

Before proceeding you will need to clear the cookies/cache from your internet browser or use a browser that you do not commonly use.

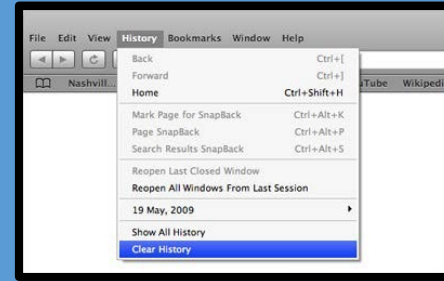
### Chrome:



Click on the three vertical dots to the right of the URL window.

1. Select History from the settings menu
2. Select History from the sub-menu
3. Clear browsing data

### Safari:



1. Choose History
2. Clear History
3. Click Clear

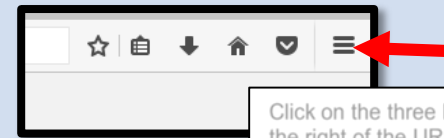
### Microsoft Edge:



Click on the three horizontal dots in the top right corner of the browser page.

1. Select Settings
2. Scroll down to Clear Browsing Data
3. Select "Browsing history" "Cookies and saved website data" and Cached data and files.

### Firefox:



Click on the three hash marks to the right of the URL window.

1. Select History
2. Select Clear Recent History
3. Choose "Everything" from the drop down menu

## Electronic Blue Book (EBB) Student Portal

<https://emory.ebbexams.net>

The EBB portal has already been configured with your unique log-in credentials.

1. The log-in is your **full** Emory email address (*the NetID shortcut will not work*).

2. The password is established as your Student ID number.



*EBB and OPUS are not integrated so your OPUS credentials will not match to EBB.* If you do not know your full Emory email address or student ID, then you can locate the information under the Profile tile→Email and Addresses in OPUS.

The screenshot shows the login page for the Electronic Blue Book (EBB) Student Portal. It features a dark background with two input fields. The first field is labeled with a yellow circle containing the number '1' and contains the text 'Firstname.lastname@emory.edu'. The second field is labeled with a yellow circle containing the number '2' and contains the text '7 DIGIT STUDENT ID NUMBER' in red. Below these fields is a checkbox labeled 'Remember me'. At the bottom is a large blue button labeled 'Sign in'.

# PC Installation Process

1. In-class exams require the download of the EBB application. Log into the EBB Student Portal and click on the appropriate link for the type of computer you are using to begin the installation process.



