FAQ for EBB

Email law-exams@emory.edu for any EBB questions not answered in this document.

Email LawIT-O365Group@mscloud.emory.net for any computer related issues.

EBB STUDENT PORTAL

1. I receive a "403 error" when I try to go to the https://emory.ebbexams.net website?
   a. You will need to clear the cookies and cache (internet browsing history) from the browser you are using. Close the browser and relaunch.

2. I do not know my full Emory email address and/or student ID! What do I do?
   a. Log into OPUS with your normal credentials. Click on the profile tile on the OPUS landing page then click on Email and Addresses—this will include all of the required information.

INSTALLING EBB

1. Can I download the EBB app as I am about to start my exam?
   a. No. You should download/install the software at least 24 hours in advance of your exam to ensure you do not encounter any technical difficulties.

2. The exam software download is either quoting hours to download or is not downloading at all?
   a. You may need to temporarily disable any anti-virus software or malware you have on your computer. Conduct an internet search on how to disable or uninstall your particular brand of anti-virus software.
   b. If the above is not the issue, when is the last time you restarted your computer? There may be critical software updates that need to be installed prior to installing EBB.
   c. If neither of the above work then contact LawIT-O365Group@mscloud.emory.net for further assistance.

3. I had a previous version of EBB in-class software on my computer, but I installed the newer version. When I click on the icon I saved to my toolbar, EBB it errs out and closes?
   a. Though you installed the new version, it does not necessarily update the shortcut icon saved on your toolbar. Delete the icon and then re-add the shortcut.

4. I am a Mac user and had a previous version of EBB installed on my computer. I uninstalled it and tried to install the new version, but it's not working?
   a. Did you empty the trash can? In order for the newer version to work, the older version must be completely removed from the computer which includes emptying the trash can.
   b. If the above is true, then you may need to restart your computer as a final step.

5. The software downloaded fine, but when I launch the software, the only thing that pops up is a small, blank square with the EBB logo in the corner?
   a. The computer's resolution needs to be adjusted. For PC Users, Start Menu→Settings→System→Display→Scroll to Resolution and select 1920 x 1080→Keep Changes→Restart Computer→Try to install EBB again
   b. For Mac Users, the computer should automatically adjust and you should not encounter this issue.

6. I tried #5, but it still didn't work?
   a. The next step to try is adjusting the DPI (dots per inch). For PC, right click on desktop→select Display Settings→Click Display→Advanced Display settings→Advanced sizing of text and other items→Set a custom scaling level→Change size of text, apps, and other items→Set percentage to 100% →Restart computer

FAQ for EBB

Email law-exams@emory.edu for any EBB questions not answered in this document.

Email LawIT-O365Group@mscloud.emory.net for any computer related issues.

EXAM

1. I launched the software, entered my email address, and clicked Continue. I don't see any of my exams in the "Exam Name" drop down menu?
    a. The Continue button is misleading. Instead of clicking on Continue, click on "Get Exams". This should generate your upcoming exam in the "Exam Name" drop down menu. Once you have selected the exam, the anonymous number, course name, professor name, number of essay questions, and number of multiple choice question(s) will auto-populate.

2. If #1 does not work, then review the email you received from Dean Hinson confirming the exam mode your professor is using.
    i. Option A, B, and C are all accessible in the EBB Student Portal. You should not be downloading any software or launching the in-class software for any of these exams.
    ii. Option D and E are accessible in the in-class software. This is software that has to be downloaded (which you should have already done) from the EBB Student Portal. To access the exam, launch the EBB application that you downloaded, again which is separate from the EBB Student Portal.

3. I clicked on the View Exam button for Option B and the exam window is not popping up.
    a. You may need to turn-off your pop-up blockers in the internet browser you are using. Conduct an internet search for your specific browser to learn how to disable these.

4. How can I view the take home exam questions at the same time I am trying to answer them?
    a. The web based (Option B) and traditional take home (Option C) exams will allow you to view the exam simultaneously with the screens needed to input your answers by either minimizing screens to be side by side or toggle between each page. Only the traditional take home will allow you to print the exam.

5. My take home exam had multiple choice, how do I know that my answers were submitted?
    a. For Option A, make sure you click on SUBMIT EXAM. You will receive an on-screen confirmation message.
    b. For Option B and Option C, once you have clicked "FINALIZE AND SUBMIT" to submit your multiple choice responses, you will receive an email confirming the submission. If you do not click "FINALIZE AND SUBMIT" then you will not receive a confirmation email.

