![ISCA — Institute of Singapore Chartered Accountants logo]

ISCA Professional Qualifications Computer-Based Exam (CBE) Examplify User Guide

Updated as of November 2021

Table of Contents

Table of Contents

ISCA reserves the right to amend this User Guide with or without notice to you
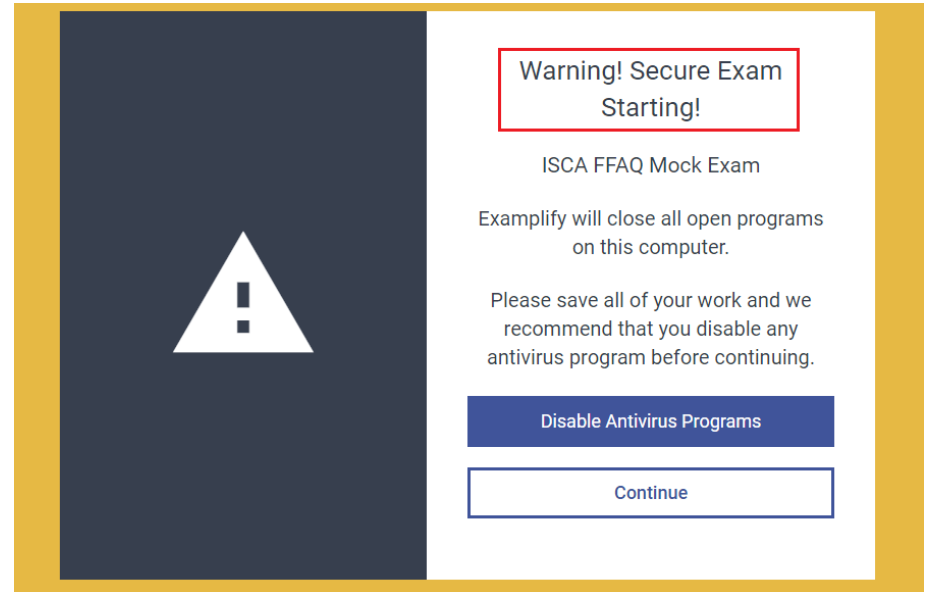
Key features of Examplify

Key features of Examplify

1. Secured lockdown environment – unable to access device's hard drive and internet

2. [Autosave exam answers every 60 seconds](#) in encrypted file on local drive *(C:\ProgramData\Examplify\ST Backups)*

3. All activity conducted during the exam will be logged. We may review this information at any time for audit purposes to verify exam integrity.

Warning! Secure Exam Starting!

ISCA FFAQ Mock Exam

Examplify will close all open programs on this computer.

Please save all of your work and we recommend that you disable any antivirus program before continuing.

Disable Antivirus Programs

Continue

Exam Settings

Secure

Minimum system requirements

Examplify: Minimum system requirements (MSR)

Source: https://examsoft.com/resources/examplify-minimum-system-requirements

1. Candidates downloading the test-taking software, Examplify, should review these MSRs to ensure their devices are supported

2. Examplify works with most modern computers, both Mac and Windows operating systems

3. See requirements by platform below:

a. Windows

b. [Mac](Mac)

c. iPad[1]

4. For [instructions on how to check your computer's specifications, click here](instructions)

5. Examplify will perform a system check when you open Examplify and display a warning message if your device does not comply with MSR. You are strongly encouraged to follow the instructions on the displayed message and upgrade your device

Note

[1] *iPad support is currently not enabled for our institution.*

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Examplify: MSR - Windows

Source: https://examsoft.com/resources/examplify-minimum-system-requirements

1. Operating System: 32-bit and 64-bit versions of Windows 10 and Windows 11

2. **Alternate versions of Windows 10, such as Windows RT and Windows 10 S, are NOT supported at this time**

3. *If you are using a Microsoft Surface device, [please read this article](#) for important instructions on Windows 10 "S mode" versus the standard Windows 10. S mode is **not** compatible with Examplify*

4. Only genuine versions of Windows Operating Systems are supported

5. The versions of Windows 10 certified for use are 20H2, 21H1, 21H2, and Windows 11 21H2

6. The English (United States) Language Pack must be installed

7. ExamSoft does not support tablet devices other than Surface Pro as detailed above

8. CPU Processor: Non-ARM based processor supported by your operating system

9. RAM: 4GB of usable RAM or higher

10. Hard drive: 4GB or higher of available space

11. For on-site support, and in order to back up the answer files to a USB drive, a working USB port is required. (Newer devices may require an adaptor.)

12. For technical troubleshooting, account passwords including BitLocker keys, may be required

13. Internet connection for download, registration, exam download, upload and some exam features

14. Examplify cannot be run within virtualized environments or environments that require persistent network (local or otherwise) connections during secure exams. This includes, but is not limited to, VMWare, Parallels, Citrix workspace, virtual disks, streamed images, et.

15. Screen resolution should be at least 1280 x 768. Scaling should be set to 100%

Examplify: MSR - Mac

Source: https://examsoft.com/resources/examplify-minimum-system-requirements

1. Catalina, Big Sur, and Monterey.
2. For a better experience, we recommend that you take your exam on the same OS version that you have completed a recent successful mock exam.
3. Only genuine versions of Mac operating systems are supported
4. CPU: Intel or M1 processor. Devices using Apple's M1 processor and Apple Rosetta 2 are supported. To learn more, click here
5. RAM: 4GB or higher
6. Hard Drive: 4GB or higher available space
7. For on-site support, and in order to back-up the answer files to a USB drive, a working USB port is required (Newer devices may require an adapter)
8. For technical troubleshooting, account passwords including device passwords may be required
9. Server version of Mac OS X is not supported
10. Examplify is not compatible with virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environments
11. Internet connection is required for download, registration, exam download and upload
12. Examplify is not compatible within virtualized environments or environments that require persistent network (local or otherwise) connections during secure exams. This includes, but is not limited to, VMWare, Parallels, Citrix workspace, virtual disks, streamed images, etc
13. Screen resolution should be at least 1280 x 768. Scaling should be set to 100%

Examplify: MSR – iPads[1]

Source: https://examsoft.com/resources/examplify-minimum-system-requirements

1. Hardware Requirements: iPad 5+, iPad Air 2+, iPad Mini 4+, iPad Pro
2. Operating Systems: iPadOS 13, iPadOS 14, and iPadOS 15 (Only officially approved Apple versions of iPadOS are supported)
3. 500 MB of free space required to commence an exam
4. iPad must not be modified (e.g. Jailbroken)
5. Internet connection for download, registration, exam download and upload
6. In order to take an exam using an iPad, your institution must first enable iPad support. Please contact your institution if you are unsure whether they have enabled iPad support

