



**BEACON HILL**  
FINANCIAL EDUCATORS

144 Cape Newagen Road, Southport, ME 04576  
Phone: 800-588-7039 Fax: 877-902-4284  
[contact@bhfe.com](mailto:contact@bhfe.com) [www.bhfe.com](http://www.bhfe.com)

*E-EXAM*<sup>™</sup> ANSWER SHEET TROUBLESHOOTING

LAST UPDATED: 3/1/11

**Cannot open or fill out *e-Exam*<sup>™</sup> answer sheet**

You must have Acrobat Reader version 8.0 or higher (free download: [www.adobe.com](http://www.adobe.com)). Apple Macintosh computers come with a PDF viewer program called "Preview." This program cannot process the *e-Exam* form. Download Adobe Acrobat Reader. Open Reader, then open the *e-Exam*<sup>™</sup> answer sheet. Mac users: also see below regarding Firefox.

**How the *e-Exam*<sup>™</sup> answer sheet works**

Once you complete the *e-Exam*<sup>™</sup> answer sheet, click the "Submit for Grading" button at the bottom of the page.\* This will automatically launch the form up to our online grading program. After a few seconds, your results will be displayed and you will be able to view and print your certificate of completion.

\*When you click on the button, a message might appear asking for your permission to allow the form to access the Internet. Click OK/Allow.

**If there is no response after clicking the "Submit for Grading" Button, or you receive an error message:**

Your firewall settings might be preventing the *e-Exam*<sup>™</sup> answer sheet from accessing the Internet or displaying your results. In many cases, we receive your answer sheet even though you cannot view the results. Check your Email for a message that is automatically sent from our grading program. It contains your exam results and your certificate.

If there is no E-mail message, try saving the completed *e-Exam*<sup>™</sup> answer sheet, then sending it to us as an attachment, to [exams@bhfe.com](mailto:exams@bhfe.com). We will submit the form for you and follow up to ensure that you receive your results and certificate.

**AOL, Mozilla/Firefox Users:**

Close AOL or Firefox, open Internet Explorer or Google (web browser) and then submit your *e-Exam* form. This will allow the form to access the Internet without being blocked by firewall settings.