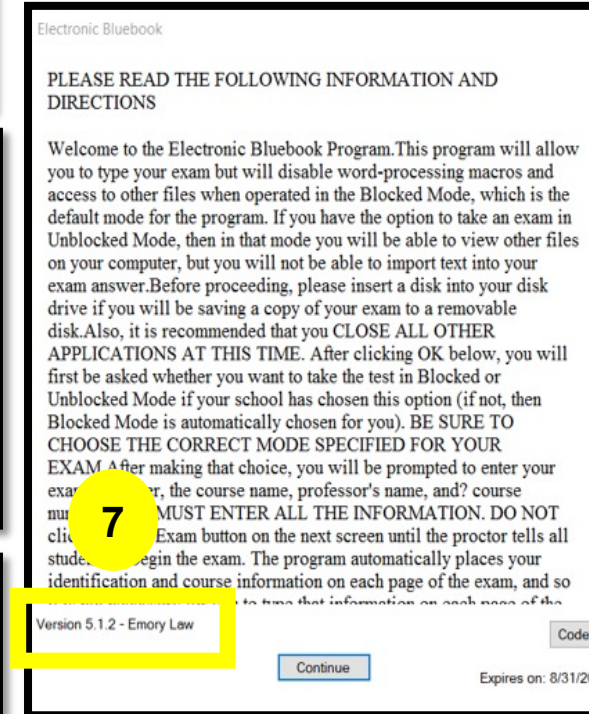
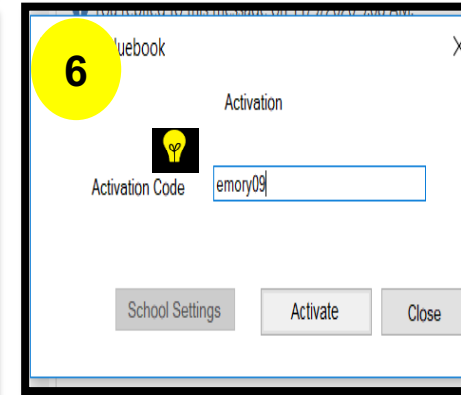
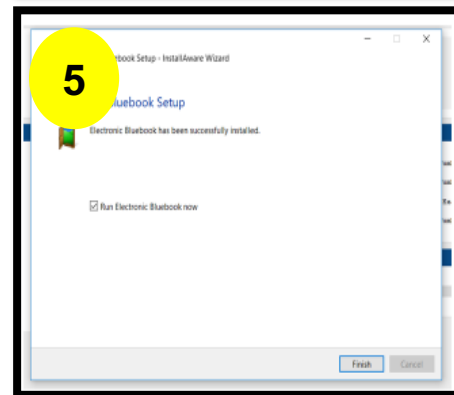
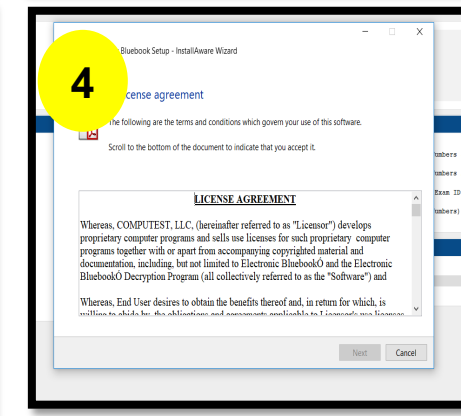
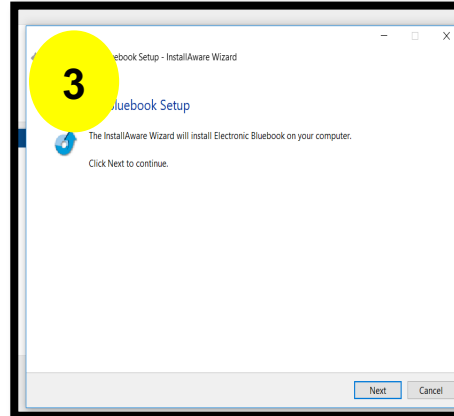
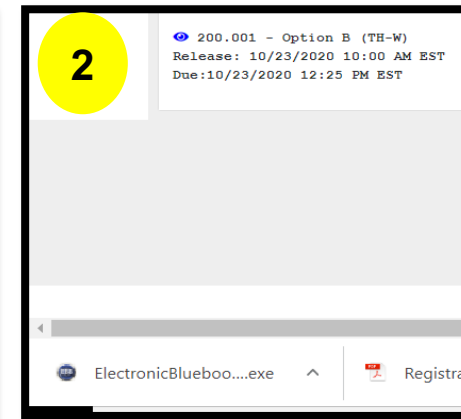
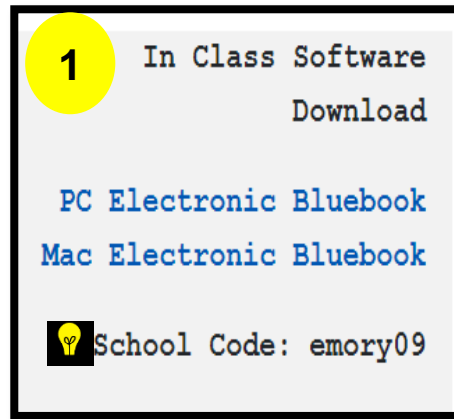
*You will need this information to finish the installation process so be sure to keep it available for reference.*

2. The download file will appear in the bottom toolbar of the computer screen. Once it has downloaded in full (i.e. there is not a time status showing) then click on the file to begin.
3. A dialog box will appear stating the InstallAware Wizard will install EBB with your confirmation of clicking NEXT.
4. The installation will zip through until reaching the EBB License Agreement. Scroll down through the agreement for the NEXT button to become live and proceed by clicking on it.
5. The installation process will continue and generate a dialog box to FINISH installing.



*To fully complete the installation process, leave the Run Electronic Bluebook now radio box checked.*

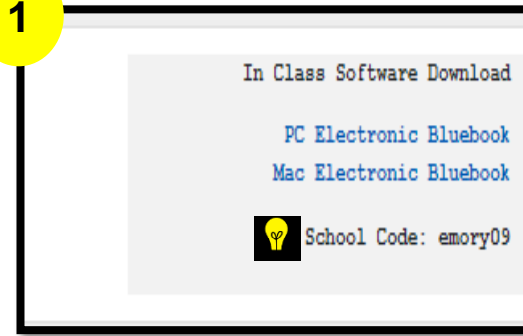
6. To finish installing the software, it will need to be activated. The Activation pop-up will appear at which time emory09 will need to be entered and click on the Activate button.
7. Confirm you are using the current version of the software by verifying the Version number on the EBB welcome screen.  
*\*For Spring 2021, the current version is 5.1.2*



