

# Laptop Testing Information

## Missouri Bar Examination

Applicants who successfully complete the first phase of SofTest registration will receive an email with important links to the ExamSoft web site. The information on the web site is standardized because multiple jurisdictions are using SofTest. We do not repeat most of that information here. This handbook covers policies specific to the Missouri exam. It is equally important that you review both sources of information.

(Updated October 2009)

*DO NOT bring this booklet with you to the examination room.*

## **BASIC PROCEDURES FOR LAPTOP TESTING IN MISSOURI**

1. SofTest software by ExamSoft will be used during the Essay and MPT portions of the examination. SofTest will not be used for the Multistate Bar Examination (MBE) portion. Please do not bring your laptop to the MBE portion of the examination, as we will not have storage space in the testing room .
2. Read Frequently Asked Questions at <http://examsoft.com/barfaq> to ensure you have a good understanding of the laptop procedures.
3. Have access to a dependable laptop that meets the minimum requirements as shown on the web sites of the Missouri Board of Law Examiners (MBLE) and ExamSoft.
4. Ensure your laptop is configured for access to the Internet.
5. Indicate in your Missouri Application for Bar Examination that you wish to use the laptop for the exam. If you decide to use a laptop after you have filed the Application for Bar Examination but prior to the laptop registration deadline, e-mail [mble@courts.mo.gov](mailto:mble@courts.mo.gov) with your request to use a laptop.
6. Pay the non-refundable/non-transferable licensing fee to ExamSoft at the time you download the software and in compliance with the deadline set by the Missouri Board of Law Examiners.
  - a. The software will be available for downloading from ExamSoft's web site beginning approximately six weeks prior to the examination.
  - b. You will receive an email from the Missouri Board of Law Examiners providing instruction.
  - c. You must register your laptop and download the software by no later than 3:00 p.m. CST on the deadline published at [www.mble.org](http://www.mble.org), usually 18 to 20 days prior to the examination.
7. If you wish to request a change from laptop use to handwriting, email this office at [mble@courts.mo.gov](mailto:mble@courts.mo.gov). If testing room assignments have already been made in our database system at the time your request is received, you will be seated with laptop users even though you will be handwriting.
8. Complete and return a Mock Exam using SofTest no later than at least two weeks prior to the exam so that if there is a problem you will have sufficient time to contact ExamSoft support.

9. You cannot copy the ExamSoft program from one laptop computer to another. Do not download the software to a desktop computer and then try to copy it to your laptop computer. You must download and register SofTest on the computer you will use for the bar examination.
10. If after completing the registration process with ExamSoft, you experience problems with your laptop computer that you believe would prohibit you from using it for the examination, you must first contact bar support [[barsupport@examsoft.com](mailto:barsupport@examsoft.com)] to make sure they cannot resolve the problem. If bar support advises you that the problem will prohibit you from using that laptop for the examination because it is inoperable, contact the MBLE [[mble@courts.mo.gov](mailto:mble@courts.mo.gov)] with a request for permission to have another computer certified and to download additional exam files. Include a brief description of the problem encountered and verify that you have exhausted all possible solutions suggested by ExamSoft technical support. You will be contacted by email with instructions for a reinstall of SofTest. **MBLE authorization will not be granted for the purpose of having a backup computer available in the event a computer malfunctions during the examination.**
11. The exam site will provide electrical outlets, but be sure to have a **fully charged battery** in case of a power outage or malfunction of the electrical outlets.
12. External standard or ergonomic keyboards and equipment, such as a mouse, may be used only if they fit on the tables supplied by the exam site and do not disturb other exam takers. These items may be wireless.
13. On the first day of the examination, you should report to your assigned testing room at 7:15 AM to show your ID, receive your seat assignment, set up your computer and get comfortable. Laptop users must be seated by 8:00 a.m., at which time instructions will begin. If your laptop computer is not ready when it is time to start the exam, you must begin the examination by handwriting. No extra time will be provided because of problems with the operation of your computer or the software or electrical problems.
14. You cannot bring any paper with you into the testing room. You do not need to bring your Applicant ID or password to the testing room. Your Applicant ID and the password necessary to open the exam files will be provided to you in the testing room on exam day.
15. If you decide during the test session that you want to handwrite, raise your hand

and an exam proctor will give you answer books.

