

# FAQ FOR JULY 2021 REMOTE LPO & LLLT EXAMINATIONS IN WASHINGTON

## Updates:

- June 22, 2021: Question number 3: Added forms information for June 16 and July 23-25.

## New for the July 2021 Remote Exams

- LLLT Exam Only – Two Day Exam – July 26 & 27, 2021.** Please see question #1 below for the LLLT exam schedule. It includes increases in time for the essay and performance test sessions.
- LPO Exam Only – Performance Test Time Increased.** The LP Board increased the amount of time for the performance test to 100 minutes.
- Two Monitors for Performance Test Session – LPO & LLLT Exams.** You may use two monitors for the performance test sessions of both the LLLT and LPO exams. You can test this during the mock exam. If you don't have a second monitor, you can look into a split screen function.
- LPO Exam Only – Print the Reference Materials.** You may print PDF reference materials (P&S, Title, etc.). Please announce to the camera that you are printing the PDF and show the papers to the camera. You can test this during the mock exam. If you don't have a printer, explore the dual monitor option above or look into a split screen function.

## Remote LPO and LLLT Exam Administration

### 1. What is the schedule and format of the remote exam?

- During a remote exam, we ask that examinees not leave their seats during exam sessions if possible. Because of this, where possible, the exam will be divided into sessions of 90 minutes or less. In order to provide sufficient time to complete the exam remotely, the LP Board and LLLT Board have allotted additional time for some exam sessions. The performance test cannot be divided, so those sessions will run over 90 minutes. The exam schedules have been modified accordingly.
- The remote LPO examination will consist of three (3) test sessions administered on July 26, 2021. The exam will be administered on Pacific Daylight Time.
- The remote LLLT examination will consist of five (5) test sessions, administered on July 26 & 27, 2021. The exam will be administered on Pacific Daylight Time.
- Examinees on a standard testing schedule will receive the exam password from the WSBA via email 15 minutes prior to each exam session listed below. Examinees may begin the exam session at any time after receiving the email and up until 15 minutes after the start time of each session listed below.
- Examinees will be logged out automatically when they reach the maximum time allowed for each exam session.

### July 26 – LPO Exam Schedule:

Multiple-Choice	Essay	Lunch	Performance Test
8:30 – 10:00 am	10:30 – 11:30 am	11:30 am – 12:30 pm	12:30 pm – 2:10 pm

**July 26 & 27 – LLLT Exam Schedule:**

*Note: This is a tentative schedule pending approval by the LLLT Board on May 19, 2021.*

DATE	Family Law – Essay Session A (Essay question no. 1)	Family Law – Essay Session B (Essay question nos. 2 & 3)	LUNCH	Family Law – Performance Test
Monday, July 26	9:00 am – 9:45 am	10:00 am – 11:30 am	11:30 am – 1:00 pm	1:00 pm – 3:00 pm
	Family Law – Multiple Choice	Professional Responsibility – Multiple Choice		
Tuesday, July 27	9:00 am – 10:30 am	11:00 am – 12:30 pm		

- The schedules for examinees testing with accommodations under the Americans with Disabilities Act may differ from the schedule above.

**2. I do not want to take the July 2021 remote exam, what are my options?**

You can either transfer your application & fee to the Winter 2022 exam by emailing [admissions@wsba.org](mailto:admissions@wsba.org), or withdraw by July 9, 2021, from your online admissions account for a partial refund. Please see the [Admission Policies](#) for further information.

**3. What are some important deadlines and other dates?**

Date	Action/Deadline	Notes
June 12, 2021	Request Reasonable Accommodations	See Reasonable Accommodations below
June 12, 2021	Request Location Assistance	See Question #28
June 16, 2021	ExamSoft Registration Opens	See Question #4
June 16, 2021	Mock Exam Forms and Answers Available	From <a href="#">WSBA website</a>
July 6, 2021	Complete ExamSoft Registration and Mock Exams; Upload Mock Exams	See Question #4
July 9, 2021	Request Special Requests for Exam Room	
July 9, 2021	Submit Applicant Agreement to Testing Conditions to WSBA	
July 9, 2021	Withdraw from Exam with Partial Refund	See Question #2
July 9, 2021	Transfer Application to Winter 2022	See Question #2
July 15, 2021	Download Exam Day Files Opens	From <a href="#">ExamSoft site</a>
July 22, 2021	Download Exam Files Closes	From <a href="#">ExamSoft site</a>
July 23-25, 2021	Download Forms for Performance Test	From <a href="#">WSBA website</a>

## Testing Software

### **4. What software vendor will be used to deliver the July 2021 remote exam and what is the process for registering?**

- The July 2021 exam will be administered by ExamSoft using its Exemplify testing software.
- Examinees must download and use ExamSoft's Exemplify software with ExamID and ExamMonitor to take all portions of the exam.
- ExamSoft will contact examinees directly by email in June with instructions for registering their computer, downloading and paying for the software, downloading and taking mandatory mock exams and downloading the required exam files and videos. Examinees must complete this process by July 6, 2021.