Note
[1] *iPad support is currently not enabled for our institution.*

Before exam :
What you should do

Check your devices' specifications

1. Right-Click the Windows button on the bottom left of the screen
2. Click "**System**" for listing system information
3. Examplify will display a warning message if your device does not comply with the
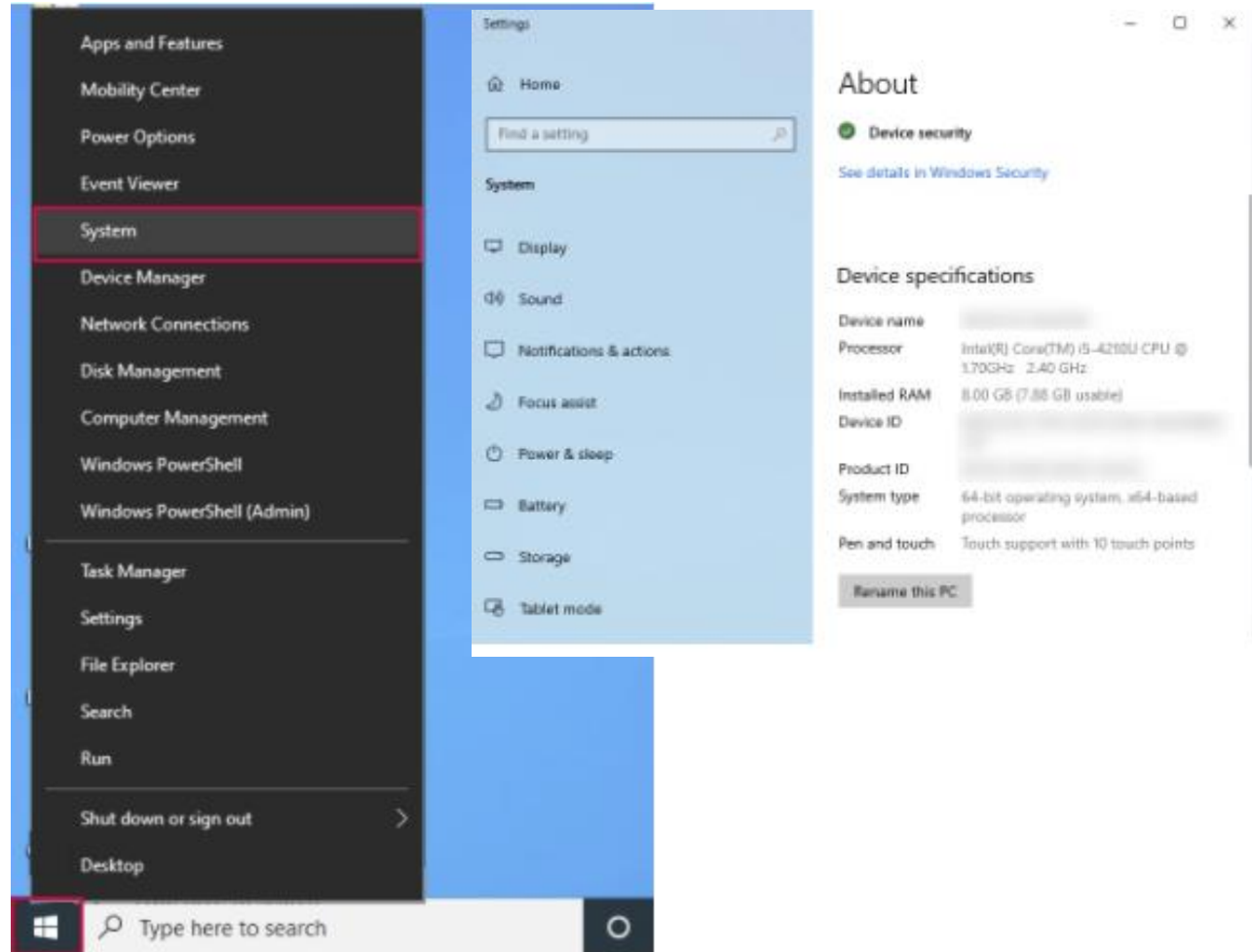
Install Examplify - one-time set up

1. Prepare your own personal device for installing Examplify
   Note: Candidates are highly recommended to use their personal devices to install Examplify for exam as office issued devices may require administrator's rights to install new software application and perform other task such as disable the anti-virus software

2. Check your device installed with Examplify is set to current date and time

3. Download Examplify via the following links:

a. [Examplify Windows Installer](#)

b. [Examplify Mac OS X Installer](#)

4. Double-click on the **.exe file** in either the **Downloads** folder or from where you choose to save the file

5. Follow the on-screen instructions within the Examplify installer wizard

Register Examplify - one-time set up

1. Connect to internet and launch the Examplify after installation
2. Read through and accept Software License Agreement
   Note: This is required for first time registration
3. Enter the following information
a. Institution ID: Type in "(isca)" or our Institute's name partially, and look for "Institute of Singapore Chartered Accountants - APAC (ISCA)" that will appear in the drop-down list. Select it and can click "Next"

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Examplify registration - one-time set up
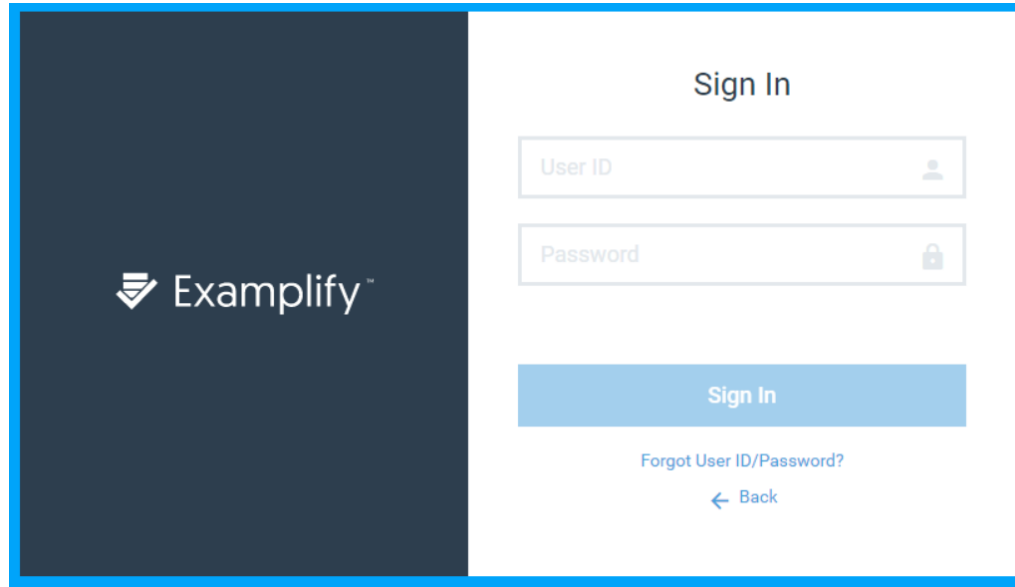
b.   ExamSoft Login ID and Password: Refer to "Your Profile" by logging into your Professional Qualifications Portal

Examplify registration - one-time set up

4. Click "Sign in" to complete registration

Change Password

1. Go to https://apac.examsoft.com/GKWeb/login/isca
2. Log into your account under the Exam Takers section

3. Click "My Account" from ⚙ that can be found on the top right corner of the "ExamSoft" bar

Change Password

4. Fill in your "New Password" and "Verify Password" fields and click   **Update Information**

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Download exam question file

1. Connect to internet for downloading the actual exam question file that will be sent to you via your registered email before the exam day
    *Note: Actual exam question is limited to only **ONE** download. The screenshot below is only an example for demo purposes. Exam venue Wi-Fi password will be provided on exam day*

