



How to Take the Court Reporter and Senior Court Reporter Performance/Practical Tests with Realtime Coach and ProctorU

Testing Instructions and Technical Requirements

If you have any questions about the testing instructions, please contact
UnifiedCourtSys@nycourts.gov

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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** (click [here](#)) for tips on how to reduce the chance of any technical issues.

Apply


- Apply for the Court Reporter and/or Senior Court Reporter Exam(s) at www.nycourts.gov/careers/ during the open filing period.

Unproctored VS. Proctored Practice

| | Unproctored | Proctored |
|-------------------------|--|--|
| Purpose | To familiarize yourself with the testing process. | To familiarize yourself with the testing process and test equipment in the real testing environment , including connecting with the proctor and completing the authorization process. |
| When | 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. |
| How Many | One sample that you can take as many times as you want without a proctor. | One proctored practice test is included with each application. |
| Additional Notes | For any questions, please contact Realtime Coach 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 and log in, using the same email address as the one you used in your application and following the instructions in your confirmation email. **Please do not create a new account. If you create a new account, it will not have your OCA test(s).**

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|  NOTE | If you already have an RTC username, but it's not your OCA login credentials, you'll have a second RTC login created for testing with your OCA information. If you would rather have a single login for practice and testing, please contact RTC with your OCA login credentials to merge your accounts. |
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Test Your Equipment

4. Log into www.myRealtimeCoach.com.
5. Click Test > New York State Courts Test Center.
6. Under **Step 2. Test**, click **Access my ProctorU Account**. A new tab will open with ProctorU.com
7. Click **Test Your Equipment**.

Schedule Your Test(s)

To schedule a proctored exam session in ProctorU:

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| 8. | Log into your account at www.myrealtimecoach.com . | |
| 9. | Click Test > New York State Courts Test Center. | |
| | Practice Test | Actual Test |
| 10. | Click Schedule/Take a proctored Practice Test | Check box in Step 2, then 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. | |
| | Practice Test | Actual Test |
| 13. | Select Practice Test from the Exam dropdown menu. | Select your actual test from the Exam dropdown menu. <i>Make sure you are selecting the correct test from the menu.</i> |
| 14. | Select your preferred date. | |
| 15. | Select your preferred time. | |
| 16. | Choose an available appointment time close to your preferred date and time. | |
| Allow sufficient time for your testing appointment! | | |
| <ul style="list-style-type: none">• The authentication process and equipment check with a proctor will take approximately 30 minutes before you can start your test. OCA recommends allocating approximately four hours for both the written and performance/practical tests.• Do not schedule your proctored practice and actual tests 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.• 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 MUST! | | |
| 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. Double-check that the confirmation email has the correct test and time that you selected. | |
| RESCHEDULING | If you need to reschedule your test within the testing period, you can do so by logging back into your ProctorU account. Scroll down to your scheduled session(s) and you should see an option to reschedule. Note that you may only reschedule your exam at least 72 hours in advance of your preferred appointment time. | |

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. For instructions, click [here](#).
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.

Connecting with a Proctor

26. Log in to www.myRealtimeCoach.com.
27. Click Test > New York State Courts Test Center.

| | Practice Test | Actual Test |
|-----|---|---|
| 28. | Skip this Step. | Check the box in Step 2, then click button to connect with proctor. |
| 29. | Click Schedule/Take a Proctored Practice . | |



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.

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|  TIP! | 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. |
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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 > New York State Courts Test Center.



| | Practice Test | Actual Test |
|-----|--|---|
| 38. | Skip this step. | Check the box in Step 2, then click button to connect with proctor. |
| 39. | Scroll down and click on your practice test. | Scroll down and click on your test. The actual 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 OCA. |

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

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|  IMPORTANT! | Stay connected to your proctor for the full duration of your test, including while you delete the test files after submission. 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. |
|  NOTE | 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

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| 42. | Job Dictionary: 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, go to RTC. Click Play to start the test and write the test. |
|  NOTE | <i>Setting up a realtime feed to RTC is not needed and is therefore optional.</i> |
| 44. | Go back to your CAT file and close it (saving, if prompted). |
| 45. | Go to RTC. Click Attach Notes and select your steno notes file. Open the file and convert it to PDF. Then attach the notes file. You will have five minutes to find and attach your notes. |
| Transcription Tests | |
| 46. | Go back to your CAT software. Transcribe your test and close your transcript (saving if prompted). Convert your transcript to PDF. |
| 47. | Go to RTC. Click Attach Transcript and select your transcript file. |
| 48. | You will have 90 minutes to edit and attach the final transcript. |
| 49. | 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. If the paste function does not work by right-clicking your mouse, try control + V. |

