Question number turned blue indicates that you have answered the question.

Option: Click the ▾ to minimize the question text area.

Option: Click on the to check characters/words typed

Option: Click Tool Kit to minimize panel for wider space to key in your answers.

TOOLS CALCULATOR NOTES

Question #3 notes...

This notes is for you to organize your thoughts.

Notes character limit is around 70000 characters.

\* Notes are not graded/not submitted.

CLOSE TOOLKIT

# EXAMPLIFY DEMO – MCQ QUESTION

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify™ Practice Exam - Non-Secure with Internet | T0916676 - (t0916676) TIME REMAINING 00:35 EXAM CONTROLS ▾ TOOL KIT :

Question 6 ▾ FLAG QUESTION > ...

Why did the chicken cross the road?  
There are multiple correct answers to this question.

Currently Selected : A

1. Click on the oval bubble to select your correct answer choice(s).
2. Ensure Currently Selected shows your selected answer choice(s).

A I do not know why. ✓

B There was a car coming. ⚡

C She wanted to stretch her legs. ⚡

D To get to the other side. ⚡

Question number turned blue indicates that you have entered your choice(s).

Optional: If you wish to eliminate incorrect answer choice(s), click on the eye icon.

Ensure to scroll all the way down and read all answer choices before answering the question.

TOOLS CALCULATOR NOTES

HIGHLIGHTER: Red, Yellow, Green, Blue, Pink, White

TIMERS: 00:35:00 Time Remaining, 00:30:00, Add Alarm

ADJUST TEXT SIZE: Aa — Aa

CLOSE TOOLKIT

6 OF 8 QUESTIONS VERSION 2M.3.2 Previous Next

# EXAMPLIFY DEMO – TRUE OR FALSE QUESTION

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify Practice Exam - Non-Secure with Internet | T0916676 - (t0916676) TIME REMAINING 00:22 EXAM CONTROLS ▾ TOOL KIT :

Question 5 ▾ FLAG QUESTION > ...

Did you just watched a video that helped you answer this question? You can click on the right panel to play the video attachment.

Currently Selected : A

1. Click on the oval bubble to select your correct answer choice.  
2. Ensure Currently Selected shows your selected answer choice.

A True ✓  
B False

1  
2  
3  
4  
**5**  
6  
7  
8

Question number turned blue indicates that you have entered your choice.

Question #5 attachment

  
0:00 / 0:05 ⏪ 🔍 🔊 [ ]

Before exam:  
Make sure to **UNMUTE** your laptop's audio and set the volume midway.

Click play button to play video attachments.

CLOSE TOOLKIT

# EXAMPLIFY DEMO – FILL IN THE BLANKS

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify QuestionTools-OpenBook | T0916677 - (t0916677) TIME REMAINING 00:12 EXAM CONTROLS ▾ TOOL KIT :

FILTER ▾ Question 1 ▾ FLAG QUESTION ⚡ > ⋮

1  
2

Which bus service stops opposite Kent Ridge MRT Station?  
1 SBS bus no. 2 .

What is the estimate waiting time?  
About 3 minutes.

Answers 1 - 3

1. SBS
2. Select answer choice ✓  
151  
95  
96
3. Please enter a numeric value.

Blank number turned blue indicates that an answer has been given for the blank.

1. Enter in your answer in the answer box.  
2. Select your answer choice in the drop menu.  
3. Enter a numeric value.

1 OF 2 QUESTIONS VERSION 2M.4.0 Next

# EXAMPLIFY DEMO – HOT SPOT

Institution ID: **NUS APAC**  
Practice Password: **password1**

Examplify™ Practice Exam - Non-Secure with Internet | T0916676 - (t0916676) TIME REMAINING 00:13 EXAM CONTROLS ▾ TOOL KIT :

FILTER > Question 8 ▾ FLAG QUESTION ⚡

This is an aerial view of Marina Bay Sands, Singapore. Locate where is the **Infinity Pool** by clicking on it with your mouse.

