

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

Updated as of November 2021



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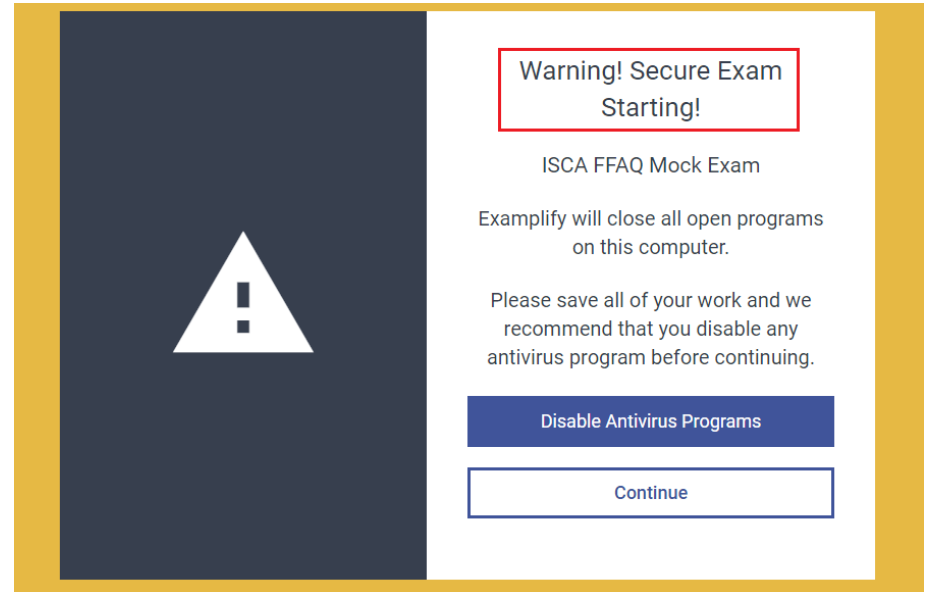
ISCA reserves the right to amend this User Guide with or without notice to you



**Key features of
Exemplify**


Key features of Exemplify

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\Exemplify\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.



Exam Settings





Minimum system requirements

Exemplify: Minimum system requirements (MSR)

Source: <https://examsoft.com/resources/exemplify-minimum-system-requirements>

1. Candidates downloading the test-taking software, Exemplify, should review these MSRs to ensure their devices are supported
2. Exemplify works with most modern computers, both Mac and Windows operating systems
3. See requirements by platform below:
 - a. [Windows](#)
 - b. [Mac](#)
 - c. [iPad](#)¹
4. For [instructions on how to check your computer's specifications, click here](#)
5. Exemplify will perform a system check when you open Exemplify 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.

Exemplify: MSR - Windows

Source: <https://examsoft.com/resources/exemplify-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 Exemplify*
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. **Exemplify 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%**

Exemplify: MSR - Mac

Source: <https://examsoft.com/resources/exemplify-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. Exemplify 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. Exemplify 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%

Exemplify: MSR – iPads¹

Source: <https://examsoft.com/resources/exemplify-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.

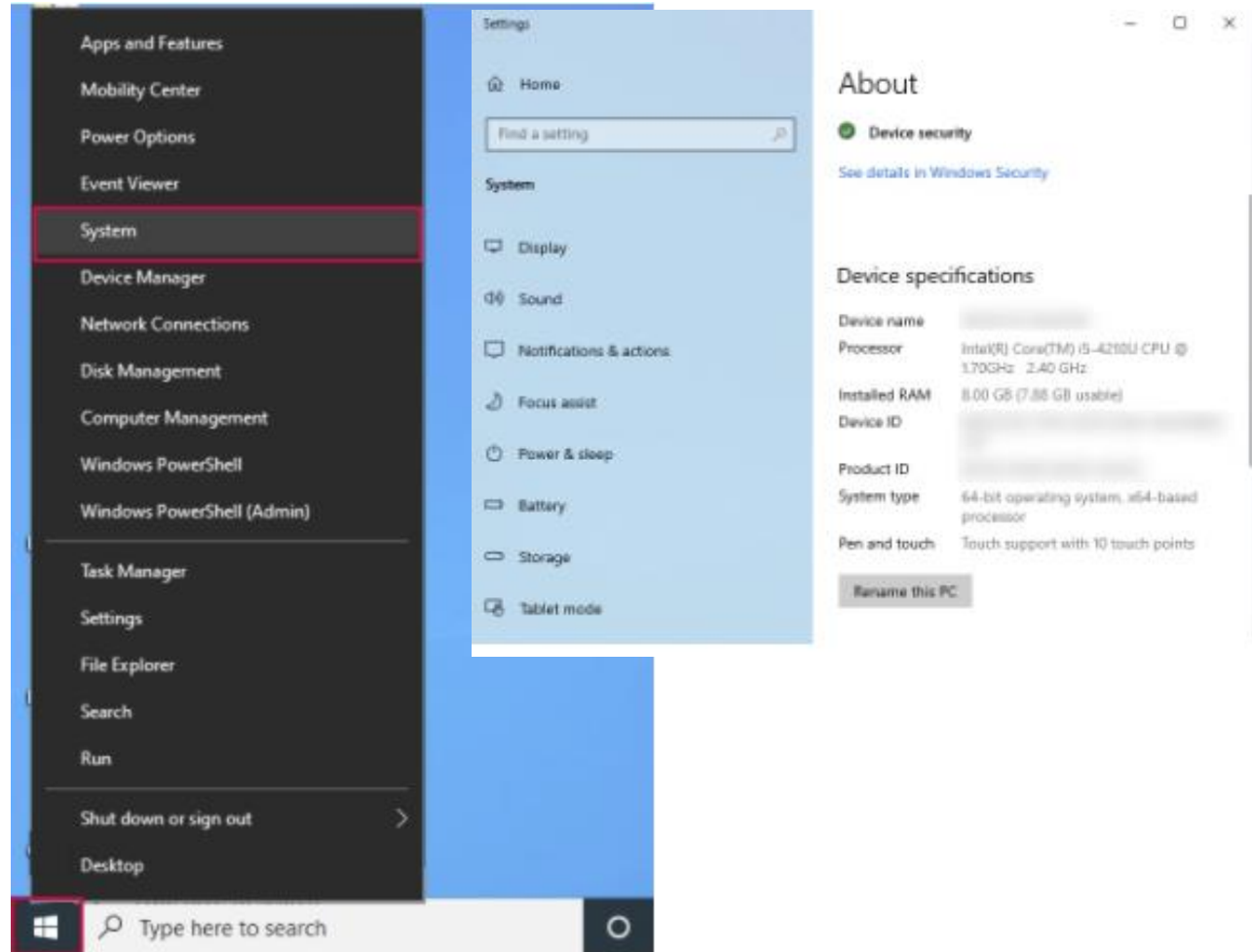


**Before exam :
What you should do**

Check your devices' specifications

Source: <https://help.examssoft.com/s/article/Find-Information-About-Your-Windows-Computer>

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



Install Exemplify - one-time set up

1. Prepare your own personal device for installing Exemplify

Note: Candidates are highly recommended to use their personal devices to install Exemplify 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 Exemplify is set to current date and time
3. Download Exemplify via the following links:
 - a. [Exemplify Windows Installer](#)
 - b. [Exemplify 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 Exemplify installer wizard

Register Exemplify - one-time set up

1. Connect to internet and launch the Exemplify 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”

Exemplify™

Add New Account

Institute of Singapore Chartered Account

Enter the Institution ID sent to you via email or find your institution above.

