

FAQs FOR THE FEBRUARY 2021 REMOTE LPO and LLLT EXAMINATIONS IN WASHINGTON

Revised 02/18/2021

Updates:

02/18/2021

- Updated question #22
- Updated question #23
- Added ExamMonitor Exam Day Guide for Exam Takers to Question #31
- Updated question #33

02/01/2021

- Added new question #29 under Remote Proctoring
- Updated question #30 and #31 under Remote Proctoring

01/15/2021

- Updated deadlines under question #3 & #4

01/14/2021

- Updated question #3

01/12/2021

- Updated question #4 under Testing Software

01/08/2021

- Updated LPO schedule under question #1

12/23/2020

- Added new question #13 under Technology Requirements
- Updated question #16 under Features of Exam Software

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, the exam will be divided into sessions of 90 minutes or less. The exam schedules have been modified accordingly.
- The remote LPO examination will consist of three (3) test sessions administered on February 22, 2021. The exam will be administered on Pacific Standard Time.
- The remote ex examination will consist of four (4) 90 minute test sessions, administered on February 22, 2021. The exam will be administered on Pacific Standard Time.
- Examinees will receive the exam password from Examsoft 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.

February 22 – LPO Schedule:

Note: The LPO exam will start earlier in the day and end later in the day, rather than the previously scheduled time of 1:00 p.m.

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

February 22 – LLLT Schedule:

Note: The LLLT exam will start earlier in the day and end later in the day, rather than the previously scheduled start time of 10:30 a.m.

Family Law – Essay Test	Family Law - Performance Test	Lunch	Family Law - Multiple Choice Test	Professional Responsibility Multiple Choice Test
8:30 – 10:00 am	10:30 – 12:00pm	12:00 – 1:30 pm	1:30 – 3:00 pm	3:30 – 5:00 pm

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

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

You can either transfer your application & fee to the Summer 2021 exam, or withdraw by February 5th, 2021, for a partial refund. Please see the [Admission Policies](#) for further information. Please email admissions@wsba.org if you choose to withdraw from the Winter 2021 LPO or LLLT examination.

3. What are some important deadlines?

	Deadline	Notes
Request Location Assistance	January 9, 2021	See Question # 25
Request Reasonable Accommodations	January 9, 2021	See Reasonable Accommodations below and Question #32
Submit Applicant Agreement to Testing Conditions to WSBA	January 28, 2021	
Submit Photo to WSBA	February 5, 2021	Passport-qualify photo of applicant
Complete ExamSoft Registration and Mock Exams; Upload Mock Exams	February 5, 2021	See Question #4
Download Exam Day Files	February 16-19, 2021	From ExamSoft site
Download Forms for Performance Test	February 19-21, 2021	From WSBA website

Testing Software

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

- The February 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 January with instructions for registering your 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 February 5, 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://examssoft.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://examssoft.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 the services described above to examinees, and is never sold. Remote proctoring recordings 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 human proctors are anonymized and no information about the identity of the examinees is available to the proctor. Examinees will find ExamSoft's terms of use here: <https://examssoft.com/terms-of-use>

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.examssoft.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.
 - o WSBA recommends that you comply with Examsoft's **recommended system requirements**, rather than the minimum system requirements.
 - o Examinees may not use more than one computer monitor to take the exam.
 - o Examinees will need some internet connectivity at the start of each session to retrieve the password for that session's file and upload their photo. A high-speed internet connection is not required. Examinees will not need internet connectivity during the session while the exam file is in use.

11. How do I find ExamSoft's Minimum System Requirements for my computer?

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

- o Mac: <https://examsoft.com/resources/exemplify-minimum-system-requirements#mac>
- o Windows: <https://examsoft.com/resources/exemplify-minimum-system-requirements#windows>
 - As of November 16, 2020, the Exemplify MSR's 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.
- o **Exemplify only runs on Mac devices with Intel processors. It is NOT compatible with a Mac device with the M1 chip .**
 - M1 Announcement: <https://www.apple.com/newsroom/2020/11/introducing-the-nextgeneration-of-mac/>
 - Comparison of Mac Models (Includes Those With Intel Chips): <https://www.apple.com/mac/compare/>

12. 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:**

- o 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.
- o After your update is complete, you can download Exemplify and register.

