



**INSTRUCTIONS REGARDING THE USE OF LAPTOP COMPUTERS
AT THE OCTOBER 24, 2017 LEGAL SPECIALIST EXAMINATION**

ATTENTION:
**HAVE YOU DOWNLOADED EXAMSOFT SOFTTEST SOFTWARE AND COMPLETED
THE VENDOR'S CERTIFICATION PROCESS BY FRIDAY, OCTOBER 20, 2017 AT
NOON?**

If you are receiving this bulletin the packet with your admission ticket, you have indicated that you want to type your essay answers. By now, you should have received an email from barsupport@examsoft.com advising you how to download and certify the software no later than noon (12:00 p.m.) of October 20, 2017 so you can use it at the examination. If you have not received this e-mail, please contact the Department of Legal Specialization immediately so that the proper passwords and links can be sent to you.

Using Your Laptop on Examination Day

Installing ExamSoft SofTest Software

To ensure the security of the examination process, applicants are required to use SofTest software to take the written portion of the October 2017 Legal Specialist Examination. The application provides a simple word processing program and is designed to be familiar to users of WordPerfect or Microsoft Word. During the examination session only, the software blocks access to non-SofTest files on an applicant's laptop computer. The software can be used on virtually any modern laptop computer, i.e., purchased within the last three to four years.

To use a laptop computer during administration of the examination, applicants must follow a simple certification process that should take less than thirty minutes:

- Install SofTest software and download the blank Mock Examination and the exam file required for the examination to the laptop computer that will be used during the examination (once downloaded to a laptop computer, you cannot transfer the software and file to another laptop computer) and complete the certification process according to the instructions you received via e-mail from barsupport@examsoft.com.
- You have already signed a "Release of Liability" form, which confirms you have accepted the conditions associated with using your laptop computer and that the California Board of Legal Specialization (CBLs) assumes no liability in the event there is a technical or mechanical failure of the equipment or software during the examination. Please be prepared to begin and/or continue with the examination by handwriting in the unlikely event of a power failure, electrical difficulty or a malfunction with the laptop computer and/or software due to technical difficulties.

- After the examination has concluded, be sure to upload the exam file used during the examination, which contains your answers to the eight (8) essay questions, by noon on the day after the essay session is concluded. The software will step you through this process.

Only laptop computers will be allowed into the examination room, and they must meet the specifications outlined in this bulletin. Applicants requiring special equipment due to medical reasons must request permission to use such equipment through the testing accommodations petition process.

It is your responsibility to be familiar with SofTest and your laptop computer prior to the examination, as technical support will not be provided before, during or after the examination session.

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Note about browsers: ExamSoft recommends Firefox or Google Chrome. Internet Explorer is NOT a supported browser.

Special note for Windows 10 Creators OS users: Please see ExamSoft's instructions, <http://support.examssoft.com/h/i/352064971-windows-10-creators-how-to-identify-and-workaround>, for information on how to certify devices with Windows 10 Creators for use on the legal specialist exam, or how to check your version of Windows.

SofTest minimum system requirements: SofTest can be used on virtually any modern laptop computer (i.e., one purchased within the last three to four years).

The specific system requirements can be found on ExamSoft's Custom Home page for the California Bar Examination at <http://go.examssoft.com/barexamsystemrequirements>.

It is not possible to take secure exams through virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environment.

External standard or ergonomic keyboards and equipment such as a mouse are allowed. These items may be wireless.

Maximum monitor size allowed for laptop computer screens is 17.3 inches.

In some cases on PC laptop computers, certain antivirus applications may block SofTest from starting properly or can affect SofTest's performance during an examination. If you encounter this problem during the installation and certification process, visit www.examssoft.com/support to determine if your laptop computer is running any of the programs listed and for instructions on how to disable your antivirus/antispysware applications before installing SofTest and how to re-enable them after installation is complete.

You must download SofTest through <http://www.examssoft.com/cbls> even if it was previously installed for use in law school or for a previous Legal Specialist Examination. Be sure to fully uninstall any prior version of SofTest before downloading and installing the newest version.