Next

← Back

Exemplify registration - one-time set up

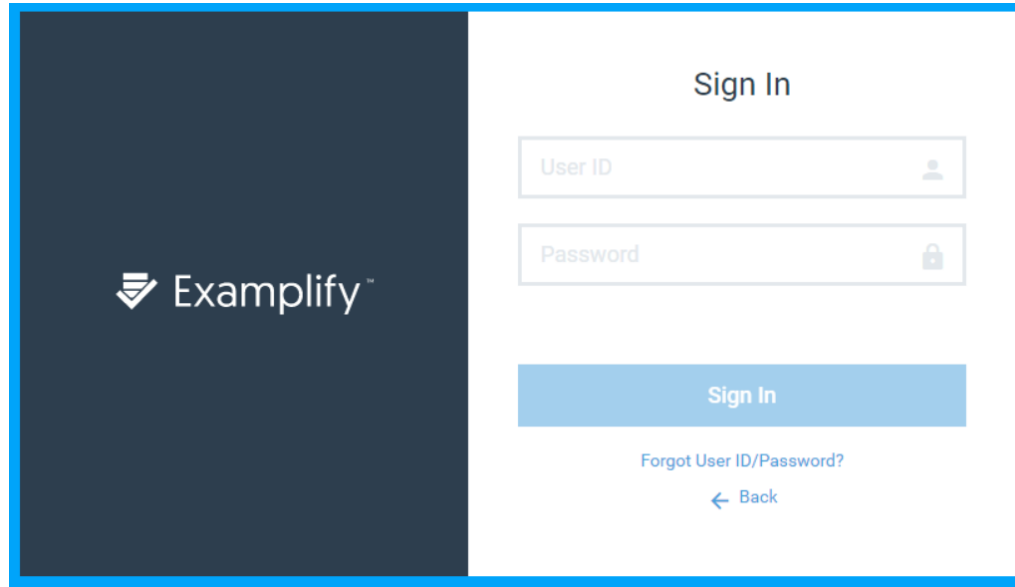
- b. ExamSoft Login ID and Password: Refer to “Your Profile” by logging into your Professional Qualifications Portal

The screenshot shows the 'My Profile' page in the ISCA Professional Qualifications Portal. The page is divided into two columns of profile information. The left column includes fields for Name, ID Type, Citizenship, Nationality, Gender, ISCA Membership Status, Institution ID, ExamSoft Login ID, and ExamSoft Login Password. The right column includes fields for Account Name, Employee Id, Alias, ID Number, Marital Status, Birthdate, and Age. The 'My Profile' menu item in the top navigation bar and the 'ExamSoft Login ID' and 'ExamSoft Login Password' fields are highlighted with red boxes. The ExamSoft fields contain yellowed-out text.

Field	Value
Name	Full Name (as per NRIC/FIN/Passport)
ID Type	Pink NRIC
Citizenship	
Nationality	Singapore
Gender	
ISCA Membership Status	Member
Institution ID	Institution of Singapore Chartered Accountants - APAC
ExamSoft Login ID	[Redacted]
ExamSoft Login Password	[Redacted]
Account Name	
Employee Id	
Alias	
ID Number (last 3 digit + alphabet)	
Marital Status	
Birthdate	
Age	

Exemplify registration - one-time set up

4. Click "Sign in" to complete registration



The screenshot shows the Exemplify Sign In page. On the left is a dark blue sidebar with the Exemplify logo. The main content area is white and contains the following elements:

- Sign In** header
- User ID** input field with a user icon
- Password** input field with a lock icon
- Sign In** button
- [Forgot User ID/Password?](#) link
- [← Back](#) link


Change Password

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

 ExamSoft

Institute of Singapore Chartered Accountants


Exam Takers


Student ID:  Password:

Remember Me


[Lost Student ID or Password?](#)

Minimum System Requirements:

PC Users 

Mac Users 

Exam Taker Information

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

 ExamSoft [Exemplify](#) [Courses](#) [Support](#) 2PDQ Test 

My Account Settings

Update Account Information


Change Password

4. Fill in your “New Password” and “Verify Password” fields and click

Update Information

My Account Settings

Update Account Information

StudentID:	SMS:	
Last Name:	Institution:	Instit Acco
First Name:	Registration Date:	10/06
Email:	Comments:	Exan
New Password: 	Exemplify Version:	2W.4 for dr
Verify Password:	Registration #:	0

Update Information

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

The screenshot shows the Exemplify web application interface. At the top, there is a navigation bar with the Exemplify logo, a search bar, and links for 'HOME MENU' and 'NOTIFICATIONS'. The main content area is divided into two panes. The left pane, titled 'My Exams', contains two sections: 'DOWNLOADED' and 'READY FOR DOWNLOAD'. The 'DOWNLOADED' section lists 'ISCA FFAQ Mock Exam' and 'ISCA FFAQ Mock Exam (For Demo Use)', both with 'Exam File Downloaded' status. The 'READY FOR DOWNLOAD' section, highlighted with a red border, lists 'Exemplify Demo for Exams' with 'Ready For Download' status and a download icon. The right pane, titled 'Exemplify Demo for Exams', contains the text 'Download this exam file to prepare for your exam. Only download exams to the computer you will use to take the exam.' and a 'Download Exam' button, which is also highlighted with a red border.