2. Select exam question file from the list on the left pane and click **Download Exam**
    Note: Candidates will receive the following type of email notification before exam:
    a. *When the exam question file is ready to download*

Other best practices

1. Attempt Mock Exam and Practice questions to familiarise with Examplify
   Note: Mock Exam and Practice questions, and answers are available for multiple downloading and uploading respectively
2. Charge your device battery to full and bring your own charger to the exam hall
3. Scan your device with anti-virus software to ensure device is virus free
4. Complete Windows Update
5. Bring your device that is installed with Examplify to the exam hall

Recommend to do the following on eve of exam day:

6. Disable **ALL** [antivirus software](#) prior to launching Examplify
   Note: Certain antivirus software may block Examplify from starting properly or can affect Examplify's performance during exams
7. Disable "Windows Update"
8. Disable 'Auto-Sleep' mode on your devices
   Note: Once the device goes into 'sleep' mode, you will be logged out from Examplify

Recommend to do the following on exam day:

9. Arrive at the exam venue at least 30 minutes early for identity verification and admission into assigned exam hall
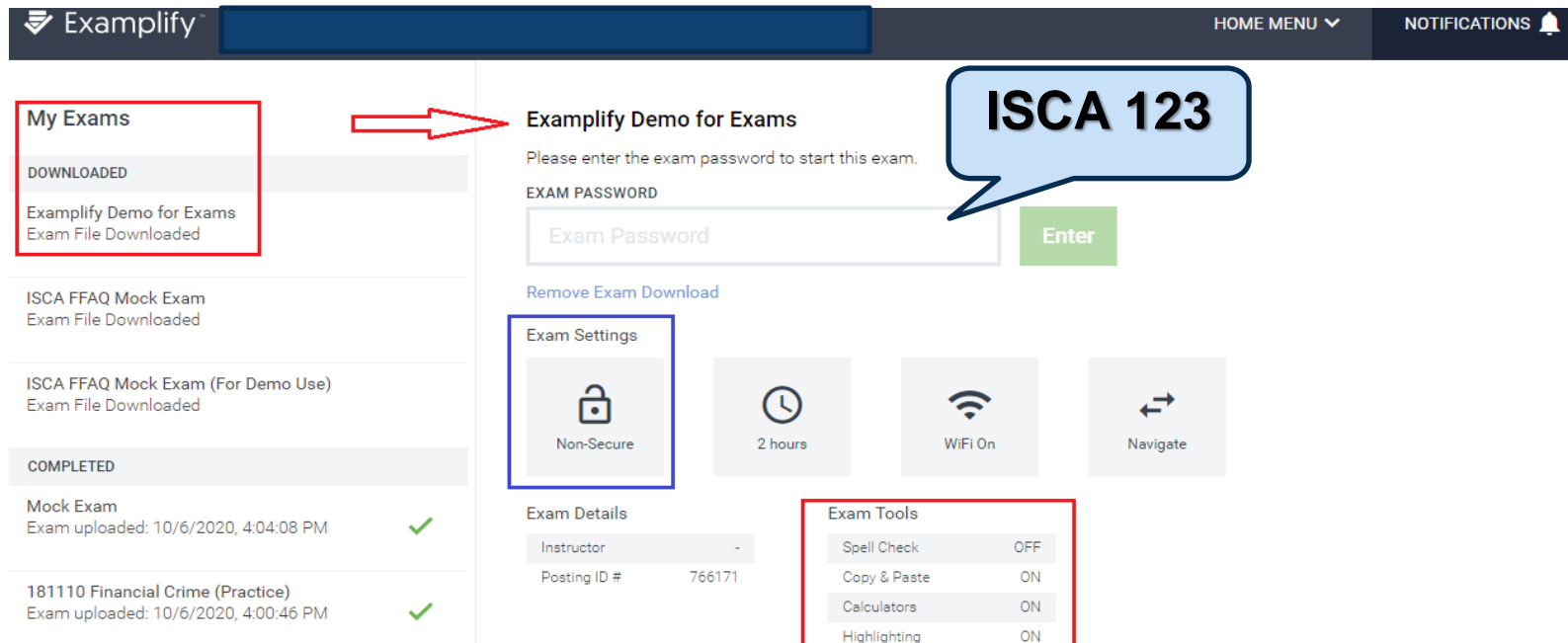10. Close **ALL** Microsoft Office software applications, save and close other files

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**During exam:
How to complete
exam questions**

Select downloaded exam question file

1. Select the encrypted exam question file that has been downloaded early onto your device
2. Input "Exam Password" that will only be released by the invigilator when he/she announces to start the exam and click **Enter**

Note:

a. *During actual exam day, exam setting will be set as "Secure" (see blue box)*

b. *Password is case-sensitive, and will need to be entered exactly as shown*

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Start exam

1. After entering the "Exam Password", you will see this screen <u>if you have open applications and files</u>
2. The exam is to be attempted under a secured environment ("Lockdown") - **no access** to internet and your local drives
3. You will be asked to close any Microsoft Office and/or other applications and/or working files before starting the exam.
4. Please save any working files first and select "Ok, I will close the programs"
5. Alternatively, if you choose "Continue and close for me" , Examplify will close the applications and files for you without saving them

Action Recommended

We recommend closing the following programs before entering the exam to avoid losing any work.

Microsoft Excel
Microsoft Outlook
Microsoft Powerpoint
Microsoft Word

Ok, I will close the programs

Continue and close for me

ISCA INSTITUTE OF SINGAPORE CHARTERED ACCOUNTANTS
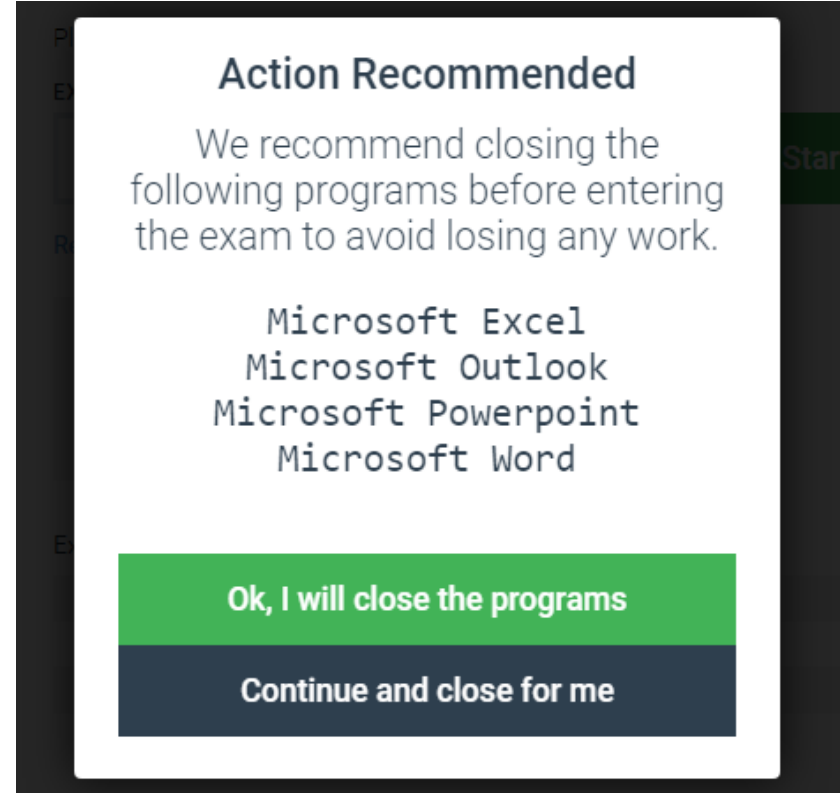
Start exam