### **5. How much does the ExamSoft software cost?**

Examinees will need to pay ExamSoft \$100 at the time of downloading the software. The ExamSoft fee is nonrefundable.

### **6. How do I take an exam with ExamID and ExamMonitor?**

Please review the following link provided by ExamSoft:

<https://ExamSoft.force.com/etcommunity/s/article/Exemplify-with-ExamID-and-ExamMonitor>

### **7. Should I be concerned that ExamSoft will have access to sensitive information such as passwords on my laptop?**

The WSBA has been assured by ExamSoft that its applications do not store and do not have access to any password information on exam-takers' devices. To learn what information ExamSoft collects and what they do with that information, see ExamSoft's Privacy Policy: <https://ExamSoft.com/privacy-policy>

### **8. Who will have access to my photo and videos of me testing and for how long?**

The collection of biometric information through ExamID and ExamMonitor is governed by ExamSoft's privacy policy, available at <https://ExamSoft.com/privacy-policy>. ExamSoft's proctoring partners are bound by this policy as well. The information is used only for the purpose of providing exam-related services to examinees, and is never sold.

Video-monitoring files and photos will be destroyed by ExamSoft, at the direction of the Washington State Bar Association, within a reasonable time after the completion of all grading or, where misconduct investigations are initiated, after resolution of any misconduct investigation. Files available to ExamSoft's proctors are anonymized and no information about the identities of the examinees is available to the proctors. Examinees will find ExamSoft's terms of use here: <https://ExamSoft.com/terms-of-use>. WSBA staff who have a need to review the files also have access.

### **9. Will I be able to test and familiarize myself with the exam software prior to the exam?**

- Yes, examinees will be required to take a minimum of two mock exams after registering with Examsoft. For more information, please review registration information at <https://bar.examsoft.com/registration/>
- Examinees are encouraged to spend as much time as available using the mock exams to familiarize themselves with the experience of taking the exam remotely, including confirming that the computer they will use for the exam meets the recommended system requirements.
- The mock exams will provide examinees the opportunity to learn how to use the software, prepare for the exam, practice uploading files, and reduce any chance of problems on exam day.

## Technology Requirements

### 10. What are the computer requirements for the remote exam?

Examinees must take the examination on a computer that meets ExamSoft’s minimum system requirements specified for Exemplify software with ExamID and ExamMonitor enabled and use a functional webcam and microphone during testing.

- WSBA recommends that examinees comply with ExamSoft’s **recommended system requirements**, rather than the minimum system requirements.
- An additional, external monitor (i.e. dual monitor) connected to a laptop or desk top is **not** permitted. However, examinees are permitted to use an external monitor. If using an external monitor, examinees must also use an external webcam that is positioned at the top center of the external monitor.

### 11. How does the internet connection work? Do I need an internet connection for the entire exam?

An active internet connection is required at the beginning of each session and at the end of the exam, but not while taking the exam. Examinees need an active internet connection when they login for each session. When the exam launches, the platform disables any Wi-Fi/internet connection. When completed with the exam, examinees will need an active internet connection to upload their exam and video-monitoring files to ExamSoft.

### 12. How do I find ExamSoft’s Minimum System Requirements for my computer?

You can find information about the recommended and minimum system requirements (MSR) at –

- Mac: <https://ExamSoft.com/resources/exemplify-minimum-system-requirements#mac>
- Windows: <https://ExamSoft.com/resources/exemplify-minimum-system-requirements#windows>
  - As of March 10, 2021 the Exemplify MSR have been updated with higher requirements for hard drive space and internet speed.
  - Be sure to refer to the requirements for exams with ExamID and ExamMonitor enabled.

### 13. What should I do if my computer’s operating system does not meet the minimum system requirements?

Upgrade your machine to the latest OS and other minimum system requirements **prior to installing Exemplify:**

- Follow your manufacturer’s instructions on how to complete an upgrade to your operating system and hardware. ExamSoft is not able to assist with this update.
- After your update is complete, you can download Exemplify and register.