You must complete the certification process no later than **noon (12:00 p.m.) of Friday, October 20, 2017**. It is recommended, however, that you complete the process as soon as possible after printing your admittance ticket so that ExamSoft will have the opportunity to assist you in resolving any problems you may encounter prior to the examination. If your laptop computer or SofTest is not operational when the examination begins or at any time thereafter, you will have to handwrite your examination answers.

Downloading Your Exam File: During the laptop certification process, the blank Mock Examination exam file and a blank exam file for you to record your answers during administration of the examination will be automatically downloaded to your laptop computer.

Certification Confirmation: After successfully completing the certification process, you will be advised on-screen and via email by ExamSoft that you have done so and that the two files have been downloaded (The October 2017 Legal Specialist Examination file and the mock examination file).

The Mock Examination: The Mock Examination process does not actually show any examination questions! Instead, it allows you to upload a blank exam file to confirm that your laptop computer is compatible with SofTest. This process also provides users with the opportunity to familiarize themselves with procedures for opening, using and uploading answer files prior to the day of the examination. The Mock Examination must be downloaded and the related exam answer file uploaded to complete the certification process and ensure your laptop computer has been configured properly for use on the day of the examination and for the upload of your exam answer file. The mock examination allows you to practice using SofTest Software and uploading the resulting file, and it is a relatively quick process that does not involve answering any actual questions. You will receive an email confirmation after you have uploaded the exam answer file for your Mock Exam. Until you receive this email confirmation, the software is NOT certified and you are not ready to use it at the examination. For instructional videos and guides on taking the Mock Examination, please go to www.examssoft.com/support.

Additional copies of the Mock Examination are available, if needed, to help familiarize you with the SofTest application. Instructions for downloading additional copies of the Mock Examination can be found at <http://go.examssoft.com/barexam> by choosing the *Mock Exam* option on the left side of the page.

You may check your certification status and view your download/upload history online at <http://www.examssoft.com/cbls>. Log in using the *Exam Takers* box, click the *Exam History* button to review your record and confirm that you have downloaded the exam and mock exam files and have uploaded the mock exam answer file. Applicants will only have one exam file for the written session of the October 2017 Legal Specialist Examination.

Softest can be registered for your school, or other purpose, and the Legal Specialist Examination concurrently. When launched, click on 'Take an Exam' and you will see your Academic Student ID and any downloaded exams, along with your File Number/Applicant Number and Legal Specialist Examination file and Mock Exam examination file.

DO NOT Copy the ExamSoft Program from One Laptop Computer to another Computer. For example, do not download the software to a desktop computer and try to manually move it to your laptop computer. If you move the software and exam files to another computer, an error message will be displayed when you attempt to begin the examination. If such an error message is displayed, you will be unable to use your laptop computer to take the examination and you will be required to handwrite your answers. You may **NOT** download and install SofTest to more than one laptop computer.

Laptop Computer Problems after Certification. If after completing the certification process with ExamSoft you experience problems with your laptop computer that would prohibit you from using it for the examination, i.e., it becomes inoperable, you may ask to have another laptop computer certified and to download additional exam files through the "Re-Download SofTest" link after you log in with your Applicant ID and password at <http://www.examsoft.com/cbls>. Authorization will not be granted for the purpose of having a backup laptop computer available in the event a laptop computer malfunctions during the examination.

Visit the ExamSoft Knowledge Base at www.examsoft.com/support if you have questions on the use of the software or if you encounter technical problems during the laptop computer certification process, as most problems can be easily resolved through ExamSoft's published support guides and troubleshooter. Should you continue to have technical problems, however, please call ExamSoft Client Support at 866-429-8889. Technical support is available 4:30 a.m. - 5:30 p.m. (Pacific Time), Monday through Friday and Saturday from 5:30 a.m. – 3:30 p.m. (Pacific Time). Neither the Office of Admissions nor the CBLIS is available to answer technical, installation or certification questions.

Important Pre-Exam Day Information

You **must** bring your own power cord to the test center on the day of the examination. Although an electrical outlet will be provided to you, be sure to have a fully charged battery in case of a temporary power outage.

You will not be allowed to tape power cords into the electrical outlet, nor will you be allowed to plug any other item besides your laptop computer into the electrical outlet. Floppy disks, CDs, USB drives, DVDs or other electronic storage media are prohibited in the examination room. If such items are found in the examination room or in an applicant's laptop computer, they will be confiscated and will not be returned.

