

## Examity Preparation and Troubleshooting Guide

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### By the end of Thursday, April 8, please take the following steps

#### Step 1: Sign in to Examity (<https://on.examity.com/V5/x/165>)

Problems signing in? A few things to check:

Are you using Google Chrome? If not, you must switch to Google Chrome. If you do not have Google Chrome, you can download it here: [Google Chrome](#)

Are you using the correct link? Be sure you copy and paste the link above, rather than using a previously created bookmark or any other method (e.g., searching for the Examity login page on Google)

Are your username and password correct? If you need to reset your password, be sure to check your spam folder, junk folder, and clutter folder in your inbox for the reset email from Examity. Try searching for donotreply-V5@examity.com, but also make sure you've found the one for the correct date. When you reset your password, be sure it meets the following requirements:

- Minimum of 8 characters
- Includes an alphanumeric and non-alphanumeric character
- Includes an uppercase and lowercase character
- Does not include the user's username
- Does not include 3 or more identical characters (e.g., aaa or 111)
- Does not include 3 or more consecutive characters (e.g., abc or 123)

If you still cannot sign in, please contact Kimberly Soehnlein ([ksoehnlein@acvs.org](mailto:ksoehnlein@acvs.org)) and Will Taylor ([wtaylor@humrro.org](mailto:wtaylor@humrro.org)) and provide screen shots or other details about what you are seeing to help with troubleshooting.

#### Step 2: Verify that the time you are scheduled to take the exam matches what you are expecting

Does the time not match what you signed up for? A few things to check:

Is the timezone where you will be taking the exam correct? **Note that if you will be taking the exam in a different timezone, make sure the timezone is set to the timezone where you will be taking the exam.** To check the timezone, after signing in, click "Profile" and then look for your timezone choice on the screen. You can change it if necessary (see screenshots below). If your timezone is correct and there still seems to be a discrepancy between the time for which you registered and what is listed on the

Exami website, please email Kimberly Soehnlein ([ksoehnlein@acvs.org](mailto:ksoehnlein@acvs.org)) and Will Taylor ([wtaylor@acvs.org](mailto:wtaylor@acvs.org)).

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BETTER TEST INTEGRITY.

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Exams Exam history Profile Systems Check Logout

Your Exams

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Exams Exam history Profile Systems Check Logout

Your Profile

Info Photo ID Challenge Questions Digital Signature

First Name Last Name  
William Taylor

Email Address  
wtaylor@humro.org

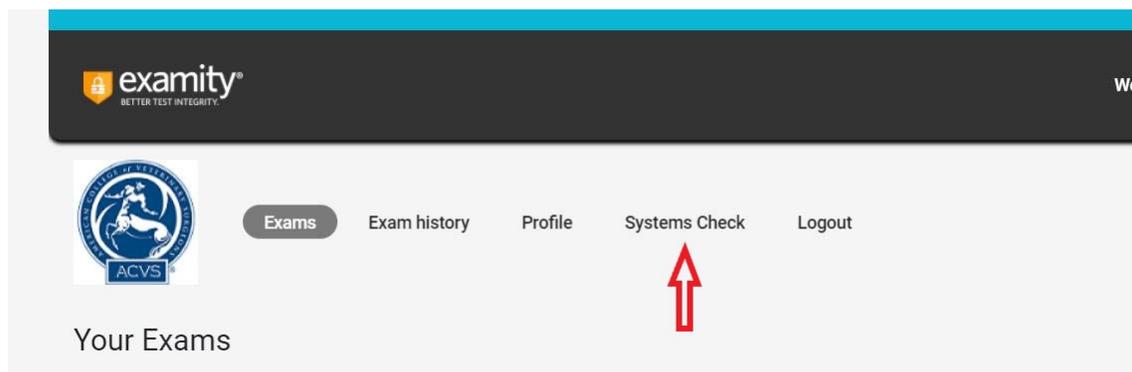
Phone Number  
Please provide us with the best number to reach you, should we need to contact you.  
+ 1

Time Zone  
Automatically Set TimeZone  6:18 AM Eastern Daylight Time 4/6/2021  
North America  
Eastern Daylight Time

### Step 3: Conduct a systems check

This step verifies that your computer and internet connection are sufficient to handle the Examity requirements, and that your camera and microphone are working. Be sure to use the same camera that you intend to use April 12. (For example, if you plan to use a USB webcam, but your computer also has a built-in camera, make sure the USB webcam is the one that is active during this step).