6. My take home exam was multiple choice only. When I finalized my answers I received a message stating my exam would be marked late, but I was still within my allotted time?
    a. The take home exams are built to recognize an uploaded file as a final submission even though the exam is only multiple choice. You may disregard the message so long as you were still within the allotted time when you submitted.
    b. Even if you exceed the allotted time, then be sure to click on the FINALIZE and SUBMIT button for all of your answers to be recorded. Otherwise, answers entered after the time expired may not be counted in scoring.

7. I entered my multiple choice responses in the take home and left the page or the page timed out!
    a. So long as the time has not expired, your answers will be saved and returned to without incident.
    b. If time expired, then only the answers you inputted prior to will be recorded.

FAQ for EBB

Email law-exams@emory.edu for any EBB questions not answered in this document.

Email LawIT-O365Group@mscloud.emory.net for any computer related issues.

8. The take home web page timed out and I had to log back in which used some of my time.
   a. The take home portal is a secured site like Amazon or your bank would be. If the web page sits idle for 17 minutes, then it will time out and log you out for security purposes, much like Amazon or your bank would do. In order to keep the webpage current, a simple movement of the mouse in the web browser within the 17 minute window will keep you logged in. Otherwise, you will be logged out and required to log back in when it is time to submit your responses. If working on multiple choice and the webpage times out, your answers will be saved from the point you timed out.

GENERAL INFORMATION

1. Am I able to use multiple monitors?
   a. All versions of the take home exam and the unblocked in-class exam will allow the use of multiple monitors.
   b. The blocked in-class exam will not permit the use of multiple monitors and it will only display on the primary monitor.

2. Can I access my exam on multiple devices?
   a. All versions of the take home exam will allow you to view the exam on multiple devices at the same time so long as you have not submitted an exam or time has expired.
   b. For the in-class exam, either blocked or unblocked, once you have accessed the in-class exam on one device you will not be able to pull it up on a different device.

TROUBLE SHOOTING TECHNICAL DIFFICULTIES

1. I lost internet connectivity while I am taking my exam.
   a. For both the in-class software (Option D & E) and for take home (Options B & C), each are designed to continue operating without internet while taking the exam. The internet is only needed to enter the exam and to submit the exam. If you are unable to regain internet connectivity when it is time to submit, go ahead and submit anyways because the file will be saved to your hard drive with a time stamp of when you tried to submit.
   b. For take home exam Option A, if you lose internet connectivity then you will need to try one of the following in this order:
      i. If available, connect to your cell phone/tablet's hot spot to resume internet access and finish the exam.
      ii. If you are unable to reconnect by any means, contact your professor immediately informing them of your issue.

2. I was in the middle of my in-class software exam and it crashed, how do I get my exam back?
   a. In the unlikely event that this happens, relaunch EBB when your computer reboots and you should be prompted with a message stating you have an exam open that wasn't properly submitted and if you like to recover your session, select yes and when prompted enter the recovery password "emory".
   b. If that does not work, then contact LawIT-O365Group@mscloud.emory.net.

3. My computer crashes when I use Zoom at the same time as another software program. What do I do?
   a. If you are aware of such issues with your computer, then you should either seek a professional service for assistance (i.e. Geek Squad) or plan to borrow a computer that is capable of running both Zoom. Also, you should seek assistance of this nature well in advance of your exam.

FAQ for EBB

Email law-exams@emory.edu for any EBB questions not answered in this document.

Email LawIT-O365Group@mscloud.emory.net for any computer related issues.

4. For the in-class software, if you have a computer that was purchased in a foreign country, you may need to adjust your Language & Region settings for the software to install correctly:
   a. View the System Locale settings for Windows
   b. Click Start, then Control Panel
   c. Click Clock, Language and Region
   d. Windows 10, Windows 8: Click Region Windows 7: Click Region and Language
   e. Windows XP: Click Regional and Language OptionsThe Region and Language options dialog appears.
   f. Click the Administrative tab or "Advanced" button
   g. On Windows XP, click the Advanced tab
   h. If there is no Advanced tab, then you are not logged in with administrative privileges.
   i. Under the Language for non-Unicode programs section, click Change system locale and select English language.
   j. Click OK
   k. Restart the computer to apply the change.