16. The examination questions will be distributed in paper format at the beginning of each examination session and are not on computer.
17. Spell check will not be available for the actual Missouri bar exam, although it is available on practice exams.
18. Use extreme care during the examination when highlighting and deleting or using similar functions that could significantly change a document. We recommend that you use Copy and Paste rather than Cut and Paste. No extra time or other administrative relief will be granted in the event that an applicant deletes or otherwise alters his or her answers.
19. You will not be allowed to remove your computer from the testing room at the conclusion of the morning test sessions. Your laptop must remain in the testing room the entire length of the examination day. If you should finish the exam early, you may leave the room, but your laptop must remain until the completion of the exam. You must return to the testing room after the examination has finished to collect your laptop.
20. During the bar exam, applicants are not permitted to access the Internet or to access any files or any programs other than SofTest. If you complete your exam before the end of the session, you must either: (1) remain in the SofTest program and keep your computer at the solid yellow exit screen, or (2) if you exit SofTest, you must close your laptop.
21. SofTest automatically backs-up and saves to your hard drive every minute. Do not uninstall the program until exam results are released in the event a back-up copy of your answers needs to be accessed. Applicants are encouraged to make and keep a back-up on a USB drive as an additional safeguard. The additional back-up on USB would be needed only if your computer hard drive crashes and the automatic back-up could not be accessed on your hard drive.
22. Applicants will upload their answers via the Internet to a secure server for printing after the examination. If there is any problem with the uploading of your answers, ExamSoft will contact you to retrieve the encrypted back-up from your computer hard drive. **It is important that you check your email on a daily basis during the three weeks following the examination in the event that ExamSoft or the Board of Law Examiners is trying to contact you to obtain the back-up copy of your answer files.**

23. If you encounter problems uploading your answer files by the deadline after the exam, contact ExamSoft Technical Support via email at [BarSupport@examsoft.com](mailto:BarSupport@examsoft.com) or by phone toll-free at 866-429-8889. Copy [mble@courts.mo.gov](mailto:mble@courts.mo.gov) or send MBL E an email with your ExamSoft ticket number and an explanation why you are unable to upload your answer files by the deadline. Document your efforts to upload your answer files by the deadline.
24. If you rent a laptop for the exam, keep a back-up of your answer files on USB flash drive. The best course of action is to keep the rented laptop until results are released.
25. Applicants must agree to hand write their examination in the event of a hardware, software, or power malfunction, regardless of the cause, and agree that the Missouri Board of Law Examiners assumes no liability in the event of any malfunction.

### REGISTRATION CHECKLIST FOR LAPTOP USERS IN MISSOURI

You must complete the following checklist within the established date range in advance of the bar examination for which you plan to sit. The date range can be found on the Board of Law Examiners' web site on the "Bar Exam" page.

- Keep your **contact information current** with the Missouri Board of Law Examiners Office, especially your email address.
- Internet Access** - You will be required to access the Internet following the examination to upload your answers. Make certain your laptop is properly equipped to do so and that you know how to connect to the Internet using your laptop.
- Approximately six weeks prior to the examination**, you will receive an e-mail from the Board of Law Examiners notifying you of your Applicant ID# and Password to be used during registration of SofTest. Registration will remain open until the published deadline, **approximately 20 days before the exam**.
- Follow the instructions below to **install and register SofTest**.
  - **Log In** - Visit [www.examsoft.com/mobar](http://www.examsoft.com/mobar) and login under Exam Takers in the upper left corner.
  - **Install** - Download and install SofTest on the laptop you will use on exam day. (No Exceptions)
  - **Register SofTest** - Enter your Applicant ID# and Password when prompted to register.

- **Download 4 Exam(s)** - A Mock Exam and three formatted exam files (AM-Essay 1-4, AM-MPT and PM-MEE) for recording your answers are automatically downloaded after successfully registering SofTest.
- **Do not make any changes to the configuration** of your laptop once you have completed the ExamSoft download and registration process. This includes any automatic updates of Windows or virus protection software. Turn off any auto updates.
- **Take Mock Exam** - Complete the Mock Exam and upload the mock exam answer file **no later than two weeks before the bar exam**. Email confirmation will be received. This confirms your laptop is compatible with SofTest. This gives you time to contact ExamSoft support if you have technical problems.
- **Review FlexSite Exam Information** - Make sure you read and understand the information in the Laptop Testing Information handbook found on the MBE web site at [www.mble.org](http://www.mble.org) and on the ExamSoft web site [<http://www.examssoft.com/fsed>].

This process must be completed each time you sit for the bar examination, regardless of any previous ExamSoft registrations you may have completed for this bar examination or any other examination.

Applicants who have not registered SofTest and downloaded their exam files within the deadline established will not be allowed to use their laptop computer for that examination and will be required to handwrite their answers.