6. After entering the "Exam Password", you will come to the following screen <u>if you do not have any open software applications and/or files</u>

7. Click [Continue] to proceed to attempt the exam
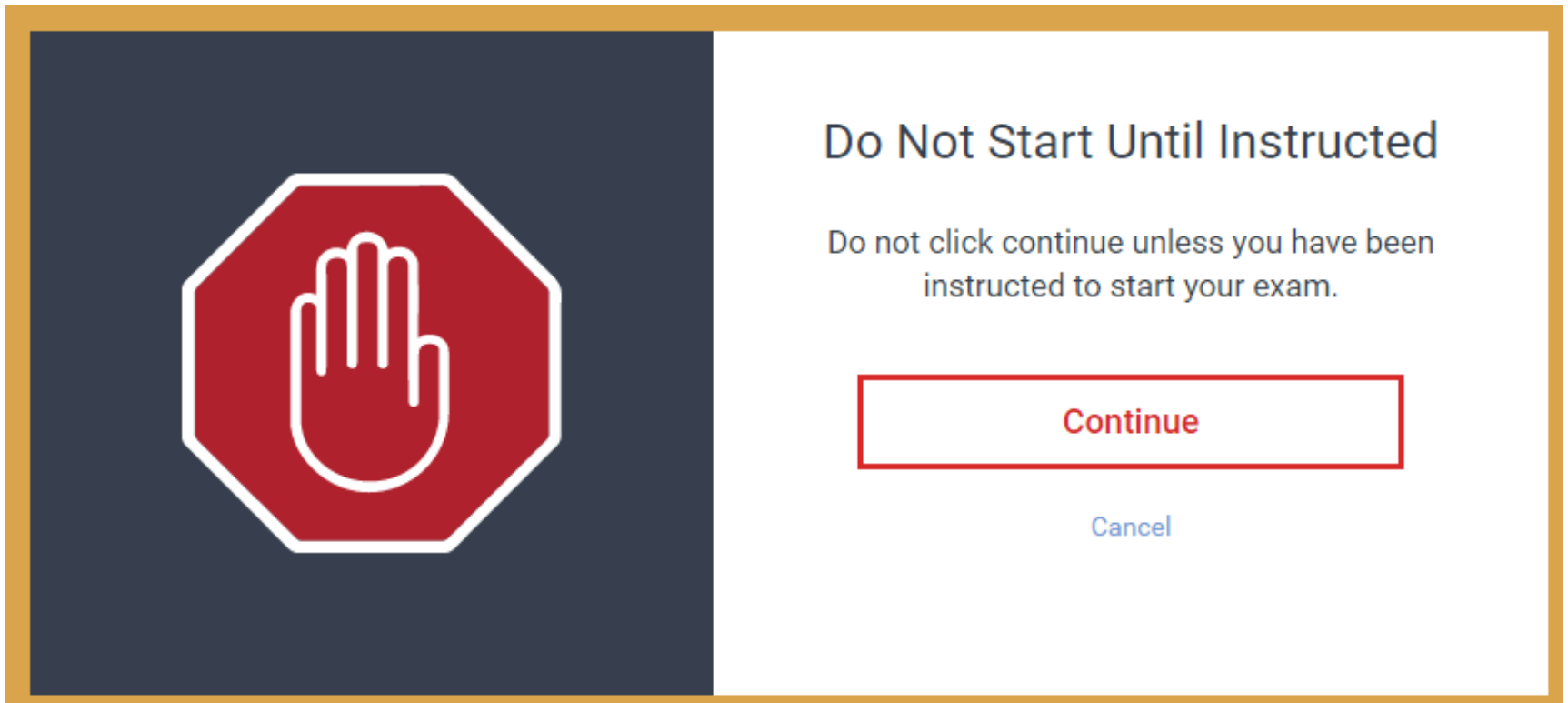
Start exam

8. Tick ☑ I am authorized to start my exam. and click [**Start Exam**]

Return To Waiting

If you have not been instructed to start your exam, please go back to the previous page.

Go Back
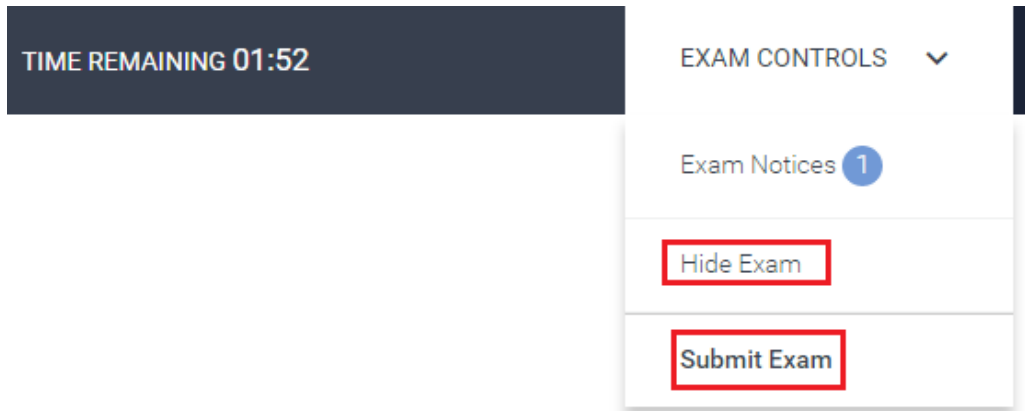
Start Exam

By clicking the Start Exam button, you will be directed to your exam.

☑ I am authorized to start my exam.

Start Exam

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Attempt exam question

1. At the top-right hand corner, you will see **EXAM CONTROLS** ∨ that shows the following options:

TIME REMAINING 01:52

EXAM CONTROLS ∨

Exam Notices 1

Hide Exam

Submit Exam

a. Hide exam: Exam will be hidden - Select this option when you go for toilet breaks and click **Resume** when you return to your seat to continue completing the exam
   Note: Exam timer will still be running, no extra timing will be given for toilet breaks

Examplify™

Exam Hidden

Click Resume to continue.

Resume

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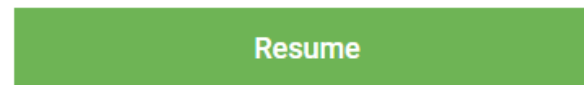
Attempt exam question

b. Submit exam: Only select this when you have attempted **ALL** the questions before the exam timer is up

c. If you see the following screen after clicking Submit Exam click Return To Exam to continue to complete the unanswered question(s)

Note: ***DO NOT*** *click* CLOSE EXAM

Do raise you hand and check with the invigilator if you are unsure of the next step when you encounter the following warning message during exam.

Exam Incomplete

You haven't answered all the questions.
Are you sure you want to close the
exam?