Click on “Systems Check” (see screenshot below) and follow the prompts. If your computer does not pass the systems check, you will need to address the issues found before you are able to take the exam. For example, if your internet speed is not fast enough you will need to take the test in a location with faster internet.

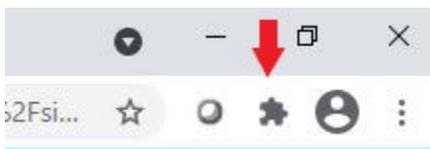


### Step 4: Verify that your computer will allow you to download a Google Chrome extension

To do this, attempt to download a Chrome Extension. One extension you can try is the Google Translate extension. To download it, click this link: [Google Translate Chrome Extension](#)

Then click “Add to Chrome”

If your computer allows you to add the extension, great! It means you likely won't have any difficulties downloading the Examity extension on test day. You can leave the Google Translate extension on your computer or remove it. (To remove it, click the puzzle piece icon in the upper right hand corner of the screen (as shown below), then after clicking the puzzle piece, click the 3 dots to the right of Google translate, and click “Remove from Chrome”.

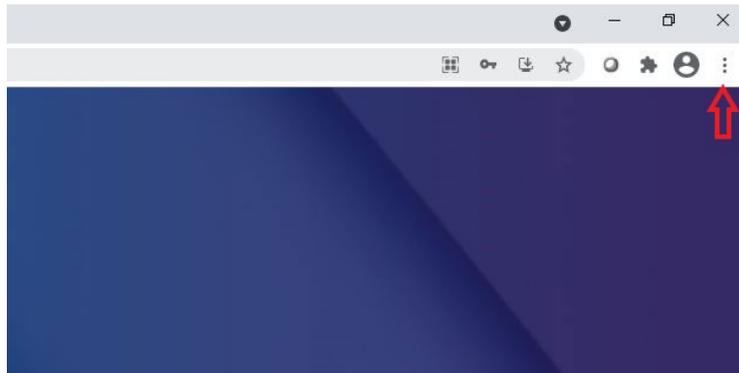


If your computer does not allow you to add the extension, please contact your local IT support to determine the likely cause. The reason may be that you do not have administrator privileges on your computer. On exam day, you must be able to add the

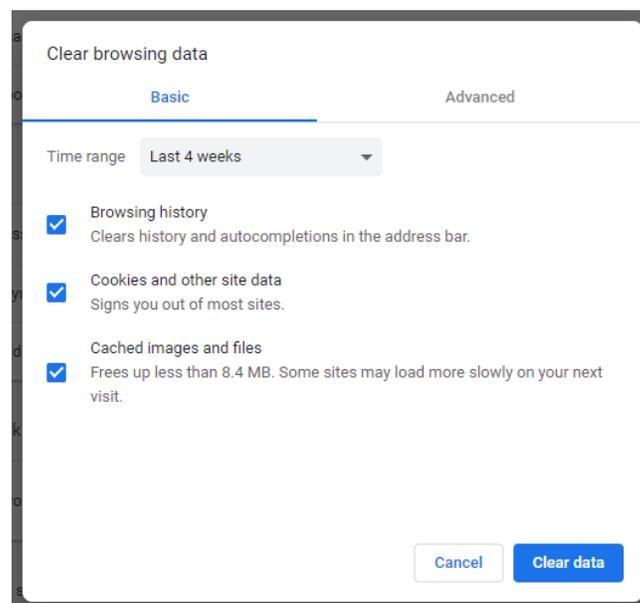
Examiity extension to your browser, so if you cannot add the Google Translate Extension now, then you likely will not be able to add the Examiity extension on exam day. Another possibility is to use a different computer, but please do all the same system checks before using it.