**14. Can I use my desktop computer?**

Yes, if you have a camera and microphone. If the desktop computer does not have a built-in camera and microphone, you will need to configure the setup of an external camera and microphone during the first mock exam.

**15. Do I need to disable my antivirus software before taking the exam?**

Please review ExamSoft’s webpage regarding Anti-Virus Software:

<https://ExamSoft.force.com/etcommunity/s/article/Disabling-Anti-Virus-Software>

**16. Will technical support be available during exam sessions?**

Yes. Examinees will be provided with instructions on how to contact ExamSoft during exam sessions.

## Features of the Exam Software

**17. What features will be enabled in the testing software?**

On the Essay and Performance tests, examinees will be able to:

- View the question, response, and virtual scrap paper on the screen at the same time. Examinees will also be able to open the performance test library attachments in a separate window and view both the attachments and the exam response on the screen simultaneously;
- Highlight the text of questions;
- Use the virtual scrap paper, or “Notes” feature, for each Essay question and Performance test to take notes and outline responses. This feature also allows examinees to ‘cut and paste’ text between the virtual scrap paper and the question or item response;
- Use the spell-check, highlighters, and “find and replace” features in your answers;
- Do backward navigation;
- Get a missing answer reminder;
- Use the question number list to select a question;
- Receive a 5-minute alarm notification before the exam session is over; and
- Cut/Copy/Paste (notes and answer text only).

On the Multiple-Choice test, examinees will be able to:

- Highlight within the text of each question;
- Strike-out particular multiple-choice answers to eliminate incorrect answers as questions are considered. Please note that examinees must actually select an answer (and not just strike through purported incorrect answers) in order to receive credit for a correct answer; strike-outs are not recorded;
- Navigate forward and backward between questions, as well as skip and/or return to unanswered questions during each exam session;
- Flag multiple-choice questions to return to for further consideration during that exam session; and
- Use the virtual scratch paper throughout the Multiple-Choice session.

Examplify will save and back up your work every minute during the exam sessions.

**18. Will scratch paper be available during the exam?**

Digital scratch paper will be available during all parts of the exam and will be limited to approximately 70,000 characters, which is more than the two pages of physical scratch paper allowed at our in-person exams. Only digital scratch paper is permitted during the essay and multiple-choice sessions.

Examinees may use paper scratch paper during the performance test sessions. Any blank paper may be used as scratch paper during the performance test sessions. Examinees must hold the paper up at the beginning of the performance test session to show the paper is blank. Examinees are required to shred the scratch paper after the performance exam session.

**19. Will I have to wait until the exam and monitoring files upload before starting the next session?**

No. Once the exam session is complete and your device reconnects to the internet, your exam and video monitoring files may begin to upload automatically. If the files are not fully uploaded before the start of the next session, the upload will pause and will resume once an internet connection is re-established after the exam is completed.

## Testing Conditions

**20. Is the exam open book?**

No. Examinees are not permitted the use of unauthorized materials or equipment during the administration of the exam, including electronic equipment, notes, study aids/materials, or books. Examinees are expected, as future officers of the Court, to follow the rules of conduct governing the administration of the exam. Violation of exam rules will result in a disqualification and may result in a character and fitness investigation.

**21. Where should I take the exam?**

Examinees may take the remote exam at the location of their choice so long as examinees are alone in the room where they will be taking the exam and have an internet connection.

**22. What are the required testing conditions?**

- Examinees must be alone and in a distraction-free environment while taking the exam;
- Examinees should sit in a well-lit room to provide adequate lighting for the photo and recording during the exam sessions;
- Diplomas, photographs, or other items that personally identify examinees should not be visible to examinee webcams during the exam sessions;
- Examinees must have internet connection at the beginning of each exam session to retrieve the password and take a photo; please review the “Technology Requirements” section for additional information;
- The photo taken as part of the ExamID at the beginning of each testing session must reflect an image that matches the photo from your mock exam. If you need to wear glasses during the exam, please make sure your baseline photo has glasses worn. If possible, take the baseline photo in the same location as you will be taking the exam;

- No pets are allowed in the exam room except for service animals; and
- Please review ExamSoft's [Exam Day Guide for Exam Takers](#).

