



# How to Take an Online Skills Test with Realtime Coach and ProctorU

Testing Instructions and Requirements

If you have any questions about the testing instructions,  
please contact [testing@ncra.org](mailto:testing@ncra.org).

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## Prepare

1. Make sure your equipment meets the minimum technical requirements listed under **Appendix A: Technical Requirements**.
2. Check the **Troubleshooting Recommendations** (find at [www.ncra.org/SKT](http://www.ncra.org/SKT)) for tips on how to reduce the chance of any technical issues.

## Purchase

- Purchase your Online Skills Test at [www.ncra.org/SKT](http://www.ncra.org/SKT) during an open registration period.


 <b>NOTE</b>	<p>You may only purchase one registration for each test to be taken in a specific testing period. For example, you may purchase the RPR Literary, Jury Charge, and Testimony to be taken in the same testing period but cannot purchase two registrations for the RPR Testimony to both be taken in the same testing period. <b>For more information, please see the <a href="#">SKT FAQs</a>.</b></p>
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## Unproctored VS. Proctored Practice

	Unproctored	Proctored
<b>Purpose</b>	To familiarize yourself with the testing process.	To familiarize yourself with the testing process and test equipment in the <b>real testing environment</b> , including connecting with the proctor and completing the authorization process.
<b>When</b>	Whenever you feel you would benefit from practicing the testing process.	Strongly recommended every time you test, even if you have tested previously. You should successfully complete a proctored practice test before taking the actual test.
<b>How Many</b>	One sample that you can take as many times as you want without a proctor.	Two* proctored practice tests are included with each registration. <i>*You must complete the first practice test before you can schedule the second.</i>
<b>Additional Notes</b>	For an additional way to prepare and practice, Realtime Coach offers NCRA Cert Prep. To purchase NCRA Cert Prep, go to RTC and click <b>Play</b> > Certification Prep. For any questions about the Certification Prep, please contact <a href="#">Realtime Coach</a> directly.	Make sure you take your proctored practice test in the same environment and using the same equipment as you plan for your actual test to verify you meet the minimum technical requirements.

## Log in to Realtime Coach (RTC)

3. Go to [www.myrealtimecoach.com](http://www.myrealtimecoach.com), and log in, following the instructions in your confirmation email. The email contains your login information for the NCRA tests. **Please do not create a new account. If you create a new account, it will not have your NCRA tests.**

 <b>NOTE</b>	<p>If you already have an RTC username, but it's not your NCRA member number, you'll have a second RTC login created for testing with your NCRA number. If you would rather have a single login for practice and testing, please <a href="#">contact RTC</a> with your NCRA member number to merge your accounts.</p>
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## Test Your Equipment

4. Log into [www.myRealtimeCoach.com](http://www.myRealtimeCoach.com).
5. Click **Test > NCRA Certification Test Center**.
6. Under **Step 3. Test**, click **Access my ProctorU Account**. A new tab will open with ProctorU.com.
7. Click **Test Your Equipment**.


## Schedule Your Test(s)

8.	Log in to myRealtimeCoach.com.	
9.	Click Test > NCRA Certification Test Center.	
	<b>Practice Test</b>	<b>Real Test</b>
10.	Click Schedule/Take a Proctored Practice	Check the box under Step 1. Purchase and Step 3. Test. Click Schedule My Test.
11.	A new browser tab will load ProctorU.com. Click Schedule New Session if not automatically prompted to do so.	
12.	Click on New Exam to schedule the test.	
	<b>Practice Test</b>	<b>Real Test</b>
13.	Select Practice Test from the Exam dropdown menu.	Select your real test from the Exam dropdown menu. <b><i>Make sure you are selecting the correct test from the menu.</i></b>
14.	Select your preferred date.	
15.	Select your preferred time.	
16.	Choose an available appointment time close to your preferred date and time.	
<p><b>Allow sufficient time for your testing appointment!</b></p> <ul style="list-style-type: none"> <li>• The authentication process and equipment check with a proctor will take approximately 30 minutes before you can start your test. <b>NCRA recommends allocating two hours for transcript tests (RSR, RPR, RMR) and one hour for realtime appointments (CRR, CRC).</b></li> <li>• Do not schedule your proctored practice and actual test back-to-back. Scheduling your proctored practice test and actual test on separate dates allows time to address any equipment issues you may have encountered during your practice test.</li> <li>• Schedule as early in the testing period as possible so you have more opportunity to reschedule if needed. If it is your first time testing online, this is a <b>MUST!</b></li> </ul>		
17.	After scheduling your test, you will see a countdown timer for your scheduled test time. You will also receive a reservation confirmation from ProctorU. <b>Double-check that the confirmation email has the correct test and time that you selected.</b>	
<b>RESCHEDULING</b>	<p>If you need to reschedule your test to a later date within the valid testing period you registered for, you can do so by logging back into your ProctorU account. Scroll down to your scheduled sessions and you should see an option to reschedule or cancel. <b>If you need to cancel and will not be able to reschedule within the valid</b></p>	

	testing period you registered for, be sure to submit a cancellation form to NCRA in addition to cancelling your scheduled session(s).
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## Before the Test(s)

