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Exam Reminders from the Registrar

As of November 17, 2020

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Important Electronic Bluebook (EBB) Update

Due to the recent release of Apple OS Big Sur, the EBB developer has made necessary updates to its software. The new version of EBB applies for both Mac and PC users. **Students should uninstall the current version of EBB and reinstall the new version of EBB *before* your first exam on Friday, November 20**.

MAC USERS - Please follow these steps to uninstall and re-install EBB on your Mac:
1. Update the Apple OS to Big Sur.
2. Go to the Finder folder.
3. Select Applications.
4. Locate the EBB icon and drag it to the trash can.
5. Empty the trash can.
6. Log into the EBB Student Portal.
7. Download the newer version.

The version number will not update from what you have seen previously. To verify the correct version, launch the software. On the screen where you input your username, if it says "Download Exams" and "Skip," it is the correct version.

PC USERS - Please follow these steps to uninstall and re-install EBB on your PC:
1. Locate and open the EBB folder in the Start Menu OR from the Control Panel.
2. Select Uninstall Electronic Bluebook.
3. Go through any command prompts to finish uninstalling.
4. Log into the EBB Student Portal.
5. Download the newer version and run the software to confirm you have Version 5.

If you have pinned the EBB icon to your desktop or toolbar, be sure to remove and re-add it.

ADDITIONAL TIPS

- Check that your computer is functioning optimally. You should shut down/restart your computer **and check that your computer has downloaded all driver and software updates*;** this helps ensure a computer's smooth operation.
  *MAC users: in order for EBB to work optimally, you will need to update to Big Sur first so that all updates made to EBB can be installed. If you uninstall your current version of EBB, you will be forced to update to Big Sur as you will not be able to go back to the earlier version of EBB.

- Make sure your computer has enough memory for the EBB software to run and store your exams on your hard drive—a minimum 4GB of memory is required. Do **NOT** use an external hard drive during the exam as it could permanently delete all of the content of your inputted exam.

- It is helpful to have a hot spot available (and know how to log on) in case of internet failure during an exam.

- Have a secondary device, such as a cell phone or tablet, available in case you have a technical problem and need to send an email or place a call.

- Confirm that you have installed the new version of EBB properly on your computer and that you know how to use it.
  - Download the in-class exam software for exam options D & E from the EBB Student Portal.
  - Exam options A, B, & C can be found within the EBB Student Portal.
  - "How to Install EBB" and "FAQ" guides are available on the Exam Information webpage to help troubleshoot common issues.

NEED HELP?

Should you experience any difficulties uninstalling, re-installing, or using EBB, please send an email to **law-exams@emory.edu.** Emails are monitored from 8 a.m. to 5 p.m. EST daily during exams. A team member will get back to you as quickly as they are able to do so.

For other IT-related questions or concerns, please email the Student IT Help Desk to request assistance. Emails are monitored from 8 a.m. to 5 p.m. EST daily during exams. A team member will get back to you as quickly as they are able to do so.