### 23. What can I have in the exam room near me?

- Snacks and non-alcoholic beverages in clear plastic containers, with no labels or printing on them. (you should have a secure lid on any beverages, as you will not be given extra time if the beverage spills);
- Laptop or computer and any keyboard, mouse, camera, or microphone used for taking the exam;
- Because the performance test sessions are not secured by the Exemplify software, you may use two monitors for the performance test session only, of both the LLLT and LPO exams. You can test this during the mock exam. If you don't have a second monitor, look into a split screen function.
- LPO Exam Only: Because the performance test sessions are not secured by the Exemplify software, you may print the PDF reference materials (P&S, Title, etc.). Please announce to the camera that you are printing the PDF and show the papers to the camera. You can test this during the mock exam. If you don't have a printer, explore the dual monitor option above or look into a split screen function.
- Cell phone, which must be turned off and out of arms reach in the room you are testing in, unless a technology issue occurs during the examination, in which case you may retrieve a cell phone from outside the testing area to use to contact **ExamSoft technical support at (888)-816-3065**. You may leave the testing area to retrieve the cell phone for this purpose. You must use the cell phone in front of your computer. Once the support call is completed, you must turn off your phone and remove it from arm's reach;
- Lumbar support or seat cushion, foot stool or other physical support devices;
- Scratch paper exception for performance test items only. For the performance test item only, you may use blank paper, lined or unlined, and non-digital pens or non-mechanical pencils. You must remove the scratch paper and writing utensils from the testing room following the performance examination sessions. You must show your scratch paper to the camera. The use of scratch paper or writing utensils during any other portion of the examination is NOT permitted unless an accommodation has been granted by the WSBA as a part of a non-standard testing accommodation request;
- A cooling pad, if necessary, for your laptop;
- Medication, personal feminine products, medical devices (e.g. glucose monitor, breast pumps, etc.);
- Utility devices such as fans, heaters or white noise machines that do not interfere with the audio recording during the exam. Other items only if a special request is granted; see Special Requests section below; and
- Ear plugs are permitted – must be individual, un-corded, disposable, foam, ear plugs. No lanyards or corded ear plugs are permitted. You must show your earplugs to the camera before each exam session. See question #24.

### 24. What items are prohibited in the testing room?

Absent a specific and pre-approved accommodation or special request, you may **NOT** have:

- Any electronic device, including but not limited to, fitness trackers, watches, headsets, headphones, radios, stereos, clocks, or anything digital, programmable, Bluetooth/internet capable, or anything other than the items listed in question #23;
- Video/audio recording devices of any kind other than items listed in question #23;

- Backpacks, bags, purses, tote bags, briefcases, laptop cases, sleeves, or shells;
- Headset, headphones, or earbuds of any kind;
- Scarves, hats, hoodies, or anything covering your head, face, and ears (except for items approved in advance, such as religious head coverings and hearing aids); however, if you are testing in a location that will require you to wear a mask, you may do so. You will need to remove briefly any mask for the photo at the start of each session;
- Paper of any kind, except for the performance test if using scratch paper, see question #18;
- Writing instrument of any kind, except for writing utensil allowed for the performance test when using scratch paper;
- Highlighters, pens, pencils, book holders or stands, erasers, pencil sharpeners, pencil grips (other than the permitted non-digital pen or pencil Examinees may use during the performance test sessions only, as outlined above);
- An additional, external monitor (i.e., dual monitor) connected to a laptop or desktop is NOT permitted during the essay and multiple choice sessions. Exemplify is secure during those sessions and does **NOT** support dual monitors;
- Reference materials, bar review materials, notes of any kind; and,
- Any items within your reach other than items listed in question #23.

**25. What do I do if I have to leave my seat to go to the bathroom or attend to an urgent matter during the exam session?**

Should an urgent situation occur that requires an examinee to leave their seat during an exam session, the examinee must announce the fact and nature of the emergency to the camera before leaving their seat. The examinee will not be provided additional time to complete the exam under these circumstances.

**26. Can I move/stretch during the exam session?**

Yes, you should feel free to move normally and stretch during an exam session. If you need to stand to stretch, you should announce that you are stretching.

**27. Can I leave the testing area during the breaks between sessions?**

Yes. During breaks, you are free to move around and leave the testing area. You are not being recorded when Exemplify is not running on your computer.

**28. I don't have reliable internet or a quiet place to take the exam; will WSBA provide a location for me to take the exam?**

- Yes, per the [Washington Supreme Court order](#), the WSBA will provide examinees who do not have a reliable internet connection or a suitable place for taking an exam with location assistance in Washington as needed to take an examination using remote testing software.
- Examinees in need of location assistance must submit a request for location assistance describing your circumstances by June 12, 2021, by submitting a "special request" located on the bottom right of your online application dashboard.
- The exam will still be taken as a remote exam using ExamSoft's software. Sites for location assistance will be determined after the deadline for receiving requests.