Return To Exam

CLOSE EXAM ✕
l" monopolies

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Attempt exam question

2. On the top bar, there is a 'Filter" function that can help you to filter to check for answered/unanswered/flagged questions

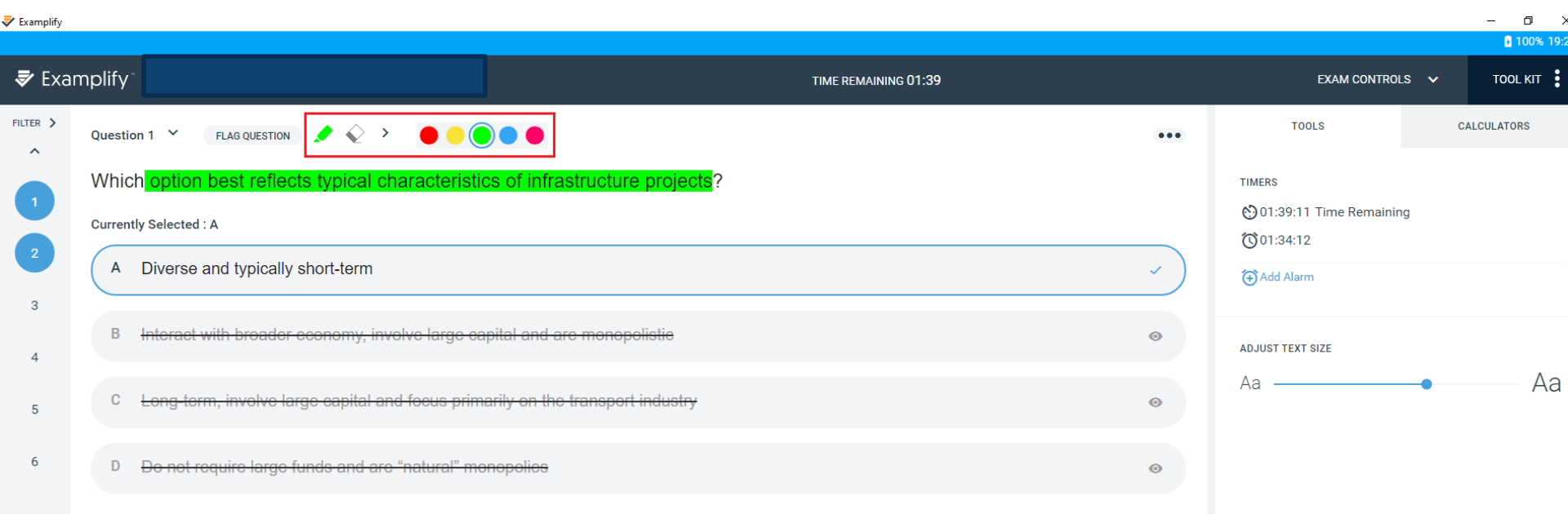| Click on the top left-hand corner to filter for unanswered questions	Click on "Unanswered" and the unanswered questions will be listed out with unfilled circle	Answered questions will have blue filled circle
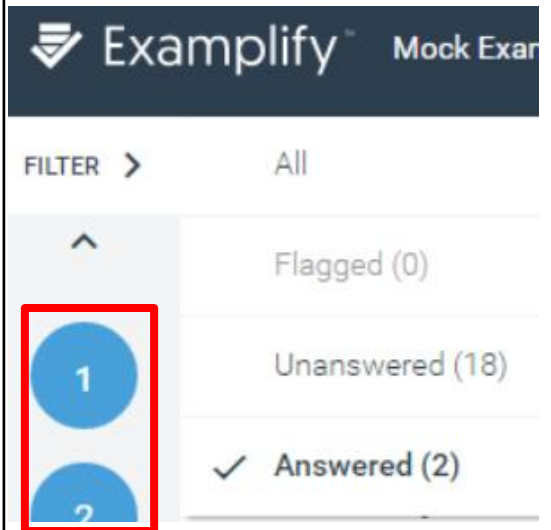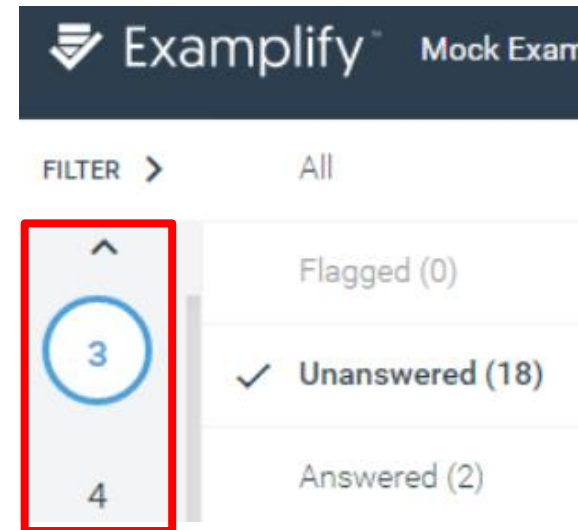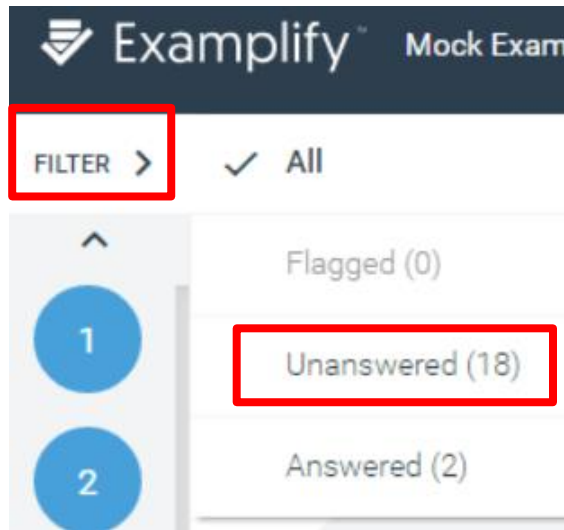
Attempt exam question

3. On the top right corner, there is a `TOOL KIT ⋮` where you could use **optional** tools such as highlighter, set alarm, view remaining exam timing and adjust text size

a. **Tools-Highlighter** 🖊 : Select your preferred colour to highlight the question

b. **Eraser** ^{new} ◇ : Use eraser to remove highlighter

Attempt exam question

c. **Tools-Timer:** Set a reminder alarm to appear at a specific time during exam

1) Select ⏰ Add Alarm

2) Within the popup window, you will be able to set an alarm ⦿ Before end of time or ⦿ From this point in time . You may add 2 alarms to run at the same time.

