

- Only use web browsers that are up-to-date and can be supported. Internet Explorer 11, for example, is **NOT** supported.
- Network problems can be avoided if the computers are hardwired and not connected via Wi-Fi or hot spot.
- The Testing System works best with a PC, regular-sized laptops or tablets. Any device with a screen smaller than seven inches may not display correctly. **Slow internet speed/poor connectivity may keep images from displaying.**
- If a test-taker is waiting for authorization, and it is not showing on the proctor console, the test-taker should refresh the screen. **Do not close the browser.**
  - If there is still a problem, the proctor should re-launch the proctor console.
- If the test-taker closes the browser window while taking a test, a new set of questions will launch when a new browser is opened. This is designed to avoid cheating.
- Test-takers should not minimize their screens. A test will pause if the screen is minimized.
- A proctor should only terminate a test if an individual is cheating.
- If a test-taker gets a message that states the test has been “terminated,” the test-taker will need to call NCCER to re-enable the test.