18. Connect your writer to your computer.
19. Turn on your writer.
20. Place your writer in Test Mode. If you are unsure how to do this, contact the manufacturer.
21. Temporarily disable any automatic cloud backup or storage features within your CAT software.  
[Instructions for CaseCATalyst Users Disabling Cloud Backup](#)
22. Make sure your web cam is connected and functioning. *An external webcam is strongly recommended.*
23. Make sure your microphone is connected and functioning.
24. Plug your headphones in, and make sure they are functioning. Practice and test with the same wired headphones. (Bluetooth headphones are NOT permitted.)
25. Open your CAT software and start a new translation. Write a few strokes to confirm that the realtime feed from your writer is functioning.


 <b>ESSENTIAL TIP FOR REALTIME TESTS (CRC, CRR)</b>	<p>If you choose to test in all uppercase, make sure that your settings are correct to maintain all uppercase when copying and pasting. <b>NOTE:</b> Eclipse users find instructions under the SKT FAQs.</p>
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## Connecting with a Proctor

26. Log in to myRealtimeCoach.com.
27. Click Test > NCRA Certification Test Center.

	<b>Practice Test</b>	<b>Real Test</b>
28.	Skip this Step.	Check the boxes under Step 1. Purchase and Step 3. Test.
29.	Click <b>Schedule/Take a Proctored Practice.</b>	Click <b>Take my Test.</b>



30. Once the countdown reaches 0:00:00, click Start Session.
31. You will be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
32. You will take a photo of yourself as well as your I.D. for identity verification purposes.
33. Next, you will be prompted to download and run the ProctorU applet file that will bring up a chat box allowing you to text with your proctor.

 <b>TIP!</b>	<p>Do not re-download the applet file unless the chat box does not open as that will put you back at the end of the waiting queue to connect to a proctor. You will be connected to a proctor as soon as one becomes available. Please do not contact ProctorU support unless you have been waiting to connect for more than 15 minutes or are unable to open the chat box.</p>
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34. Once you have connected your screen to the proctor, the proctor will communicate with you via the chat box and may call you through the applet.
35. Your proctor will then walk you through the authorization and system check.
36. As prompted by the proctor, pan your camera to show your testing area. **After doing so, make sure your writer is still properly plugged into your computer.** You will be asked to write your name in your CAT software to verify the realtime feed is working.
37. After checking your photo ID and the security of your testing environment, your proctor will then direct you back to My Realtime Coach. Click Test > NCRA Certification Test Center.



	Practice Test	Real Test
38.	Skip this step.	Check the boxes under Step 1. Purchase and Step 3. Test.
39.	Scroll down and click on your test. Practice tests are located directly under Steps 1-3.	Scroll down and click on your test. The real test(s) are located under the practice test section.
40.	No password is required for the practice test.	Your proctor will unlock the test with the password provided by NCRA.

41. Once your test is open, the proctor will end control of your computer and you can begin the test when you are ready.

 <b>IMPORTANT!</b>	<b>Stay connected to your proctor for the full duration of your test, including while you delete the test files after submission.</b> If you close the chat box or otherwise disconnect from the proctor before your test is complete, your test will no longer be valid, and it will be marked as Non-Transcribed.
 <b>NOTE</b>	During each appointment, you may interact with multiple proctors. Your first proctor will perform the authentication and equipment check and launch your test session and may transfer you to a technician if there are any issues. You may have a second proctor who watches the session while you take your test. Please do not be alarmed if you submit your test and the proctor is a different individual.

## Testing Process

42.	<b>Job Dictionary:</b> Check the right side of the screen for the Job Dictionary. These words will appear on your test. Enter the words into your job dictionary (If there are no words provided, you will see "No Dictionary Words").
43.	After you have entered the word list into your Job Dictionary, click Play to start the one-minute warm-up audio.
44.	After the warm-up, toggle to your CAT file and write a few strokes to confirm that you still have a realtime feed from your writer.
45.	Go to RTC. Click Play to start the test and write the test.
 <b>NOTE</b>	<i>Setting up a realtime feed to RTC is not needed and is therefore optional.</i>
46.	Go back to your CAT file and close it (saving, if prompted).

