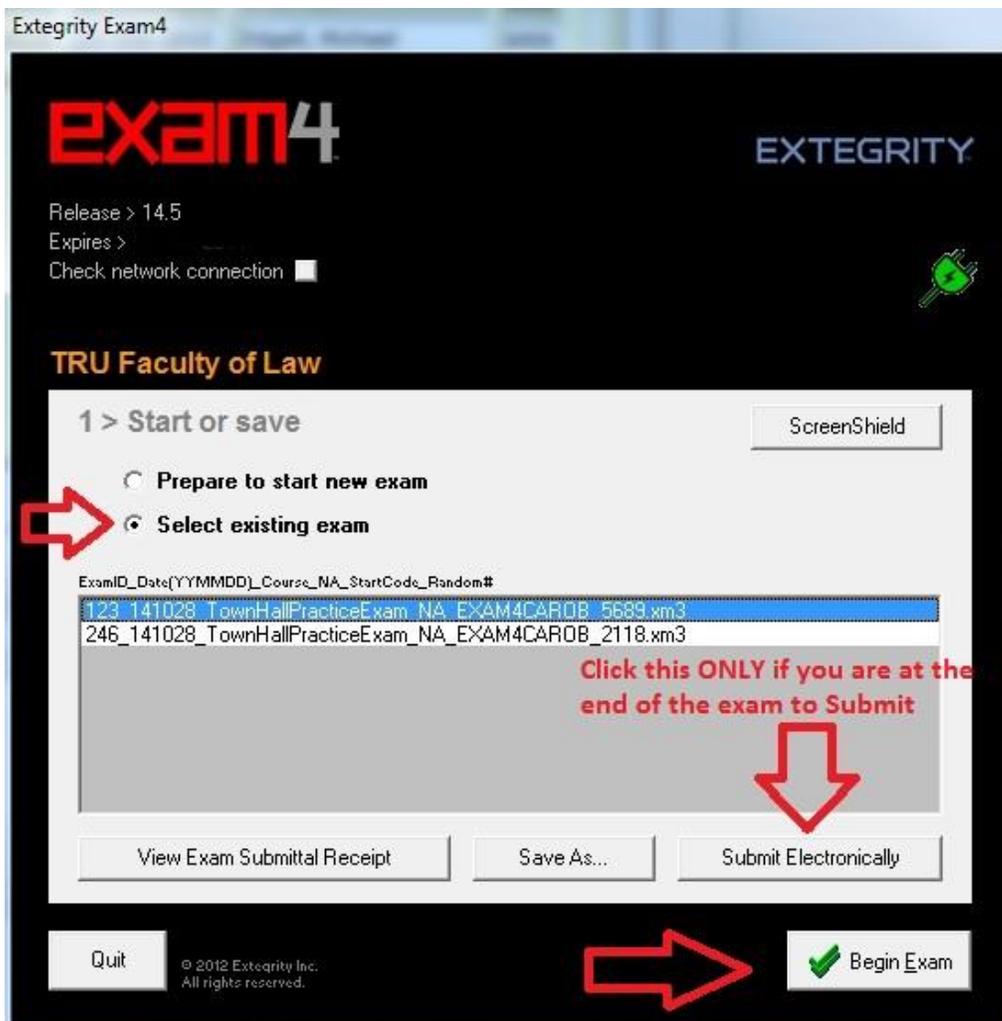


FROZEN LAPTOP:

- 1) Do NOT end your exam, nor exit out of Exam4 (even if you are able to)
- 2) Note, that EXAM4 automatically saves every 10 seconds and creates a 2nd backup file again every 2 minutes to your hard drive.
- 3) Press AND HOLD DOWN the Power button on your laptop until it shuts off. Wait a few seconds. Turn Power back on.
- 4) Once rebooted, login to EXAM4 software and choose “Select Existing Exam” and make sure you select the correct exam. Files begin with the Exam ID, YYYYMMDD, then course title.



- 5) Choose “Begin Exam”. Should be able to continue where you left off.
- 6) Or, if you are trying to submit your exam, select “Submit Electronically” to submit you exam.