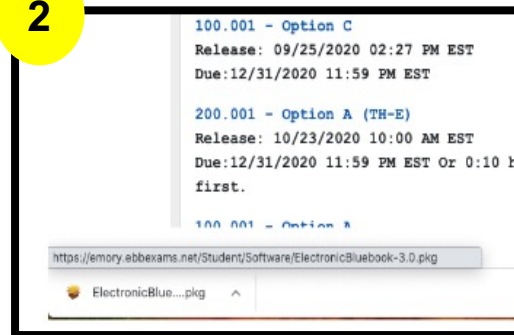
# MAC Installation Process

1. In-class exams require the download of the EBB application. Log into the EBB Student Portal and click on the appropriate link for the type of computer you are using to begin the installation process.
2. The download file will appear in the bottom toolbar of the computer screen. Once it has downloaded in full (i.e. there is not a time status showing) then click on the file to begin.
3. A dialog box will appear stating the EBB Installer will install EBB with your confirmation of clicking NEXT.
4. EBB will request a destination for the install file to live on the computer, either the default or a different location can be selected. Click CONTINUE when you have made the choice.
5. EBB will alert you to the amount of space the program will consume out of your computer storage/memory which is minimal, proceed by clicking INSTALL.
6. You may be prompted to enter your computer log-in credentials to authorize the installation process to continue.
7. A confirmation of a successful installation will appear and you may close the dialog box.
8. Once clicking on close, you will be prompted to select whether you will Keep or Move to Trash the installation files—it does not matter which you select as neither option will affect the performance of the software.
9. After the installing the software, go to the Finder icon, locate Applications folder and click on the EBB icon.
10. To finish installing the software, it will need to be activated. The Activation pop-up will appear at which time emory09 will need to be entered and click on the Activate button.
11. Confirm you are using the current version of the software by verifying the Version number on the EBB welcome screen.  
\*For Spring 2021, the current version is 3.30

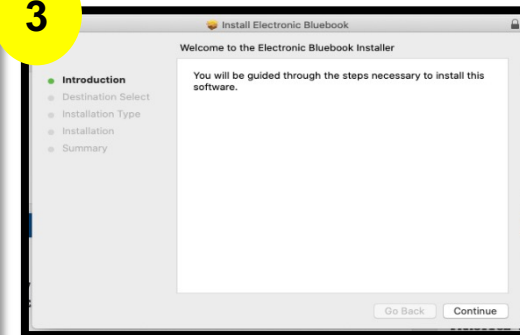
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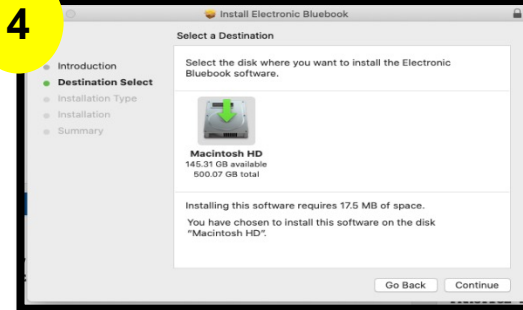
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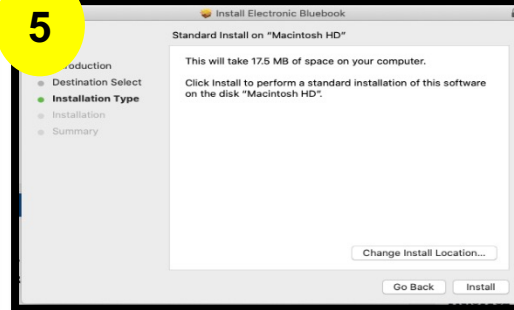
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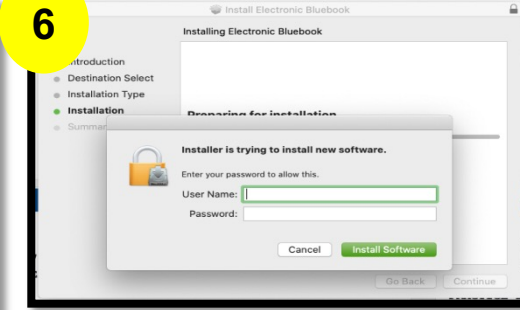
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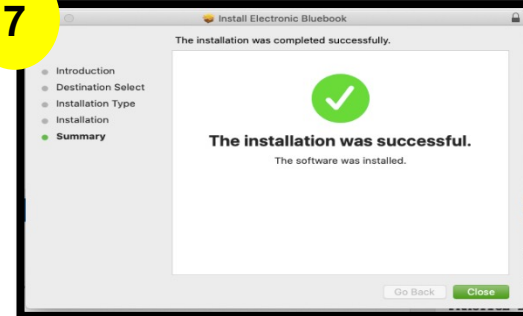
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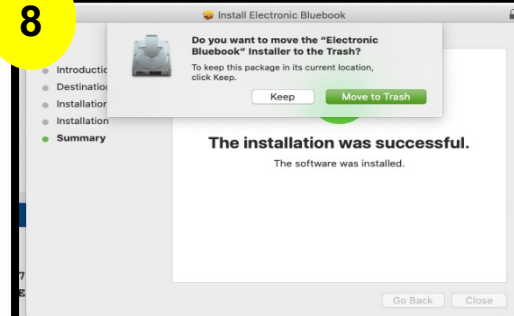
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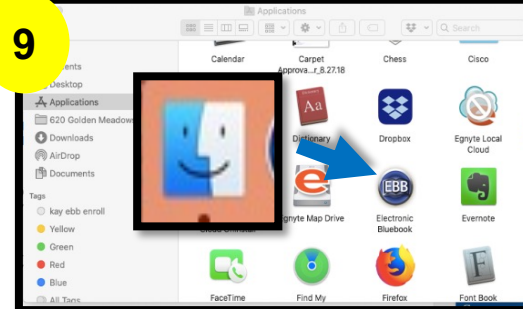
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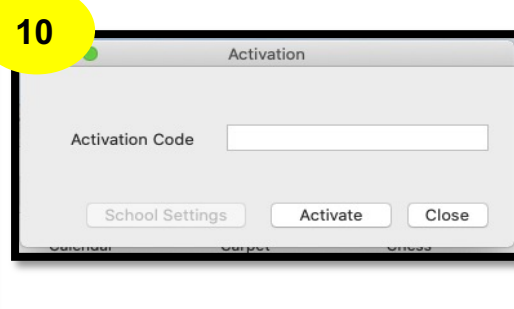
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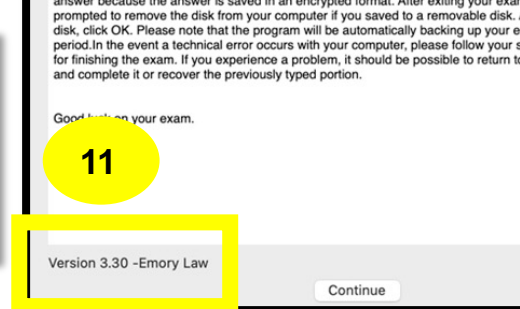
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11