### **Missouri Specific Information and Highlights of ExamSoft FAQ**

#### **May I use my Macintosh laptop with the software?**

You may use a Macintosh laptop with the SofTest software, provided it is running a version of Windows. This is accomplished using the Macintosh “Boot Camp” software to partition your laptop for the installation of the Windows operating system. Users with Apple’s Mac OS X Leopard (v.10.5) or Mac OS X Snow Leopard (v. 10.6) laptops can run SofTest in Windows XP or Vista installed via Apple’s Boot Camp. Specific details on how to install Windows on a Macintosh laptop should be sought from the vendor or manufacturer of the laptop.

#### **What is the SofTest Registration Process?**

The Registration Process records you as an applicant who has been properly enrolled to take the exam on computer and provides you a copy of SofTest to install on your

computer. It confirms you have downloaded and installed SofTest, registered your copy of SofTest and downloaded your exam files so you may use your computer on exam day.

### **How do I sign up and register?**

Approximately six weeks prior to the examination, you will receive an email with specific instructions regarding downloading the SofTest software. Examination answer files are automatically downloaded during SofTest registration. These files are password protected. Please contact ExamSoft at (866) 429 8889 if you have any questions or problems with the downloading of your examination answer files. You cannot open them until the day of the bar examination when passwords for each session of the examination will be provided. Once you have completed the ExamSoft download and registration process, do not make any changes to the configuration of your laptop computer. This includes any automatic updates to Windows or virus protection software. Turn off any auto updates.

### **What email address will the notice for software download and registration be sent to?**

The email address used for all examination related notices will be the email address you provided when you filed your bar examination application. If you change email addresses please make sure you update the MBLE office in writing. If you have already registered the software, then you will also need to update your email on the ExamSoft website. Make sure it is an email address that you will have continuous access to until results are released.

### **What happens if I do not receive the email regarding the software download and registration?**

Ask your email service provider if they are blocking SPAM.

If you are using email client software, such as Outlook or Outlook Express, check whether you have a SPAM blocker enabled. If you do, you should add the following addresses to the list of allowable email addresses: [Margie.hartman@courts.mo.gov](mailto:Margie.hartman@courts.mo.gov) and [mble@courts.mo.gov](mailto:mble@courts.mo.gov).

If you have not received your email notice five weeks before the examination, contact the Board of Law Examiners immediately.

## **How can I check to make sure I have registered successfully?**

Once you register SofTest, you will be advised on screen and via email that you have done so successfully. You will also receive email confirmation for each exam file downloaded. You may also access your registration status online.

## **What is the Mock Exam?**

The Mock Exam confirms your laptop is compatible with SofTest and enables users to familiarize themselves with how to open, write and upload answer files. The Mock Exam should be completed to ensure your computer is compatible with SofTest and that it has been configured properly. Do not wait until the last minute to try the software for the first time. If your laptop is not ready at the designated time, you must begin the examination by handwriting. No extra time will be allowed to ensure that a laptop is ready to be used.

Once you have downloaded and installed the software, you will receive an email confirming the download has occurred along with a link to instructions on how to complete the Mock Exam.

Complete the Mock Exam and take the “Practice Exam” several times to test your laptop. It is your responsibility to be familiar with how to use the software and to make sure your laptop is in good working condition.

## **How do I get a copy of the Mock Exam?**

One copy of the Mock Exam will be automatically downloaded after you have registered your copy of SofTest. You will receive email confirmation the download has occurred along with instructions on how to complete the Mock Exam.

## **How will I know if my Mock Exam answer file was returned?**

A visual “progress status” (blue bar) is displayed as the upload takes place. When the upload is complete, a “success” message is displayed on screen. An email confirmation is then sent to the email address provided when you registered.

## **Internet Delivered Mock Exam -**

Additional copies of the Mock Exam are available to familiarize you with SofTest. Internet connectivity is only required to download an additional copy of the exam files and upload the answer file. No Internet connectivity is required while taking the exam.

Instructions for downloading additional copies of the Mock Exam, taking it and uploading the answer file may be found at <http://www.examsoft.com/fsei>.

### **May I practice with the software?**

Yes. We **STRONGLY** urge you to take advantage of the Practice Exam built into SofTest. After registering SofTest, launch the program by double-clicking the **Softest icon** on your Windows Desktop and then click “Launch SofTest”. When SofTest opens click the “Practice Exam” button. This enables you to familiarize yourself with the SofTest exam environment and word processing features. The Practice Exam cannot be saved and no answer file will be uploaded. You may use this Practice Exam as many times as you wish.

### **What if I have technical problems or questions?**

Begin by visiting ExamSoft’s Frequently Asked Questions web page located at [www.examsoft.com/barfaq](http://www.examsoft.com/barfaq). It provides advanced computer and software setup topics such as Invalidation from Running System Restore, How Anti-Spyware Can Affect SofTest, Common Errors and Troubleshooting, Downloading Software with a Firewall, and Administrator Rights. Technical support from ExamSoft will also be available to you via email at [BarSupport@examsoft.com](mailto:BarSupport@examsoft.com) or by phone M-F 8:30 AM - 5:30 PM EST at (866) 429 8889.