Other best practices


1. Attempt Mock Exam and Practice questions to familiarise with Exemplify
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 Exemplify to the exam hall

Recommend to do the following on eve of exam day:

6. Disable **ALL** [antivirus software](#) prior to launching Exemplify
Note: Certain antivirus software may block Exemplify from starting properly or can affect Exemplify'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 Exemplify


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



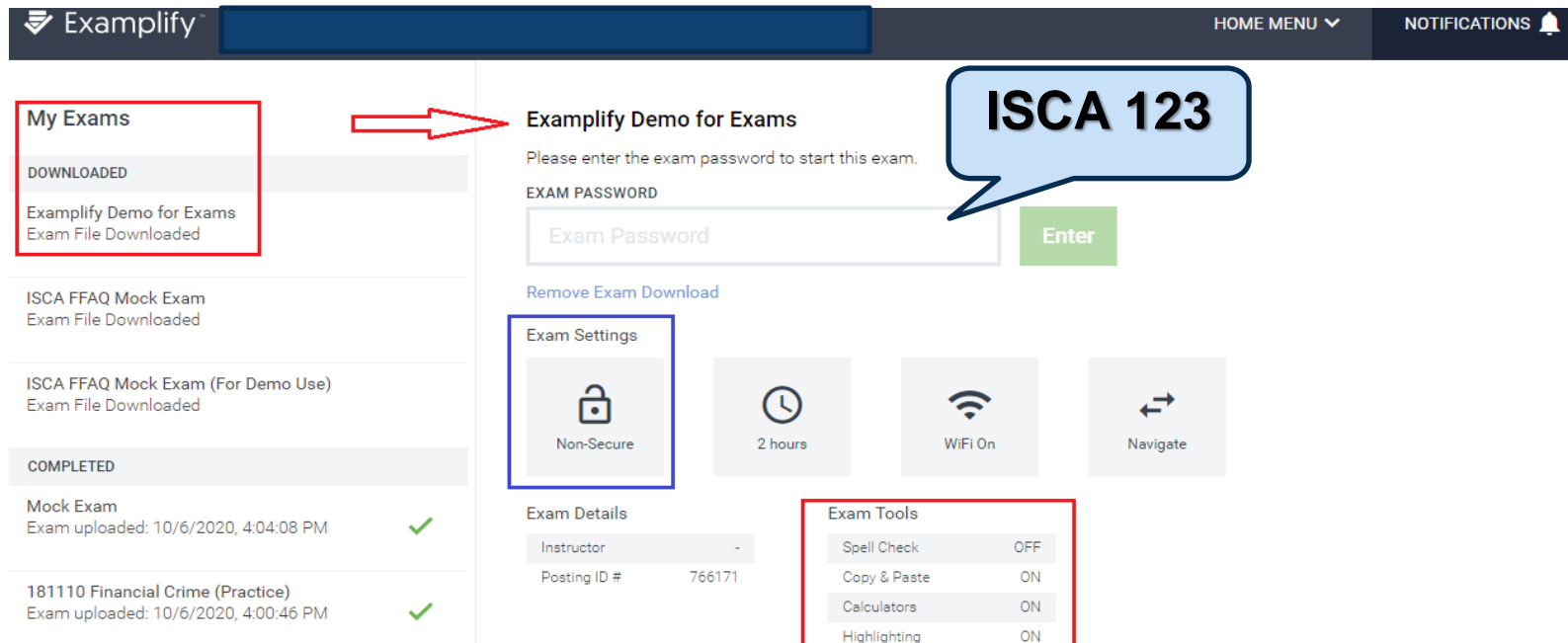
**During exam:
How to complete
exam questions**

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 

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



The screenshot shows the Exemplify app interface. At the top, there is a navigation bar with the Exemplify logo, a search bar, and options for HOME MENU and NOTIFICATIONS. The main content area is divided into several sections:

- My Exams:** A list of exams with a red box highlighting the 'DOWNLOADED' section. The first item is 'Exemplify Demo for Exams' with a red arrow pointing to it.
- Exam Settings:** A section with a blue box around the 'Non-Secure' setting.
- Exam Password:** A text input field with a green 'Enter' button. A blue speech bubble above the field contains the text 'ISCA 123'.
- Exam Tools:** A section with a red box around the 'Spell Check', 'Copy & Paste', 'Calculators', and 'Highlighting' settings.

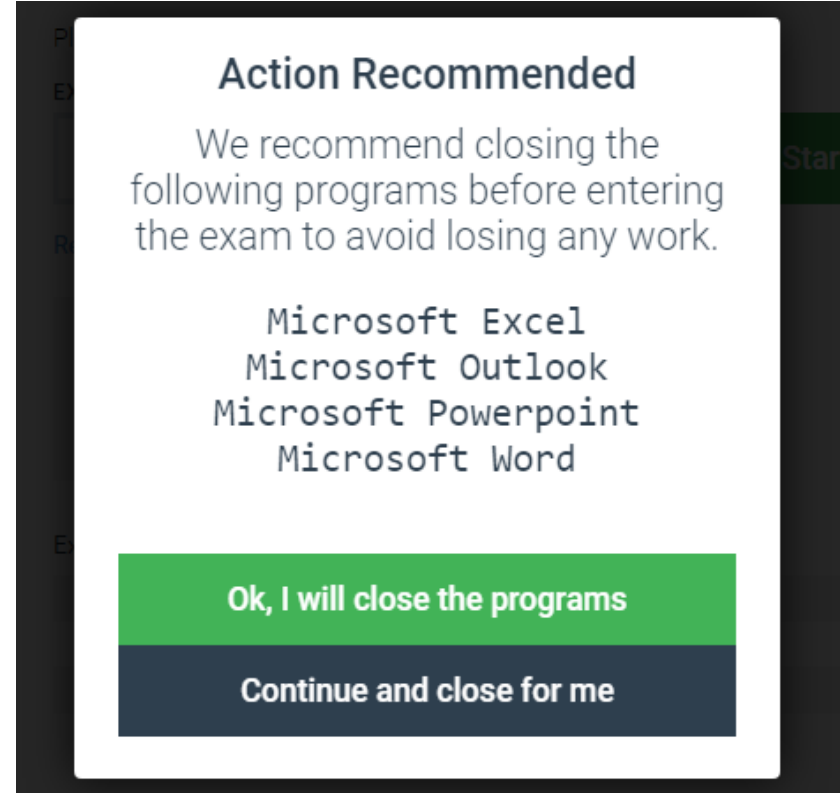
Exam Name	Status
Exemplify Demo for Exams	Exam File Downloaded
ISCA FFAQ Mock Exam	Exam File Downloaded
ISCA FFAQ Mock Exam (For Demo Use)	Exam File Downloaded
Mock Exam	Exam uploaded: 10/6/2020, 4:04:08 PM ✓
181110 Financial Crime (Practice)	Exam uploaded: 10/6/2020, 4:00:46 PM ✓

Setting	Value
Non-Secure	Non-Secure
2 hours	2 hours
WiFi On	WiFi On
Navigate	Navigate


