

Spring 2020 Exam FAQs and Resources

Q. When is the Registrar’s Office open during exams?

A. The Law Registrar staff will be working remotely and will be available Monday-Friday, 8:00 a.m. – 8:00 p.m. and Saturday, 8:00 a.m. – 12:00 p.m. We will be available by phone and e-mail (see below).

Q. Who should I contact if I cannot take my exam on the scheduled date?

A. If you are unable to take your exam at the designated time do not contact your instructor.

Reach out to the Law Registrar or your program office as follows:

JD Students	Law Registrar’s Office – lawreg@bu.edu Assoc. Dean Gerry Muir – gmmuir@bu.edu Student Affairs – studaff@bu.edu	617-353-3115 617-353-3127 617-358-1800
LLM American Law, IP & Exchange Students	Law Registrar’s Office – lawreg@bu.edu Grad & Intl Programs – gradint@bu.edu Maureen Leo – mtleo@bu.edu	617-353-3115 617-353-5323
LLM Banking & Certificate Students	Banking & Financial Law – banklaw@bu.edu Lorraine Kaplan – lekaplan@bu.edu	617-353-3023
LLM Tax, MST & Certificate Students	Grad Tax Program – gradtax@bu.edu Rebecca White – rdunner@bu.edu	617-353-3105

Q. When should I take my exam?

A. We strongly encourage all students to take their exam during normal business hours and as close to the window open time as possible. This is most important for Timed Exams that require Examplify to ensure technical support is available.

Q. Who should I call if I have a problem downloading Examplify or using it during my timed exam?

A. If you encounter technical issues with Examplify during your timed exam or you are unable to successfully upload your answer file, you may contact the **Law IS&T Help Desk** for assistance during normal business hours. During the exam period they are available Monday-Friday, 8:00 a.m. – 6:00 p.m. EDT via phone to 617-358-5555 or via e-mail to lawhd@bu.edu. Be sure to have the correct program, course name and/or number when contacting their office.

Q. I have a take-home exam via ExamSoft. Do I need special software? What browser should I use?

A. Special software is not required. You will use the standard word processing software on your laptop or computer. You will have full access to all applications during your exam. **Google Chrome and Mozilla Firefox** are the recommended browsers. Students should not use Safari or Edge.

Q. I downloaded my take-home exam questions, but the site says I have less time than published in the exam schedule. Was the time changed?

A. We will alert you of any changes in the exam duration by updating the schedule. The timer under the *Actions* column may display incorrectly. The timer is working properly. If you scroll to the right and view the *Upload Due Date* column, you will see the correct time due for your exam based on your download time.

- Q. My take-home exam is due and I am having trouble on the ExamSoft site. What should I do?**
- A. We recommend students log out of ExamSoft after they download their exam questions as the site will “time out” while they are taking their exam. If you forget to log out and this happens, you should close your browser and clear the cache. Revisit the site and log in with your credentials. If you are still unable to log in or the system is non-responsive, take a screen shot and e-mail it with your completed exam to the Law Registrar’s Office at lawreg@bu.edu as noted in the exam specific instructions you receive via e-mail. This ensures the time stamp for your exam. (Banking students should email banklaw@bu.edu and Tax students should e-mail gradtax@bu.edu.)
- Q. I am not on the East Coast and your offices are closed, where can I get help?**
- A. ExamSoft Support is available 24-7 if you have technical difficulties. Their staff will not distribute passwords.

Exam Takers



Support Portal
24/7 Online Resource Center
www.examssoft.com/support



Email
support@examssoft.com



Exam Taker Support Line
Available 24 hours a day
(866) 429-8889
(954) 429-8889



Live Chat
Available 24 hours a day
www.examssoft.com/support

- Q. I have a timed exam using Exemplify and I didn’t receive my exam password. What should I do?**
- A. First check your clutter or junk mail folder. JD, American Law, IP and Exchange students may contact the **Law Registrar’s Office** during normal business hours via phone to 617-353-3115 or e-mail to lawreg@bu.edu. Only the Registrar’s Office can resend students an exam password for JD and AM courses. Students in the Banking (BK) or Tax (TX) programs should contact their respective program office.
- Q. I forgot to include my exam certification with my take-home answer file. What should I do?**
- A. Students in JD or AM courses should e-mail their completed certification as an attachment to lawreg@bu.edu and we will include it with your exam. Do not resend the full exam file as we are unable to accept edited exams after they are due.