## Step 5. Clear your Google Chrome cache, and do it again on the morning of exam

Your browser saves browsing data and downloads portions of websites to make them load faster in the future. Occasionally, this can create issues with some websites. For this reason, we suggest you clear your cache. To do this, click the 3 dots in the upper right hand corner of your browser window (see screenshot below).

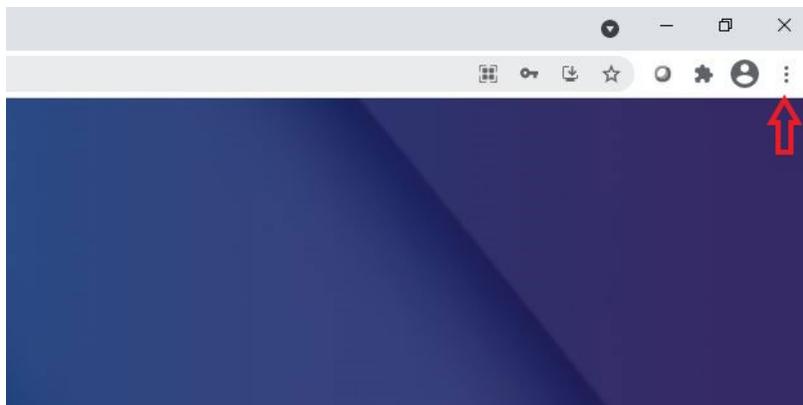


Then, click “More tools”, and then click “clear browsing data”. A window will pop up, and you can adjust what you want to be cleared and how far back you want it to be cleared. We recommend clearing browsing history, cookies and other site data, and cached images and files from the last 4 weeks (see screenshot below).

