EXAM4 RECOVERY PROCESS

If you are experiencing technical difficulties while taking your exam, please follow the steps outlined below to recover your exam.

1. Reboot your computer by holding down the power button. Do NOT click on restart if prompted. Keep holding down the button until your computer completely shuts off. *I understand this part is nerve-wracking but please remember your exam answers were being saved every 2 minutes.*

2. Turn your computer back on and open Exam4. Click on “Select an existing exam” and highlight the correct exam. Click on “Begin Exam”.

For the purpose of testing this process, I used the exam number “000”.

![Exam4 Recovery Process Diagram](image)
3. Leave “EXAM4APPLE” as is and click “OK”

4. Write “recovery or tech recovery” in the text field and click “OK”. DO NOT WRITE WHAT I WROTE BELOW.
5. You will see the text of your exam pop up, and you'll be asked to verify that it is the most recent recovery of what they were working on.

Recovery from backup...

This text is the best automatic recovery we can make of your exam at this time. **Scroll all the way to the end and inspect it carefully.**

In rare cases you may see some damaged data at the end of the exam. If the damage represents LESS than 10 minutes of work, you should probably accept the partial recovery. If the damage represents MORE than 10 minutes of work, you should probably cancel the recovery and begin a new exam (later, your exam administrator may be able to manually recover some portion of your prior work).

Answer-to-Question-1_

testing out the recovery process

Click OK to accept the recovery and continue this exam. Click Cancel to begin a new exam.