**29. I am not in Washington State or I live in a different country; will I be able to take the remote exam?**

Because the exam will be administered remotely, examinees may take the exam in any location with internet access; however, examinees must take the exam during U.S. Pacific Daylight Time. If you are able to pay, download, register and complete the mock exams with ExamSoft, there should not be an issue with taking the remote exam in a foreign jurisdiction.

**30. Is handwriting still permitted for the LPO and LLLT Examinations?**

No. Handwriting is not permitted on the remote exam. If you want to take the July 2021 remote exam, you will be required to take it using a computer. If you have a disability that prevents you from using a computer, then you must submit a reasonable accommodations request; see question #36.

## Remote Proctoring

**31. How does ExamID work**

ExamID authenticates the identity of examinees to insure that the person taking the exam is the person who registered for the exam. Examinees can find more information about ExamID here:

<https://ExamSoft.com/solutions/id-verification>

**32. Are the exam graders reviewing the exam photos and monitoring files?**

No. The multiple choice are graded electronically. The Limited Practice Officer Board and the Limited License Legal Technician Board will not have access to the photos or the monitoring files. As with all past bar exams, the identity of the examinee is not known to the exam graders.

**33. How does the software confirm my identity? What happens if the examination software does not recognize my face?**

The software will compare a photo taken prior to the start of each session with a baseline photo taken during mock exams. For the bar exam, ExamSoft is using “Deferred ID”. This allows the examinee to have complete control over which photo to submit and can override any suggestions by the software for a better picture. The software does not notify examinees of the identity confirmation results. With “Deferred ID”, the software will not prevent any examinee from taking the exam due to identity confirmation issues. Exam administrators will review and resolve any identity issues noted by the software after the exam. Examinees will be contacted about identity issues only if there is some question about their identity that cannot be resolved by staff comparison of the photos.

**34. How does the ExamMonitor software work during the exam sessions?**

The ExamMonitor software will record the examinee and the examinee’s screen during the entire session. [ExamSoft’s artificial intelligence \(AI\) program](#) will be applied to the recordings after the monitoring files have been uploaded to ExamSoft. Certain behaviors by the examinee will cause the software to flag that point in the recording for review after the exam. The same behaviors that might cause a proctor to more closely scrutinize an examinee during an in-person exam are the behaviors that would cause the software to flag the recording. Because the flags are applied to the recordings after the exam, examinees will not be delayed in

starting the exam sessions and will not be interrupted during the exam sessions. All flags not resolved by ExamSoft's proctors will be reviewed by WSBA staff after the exam and most of them will be found to be benign behavior. Examinees will be contacted about flags only if there is some question about their behavior during an exam session. [Please review ExamMonitor's Exam Day Guide for Exam Takers.](#)

## Reasonable Accommodations Due to a Disability for Remote Exam

**35. If I have been granted extra testing time for the exam as a reasonable accommodation, will I be required to go to an exam site?**

No, the exam will still be administered remotely when an accommodation solely for extra testing time has been granted. ExamSoft will set the extra testing time that you have been granted.

**36. If I have a disability that prevents me from using a computer, may I handwrite the exam?**

You should submit a request for reasonable accommodations for evaluation. Other accommodations may be granted such as providing a scribe to enter your answers into the computer.

## Special Requests for Remote Exam

**37. If I have been provided a location at which to take the exam, will I be given paper exam materials?**

No, the exam will still be administered remotely when location assistance alone is provided to the examinee.

**38. If I have been granted the ability to wear religious or other headwear during the exam, will I be required to go to an exam site?**

No, the exam will still be administered remotely when permission to wear religious headwear alone is granted to the examinee.

## Post Exam Questions

**39. What is the deadline for uploading exam files and video monitoring files?**

You must upload your exam files and video monitoring files by July 30, 2021 at 11:59:59 PDT.

**40. How do I verify that my exam files and ExamMonitor files have uploaded?**

The dashboard will list the status of the exam "Completed". Otherwise, it will say "Pending Upload". Please review the instructions: <https://ExamSoft.force.com/etcommunity/s/article/Confirming-your-Video-Upload-Files-with-ExamMonitor>

**41. When will exam results be released?**

The exam results will be posted to examinees' online accounts on Friday, September 10, 2021 at 8 a.m. PDT.

**42. Will future examinations be administered remotely?**

The WSBA and the Washington Supreme Court will continue to monitor plans for future exam administrations to determine the safest and most effective and efficient exam administrations