Tool	Value
Spell Check	OFF
Copy & Paste	ON
Calculators	ON
Highlighting	ON

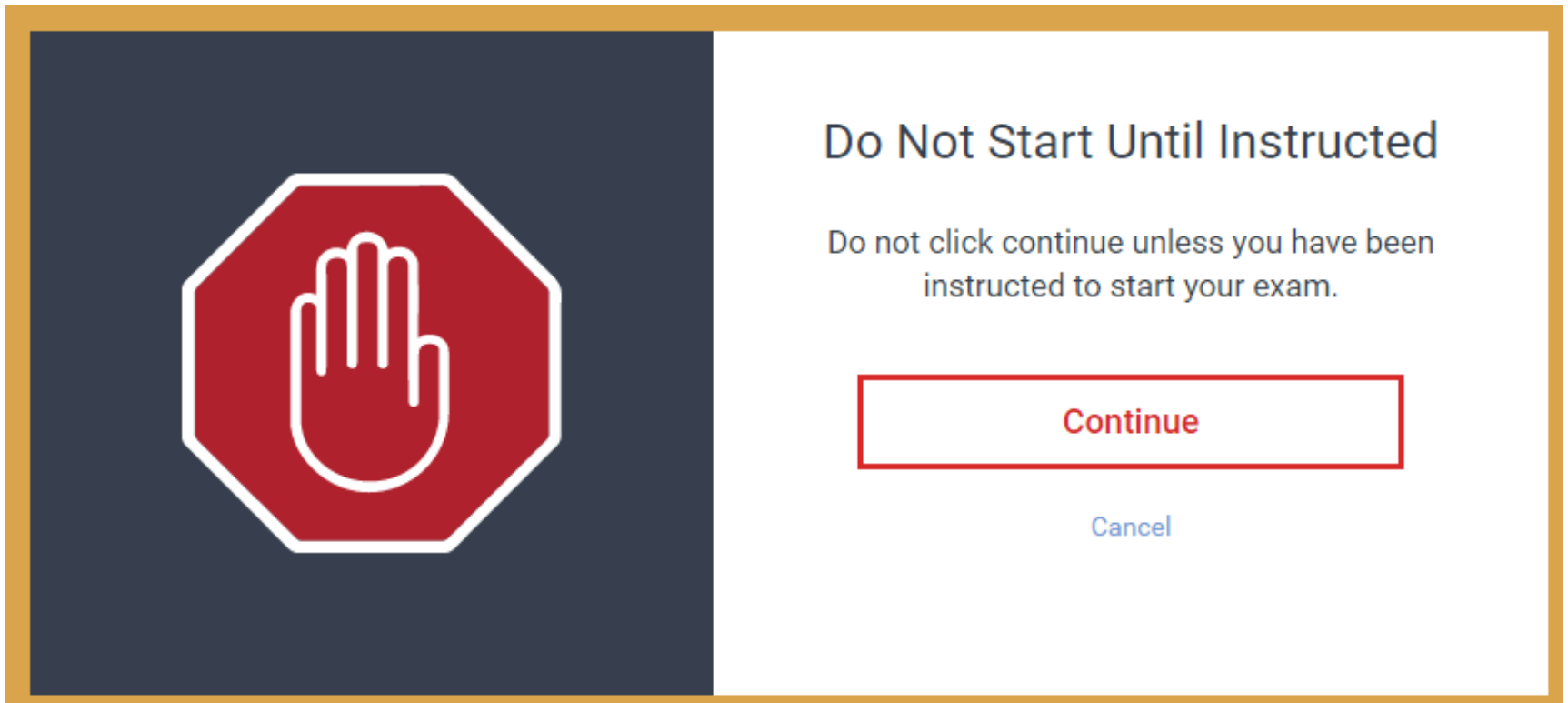
Start exam

1. After entering the “Exam Password”, you will see this screen if you have open applications and files
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”, Exemplify will close the applications and files for you without saving them



Start exam

6. After entering the “Exam Password”, you will come to the following screen if you do not have any open software applications and/or files
7. Click  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.

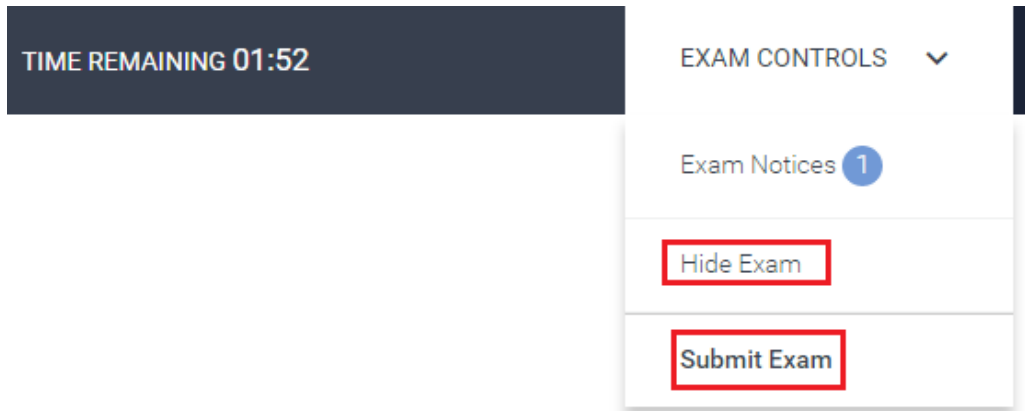


I am authorized to start my exam.

Start Exam

Attempt exam question

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



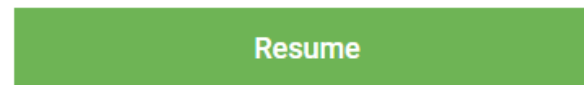
- a. Hide exam: Exam will be hidden - Select this option when you go for toilet breaks and click **Resume** when you return to your seat to continue completing the exam

Note: Exam timer will still be running, no extra timing will be given for toilet breaks



Exam Hidden

Click Resume to continue.



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 your 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](#)