Select your answer by clicking the desired location on the image below. To move a pin, click another location on the image. To remove a pin, click it once.

1  
2  
3  
4  
5  
6  
7  
**8**  
▼

1. Move the slider up and down to resize the image.

2. Drop a pin in the picture.

Question number turned blue indicates that you have answered the question.



8 OF 8 QUESTIONS VERSION 2M.3.2 Previous Finish

# SUBMIT EXAM

Institution ID: **NUS APAC**

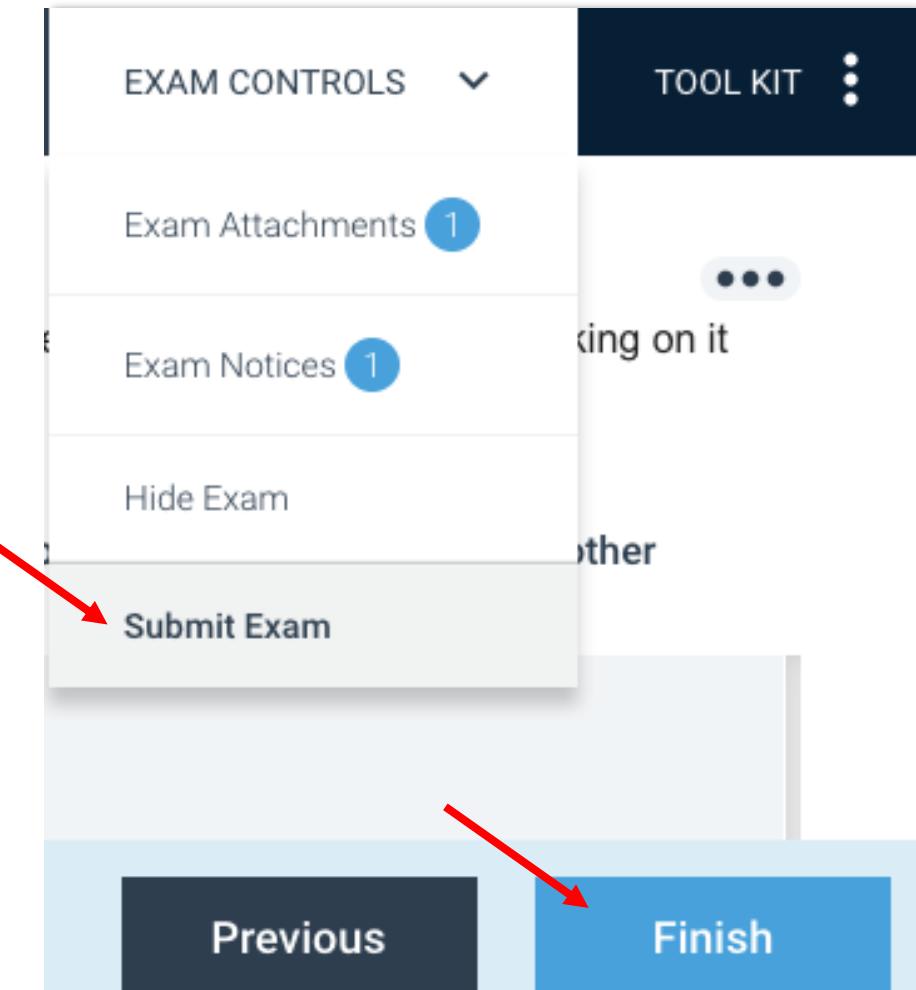
Practice Password: **password1**

## Two ways to submit your exam:

1. Click on the **Exam Controls** button. (*top right-side menu*). Choose **Submit Exam**.

or

2. Click **Finish** when on the last question of the assessment.



# SUBMIT EXAM

Institution ID: **NUS APAC**  
Practice Password: **password1**

3. Check-off “**I confirm that I have completed my exam**” and click **Submit Exam** button once you are sure you wish to submit your exam. Otherwise, click **Return to Exam** to go back and review your answers.

