Troubleshooting Recommendations

NOTE: These tips are recommended as basic steps to reduce the risk of technical issues when testing. They are not a guarantee that you will experience zero technical issues. If you run through all of these tips and are still having technical issues, please take this opportunity to meet with an IT Specialist to resolve the issues before retesting. If you cannot resolve the issue within your registered testing timeframe contact testing@ncra.org.)

PRO TIP! Bring the Technical Requirements Quick Reference to show your IT Specialist so they can best assist you. Find the Reference Sheet at www.ncra.org/SKT.

General Connection Issues

- Review the technical requirements list to ensure your equipment meets and or exceeds all minimum requirements.
- Take an online skills practice test session on the same day of the week and/or same time of day you plan to take your real exam.
- Ensure that no one else will be using your internet at the time of your test
- Make sure there are no programs running in the background on your computer
- Restart your internet router before your test
- Move closer to the router for the duration of your test
- Plug into the router directly with an ethernet cable for the duration of your test

High CPU and RAM Load Issues

- Be sure you have rebooted your computer recently
- Open your task manager right before testing and close any programs not necessary for testing that may be adding strain to your CPU. The task manager will show you CPU usage for each program. The memory column in the task manager shows how much RAM each program is using.
- Disable any programs from opening automatically on start-up and turn off background apps
- Update your computer's drivers
- Scan your computer for Malware
- Before testing follow the above steps and make sure no extra programs are running in the background. When you are testing, the lower your CPU and RAM loads are the better for a successful testing process.

    *Please keep in mind that during the test, you will be running your CAT Software, the ProctorU/Recored+ proctoring session, and uploading files to Realtime Coach. Each of these can increase your CPU and RAM loads. It is important to keep this in mind when testing your equipment as this increase will **not** be reflected on the equipment check.*
    For example, if you do the equipment test and your CPU load is 70%, you will pass the check because it is lower than the minimum requirement of 85%. However, once you are running your CAT Software, ProctorU/Record+, and Realtime Coach for the test, your CPU load may increase

to above 85% and could cause technical issues. This is why it is so important to take an online skills test practice test session where you can see how your equipment will function in the real testing environment.