47.	Go to RTC. Click Attach Notes and select your steno notes file (If you are unsure what format to attach your files in, refer to Appendix B: Attaching Files). You will have three minutes to find and attach your notes.	
	<b>Realtime Tests (CRR, CRC)</b>	<b>Transcription Tests (RSR, RPR, RMR)</b>
48.	Skip this step as <i>you cannot make any edits to a realtime transcript.</i>	Go back to your CAT software. Transcribe your test and close your transcript (saving if prompted).
49.	Go to RTC. Click Attach Transcript and select your transcript file.	
	<b>Realtime Tests (CRR, CRC)</b>	<b>Transcription Tests (RSR, RPR, RMR)</b>
50.	You will have five minutes to attach your transcript. <i>You cannot make any edits before attaching your final transcript.</i>	You will have 75 minutes to edit AND attach the final transcript.
51.	Go back to your CAT software. Re-open your CAT file. Highlight only the test portion of your final transcript (no warm-up text, headers, footers, page numbers, etc.) and copy your transcript.	
 <b>ESSENTIAL TIP FOR</b>	<b>CaseCATalyst Users</b>	<b>StenoCAT Users</b>
	When copying and pasting, unconfirmed EZ Choice conflicts will appear in the original conflict form. Once you confirm an EZ Choice selected conflict, it will be pasted as normal text. To confirm all the EZ Choice selected conflicts at one time, use Resolve All Chosen Conflicts from the Special Edit menu.	Before copy/pasting, be sure to: <ul style="list-style-type: none"> <li>• Accept conflicts by going to Tools &gt; Accept Conflicts</li> <li>• Accept fields by going to Tools &gt; Accept Defined Fields</li> </ul>
52.	Go to RTC. Click in the <b>My Transcript</b> box and paste your final transcript.	
 <b>NOTE</b>	If you choose not to transcribe your test, please attach your notes file and unedited transcript as directed. Instead of copying and pasting your transcript, please type "Non-Transcribe" in the <b>My Transcript</b> box in RTC.	
	<b>Practice Test</b>	<b>Real Test</b>
53.	Submit the practice test to see a checklist of the steps you completed successfully and those you may have missed. You will not receive a grade for any practice tests.	Click "Submit Test" to receive your preliminary score. You will receive your certified final score from NCRA by email within seven business days of taking your test.

## After the Test

54. Notify the proctor you are done via the chat box.
55. Allow proctor to clear your computer clipboard.
56. Delete all test files from your writer.
57. Delete all test files from your CAT software and computer (including Recycle Bin and any Cloud backup).
58. Shred any test documents you printed, including paper notes.

59. Your proctor will let you know when the session can be closed. **Do not close the chat box or disconnect from your proctor before they have confirmed all files are deleted per NCRA testing policies.**

## Disconnected From the Test Site During a REAL Test?

If you are disconnected from the test site, notify your proctor, and ask them to re-open the test for you.

**NOTE:** The timer WILL continue to countdown while you are disconnected.

- If possible, they will re-open the test and you may continue where you left off. Submit your test following the normal procedure. You will not receive a preliminary score. NCRA will be notified and review your test session to determine if your test is still eligible to be graded manually. You will be notified via email of the decision within 5-7 business days.
- If they are not able to re-open the test, it means that you have run out of time to submit your test.
- If you choose not to re-open the test, you are forfeiting your registration. It will be marked as Non-Transcribed and is not eligible for cancellation. To test again, you will need to register and pay during the next open registration period.
- If you did not run out of time and are still not able to re-open the test, or if you have any issues uploading your files to the test site, stay connected to your proctor while you email [testing@ncra.org](mailto:testing@ncra.org) with both your notes and transcript file attached. After sending the email and while still connected to your proctor, delete your test files, including the email in your sent folder, per NCRA testing policies. Your proctor will notify you when the testing session can be closed. NCRA will review your test session to determine if your test is eligible for manual grading.

**IMPORTANT:** Your test will automatically be ineligible if:

- found you did exceed the time allotted (NOTE: the timer WILL continue to countdown while you are disconnected.)
- you were not connected to your proctor for the duration of the test (including deleting the files and email with them attached)
- you do not attach both the notes and the transcript files to the email.