monopolies

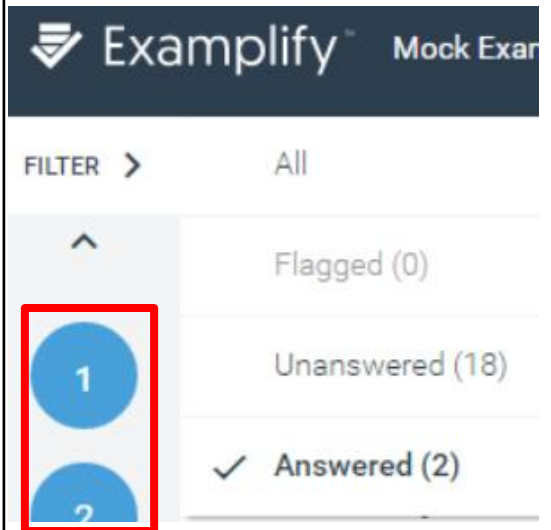
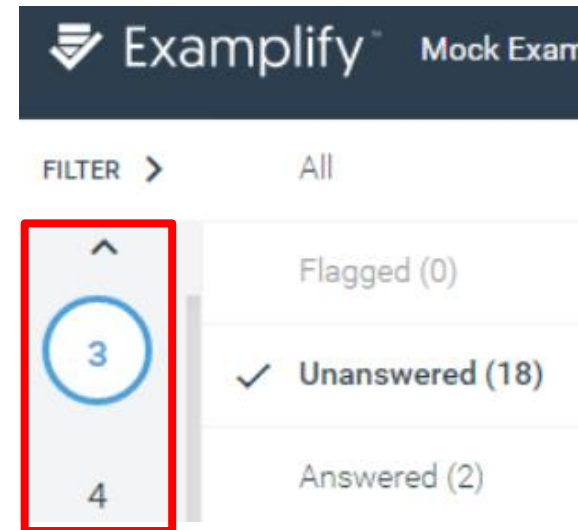
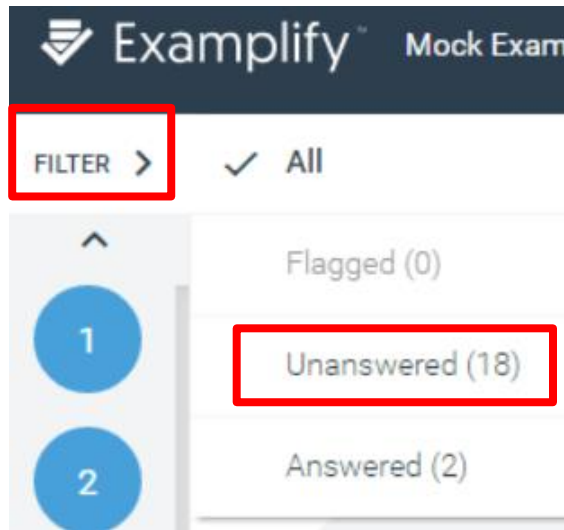
Attempt exam question

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

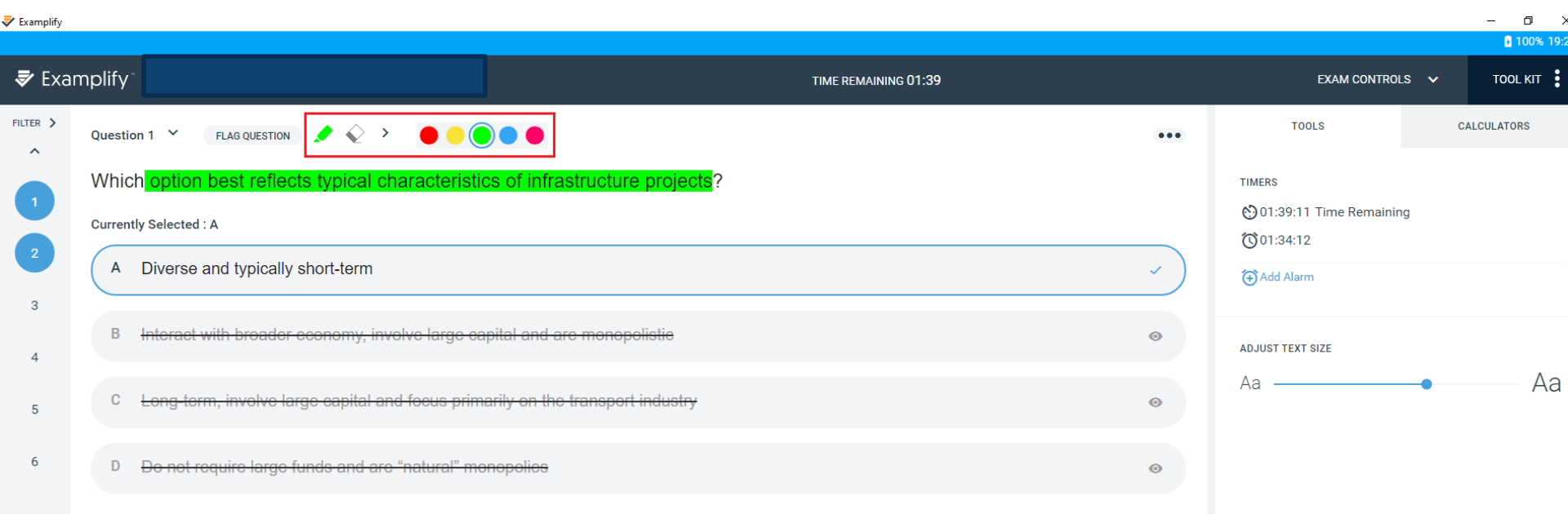
Click on "Unanswered" and the unanswered questions will be listed out with unfilled circle

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
- Tools-Highlighter**  : Select your preferred colour to highlight the question
 - Eraser** ^{new}  : Use eraser to remove highlighter



The screenshot shows the Examplify exam interface. At the top, there is a blue header with the Examplify logo, a search bar, and a 'TIME REMAINING 01:39' indicator. On the right, there are 'EXAM CONTROLS' and 'TOOL KIT' buttons. The main content area displays 'Question 1' with a 'FLAG QUESTION' button and a 'TOOL KIT' icon. The question text is 'Which option best reflects typical characteristics of infrastructure projects?' and is highlighted in green. Below the question, there are four options: A (Diverse and typically short-term), B (Interact with broader economy, involve large capital and are monopolistic), C (Long term, involve large capital and focus primarily on the transport industry), and D (Do not require large funds and are "natural" monopolies). The 'Currently Selected' option is A. On the right side, there is a 'TOOLS' sidebar with 'TIMERS' (01:39:11 Time Remaining, 01:34:12) and 'ADJUST TEXT SIZE' (Aa slider).

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  to activate the alarm.

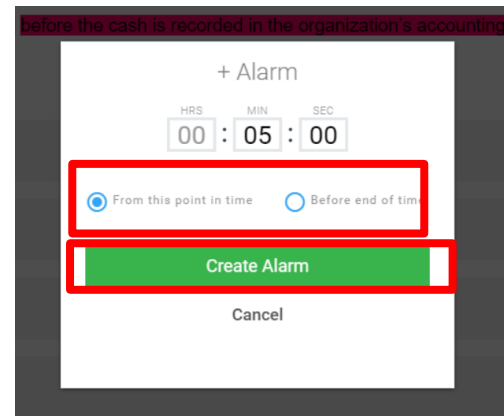
TIMERS

 00:17:37 Time Remaining

 00:03:47 [Edit Alarm](#)

 00:12:37

 Add Alarm



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

ADJUST TEXT SIZE



Attempt exam question

- e. **Calculator:** Use the “Calculator” function if you need to perform any calculations during the exam

The screenshot displays an exam interface. At the top, a dark header bar contains the text 'plify' on the left, 'TIME REMAINING 00:33' in the center, and 'EXAM CONTROLS' on the right. A 'TOOL KIT' button with a three-dot menu icon is highlighted with a red box. Below the header, the main content area shows 'Question 4' with a 'FLAG QUESTION' button and a three-dot menu. The question text reads: 'The CEO of a company reported that someone has logged into his laptop, most likely via Remote Desktop. As an investigator, what should you do first?'. Below the question, four answer options (A, B, C, D) are listed, each with an eye icon. To the right of the question, a 'TOOLS' panel is visible, with a 'CALCULATOR' button highlighted by a red box. The calculator interface includes a display showing '0', a 'DEG' indicator, and buttons for 'Radian', 'INV', 'AC', 'sin', 'cos', 'tan', 'π', 'n!', 'log', 'ln', '√', '1/x', 'x^y', '7', '8', '9', '(', ')', '4', '5', '6', '×', '÷', '1', '2', '3', '+', '-', '0', '.', 'EE', 'Del', and '='.


