# Remote Proctored Exams

*Best Practices, FAQs, and Contact Information*

## Best practices

- Make sure you have the most updated Exam4 software installed on your computer.
- Review the Student Instructions for Remote Proctored Exams.
- Be sure to look up your ExamID for the semester (students receive a different ExamID each semester).
- Have your ExamID and GWorld card ready, and make sure your computer camera is working properly.
- Ensure that you are connected to a reliable Wi-Fi and your computer's sleep mode is disabled.
- **Get acquainted with the features of Exam4, such as how to minimize or maximize the window and locate important buttons like "Hide," "Side-by-side," "Multiple Choice," and "Exam Info.**
- Take the Practice ON exam in Exam4. Do this as many times as you need.
- Practice, practice, practice.

## FAQs

**Is there a quick tutorial?**
Yes. Refer to the Instructions for Remote Proctored Exams on the Records website.

**What happens if I can't access the exam?**
From the Exam Information window, click the "Resources" tab, select the PDF of the exam, and click the "Open" button.

If you still can't access the exam, do not panic. Contact the Records Office at 202-994-6261.

**Am I allowed to take the exam from any location?**
Yes, you may take the exam anywhere, provided you have a reliable Wi-Fi connection and ensure that others cannot easily read your screen. We recommend choosing a location with minimal distractions to ensure you are the only visible image on the camera. Regardless of your chosen location, you are bound by the Academic Integrity Code, and the work you submit must be your own.

**Is there someone who will remind me that the exam is over?**
No. We suggest setting the timer according to your exam duration. However, please note that setting the Exam4 timer and alerts will not shut down the program or prevent you from completing the exam, even after the allotted time has elapsed. You can still submit the exam within the exam period, but it will be marked as late if submitted after the time has expired. Managing your time and ending the exam on schedule is your responsibility.

**Is there a grace period?**
The entire log-in process (including taking photos) and exam submission process will take about one minute each. There will be a 10-minute grace period added to your exam length to account for any potential technical difficulties, but you are bound by the Academic Integrity Code not to use this 10-minute grace period for extra time to complete the exam.

**After clicking the “Hide” button to close the exam, how can I go back to the "Side-by-side" view?**
Click “Exam Info” from the menu to go back to the Exam Information window and open the “Resources” tab to click on the exam. The “Side-by-side” button should be at the right hand corner of the page.

**My remote exam is a time-limited, self-scheduled exam throughout the examination period. How do I begin?**
If your exam is self-scheduled for the duration of the examination period, then you may begin your exam anytime between the start and end of the exam period. The exam period for the Spring 2025 semester begins at 9:30 am on Friday, April 18, and ends at 5:00 pm on Thursday, May 1. Students may self-schedule their exam anytime during this period.

HELPFUL TIP: If you want to make the most of your exam time, it's best to plan ahead instead of waiting until the last minute. The last chance for students to take a remote proctored exam is on May 1, with submissions due by 5:00 pm. Therefore, for a 3-hour exam, the latest start time would be 1:50 pm on May 1, accounting for the 10-minute grace period for submission.

**My remote exam is on a specific day and time, how do I start the exam?**
10 minutes before your designated exam time, login to Exam4. Follow the **Student Instructions for Remote Proctored Exams**. We encourage you to adjust the timer according to the length of your exam. Please be aware that setting the timer and alerts will not cause the program to shut down. It is your responsibility to manage your time and conclude your exam at the designated time. The exam will be available at exactly the time specified on the Final Exam Schedule, i.e., 9:30 AM, 2:00 PM, or 6:30 PM.

**Can I take breaks?**
Yes, you may take brief breaks and leave your workstation. Please note that the exam will keep running, and you will not receive extra time to complete the exam.

**Am I permitted to use a second monitor and/or an external mouse?**
Please complete a practice exam with these devices attached. If the system allows you to proceed, you may utilize these external devices. If the system does not allow you to proceed, you will need to disconnect your external devices and then relaunch Exam4. Please note that you may only use one computer to take your exam.

**What happens if there is a technical difficulty like a computer crashing, loss of Wi-Fi connection, or inability to submit successfully?**
If your computer crashes, loses power, or freezes, try rebooting it. Then, return to Exam4 by selecting the exam you were working on. Follow the instructions provided in the dialogue box. Exam4 may prompt you to enter a reason for the disconnection. Enter the reason and continue working on your exam until the allotted time has expired.

If your computer crashes in the middle of the exam, and Exam4 does not allow you to proceed, note the time and contact the Records Office (202-994-6261) or Dean of Students Office (202-994-8320) immediately.

If you've completed your exam but can't submit it successfully, first, end the exam and log back in. Then, select the exam you were working on and follow the prompts in the dialogue box to

submit it. If you encounter further issues, please contact the Records Office at (202) 994-6261, and we'll provide additional instructions.

**Visit Exam4.com/support/ for answers to frequently asked questions such as:**

**"Best Practices" and things to know for a smooth experience with Exam4**

**Why is there a gray rectangle blocking my screen?**

**Why isn't the Word Count in Exam Statistics working?**

**Why can't I open my practice exam?**

**How do I make the typing window bigger? (Windows)**

**The computer's current language setting is not allowed**

**How to resolve 8xxTS error (875TS, 870TS, etc)**

**Where do I find my exam files on my computer?**

**Security Violation 700 (Windows)**

**Security Violation 501M (Mac)**

**I see old exams listed on the first startup screen of Exam4. Is this okay?**

**Error 12 - unable to connect to the network**

**Mac warning: You must Authenticate in order to disable the network to take this exam**

**How do I uninstall prior versions of Exam4?**

**How can I allow Exam4 to use the camera and screen recording on my Mac?**

**Exam4 on Mac - resizing arrangement**

**Supported Operating Systems**

**Why does Exam4 tell me it's expired when I just downloaded it?**

**I received a message indicating this is not a valid Win32 application.**

**Contact Information**

If you need assistance, please contact the Records Office at 202-994-6261 or email rec@law.gwu.edu. The Records Office hours of operation during the final examination period is from 9:00 am to 8:30 pm from Monday to Thursday, and from 9:00 am to 5:00 pm on Fridays. Please note that there is no support from 8:30 pm to 8:59 am Mondays through Fridays. We are also closed on Saturday and Sunday.

Additional resources available during the final examination period are:

- For assistance regarding laptop failure, please email LawIT@law.gwu.edu, call 202-994-5335, or visit the LawIT office on the lower level of Lerner Hall (SL101).
- For assistance regarding Exam4 technical issues, please login to https://exam4.com/support/ and submit a request for user support.
- For extenuating circumstances that may prevent you from taking an exam, or questions about accommodations, please contact the Dean of Students Office: 202-994-8320, or email deanofstudents@law.gwu.edu.
- Go to the Records Office Spring 2024 webpage to access exam information like How to access your ExamID and the Exam Information Page.
- Click here to submit an Exam Incident Report if something unexpected happens during an exam.