



SkillsUSA Skill Connect® Assessments Technical Requirements & Troubleshooting

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Minimum PC Requirements

A system configuration test can be performed on each computer online at: <http://www.skillconnect.org/systemTest/index.k2> or verify the hardware meets the minimum requirements below.

1. 300 MHz or faster processor
2. 64 MB or greater RAM
3. Windows 7, XP or Vista operating system
4. Monitor resolution of 800 x 600 or higher
5. **Sound card** with functioning speakers (headphones recommended) required for Assessments: **Audio-Radio Production, Television Video Production & Computer Maintenance**. *These assessments require a media player. Run a test by taking a 10 question demo (See instructions on how to run the test below)*
Still no sound? Download for free: <http://www.apple.com/quicktime/download>
6. Internet connectivity (broadband connection highly recommended)
7. At least one compatible browser:
 - a. Microsoft Internet Explorer 7 or a more recent version
 - b. Mozilla Firefox
 - c. Google Chrome
8. Flash 11 or higher browser plugin -Check exact Flash version at <http://get2.adobe.com/flashplayer>
9. All 3rd-party pop-up blocker software disabled, or set to allow pop-ups for SkillConnect

Check/Update Internet Explorer (IE) Settings

From the top browser menu:

1. Compatibility Mode
 - a. Tools > Compatibility View Settings = add skillconnect.org to the list
 - b. Tools > Compatibility View = ensure this is checked for the site
2. Active X
 - a. Tools > Internet Options > Security tab > Internet zone -Custom Level button
 - b. ENABLED: Run ActiveX controls & plugins
 - c. ENABLED: Script ActiveX controls marked safe for scripting
 - d. OK button
 - e. If one or both of the two radio buttons above are DISABLED, click Trusted Sites zone -Sites button



- f. Enter “skillconnect.org”
 - g. Add button
 - h. DO NOT check “Require server verification (https:)”
 - i. OK button -Custom Level button
 - j. ENABLED: “Run ActiveX controls & plugins”
 - k. ENABLED: “Script ActiveX controls marked safe for scripting”
 - l. OK button
3. Pop Ups
- a. Privacy tab -UNCHECKED: Block pop-ups -If Block pop-ups is checked, click Sites button
 - b. Enter “skillconnect.org”
 - c. Allow button
 - d. OK button -Advanced button
 - e. Select the “Accept” or “Prompt” radio buttons for first- and third-party cookies

Check/Update Firefox Browser Settings

From the top browser menu:

1. Tools > Options
2. Content tab -Check “Enable JavaScript” -Uncheck Block pop-up windows – OR – if Block pop-up windows is checked:
3. Exceptions button
 - a. Enter “skillconnect.org”
 - b. Allow button
 - c. OK button
4. Advanced tab -Network -Settings button -Anything enabled besides Direct Connect will cause conflicts (do not change it)
5. Please consult IT dept or ISP for a workaround
6. OK button

If all of the above have been set correctly and problems persist, please check for and report any of the following to Skill Connect® Support Services at support@skillconnect.org or 866-444-7779:

1. Popup error messages, such as “Unable to establish a connection to server”
2. Errors in the browser’s top message bar, such as “Internet Explorer has blocked this site from using an ActiveX control in an unsafe manner. As a result this page



may not display correctly.”

3. JavaScript error icon in lower left corner of browser

Other potential sources of network conflicts with Skill Connect® requiring the attention of an IT dept or Internet Service Provider (ISP):

1. Internet connectivity interruptions
2. Networks whose external IP addresses are subject to change
3. Load balancing network servers
4. Security software that periodically deletes cookies on the network
5. Proxy servers that cache files
6. Network, PC or browser configurations that prevent/conflict with Cold Fusion or JavaScript-based applications
7. Student Network Profile Setups – Students need Active X Disabled (or the ability to do so), access to Flash and other Multimedia players (including Quicktime), and the Internet Option “Display Mixed Content” needs to be enabled.

Perform a test using a live sample assessment

Take a live sample test to verify all is working properly. To run a test, take a live free 10 question demo. We recommend you use the Television Video Production demo as that assessment includes all types of questions and sound that a student may encounter. Go to: <http://www.workforcereadysystem.org/demo.shtml> for instructions on how to launch to the demo.

Client Reader Programs

For students who require a test to be read out-loud download any Client Reader Program available online such as:

Nuance® – Dragon; leader in client reader programs: (www.nuance.com).

JAWS or WindowEyes.; other popular client reader programs

Additional client reader programs (including free downloads) can be found at:

<http://usabilitygeek.com/10-free-screen-reader-blind-visually-impaired-users/>