# FAQ

1. **I have put in "emory09" in the activate blank and clicked "activate" but it did not work. I am a PC user. What should I do?**
  - a. You will need to receive further assistance on this matter. Contact law-exams@emory.edu
2. **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? The computer's resolution needs to be adjusted.**
  - a. 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.
3. **If #2 doesn't work, try adjusting the DPI (dots per inch) setting on your computer.** *You may have to do an internet search for your specific type of computer's operating system.*
  - a. For Windows 10, 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
4. **I installed the software, but I do not show the same version number on the Welcome screen as identified in the training?** You will need to uninstall the previous version of EBB in order for the current version to install.
  - a. For PC users, C: drive→Locate the Program Files (x86) folder→Locate the Electronic Bluebook folder→Right click and delete the entire folder→Re-install→Activation Code: **emory09**
  - b. For Mac users, Finder app→Locate the EBB icon→Drag to Trash→Empty trash can→Re-install→ Activation Code: **emory09**
5. **I launched the software, entered my email address, and clicked Skip. I don't see any of my exams in the "Exam Name" drop down menu?**
  - a. For PC users, be sure to click on "**Get Exams**" NOT Skip.
    - i. 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.
  - b. For Mac users, be sure to click on "**Download Exams**" NOT Skip.
    - i. 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.
6. **I launched the software, but as soon as EBB opens it crashes.** There are a few things that can cause this to happen.
  - a. Antivirus software—it is recommended that you disable any antivirus software as it could be interfering with EBB or add the EBB specs to the "safe" list.
  - b. Computer settings in a foreign language—given the coding used for EBB, some language characters can interfere with the coding and cause EBB to fail. It is recommended that the computer settings be updated to English. *(instructions provided on next page)*

## How to change language settings:

View the System Locale settings for Windows

1. Click Start, then Control Panel
2. Click Clock, Language and Region
3. Windows 10, Windows 8: Click Region  
Windows 7: Click Region and Language

Windows XP: Click Regional and Language Options *The Region and Language options dialog appears.*

4. Click the Administrative tab or “Advanced” button
  - a. On Windows XP, click the Advanced tab
  - b. If there is no Advanced tab, then you are not logged in with administrative privileges.
5. Under the Language for non-Unicode programs section, click Change system locale and select English language.
6. Click OK
7. Restart the computer to apply the change.