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|  ESSENTIAL TIP FOR | CaseCATalyst Users | StenoCAT Users |
| | 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 copying/pasting, be sure to: <ul style="list-style-type: none"> • Accept conflicts by going to Tools > Accept Conflicts • Accept fields by going to Tools > Accept Defined Fields |
| 50. | Go to RTC. Click in the My Transcript box and paste your final transcript. | |
|  NOTE | 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 My Transcript box in RTC. If you are withdrawing from the exam, write "I WITHDRAW." Then copy and paste it into the My Transcript box. | |
| | Practice Test | Actual Test |
| 51. | 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 Exam". You will receive your final score from OCA by email. |

After the Test

52. Notify the proctor you are done via the chat box.
53. Allow proctor to clear your computer clipboard.
54. Delete all test files from your writer.
55. Delete all test files from your CAT software and computer (including Recycle Bin and any Cloud backup).
56. 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 OCA testing policies.**

Disconnected From the Test Site During the Actual 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, the proctor will re-open the test and you may continue where you left off. Submit your test following the normal procedure. OCA 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 the proctor is unable 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 application and your test will be marked as Non-Transcribed. To test again, you will need to apply and pay during the next open application 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 UnifiedCourtSys@nycourts.gov with both your note and transcript files attached. After sending the email and while still connected to your proctor, delete your test files, including the email in your sent folder, per OCA testing policies. Your proctor will notify you when the testing session can be closed. OCA will review your test session to determine if your test is eligible for manual grading.

IMPORTANT: Your test will automatically be ineligible if:

- you exceeded 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 note and the transcript files to the email.

Tips for Success

To help you have a positive testing experience, we recommend the following:

- 1) **Read** and **follow** all the provided instructions.
- 2) Make sure you know how to convert your note and transcript files into PDF.
- 3) Do unproctored practice tests **repeatedly** until you're confident in the process.
- 4) Be sure your computer, software, and drivers are **up to date**.
- 5) Do the **proctored practice**! You don't want to discover equipment issues on test day!
- 6) Give yourself plenty of **time** before and after your test session so you are not rushed.

Appendix A: Technical Requirements

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 | Guardian | Guardian |
| Internet Connection | Wi-Fi Connection | Wired Connection |
| Internet Download Speed | 10 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. OCA **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



NOTE

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.

- 1) Clear your desk/testing area of everything not listed here as a permitted material
(Only one computer monitor is allowed for testing; multiple computer 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 are mandatory (to connect to your computer and listen to the test).
Bluetooth headphones are NOT allowed under any circumstances.

Optional permitted resources

- 1) Spell checker option within CAT software
- 2) Printed Dictionary such as Merriam Webster



NOTE

Proctors are **NOT** trained or allowed to help you with your CAT software.

You **MUST** know how to do the following processes prior to testing:

- 1) How to place your writer in TEST MODE
- 2) Temporarily disable any Cloud automatic backup or storage features within your CAT software
- 3) How to read your steno notes into your CAT software
- 4) Where to locate your CAT files on your computer
- 5) How to distinguish the various parts of the CAT file from one another, such as note file vs. transcript file
- 6) How to edit a transcript in your CAT software
- 7) How to convert your note and transcript files into PDF format
- 8) How to mark and copy a chunk of text in your CAT software

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
- 7) Any programs/OS no longer supported by the manufacturer will not be supported for testing (i.e., Windows 7 is no longer supported by Microsoft; therefore, it is not supported for testing).

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 www.myRealtimeCoach.com.
- Click **Test > New York Courts Test Center**.
- Under **Step 2. Test** click **Access my ProctorU Account**. A new tab will open with ProctorU.com.
- Click **Test Your Equipment**.

Appendix B: Attaching Files

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

- 7) In RTC, click **Attach Notes** or **Attach Transcript in PDF format**.
- 8) Navigate to the place on your computer where the file is saved and select your file.
- 9) Click **Open**.

NOTE: You will have **five minutes** to attach your note files in PDF format (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.

You will have **90 minutes** to transcribe and upload your transcript files in PDF format.

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 and your transcript in PDF format. If unsure how to do so, please reach out to SmartCAT support.