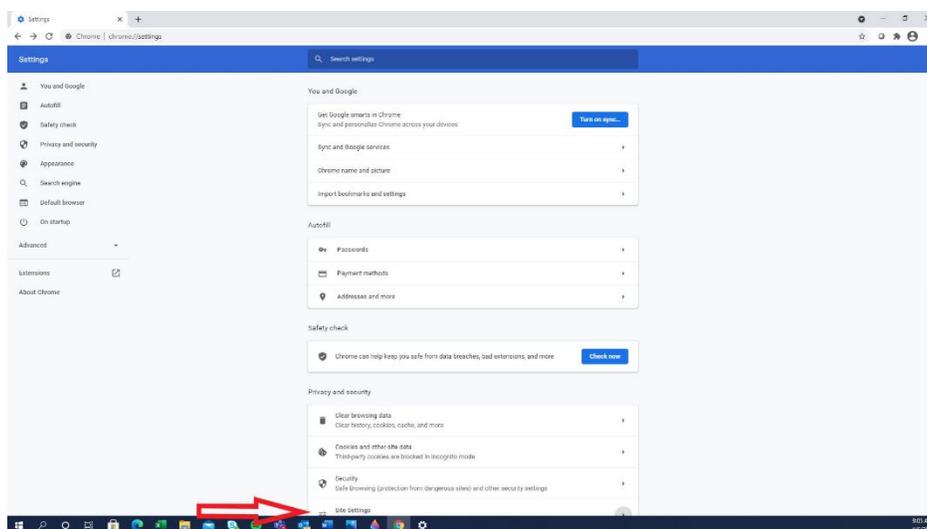


## Step 6: Disable any pop-up blockers

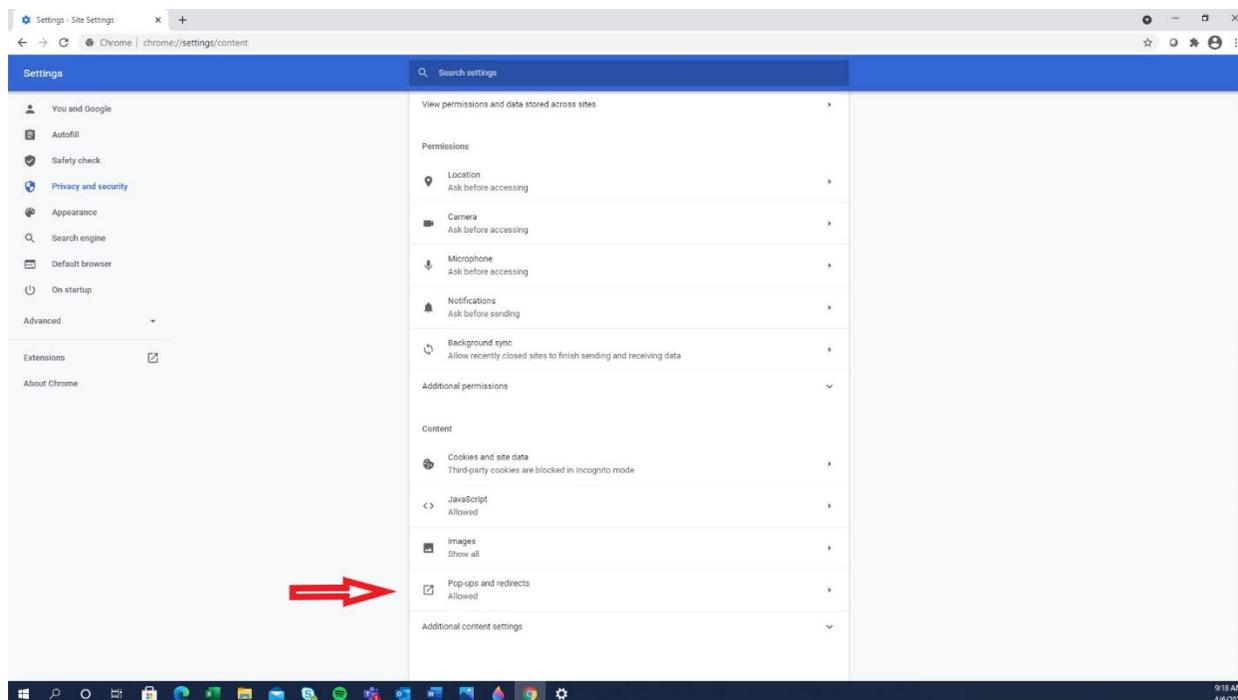
To do this, click the 3 dots in the upper right hand corner of your browser window (see screenshot below).



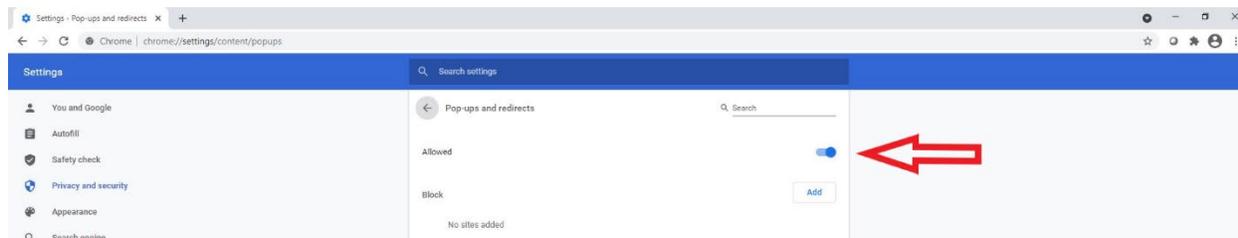
Then, click “Settings”. This will pull up a new tab, on which you need to click “Site settings” (see screenshot below).



Then, scroll down to click “Pop-ups and redirects” (see screenshot below).



Then, click the toggle button next to “allowed” such that pop-ups ARE allowed (see screenshot below).