Attempt exam question

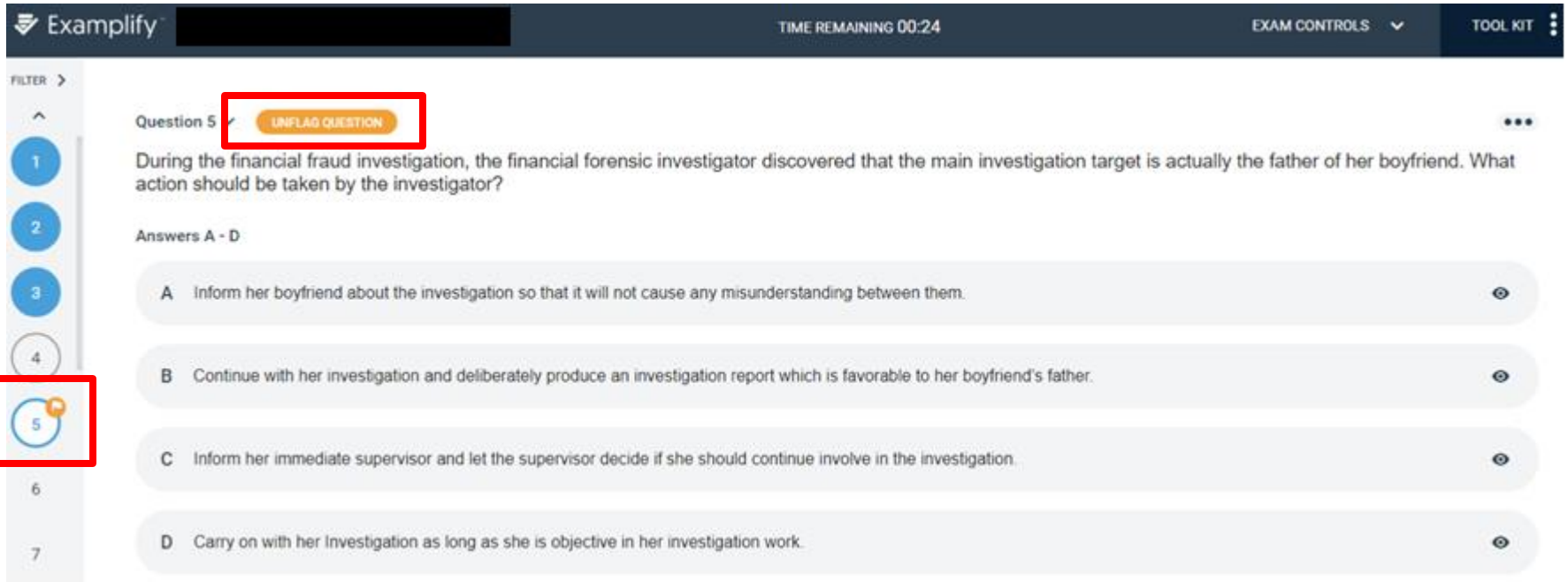
4. Click **FLAG QUESTION** beside the question number: This is useful for exam takers who wish to check and confirm the correct answer has been selected before submitting the exam

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

The screenshot displays the Exemplify exam interface. At the top, the header includes the Exemplify logo, a timer showing 'TIME REMAINING 00:28', 'EXAM CONTROLS', and 'TOOL KIT'. On the left, a vertical sidebar shows question numbers 1 through 9, with question 5 highlighted in a red box. The main content area shows 'Question 5' with a 'FLAG QUESTION' button next to it, also highlighted in a red box. The question text is: 'During the financial fraud investigation, the financial forensic investigator discovered that the main investigation target is actually the father of her boyfriend. What action should be taken by the investigator?'. Below the question, four answer options (A, B, C, D) are listed, each with an eye icon to its right. At the bottom left, a status bar shows '5 OF 20 QUESTIONS' and 'SECTION 1W 10:0', with 'Previous' and 'Next' buttons to the right.

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



The screenshot displays the Examplify interface. At the top, the header includes the 'Examplify' logo, a blacked-out user name, 'TIME REMAINING 00:24', 'EXAM CONTROLS' with a dropdown arrow, and 'TOOL KIT' with a three-dot menu. On the left, a vertical sidebar shows question numbers 1 through 7. Question 5 is highlighted with a red circle and a small orange flag icon, and this entire area is enclosed in a red rectangular box. The main content area shows 'Question 5' with a dropdown arrow and a red-bordered box around the 'UNFLAG QUESTION' button. The question text reads: 'During the financial fraud investigation, the financial forensic investigator discovered that the main investigation target is actually the father of her boyfriend. What action should be taken by the investigator?'. Below the question, it says 'Answers A - D' and lists four options (A, B, C, D) in a light gray box, each with an eye icon on the right.

Attempt exam question

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


The screenshot displays the Exemplify exam interface. At the top, there is a header bar with the logo 'Exemplify', 'TIME REMAINING 00:28', 'EXAM CONTROLS', and 'TOOL KIT'. On the left side, there is a 'FILTER' section with a list of question numbers from 1 to 9. Question 5 is currently selected and highlighted. The main content area shows 'Question 5' with a 'FLAG QUESTION' button and a three-dot menu. The question text reads: 'During the financial fraud investigation, the financial forensic investigator discovered that the main investigation target is actually the father of her boyfriend. What action should be taken by the investigator?'. Below the question, there are four answer options labeled A, B, C, and D. At the bottom of the interface, there is a footer bar with '5 OF 20 QUESTIONS' and 'VERSION 1W100'. On the right side of the footer bar, there are two buttons: 'Previous' and 'Next', which are highlighted with a red rectangular box.

