**Remote Quiz Fixes**

First, try doing a hard re-start (just hold the power button down – do NOT swipe down – until it turns off, then turn it back on). Hopefully that will fix the issue. Please keep MedEd posted.

Mic issue:

**Mic Issues/Resume code Issue (receiving an instruction for a resume code is a mic issue)**

1.Go into device manager and uninstall (right click) the realtek audio under sound video and game controllers

2. Then uninstall the microphone driver under audio inputs (you will need to do steps 1 & 2 and uninstall both).

3. Hard restart (hold the power button, do not swipe down)

4. Turn the computer back on and  try the camera app and make sure you the mic is working there.

Check your Dell updates and install any you might have (type Dell Command in search bar on bottom windows toolbar).

If not that, then you can try installing this Realtek audio driver (.exe file - just run and install):

<https://campbellu.egnyte.com/dl/F0CyBGkqt5>

\*You must have the Dell optimizer installed for installation to complete.

Other issues:

**Operating System needs upgraded:**

If Examplify does not let you through this screen to download the quiz you will need to check for windows updates. Type “check for updates” in the search bar on the bottom left and run any updates that are available. After those have installed go back into Examplify. If it is still giving you the same notice you will need to run Dell Command updates. In the search bar type dell command and select that option when it appears. Run the critical updates first and check examplify again. You may need to run all dell command updates if it doesn’t work after the critical updates have run.

**Multiple password requests from Examplify:**

In Examplify, select the Home Menu at the top right and then click Settings.  This will bring up the Clear Registration screen. Select Clear Registration and let Examplify close on its own. You can then reopen Examplify and login again using your Examsoft username and password. (This is on any of the emails saying your score reports are available in Examsoft. You can also go to examsoft.com/cusom and select forgot password.)

**Mic Issues/Resume code**

Go into device manager and uninstall (right click) the realtek audio under sound video and game controllers and then uninstall the microphone driver under audio inputs (you will need to do both). Hard restart (hold the power button, do not swipe) then try the camera app and make sure you the mic is working there.