

**I have a Mac OS computer. I've finished/uploaded my exam. My background picture on my desktop is changed, showing an "ExamSoft" background. What can I do?**

If your background just displays an ExamSoft background picture on your desktop, and you can see all of the icons or files on your Mac desktop, then you may just need to change your background back to what you had before.

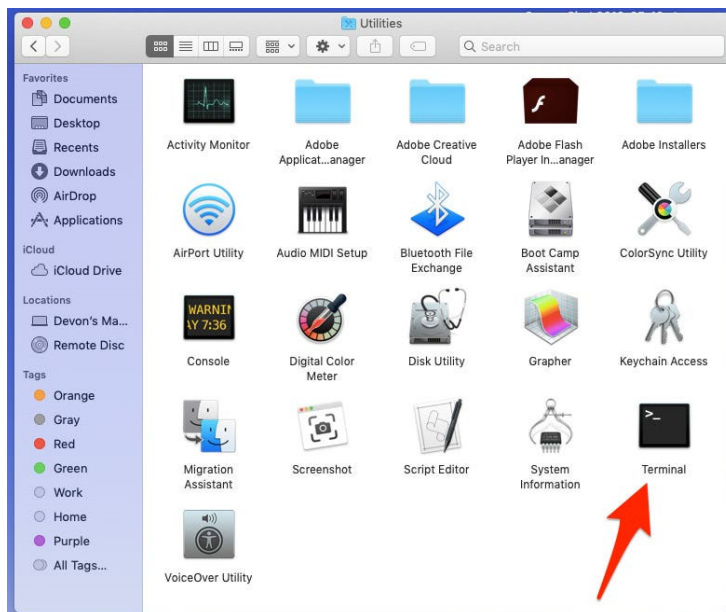
However, if your icons and files are missing along with the "ExamSoft" picture background, the ExamSoft software may have made your files be in a "hidden" state. To correct this, you will have to do the following:

1. Open a **Terminal** window:

- Pressing command key and space bar together to initiate the search function
- Type in "Terminal," then run the Terminal app

or

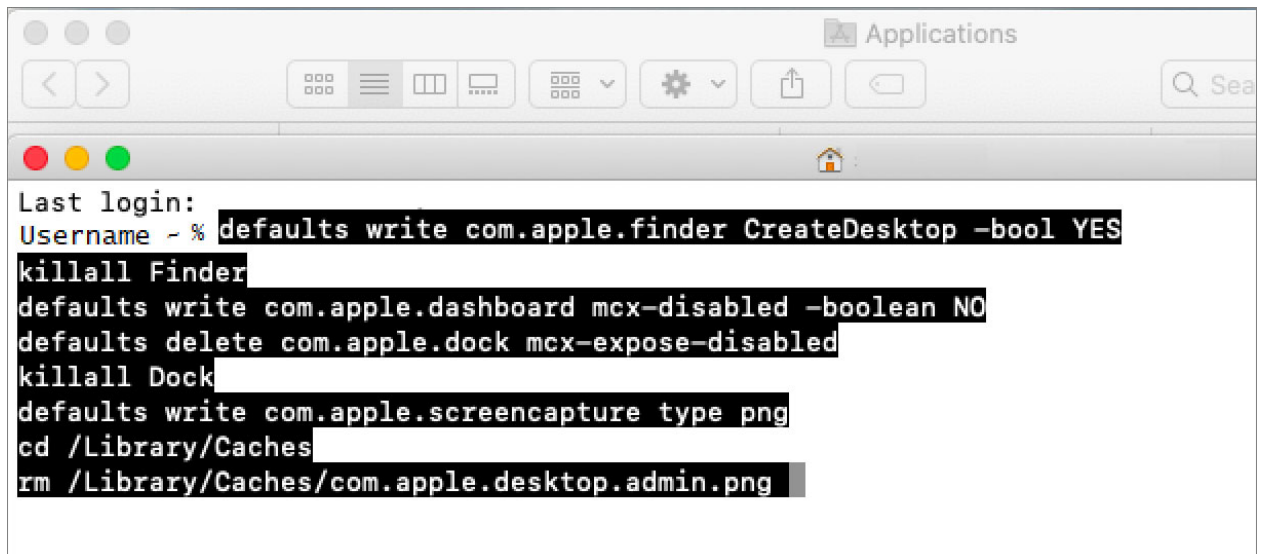
Go to the Finder Menu at the top and select **Applications**  
Then go to the **Utilities** folder  
Then run **Terminal** app





2. Once you are in the terminal window you can copy and paste the command below to your terminal window :#

```
#
defaults write com.apple.finder CreateDesktop -bool YES
killall Finder
defaults write com.apple.dashboard mcx-disabled -boolean NO
defaults delete com.apple.dock mcx-expose-disabled
killall Dock
defaults write com.apple.screencapture type png
cd /Library/Caches
rm /Library/Caches/com.apple.desktop.admin.png
```



```
Applications
Last login:
Username - % defaults write com.apple.finder CreateDesktop -bool YES
killall Finder
defaults write com.apple.dashboard mcx-disabled -boolean NO
defaults delete com.apple.dock mcx-expose-disabled
killall Dock
defaults write com.apple.screencapture type png
cd /Library/Caches
rm /Library/Caches/com.apple.desktop.admin.png
```

3. Once you've copied and pasted the command above, press the **Enter** key to initiate the restoration process of your previous Mac OS desktop settings.

Your desktop icons should now be visible and no longer hidden. You can go to your “System Preferences,” and open up Desktop and ScreenSaver settings to change your background picture back.