Attempt exam question

Multiple-Choice Question (MCQ)

8. Select the correct answer by clicking on the answer choice itself **IMPORTANT**

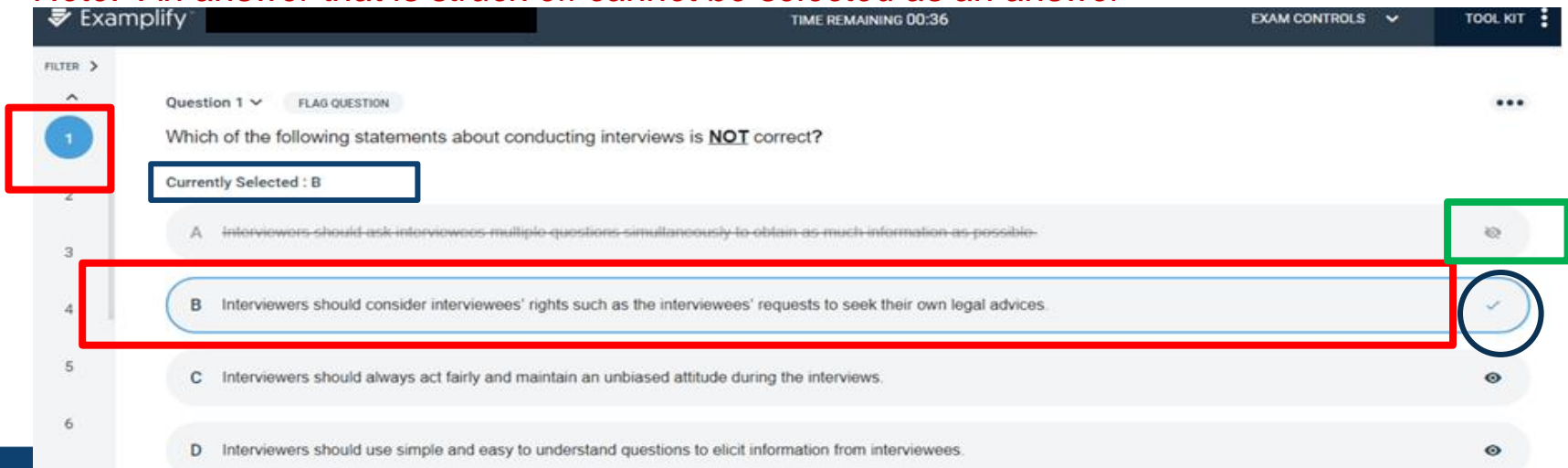
*Note: Once you have selected the answer, a **BLUE TICK** ✓ on the right-hand side will be shown. and the question number in circle will turn into **BLUE**. Your selected answer will also be indicated above the answer choices. E.g. Currently Selected: B*

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



Exemplify TIME REMAINING 00:36 EXAM CONTROLS TOOL KIT

FILTER >

Question 1 FLAG QUESTION

1 Which of the following statements about conducting interviews is **NOT** correct?

Currently Selected : B

A Interviewers should ask interviewees multiple questions simultaneously to obtain as much information as possible.

B Interviewers should consider interviewees' rights such as the interviewees' requests to seek their own legal advices.

C Interviewers should always act fairly and maintain an unbiased attitude during the interviews.

D Interviewers should use simple and easy to understand questions to elicit information from interviewees.

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


The screenshot shows an exam interface with a dark header bar containing 'Examplify', 'TIME REMAINING 00:28', 'EXAM CONTROLS', and 'TOOL KIT'. Below the header, a 'FILTER' button is visible. The main content area displays 'Question 3' with a 'FLAG QUESTION' button. The question text reads: 'Tim, an investigator, is reviewing call backs of a Financial Institution. Which of the following scenarios is a red flag Tim has to take note of? There may be more than one answer for this question. Select all that apply.' Below the question, a box indicates 'Currently Selected : A, C'. Three answer options are listed: A, B, and C. Option A is 'The Relationship Manager confirmed with the customer that a trade is to be executed, without any details of the trade' and has a blue checkmark. Option B is 'The call back is performed using the contact number from the Relationship Manager's personal records' and has an eye icon. Option C is 'The customer is referred to by his nickname during the call back' and has a blue checkmark. Red boxes highlight options A and C, and blue circles highlight their respective checkmarks.

Attempt exam question


Short answer question

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

FILTER >


Question 5 ▾ FLAG QUESTION  >

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


Essay Answer  152 /100000 characters

Arial 16pt **B** U *I* x² x₂ [bulleted list] [numbered list] [indent] [outdent] [link] [unlink] [undo] [redo] [insert table]

The key considerations for choosing a single-stage or two-stage tender process are:



1
2
3
4
5

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

Arial 16pt **B** U *I* x² x₂ [bulleted list] [numbered list] [indent] [outdent] [link] [unlink] [undo] [redo] [insert table]