**Note that if you have any other pop-up blockers (for example and especially, Adblock Plus), you will need to temporarily disable those as well.**

## Step 7: Temporarily turn off sleep mode on your computer

This removes the risk that your computer will go into sleep mode while you take a 30-minute break between Part 1 and Part 2 of the exam; or if you need to wait while the proctor is helping another candidate. For the steps to turn off sleep mode, refer to one of these links:

[Sleep Mode on PC](#)

[Sleep Mode on Mac](#)

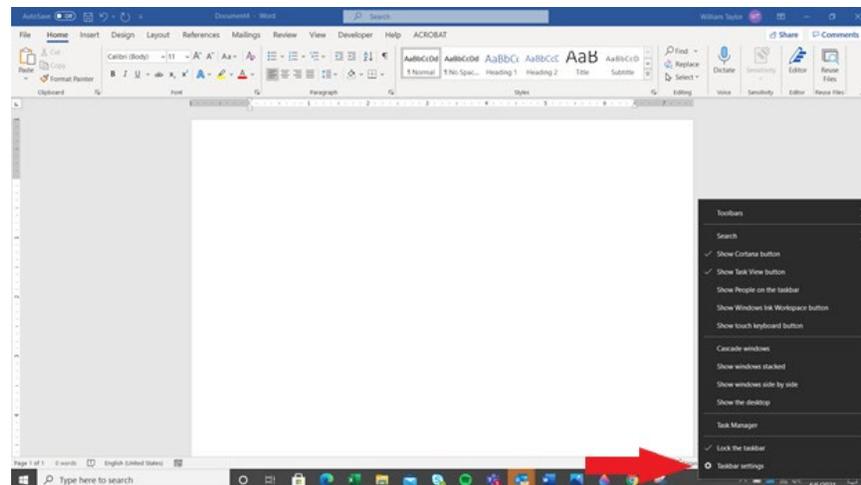
## Step 8: Practice doing a room scan if your camera can be moved

On exam day, you must do a 360-degree scan of your surroundings for the proctor. The exact way this happens will depend on your computer/camera set-up. Practice doing it once or twice before exam day if your camera can be moved. This likely means physically moving your laptop computer (with built-in camera) or your portable web cam in a 360 degree circle.

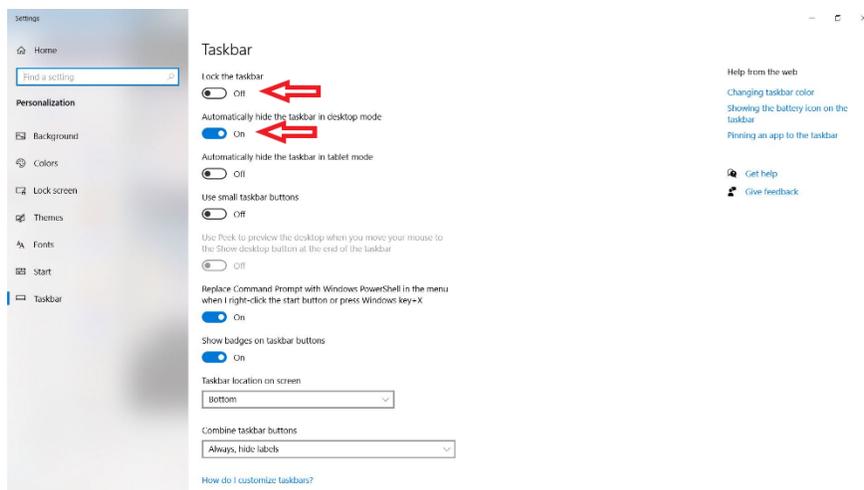
If you are using a desktop computer with a fixed camera, you must have a smart phone and/or a mirror available on the day of the test so the proctor can walk you through how to do the room scan.

## Step 9. Temporarily hide taskbar

On a PC: On the exam, the navigation buttons are at the bottom of the screen. As a result, candidates could accidentally click one of the shortcuts in the taskbar at the bottom of the screen when navigating through the exam. To avoid this, we recommend hiding the taskbar. To do this, right click in an empty portion of the taskbar and select “Taskbar settings” (see screenshot below).