3) Click **Create Alarm** to activate the alarm.
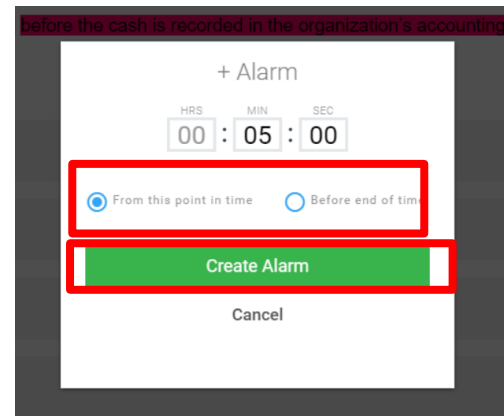
TIMERS

⏱ 00:17:37 Time Remaining

⏰ 00:03:47 Edit Alarm

⏰ 00:12:37

⏰ Add Alarm

+ Alarm

HRS	MIN	SEC
00	05	00

⦿ From this point in time   ○ Before end of time

Create Alarm

Cancel

d. **Tools-Adjust text size**: Adjust the text size of the questions

ADJUST TEXT SIZE

Aa ———●——— Aa

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Attempt exam question

e. **Calculator:** Use the "Calculator" function if you need to perform any calculations during the exam
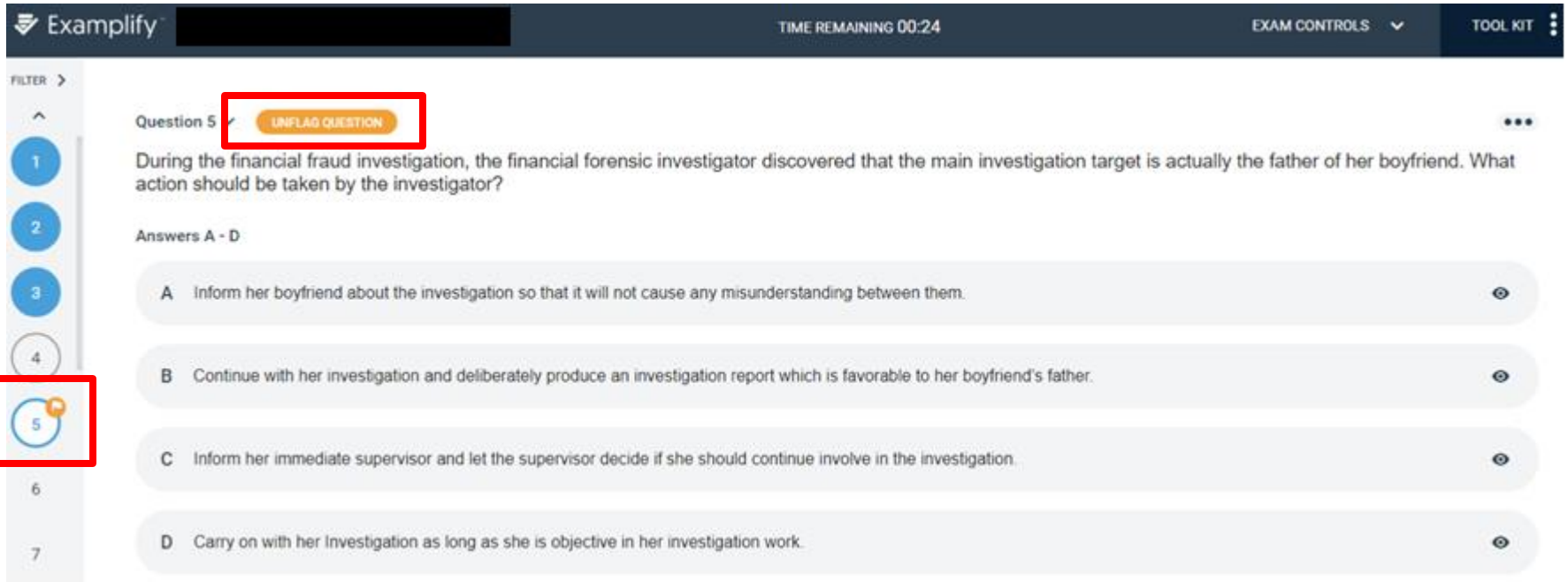
Attempt exam question

4. Click [FLAG QUESTION] beside the question number: This is useful for exam takers who wish to check and confirm the correct answer has been selected before submitting the exam

Note: On the left-hand side and bottom-left corner of the screen, you will see the question number that corresponds to each question

Attempt exam question

5. The flagged question will show [UNFLAG QUESTION] with a 🚩 appears next to question number in circle

6. Click [UNFLAG QUESTION] to unflag the question

Attempt exam question

7. Click **Previous** or **Next** to navigate through different questions

Attempt exam question

Multiple-Choice Question (MCQ)

8. Select the correct answer by clicking on the answer choice itself **IMPORTANT**
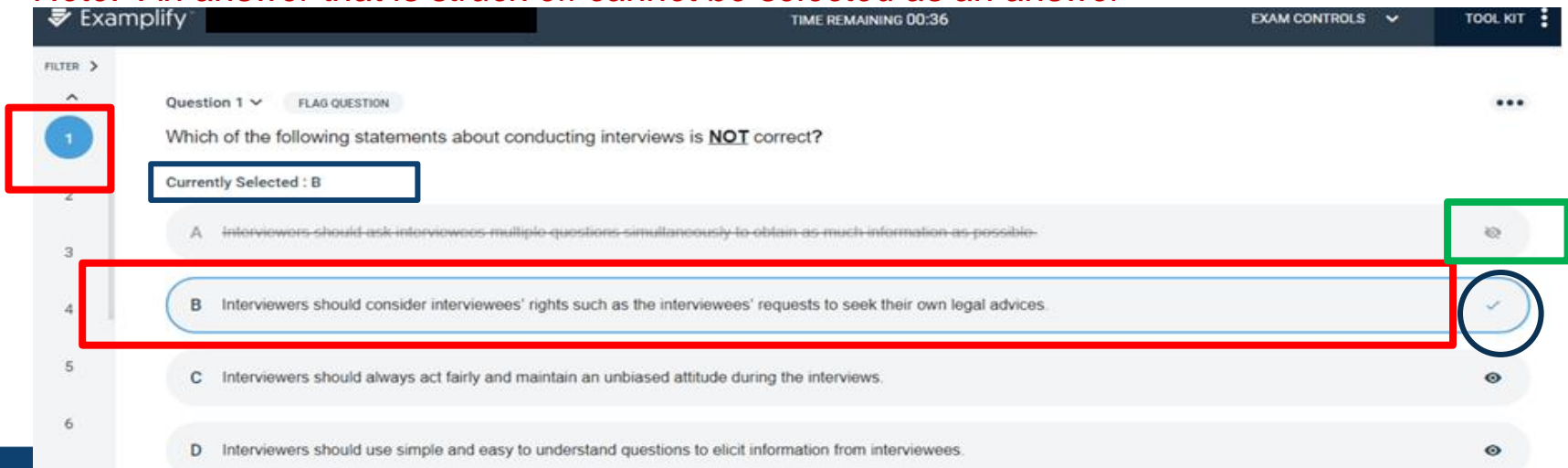
    Note: Once you have selected the answer, a <u>BLUE TICK</u> ✓ on the right-hand side will be shown. and the question number in circle will turn into <u>BLUE.</u> Your selected answer will also be indicated above the answer choices. E.g. Currently Selected: B

9. Click   👁   on each answer choice if you want to strike-off the choices to help you arrive at a correct answer.

    Note: This feature is optional. Please note that by clicking   👁   does not mean you have selected an answer choice

10. Click 👁 again to remove the strike off

    Note: An answer that is struck off cannot be selected as an answer

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Attempt exam question

Multiple-response question (MRQ)

11. Select **more than ONE correct** answer if you decided there could be more than one correct answer

Note: The question will state "There may be more than one answer for this question". Similarly, you will also see a blue tick ✓ *on the correct answer choices that you have selected, and these will be reflected above the answer choices. E.g. Currently Selected: A, C*

Attempt exam question

Short answer question

12. Type your answer in the space provided (see ⟹)

Note: Please take of the maximum character =100,000 and character counter shown above the formatting command buttons Essay Answer 📄 **152** /100000 characters

13. Format your text if you want to (optional). You are strongly encouraged to use **font size 12 point** for the exam

Attempt exam question

<u>Short answer question</u>

14. There is **NO** feature for insertion of tables

15. If you need to include a table, type the data and insert necessary spaces in between the words so that it will show in a table format

---

Examplify   TIME REMAINING 00:40

FILTER >

Question 3 ∨   FLAG QUESTION

Discuss the key considerations between choosing a single-stage or two-stage tender process.