Attempt exam question

Short answer question

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

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* x^2 x_2         

	<u>Column A</u>	<u>Column B</u>
1111	TTTT	UUUU
2222	ZZZZ	WWWW
3333	XXXXX	YYYY

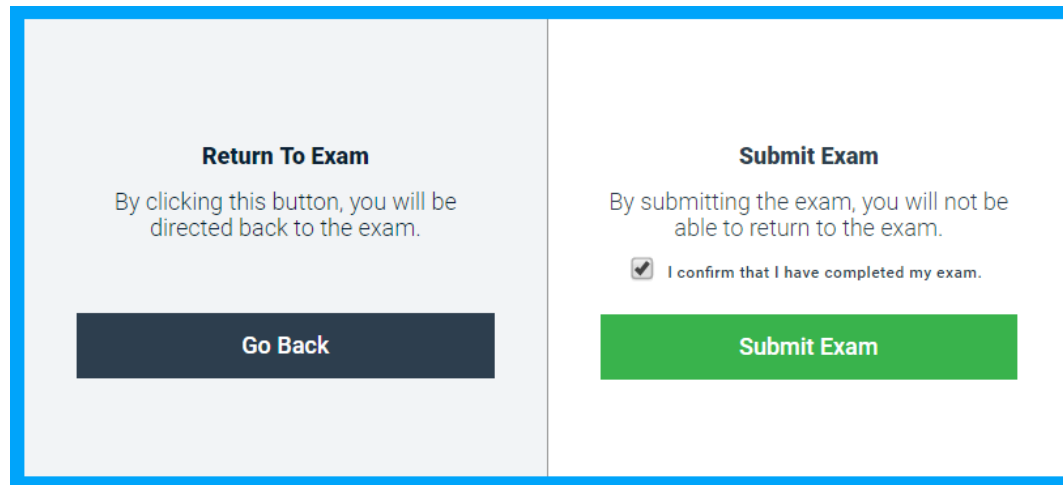


**End of exam:
How to submit
completed exam
answer file**

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

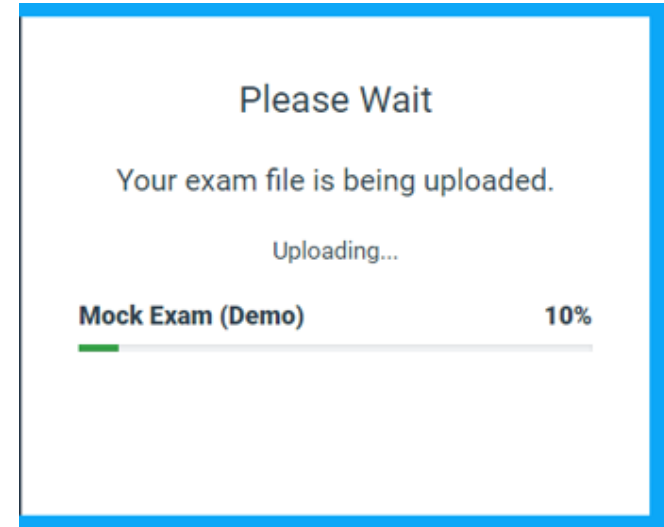
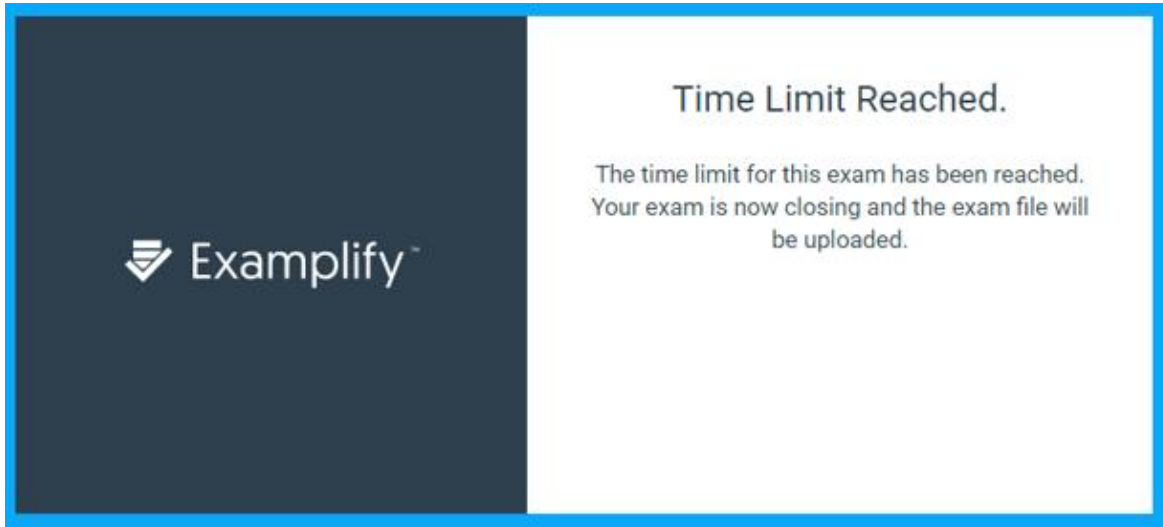


The image shows two side-by-side panels illustrating exam submission options. The left panel, titled "Return To Exam", contains the text "By clicking this button, you will be directed back to the exam." and a dark blue button labeled "Go Back". The right panel, titled "Submit Exam", contains the text "By submitting the exam, you will not be able to return to the exam.", a checked checkbox with the text "I confirm that I have completed my exam.", and a green button labeled "Submit Exam".

Submit exam answer file

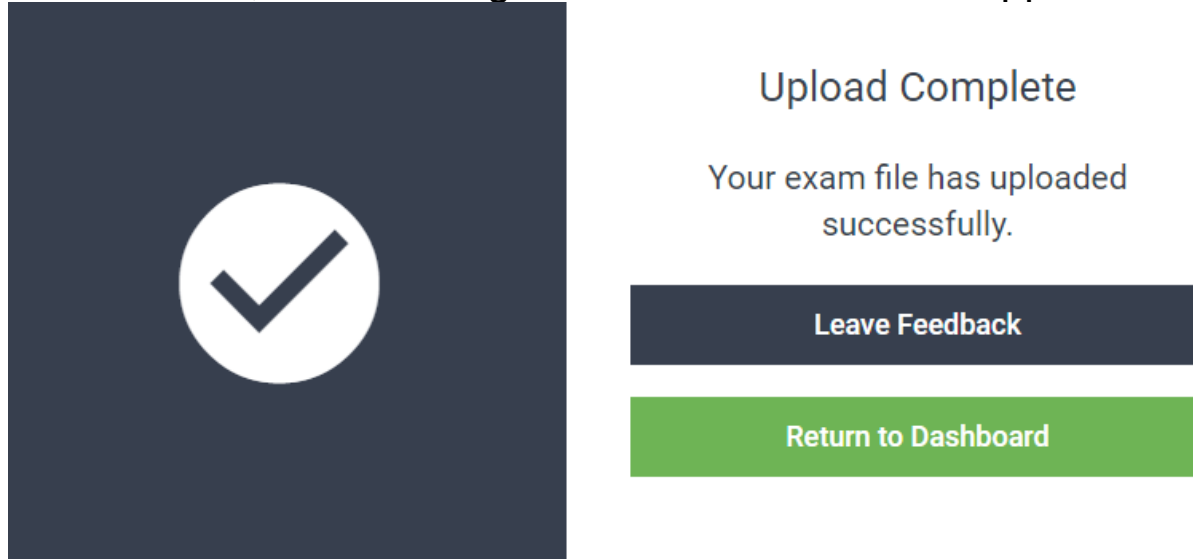
Option 2: When exam timer ends

1. Exemplify 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:

1. Click [Return to Dashboard](#) and re-connect to the designated Wi-Fi that is announced before exam begins
2. Click [Retry Upload](#) to upload your exam answer file again once your device is successfully reconnected to Wi-Fi

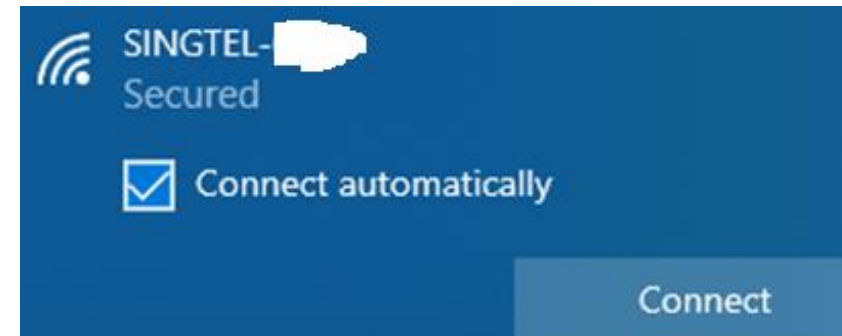


Internet Connection Lost

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

[Retry Upload](#)

[Return to Dashboard](#)



Upload Complete

Your exam file has uploaded successfully.

[Leave Feedback](#)

[Return to Dashboard](#)



Exemplify 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.



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 Exemplify 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, [your exam answers are saved every 60 seconds](#) in encrypted file on local drive (*C:\ProgramData\Exemplify\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.

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 Exemplify 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 Exemplify is in working condition.

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 Exemplify 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



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