NOVEMBER 2024 COLORADO LLP EXAMINATION
LAPTOP USE REQUIREMENTS AND INSTRUCTIONS

In order to take the Essay portion of the LLP exam using your laptop computer you must register and install testing software from ILG Technologies, LLC (ILG Technologies). Minimum system requirements are set-forth on the ILG Exam360 web site at: ILG Exam360.

Prohibited items:
You are permitted to bring one peripheral mouse, keyboard, mouse pad, and laptop cooling pad; these peripheral devices may be corded or wireless. Other peripheral devices and/or accessories are not permitted unless they have been pre-approved as a testing accommodation.

Your laptop must be free of labels, stickers, photos, covers, etc.

External monitors are prohibited.

Email account:
You must have an active email account. For software installation and registration, you must have Internet connectivity capability on the computer you plan to use on exam day. *(You will not be connecting to the Internet during the exam.)* Be certain your spam filters are set to accept emails from *@csc.state.co.us and *@colorado.ilgexam360.com.

Software Installation/Registration:
Software installation/registration is accomplished through an ILG Exam360 website specifically created for the Colorado Bar Admissions (LLP and Attorney exams). The website address is
https://coloradollp.ilgexam360.com/home.action

Installation/registration must be completed during the active registration period noted below. **If you fail to complete the software registration, installation, and ALL the required steps prior to the registration closing date you will have to handwrite the essay portion of the exam.**

● **Laptop Registration opens: September 24, 2024**
● **Laptop Registration closes: October 29, 2024**

Laptop Setup:
1. The email address you have provided as your primary contact email (which should match the email being used for your Citrix ShareFile™ communications) will also be used for all communications relative to ILG Exam360 laptop registration and related to your ILG Exam360 account.

2. All installation/registration instructions, notices and software updates will be conveyed **only** via the email. Be certain your spam filters are set to accept emails from *@csc.state.co.us and *@colorado.ilgexam360.com.

3. **If your email address changes after you have filed your application you must contact our Office via email with the** subject line, "Email Address Change for LLP Applicant" – please email our office at bleinfo@csc.state.co.us. We will also confirm if your email address will need to be updated on your ShareFile folder as well.

4. **If you are unable to take the essay portion of the exam on a computer, please contact our office via email** to bleinfo@csc.state.co.us to indicate you want to handwrite the essay portion of the exam.

5. Shortly before laptop registration opens, you will be notified by email with the instructions for registering your laptop, downloading the software and completing the required registration steps. A new account is created each time you file an application to take the exam on computer and the **newest version of the software must be downloaded for each subsequent exam administration. Remove any and all prior downloads before installing the newest version.**

6. **MANDATORY READING**: Before beginning the installation/registration process, review the FAQs on your ILG Exam360 user homepage ILG Exam360 for details on minimum system requirements and to identify potential hardware/software conflicts that could disable your laptop prior to installation and during the exam.

7. Allow approximately 30-45 minutes to complete the software download and laptop registration process.

8. Complete ALL steps of the registration/installation process during the registration period even if you may have previously used ILG Exam360 for college exams or licensing exams.

9. **Only one download** of the software is permitted. Do not install the software on a computer you do not intend to use for the exam. The software cannot be copied from one computer to another.

10. Once you have installed the testing software, **DO NOT upgrade or change your operating system** until after the LLP exam. **Do not uninstall the testing software** until LLP exam results have been announced.

11. If you have not received an email notice regarding your ILG Exam360 account information by **September 24, 2024**, please email our office at bleinfo@csc.state.co.us

12. Check your Spam/junk mail folders often.

13. If you complete the download/registration process and subsequently find it necessary to use a different computer; complete **one** of the following tasks **prior** to the laptop registration closure day for approval from ILG:

    a. Call the support center at 833-ILG-SUPP (833.454.7877);
    b. Return to your ILG Exam360 user homepage and click the Technical Support button in the lower right corner; or
    c. While in the ILG Exam360 software, click the "My Account" tab in the upper right corner and click on the Technical Support Request button.

Exam Day:
Upon your arrival on exam day, you will be provided with a Pre-Exam Computer Instruction sheet. Immediately upon locating your assigned seat, follow the instructions in the handout to set-up your computer. The instruction sheet will include a unique password needed to launch the testing software on exam day. DO NOT enter the password until instructed to do so by OARC staff. ILG technicians will be

onsite on the day of the exam to assist with issues that may arise with your computer during testing; please address any technical issues you have encountered with the ILG software prior to coming to the exam in order to alleviate stress during your testing time. No additional time is granted for technical issues; you may have to handwrite the exam if your encounter computer technical issues that cannot be resolved.

Tips for Exam Day:
Know your equipment. Equipment and operating systems vary; be familiar with the computer you plan to use on exam day. If you plan to purchase a new computer, do so well in advance of the active registration period. **Spell check is an included feature of the testing software.**

Borrowing a computer from another source is <u>discouraged</u>. If you must borrow a computer from another source, such as your employer, be certain that all security and/or network settings have been disabled or set to allow software downloads and that any administrator access and/or login data, such as username and password have been provided to you. This information may be required to reboot your computer and may be needed for site technicians to assist you in the event your equipment malfunctions during the exam.

You should disable automatic Wi-Fi connection, anti-virus and spyware protection before you arrive at the exam site**.**

ILG Tech Support:
If needed, there are three ways to contact ILG Exam360 technical support:

- Call the support center at 833-ILG-SUPP (833.454.7877);
- Return to your ILG Exam360 user homepage and click the Technical Support button in the lower right corner; or
- While in the ILG Exam360 software, click the "My Account" tab in the upper right corner and click on the Technical Support Request button.

Contact support well ahead of the examination if you encounter difficulties. **Do not wait until the last minute to request technical assistance.**