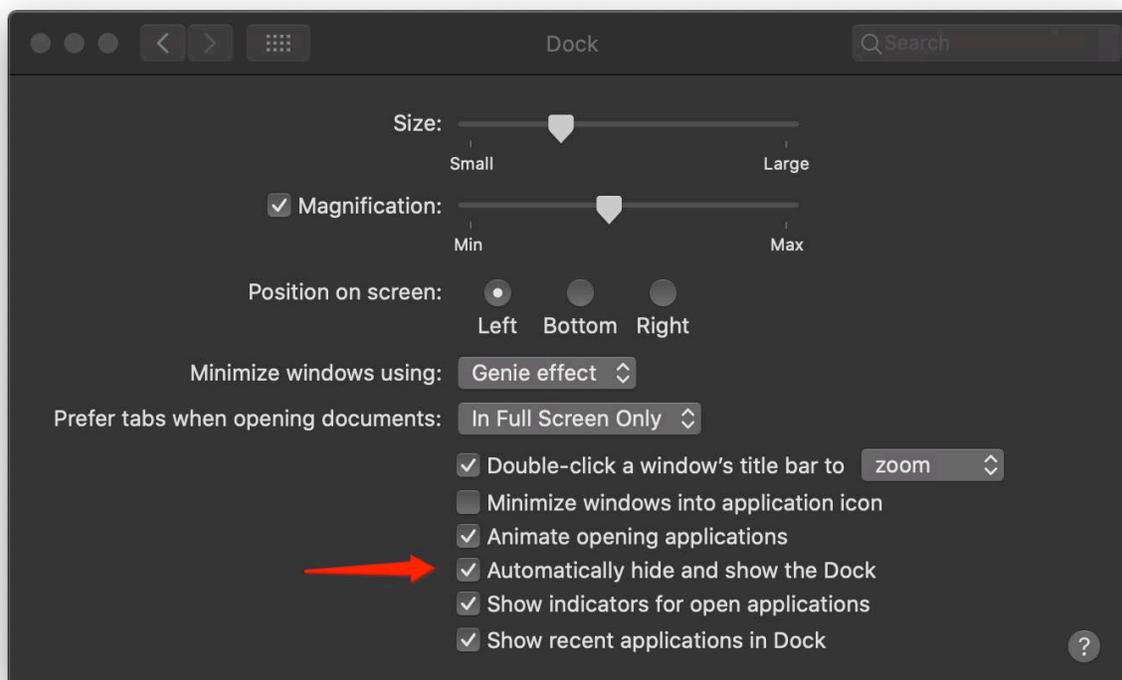


Then, click the toggle button next to “Lock the taskbar” and the toggle next to “Automatically hide the taskbar in desktop mode” (see screenshot below).



### On a Mac:

If your dock appears at the bottom of the screen, set it to automatically hide. Click on the Apple icon, then System Preferences, then Dock. Select “Automatically hide and show the dock”



**Step 10. Clear your testing area, including turning off or removing a second monitor**

Avoid extra anxiety on exam day by clearing everything off well beforehand. This means *everything* that is within arm's reach. If you have a second monitor and it cannot be removed from the area, it must be turned off and *unplugged*.

## On Exam Day

Clear your cache again, close all programs other than Google Chrome and all extra tabs in Google Chrome. Also, if you have not done so already, we recommend either moving or hiding your taskbar (see description above for how to do this).

For accessing your exam, please follow the instructions in the Examiity User Guide (found here: [User Guide](#))

If you have issues signing in, adding the extension, or connecting with the proctor, please contact Examiity's support using one of the options shown in the screenshots below (for the most immediate assistance, we suggest calling or using the live chat.)

**Welcome to Examiity**

Examiity® is the world's leading solution for learning validation. Seamless integration, comprehensive reporting, and 24X7 support set us apart.

With a laser focus on flexibility, our multimodal ID verification and proctoring solution allows instructors to select the level of security that best fits their needs.