## Appendix A: Technical Requirements

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### Computer, Web Browser, and Internet Connection


	Minimum	Recommended
Screen Resolution	1366x768 resolution	1920x1080 resolution (or more)
PC Operating System*	Windows 8	Windows 10
Mac Operating System*	MacOS 10.13	MacOS 10.15
CPU	2 core CPU, less than 85% Usage	4 core CPU (or more), less than 50% Usage
RAM	4GB, less than 90% Usage	16GB (or more), less than 70% Usage
Web Browser	Chrome (latest), Firefox (latest)	Chrome (latest)
Internet Connection	Wi-Fi Connection	Wired Connection
Internet Download Speed	1 Mbps	12 Mbps (or more)
Internet Upload Speed	1 Mbps	3 Mbps (or more)

\*Note: The testing platform will only support OS versions that are currently being supported by Microsoft and Apple. \*

### Webcam

Candidates will be required to present a **full view** of their face while testing. NCRA **strongly recommends** an external webcam for testing. Built-in webcams on laptops or monitors **are not** recommended; if using an internal camera, candidate should confirm writer is still properly connected after completing the room pan. Cameras with bendable necks or other external web cameras are recommended, so the proctor can ask the candidate to move the camera around at different angles. External web cameras are readily available for purchase online or in stores.

### Other Requirements

 <b>NOTE</b>	On test day, if there is anything in your testing area/room not listed here as a permitted material, the proctor may ask you to remove, unplug, and/or cover it. Please be prepared and do this ahead of time to reduce your authentication check time.
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- 1) Clear your desk/testing area of everything not listed here as a permitted material (**Only one monitor is allowed for testing; multiple monitors are NOT permitted.**)
- 2) Stenographic writer
- 3) CAT software

- 4) Microphone (your computer and/or web camera might have a built-in microphone)
- 5) Wired Headphones\* (to connect to your computer and listen to the test). Bluetooth headphones are NOT allowed under any circumstances.

*\*optional*

#### **Transcription tests only (RSR, RPR, or RMR) – optional permitted resources**

- 6) Spell checker option within CAT software
- 7) Printed Merriam Webster Dictionary
- 8) 2 sheets scratch paper (must also have shredder)
- 9) Shredder and printer (for those using paper notes or wishing to print anything out)

#### **Hardware and Software *Not* Supported**

- 1) Google Chromebooks
- 2) Tablets (Nexus, iPad, Tab, Note, etc.)
- 3) Smartphones
- 4) Linux operating systems
- 5) Windows 10 in S mode
- 6) Microsoft Surface RT

#### **ProctorU System Check**

Once you feel your setup meets the minimum technical requirements detailed in this section, please perform the ProctorU System Check.

- Log into **myRealtimeCoach.com**.
- Click **Test > NCRA Certification Test Center**.
- Under **Step 3. Test**, click **Access my ProctorU Account**. A new tab will open with ProctorU.com.
- Click **Test Your Equipment**.

## **Appendix B: Attaching Files**

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Attaching your notes and transcript files is like attaching a photo to an email. Do the following:

- 1) In RTC, click **Attach Notes** or **Attach Transcript**.
- 2) Navigate to the place on your computer where the file is saved and select your file.
- 3) Click **Open**.

**NOTE:** You will have **three minutes** to attach your notes file (watch the timer). This is plenty of time if you know where your file is. Make sure you are comfortable with finding your files before test day. If you are not comfortable with doing this step within the allotted time, make sure to practice

it ahead of time using the unproctored practice test.

For realtime tests (CRR, and CRC), you will have **five minutes** to upload your transcript file (you cannot make any edits on a realtime transcript). For transcription tests (RSR, RPR, and RMR) you will have **75 minutes** to transcribe and upload your transcript file.

Each CAT program has a default location where it saves your notes and transcript files, as follows:

- **CaseCATalyst**

- Default location: **C: drive > CAT4 > USR > [your name]**.
- Notes file: ends in **.sgstn**
- Transcript file: ends in **.sgngl**

- **DigitalCAT:**

- Default location: **C: drive > Documents > digitalCAT > Transcripts**.
- Notes file: ends in **.stn**
- Transcript file: ends in **.trn**

- **Eclipse:**

- Default location: **C: drive > Users > My Documents > Eclipse > [your name] > [your name]**.
- Notes file: ends in **.not**
- Transcript file: ends in **.ecl**

- **Winner (ProCAT):**

- Default location: **C: drive > Winner > [your user]**
- Notes file: ends in **.stn**
- Transcript file: ends in **.trp**

- **StenoCAT®:**

- Default location: **C: drive > My Documents > [USERNAME] > JOBS**
- Notes file: ends in **.trn**
- Transcript file: ends in **.trn**

**NOTE:** Your transcript file must have a different name than your notes file.

- **AristoCAT:** Please upload your files in PDF format. If unsure how to do so, please reach out to AristoCAT support.
- **SmartCAT:** Please upload your notes file in .prt format and upload your transcript in PDF format. If unsure how to do so, please reach out to SmartCAT support.
- **Plover:** Before scheduling your test, please contact [testing@ncra.org](mailto:testing@ncra.org) for special accommodations. Must be used with stenographic writer.