**Return To Exam**

By clicking this button, you will be directed back to the exam.

**Go Back**

**Submit Exam**

By submitting the exam, you will not be able to return to the exam.

I confirm that I have completed my exam.

**Submit Exam**



# SUBMIT EXAM (...CONTINUED)

Institution ID: **NUS APAC**

Practice Password: **password1**

4. Examplify will now proceed to upload your answers to the server, please wait.

## Uploading Submission Screens (depending on the exam settings)

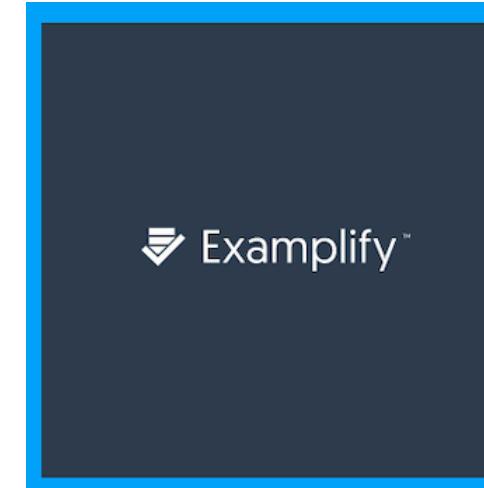


Please Wait

Preparing your answer file

Exiting exam mode

Uploading answers



Please Wait

Preparing your answer file

Uploading answers

# SUBMIT EXAM (...CONTINUED)

Institution ID: **NUS APAC**  
Practice Password: **password1**

5. Make sure you see the **Green “Upload Complete”** which indicates a successful submission.

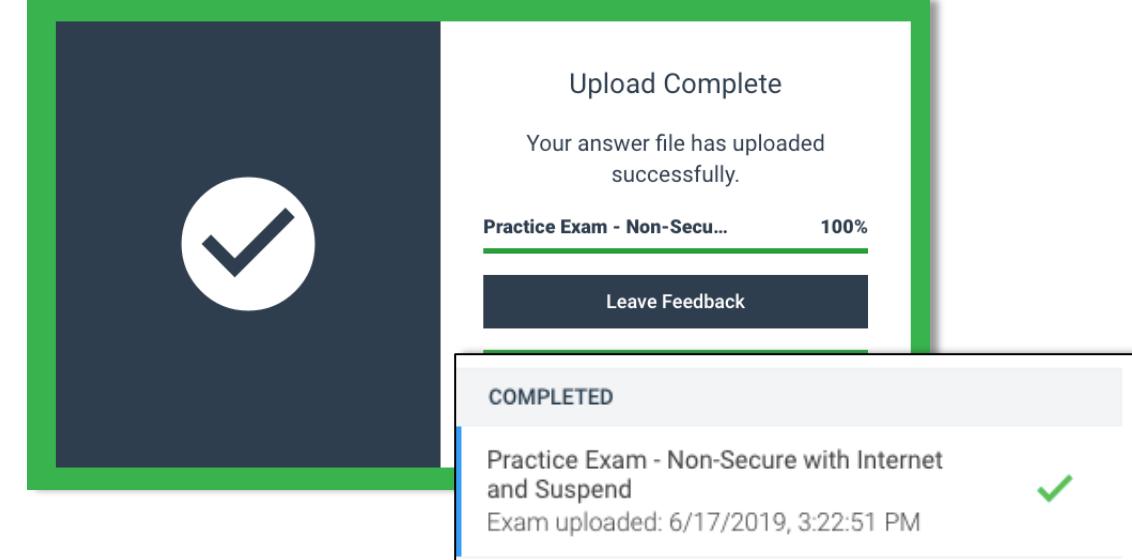
**IMPORTANT NOTE!**

➤ Show the “Green Screen” to the invigilator

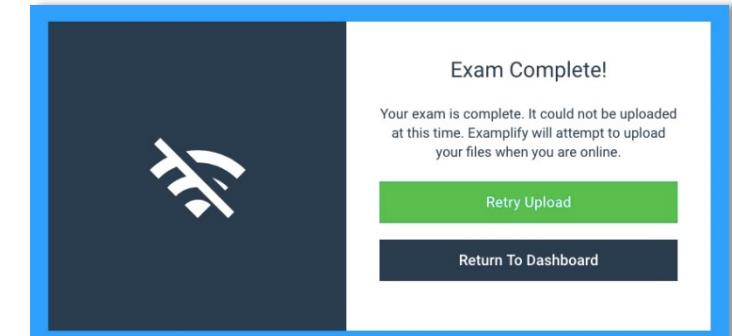
6. If you see a **blue screen**, check Wi-Fi connection and retry upload.

7. You will receive an email send to your NUS Email account confirming that you have successfully submitted your answers.

## Successful Submission Screens



## Blue Screen, check Wi-Fi connection



# BEFORE EXAM

Institution ID: **NUS APAC**

Practice Password: **password1**



## NOTES TO REMEMBER:

1. You are only allowed to download **ONE** copy of the exam file.
2. Download the exam file **ONLY** to the device that you are using to take the exam.
3. If you are feeling unwell and not taking the exam, **DO NOT** download the exam file.
4. **FULLY CHARGE YOUR DEVICE** and connect it to a power source.

### 5. For Windows users:

- Disable **Windows Update** before your exam and enable it back after the exam.
  - Disable **Anti-Virus software** before your exam and enable it back after the exam. Alternatively, you can add an exclusion within your anti-virus software.
6. Remember your NUSNET password.