Essay Answer   📄 158 /100000 characters

| Arial | 12pt | B U I x² x₂ | Ω | ✂ | ≡ |

	Column A	**Column B**
1111	TTTT	UUUU
2222	ZZZZ	WWWW
3333	XXXXX	YYYY

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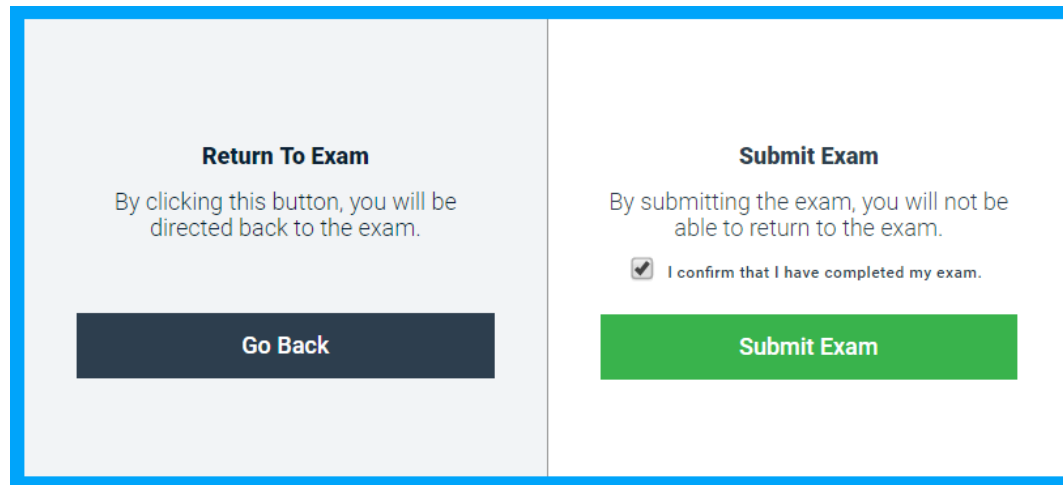
End of exam: How to submit completed exam answer file

Submit exam answer file

Option 1: Before the exam timer ends

1. Check by clicking FILTER > to ensure you have completed all the questions, there is no unanswered questions
2. Click EXAM CONTROLS ∨ and select Submit Exam **or** click Finish that can be found at the end of last question if you have checked and answered all questions
3. Click Go Back if you wish to return to the questions to check and make changes to your answers
4. Tick ☑ I confirm that I have completed my exam. and click Submit Exam if you confirm that you are ready to submit the answer

Return To Exam

By clicking this button, you will be directed back to the exam.

Go Back

Submit Exam

By submitting the exam, you will not be able to return to the exam.

☑ I confirm that I have completed my exam.

Submit Exam

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Submit exam answer file

Option 2: When exam timer ends

1. Examplify will automatically start saving your answer file and begin to upload it to the server
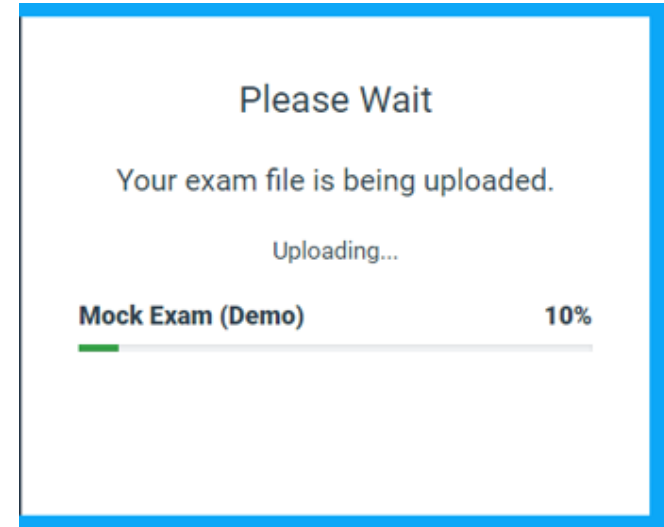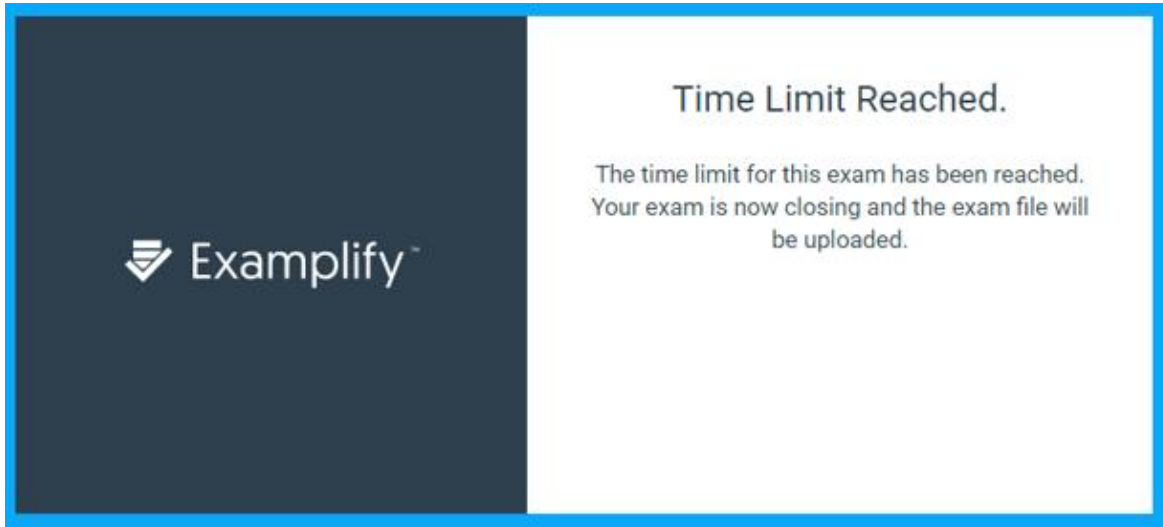
Submit exam answer file