13. 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.

14. 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>

15. Will technical support be available during exam sessions?

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

Features of the Exam Software

16. 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;
- 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.
- Backward navigation
- Missing answer reminder
- Question numbering
- 5-minute alarm notification before the exam session is over
- Cut/Copy/Paste (notes and answer text only)

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

- Highlight within the text of each questions;
- 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 or return to unanswered questions during each exam session;
- Flag multiple-choice questions to return to for further consideration during that exam session;
- Use the virtual scrap paper throughout the multiple choice session.

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

17. 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 only. Any blank paper may be used as scratch paper during the performance test sessions. Examinees are required to shred the scratch paper after the performance test sessions.

18. 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

19. 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 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.

20. 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.

21. 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;
- You must have internet connection at the beginning of each exam session to retrieve your password and take your photo; please review the “Technology Requirements” section for additional information.
- Nothing should be on your work surface except your laptop or computer and any keyboard, mouse, camera, or microphone used for taking the exam.
- 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, as well as the photo that you will be required to email admissions@wsba.org. 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.
- Please review ExamSoft’s [Exam Day Guide for Exam Takers](#).

22. 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 understand that 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
- 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, which you may retrieve a cell phone from outside

the testing area to use to contact ExamSoft technical support. 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 set the phone to silent mode and remove it from my arm's reach.

- Lumbar support or seat cushion, foot stool or other physical support devices
- A cooling pad, if necessary, for your laptop.
- Scratch Paper Exception for Performance Exam Only. For *the Performance Exam* test item only, I may use blank paper, lined or unlined, and non-digital pens or non-mechanical pencils. I must remove the scratch paper and writing utensils from the testing room following the Performance examination sessions. I understand that 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
- 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.
- Other items only if a special request is granted; see Special Requests section below.

23. 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 #17;
- Cell phones or other video/audio recording devices of any kind;
- Backpacks, bags, purses, tote bags, briefcases, laptop cases, sleeves, or shells
- Wear earplugs, a headset, headphones of any kind, earmuffs, hats, hoodies, or anything that covers the head, ears, or face;
- 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 Exam test if using scratch paper. Writing instrument of any kind, except for writing utensil allowed for the Performance Exam 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 Exam test sessions only, as outlined above);
- More than one monitor;
- Reference materials, bar review materials, notes of any kind; and,
- Any items within your reach other than items listed in question #22.

24. 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.

25. 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 applicants 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.
- Applicants in need of location assistance must submit a request for location assistance describing your circumstances by January 9, 2021, by emailing admissions@wsba.org. The exam will still be taken as a remote exam using ExamSoft's software. Sites for locations assistance will be determined after the deadline for receiving requests.

26. 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 Standard 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.

27. 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 Winter 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 # 32.

Remote Proctoring

28. 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>

29. 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 exams, the identity of the examinee is not known to the exam graders.

30. 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 applicant 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 applicant 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.

31. 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

32. 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.

33. 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.

34. How do I make a request for reasonable accommodations for the exam?

If you have a medical, physical, or cognitive disability, you may request that the limited practice officer exam or the limited license legal technician exam be administered under reasonable special conditions to accommodate your needs. You must make your request by [completing the accommodation request](#) form and email the completed form to admissions@wsba.org no less than 45 days prior to the examination and you must support your request with medical documentation.

Special Requests for Remote Exam

35. 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.

36. 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.

37. How do I make a special request to have an item near me during an exam session?

For good cause shown, examinees may be permitted to have otherwise prohibited items near them during an exam session. Examples of items are: pillows/lumbar supports, wrist rest, medication, and religious headwear. You must make your request by emailing admissions@wsba.org no less than 18 days prior to the examination. Requests must be supported, when applicable, by a doctor's note.

Post Exam Questions

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

You must upload your exam files and video monitoring files by February 26, 2021 at 11:59:59 PST.

39. 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>

40. When will exam results be released?

The exam results will be emailed to the last known email address on record on Friday, April 9, 2021 at 8 a.m. PST.

41. 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.