  7. Register your mobile number in the NUS Education Records System.
    - Register and verify mobile number  
<https://wiki.nus.edu.sg/x/dg7ID>
    - Reset NUSNET password  
<https://wiki.nus.edu.sg/x/Kp1JCw>

# BEFORE EXAM (...CONTINUED)

Institution ID: **NUS APAC**

Practice Password: **password1**

## Prepare a second device (e.g. mobile phone or tablet):

1. Install Microsoft Teams on the second device and login with your NUSNET ID credentials.

Refer to: <https://wiki.nus.edu.sg/x/YBI2EQ>

2. If you are required to use Zoom, install Zoom on the second device and do a test meeting.

Refer to: <https://wiki.nus.edu.sg/x/bQ92EQ>.

- Position your second device from a side view to show your face, hands, the exam device and a wide view of the work/desk area. (Refer to Image 1)

3. **FULLY CHARGE YOUR SECOND DEVICE** and connect it to a power source.



Image 1: Camera's angle for Zoom proctoring

# HELP SUPPORT – BEFORE EXAM

## CIT DA Team (ExamSoft/Examplify troubleshooting)

Service Help Desk    <http://cit.nus.edu.sg/da-help/>

Emergency Email    [citbox25@nus.edu.sg](mailto:citbox25@nus.edu.sg)

User Guide            <https://wiki.nus.edu.sg/display/DA/Student>

## NUS IT Care (NUSNET password related issues)

Hotline    6516 2080

Email        [itcare@nus.edu.sg](mailto:itcare@nus.edu.sg)

eGuide      <https://nusit.nus.edu.sg/change-or-reset-your-nusnet-password/>

# HELP SUPPORT – ON EXAM DAY

## If Zoom is NOT required,

- 30 minutes before exam starts and during exam,

[Chat with Online Exam Support](#)  
via Microsoft Teams.

Refer to: <https://wiki.nus.edu.sg/x/aRI2EQ>

## If Zoom is required,

- 30 minutes before exam starts,  
[Chat with Online Exam support](#) via Microsoft Teams.
- During exam;
  1. Raise your hand  virtually in Zoom.
  2. The invigilator will communicate with you via text chat in Zoom.
  3. The invigilator will contact support and relay instructions to you.
  4. If the issue cannot be resolved, the support staff may enter the Zoom meeting or contact you via Microsoft Teams to provide direct support.