### **Additional Helpful ExamSoft Links:**

Mock Exam Instructions: <http://www.examsoft.com/mock>

Exam Download/Upload Confirmation: <http://www.examsoft.com/confirmations>

ExamSoft Computer Maintenance: <http://examsoft.com/estips>

## **FLEXSITE EXAM INFORMATION**

### **How do I upload my answer file(s)?**

Your computer will automatically reboot when you exit each exam session. SofTest will auto-upload your answer files(s). To do so, turn on your computer, connect to the Internet and follow the on-screen instructions. Note: Do NOT launch SofTest until you connect to the Internet. If you do, exit and reopen SofTest after you have connected to the Internet. Double click the “SofTest - Bar Edition” Icon on your Desktop and your answers will automatically

upload.

### **When do I upload my answer file(s)?**

You are required to upload your answers by 10:00 PM, Central time, the same day you sat for the essay examination.

### **Will there be Internet Connectivity at the Test Site?**

The exam site has wireless Internet connectivity, either in the testing room, lobbies or sleeping rooms. In addition, several businesses in Jefferson City offer free or paid wireless Internet access. It is your responsibility to know how to connect to the Internet using your laptop. Technical assistance will NOT be provided.

### **How do I connect to the wireless network?**

Insert or enable your wireless network card. Right-click the wireless icon located in the system tray. Windows XP users select “View Available Wireless Networks” and follow the on screen instructions. Windows Vista users select “Connect to a network” and follow the on screen instructions.

### **What if my laptop does not have wireless capability OR there is no wireless network at my exam site?**

You may upload from any location where dial-up Internet connectivity is available (Home; Office; Hotel; etc). You are still required to upload your answers by the deadline so we suggest that you determine in advance where Internet connectivity is available near the test site.

### **How will I know my answers are being uploaded?**

A visual “progress status” (blue bar) is displayed as the upload takes place. When the upload is complete, a “success” message is displayed and you will have the option to view your Exam Download/Upload History. An email confirmation is then sent to the email address provided when you registered.

### **How can I confirm ExamSoft has received my answer files?**

Option 1: Launch SofTest, click “Exam History” and enter your login information. This will display your Exam Download/Upload History on your Internet web browser.

Option 2: Visit [www.examsoft.com/mobar](http://www.examsoft.com/mobar) Custom Home Page, enter your login information on the Exam Taker page. Once logged in, click “Exam History” button.

Both options will display the Exam Download/Upload History page, which is a detailed report of your account activity; it includes the date and time every exam is downloaded and uploaded. You may print a copy of this page if you need a confirmation of the upload.

### **What if I have a problem uploading my answers?**

Contact ExamSoft Technical support via email at [BarSupport@examsoft.com](mailto:BarSupport@examsoft.com) or by phone toll-free at (866) 429 8889. Copy [mble@courts.mo.gov](mailto:mble@courts.mo.gov) or send MBLE an email with your ExamSoft ticket number and an explanation why you are unable to meet the deadline. Document your efforts to upload your answer files by the deadline.

### **Do I need a USB Memory Stick to make a backup?**

Making a backup copy of your answers is optional. The Board of Law Examiners will not collect your backup but you are encouraged to make and keep your own backup copy. Instructions on how to make a backup to USB can be downloaded from <http://www.examsoft.com/usbu>.

### **What should I do on Exam Day?**

Bring your registered laptop with a fully charged battery just in case there is a temporary power outage.

It is your responsibility to familiarize yourself PRIOR TO THE EXAM with your equipment, SofTest software and instructions provided on the ExamSoft web site. Please allow yourself sufficient time to become familiar with SofTest. Complete the Mock Exam no later than two weeks before the exam. Applicants who do not take the time to become familiar with their laptop computer or SofTest's features should handwrite their exams. No administrative relief will be granted in the event you have any problems using your laptop or the software.

Commencement of the exam will not be delayed due to a power outage or a hardware/software problem with your laptop, nor will you be provided additional time to take your exam. If your laptop computer is not ready to begin at the designated time, you must begin the examination by handwriting. NO extra time will be provided to ensure that a laptop computer is ready to be used before the examination session begins. Technical assistance is limited at the exam site.

Applicants are not permitted to bring other laptop computers, typewriters or word processors into the standard laptop test centers to use as backups.

**DO NOT UNINSTALL SOFTEST UNTIL YOU RECEIVE YOUR EXAM RESULTS**