Not sure what to do?  
Our support team is available 24/7, 365 days a year.

- Live Chat
- Support Phone Numbers
- support@examiity.com

User ID

Username

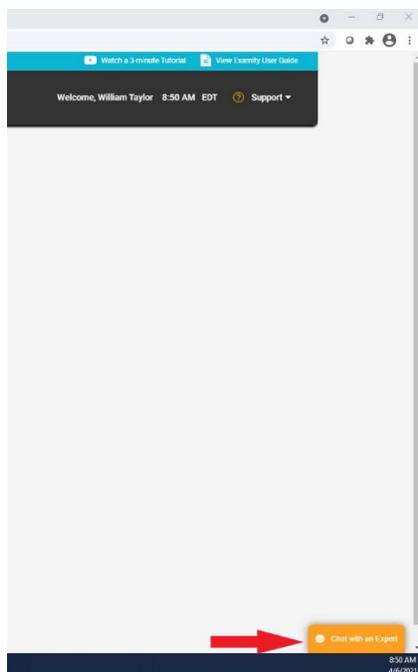
Password

Password

Remember Me [Forgot your password?](#)

LOGIN

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Version: 21.3.2



When contacting Examity support, please provide the following information.

1. Provide client name:
  - a. HumRRO- ACVS (American College of Veterinary Surgeons)
2. Platform version
  - a. We are using version 5
3. Test-takers information
  - a. First name, Last Name, email address

Please also describe:

4. Reason for contacting support- please describe in full detail what you need help with
  - a. *Do you need help logging into Examity?*
  - b. *Do you need help adding the extension?*
  - c. *Were you disconnected from the exam?*

For example, if on test day you suddenly forget your password and are having trouble resetting it, you could send a message like the following through chat:

*“Hello. My name is Will Taylor, and my email address is [wtaylor@humrro.org](mailto:wtaylor@humrro.org). I am having trouble resetting my password. I am taking a test from HumRRO-ACVS (American College of Veterinary Surgeons) and I’m having trouble resetting my password.”*

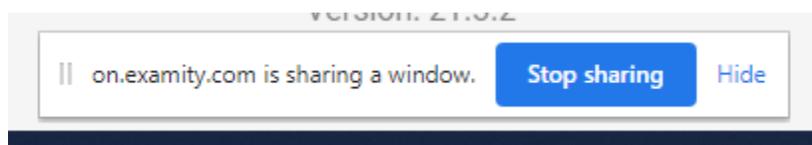
Note that once you connect to the proctor, you will not be able to see the proctor. If you need to contact the proctor during the exam, the best way is to send a message via chat, rather than simply asking the question out loud. Note that it may take the proctor a moment to respond to your chat.

If you get disconnected from the proctor during the exam (for example, if your internet gets disconnected temporarily then reconnects), take the following steps:

1. Check the email you used to register for the exam. If you received an email with a link to rejoin, rejoin using the URL. **Be sure to copy and paste the link into a Chrome window, rather than simply clicking the link.**
2. If, after 5 minutes, you have not received an email from Exami, log into Exami using the link below.
  - <https://on.exami.com/V5/x/165>
3. Contact tech support using the “Chat with an Expert” button found on the bottom right-hand corner of the Exami page.
4. Provide the required information as indicated above.
  - Client name: HumRRO-ACVS (American College of Veterinary Surgeons)
  - Your first and last name
  - Your email address
  - Let the support agent know, you have been disconnected from the exam.
5. The agent will guide you through step by steps actions to troubleshoot the problem.
  - Note that the agent may have you start a Zoom call with him/her to troubleshoot the issue

## Share your Screen for the Entire Exam

You will need to share your computer screen with the proctor for the duration of the exam. In doing so, please be sure NOT to click the button that stops screensharing (see below). If you accidentally click it, please immediately notify your proctor out loud and via chat and start sharing your screen again.



## Finishing your Exam

When you have finished your exam, rather than simply closing the browser window, please inform the proctor that you have finished the exam and that you will now close the browser window.