

# 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 have any issues during a proctored test, the proctor will try several basic troubleshooting steps and then transfer you to a ProctorU technician for additional help if needed. If both the proctor and technician exhaust all troubleshooting steps and/or the issue cannot be resolved within 20 minutes, ProctorU will ask you to reschedule. Please take this opportunity to meet with an IT Specialist to resolve the issue before rescheduling. (Make sure you are rescheduling for a date within the testing period you registered for! If you cannot reschedule within that timeframe, contact [testing@ncra.org](mailto: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](http://www.ncra.org/SKT).

## General Connection Issues

- Test your equipment through ProctorU as soon as you receive your enrollment confirmation email
- Schedule and take a proctored practice test on the same day of the week and/or same time of day as your real exam (we recommend all candidates do this even if they have tested before)
- 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 your equipment through ProctorU, follow the above steps and make sure no extra programs are running in the background. On the equipment test, the lower your CPU and RAM loads the better.

*Please keep in mind that during the test, you will be running your CAT Software, the ProctorU applet, 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, 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 a proctored practice test where you can see how your equipment will function in the real testing environment.*

#### Issues with ProctorU Extension Running

- Check browser's extension settings to make sure ProctorU extension is enabled
- Make sure Firewall, ad-blockers, and anti-virus software is not blocking the extension