1. For both options on submitting exam answer file, if the exam answer file is uploaded successfully to the server, the following confirmation screen will appear
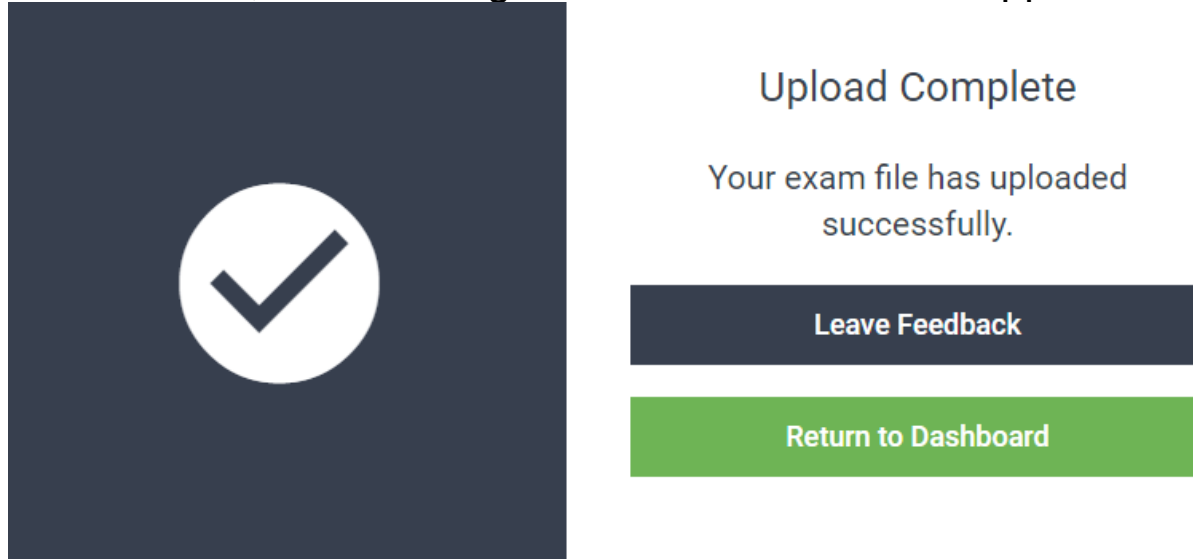
2. Once you have reached this screen, your exam has been completed and you will not be able to go back to this exam
3. Candidates will receive an email notification on a successful upload of an exam answer file as well

   Note: This email may take up to 15 minutes to be generated and it will also confirm the upload of your answer file.

No internet connection

Internet Connection Lost message appears while you are trying to upload your exam answer file. Please perform the following steps to upload your exam answer file again if your device has been disconnected from Wi-Fi:

Internet Connection Lost

Please ensure you are connected to the internet in order to complete your exam file upload.

Retry Upload

Return to Dashboard

1. Click Return to Dashboard and re-connect to the designated Wi-Fi that is announced before exam begins

SINGTEL-
Secured

☑ Connect automatically

Connect

2. Click Retry Upload to upload your exam answer file again once your device is successfully reconnected to Wi-Fi
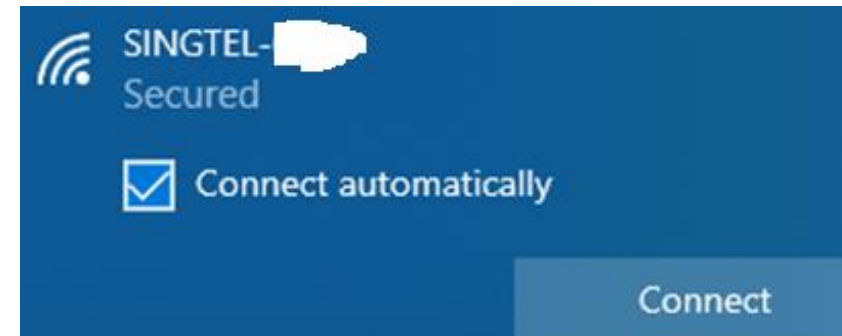
Upload Complete

Your exam file has uploaded successfully.

Leave Feedback

Return to Dashboard

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Examplify features videos

Please watch ExamSoft's [video guide](#) for the following assessment features :

1. [Registration - Legacy Portal](#)
2. [Registration - Enterprise Portal](#)
3. [Download an Exam](#)
4. [Start an Exam](#)
5. [Navigate Through Questions](#)
6. [View Attachments](#)
7. [Set a Reminder/Alarm](#)
8. [Use the Strike-Out Feature](#)
9. [Highlight Text in a Question or a PDF Attachment](#)
10. [Flag a Question](#)
11. [Resize the Writing Area](#)
12. [Copy and Paste](#)
13. [Submit an Exam](#)
14. [Review Exam Results](#)

Contact Us

Should you have any further enquiry, please do not hesitate to email us at qualifications@isca.org.sg

Note: Our staff, who serve you with patience and respect, are committed to attend to your requests to the best of their abilities. In return, we request that you treat our staff with respect.

ISCA reserves the right to protect our staff against any verbal or other forms of abuse. We appreciate your understanding and will always strive to do better.

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Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQ)

1. Is there any individual power outlet beneath my allocated seat in exam hall?
   There is no individual power outlet for each seat. However, ISCA will provide extension power chord for sharing. Hence, please charge your device's battery to full bar before going for your exam.

2. Will there be any back up devices on loan on exam day?
   ISCA will prepare a few laptops installed with Examplify for emergency use. Please check your device including the battery to ensure it is in working condition as there are not enough laptops for loan to every candidate on exam day.

3. Will my exam answer file be lost if there is internet and/or power outage in *the middle of exam*?
   Please connect to internet and download the exam question file on the **eve** of exam once you have received it. During exam, <u>your exam answers are saved every 60 seconds</u> in encrypted file on local drive *(C:\ProgramData\Examplify\STBackups)*
   You do not need:
   a. internet during exam as it is a secure and closed-book exam.
   b. to connect your device to the power outlet if your device's battery is fully charged.

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Frequently Asked Questions (FAQ)

4. How do I submit my exam answer file if there is internet and/or power outage at the *end of exam*?

   You can submit your exam answer file once the internet connection is restored. You do not need the power to submit your file if your device has sufficient battery. Otherwise, please charge your battery once the power is restored for submitting your file.

5. What should I do if my device is crashed during exam? How am I going to continue with my exam?

   Please reboot your device. If it can be rebooted, click on Examplify which will require you to enter an Universal Resume code to be provided by the invigilator. Thereafter, you can continue with your exam as all content prior to 60 seconds before shut down will be saved on your device.

   However, if your device cannot be rebooted after several attempts, it is likely that your exam answer file **CANNOT** be retrieved, and you will be arranged to re-attempt the exam on another day. Hence, please check and ensure your device that is installed with Examplify is in working condition.

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Frequently Asked Questions (FAQ)

6. What should I do if there is an emergency evacuation during exam?
   Please shut down your device immediately or force shut down the power. **DO NOT** submit exam. Once you return to the exam hall, turn on your device and click on Examplify which will require you to enter an Universal Resume Code to be provided by the invigilator.

   You can continue with your exam as all content prior to 60 seconds before shut down will be saved on your device.

7. How to disable anti-virus software from my device before exam?
   Please refer to the instructions [here](#).

Thank You

f fb.com/ISCA.Official

in http://www.linkedin.com/company/institute-of-singapore-chartered-accountants-isca-

y @ISCA_Official

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