

## **Work Readiness Credential (WRC) Frequently Asked Questions**

*Updated: 06/25/2010*

This FAQ is intended as a quick reference. It does not replace the information contained in the Supervisor's Manual or the Site Handbook. The information is accurate and complete as of the date of publication. Please check for updates to this document periodically at <http://www.castleworldwide.com/nwrc>.

### System Configuration

#### **Who should run the Hardware/Telecommunication System Configuration Test?**

A: **Anyone**, as long as he/she is using the same computer login as the candidate.

#### **Which computers should run the Hardware/Telecommunication System Configuration Test?**

A: All computers that will be used to administer the WRC assessment.

#### **What is being tested by the Hardware/Telecommunication System Configuration Test?**

A: The Hardware/Telecommunication System Configuration Test checks that cookies are enabled, pop-ups are allowed, Windows Media Player is installed, Adobe Macromedia Flash plug-in is installed, and Internet Explorer is installed.

#### **What version of Windows Media Player is required?**

A: Version 9 or above.

#### **What version of Adobe Macromedia Flash is required?**

A: Version 9 or above.

#### **What version of Internet Explorer is required?**

A: Version 6.0 or above.

#### **What should I do if the Hardware/Telecommunication System Configuration Test fails?**

A: Follow the instructions to correct each of the failed components, and then re-run the Hardware/Telecommunication System Configuration Test after installing all missing components.

#### **What other hardware tests need to be run?**

A: The headphone test. This test can be run from <http://www.castleworldwide.com/nwrc> and will also automatically run during the Active Listening Test administration.

**What kind of headphones are recommended?**

A: There are no specific types of headphone to use.

**Do I have to use Internet Explorer?**

A: Yes, only Internet Explorer is able to support the NWRC Assessment Examination.

**What privileges are recommended for the users?**

A: Whoever is configuring the test and logging candidates in will need local administrative privileges.

**How much bandwidth is required to administer the assessment?**

A: Due to streaming audio, it is highly recommended that **at least 200 kbps per candidate** be available.

**Are there special considerations for Windows XP Pro?**

A: Service Pack 2 should be installed on each computer that uses Windows XP Pro to ensure proper administration of the assessment.

**Are there network card considerations?**

A: Link Speed and Duplex settings should be either auto-detect or full duplex.

Common Errors

**Machine freezing and/or browser closing during Active Listening Test administration**

Solution: Check Microsoft VM by searching for MSJVM (Microsoft Java Virtual Machine) services. If service is present, uninstall.

Procedures / Troubleshooting

**The system kicks me out. What should I do?**

A: Log back in.

**I am having insufficient bandwidth problems. What should I do?**

A: Stagger when the test takers take the Active Listening portion of the assessment.

**The candidate has completed one test and is ready to take another test. What should I do?**

A: Once a candidate completes one of the tests, the system should return to the Candidate Homepage. Have the candidate select the next test that he or she wishes to take.

**While the candidate was registering for the test, the computer froze after he/she received his/her username. How does the candidate continue with the registration process?**

A: The candidate should login as a "Returning Candidate" at <http://www.castleworldwide.com/nwrc>.

*Please check back regularly for updates to this document. If you have any questions that you think would be helpful to include in the FAQ, please forward those questions to [ibt@castleworldwide.com](mailto:ibt@castleworldwide.com)*

*Office Hours Monday-Friday 8:30 AM to 5:30 PM EST:  
Main: 919-572-6880*