EXAMSOFT ONLINE PROCTOR INFORMATION

1) Please be sure to forward your office phone. The link below provides instructions for forwarding a UB phone to another phone.

Note: If the number you are forwarding to is not in the area code “716”, you will need to place a “1” before the number.

http://www.buffalo.edu/ubit/service-guides/phones/managing-your-voip-telephone-service/forward-calls.html

2) The links below provide basic troubleshooting information for ExamID and ExamMonitor. Please read through these ahead of time.


https://examsoft.force.com/emcommunity/s/article/ExamID-Unable-to-validate

3) The ExamSoft contact information is listed below. You may need to contact ExamSoft and wait on hold to work out any issues. Please know how to complete a conference call so that you can have both the student and ExamSoft on the line.

(888) 792-3926 or Admins@examsoft.com

4) The resume code should only be given out if the student states that he/she was already in the exam and the computer crashed mid-exam. If the resume code is given out at the beginning of the exam, the student will be able to use it to bypass the ExamID and ExamMonitor features. It is best to contact the instructor before giving the student the resume code.

5) Please document all incoming phone calls using the Excel file in the folder titled “ExamSoft Secured Exam Issue Documentation Folder” on UB Box

6) Jaime Maerten-Rivera will try to remain available via e-mail: jmaerten@buffalo.edu and cell (305) 310-5836 throughout each exam