

## Examplify Troubleshooter

Step 1	Help
Make sure that your device meets the minimum specifications for the Examplify app.	<a href="https://support.examsoft.com/hc/en-us/articles/12164342825485-Exam-Taker-Warnings-About-Minimum-System-Requirements">https://support.examsoft.com/hc/en-us/articles/12164342825485-Exam-Taker-Warnings-About-Minimum-System-Requirements</a>
Step 2	
Delete and reinstall Examplify. Make sure that you have the correct version of Examplify for your device depending on operating system and processor type	<a href="https://support.examsoft.com/hc/en-us/articles/11146583087373-How-to-download-Examplify-install-the-software-and-log-in-for-the-first-time">https://support.examsoft.com/hc/en-us/articles/11146583087373-How-to-download-Examplify-install-the-software-and-log-in-for-the-first-time</a>
Step 3	
If your device meets the minimum requirements and you have the correct version of Examplify installed, the next step is to contact Examsoft support. There are various ways, but the 24/7 phone is efficient. They might set up a zoom meeting and take over your device.	<a href="https://examsoft.com/contact/#phone-support">https://examsoft.com/contact/#phone-support</a>  From UK <a href="tel:020-3868-8293">020-3868-8293</a>

Other common issues	Solution
Examplify can usually manage your anti virus software by itself. However sometimes it cannot and needs you to take action.	<a href="https://support.examsoft.com/hc/en-us/articles/11167774778253-Disable-Your-Antivirus-Software">https://support.examsoft.com/hc/en-us/articles/11167774778253-Disable-Your-Antivirus-Software</a>
If you have an ipad with Bluetooth keyboard, the connection between the two can be lost when the device is locked down. You will need to follow extra steps in a specific sequence.	<a href="https://support.examsoft.com/hc/en-us/articles/11146145269517-Examplify-for-iPad-Use-a-Bluetooth-Keyboard-During-an-Assessment">https://support.examsoft.com/hc/en-us/articles/11146145269517-Examplify-for-iPad-Use-a-Bluetooth-Keyboard-During-an-Assessment</a>
If you forget your password, you can reset it on the Examsoft website. (We use the Legacy version of Examsoft).	<a href="https://support.examsoft.com/hc/en-us/articles/17094286091789-Password-FAQs">https://support.examsoft.com/hc/en-us/articles/17094286091789-Password-FAQs</a>