Once you have completed the laptop certification process, **DO NOT** make changes to the configuration of your laptop computer. **DO NOT** delete or uninstall SofTest or any SofTest program directory files or folders until results for the examination have been released. **DO NOT** have someone else download the software for you.

What to Expect on Examination Day

On the day of the examination, doors open at 7:00 a.m., those using laptop computers at laptop test centers must be seated no later than 7:30 a.m. with your laptop computer powered on and plugged in at which time instructions for getting your laptop computer ready to use will begin. You should plan to allow yourself time to find your seat and get comfortable. General instructions regarding administration of the examination will commence promptly at 7:30 a.m. No extra time will be provided to ensure that a laptop computer is ready for use before the examination session begins or if you are not in your seat in time. Technical assistance will not be available. Examination questions will be distributed in hard copy just before the beginning of the examination session.

If your laptop computer is not ready to begin at the designated time, you will be required to handwrite your answers to the examination. Applicants are not permitted to bring extra laptop computers, typewriters or word processors into the standard laptop test centers to use as backups.

Pay careful attention to and follow the instructions provided during the examination. Use great care when highlighting and deleting during the examination, as well as using other functions that may significantly change a document. Applicants who do not take the time to become familiar with their laptop computers or with the word processing functions should consider handwriting their examination answers. No extra time or other administrative relief will be granted in the event that an examination file is deleted or otherwise altered. Examinees are not graded on spelling, and you are not required to spellcheck your answers, though the spellcheck feature is enabled.

You will type your essay answers into your laptop computer at the Legal Specialist Examination. After you have concluded the examination portion, and after you have left the test center, you will upload your answers via the internet so that they can be graded. The upload process is automated, so you will not be able to see your answers again once you leave the test site.

After the morning session concludes, you will be asked to take your laptop out of the examination room, and you will not be able to bring it back into the room for the afternoon session. You may leave the laptop outside the examination room in the designated area by the staff table at your own risk.

After the Examination

Upload your Answers. Following the examination, applicants will have until noon (12:00 p.m.) (Pacific Time), Oct. 25, 2017, to upload their examination answer file. If you fail to upload your answer file by the published deadline, your answers will not be graded.

The State Bar prints your Answers. Answers will not be printed at the test centers. After you upload your answer files, the State Bar will retrieve them from ExamSoft's secure server and print them after the examination has concluded. Printed answers will be assembled in the corresponding question book covers that you completed during the examination taking the examination.

If there is a problem with the printing of your answers, you will be notified. You may be required to contact ExamSoft for assistance in retrieving the file remotely or be asked to physically provide your laptop computer to ExamSoft or to the Department of Legal Specialization so efforts can be made to retrieve the encrypted backup copy of the examination answer(s) from your laptop computer's hard drive.

Rented Laptop Computers. Applicants who have rented laptop computers to use during the examination should not return them to the rental company until results for the October 2017 Legal Specialist Examination have been released in March 15, 2018.

It is your responsibility to be familiar with your equipment, the SofTest software and instructions provided by the California Board of Legal Specialization and ExamSoft on its website prior to the start of the examination. It is your responsibility to timely upload your answer file after the examination.

Any attempt to disable or tamper with SofTest's security features is prohibited. If it is discovered that tampering has been attempted, this information will be reported to the CBLS for whatever action it may deem appropriate, which could include discipline imposed by the State Bar of California.

Checklist

To ensure proper and complete certification of your laptop computer for use during the examination, please use the following checklist.

- Install and ExamSoft SofTest software.
- Register SofTest. (All necessary exam files will download automatically.)
- Upload Mock Examination Answer File.
- Verify that you have received a total of four (4) emails, each to confirm either receipt of an exam file or the completion of one of the required steps listed above.
- Confirm your laptop computer certification status and download/upload history by going to <http://www.examsoft.com/cbbs> and logging in to your account using the Exam Takers box.
- On examination day, bring your power cord and a charged battery.
- Plan where you will leave your laptop computer in the afternoon when you don't bring it back to the testing room.