

# Surpass Centre Maintenance Guide

V1 – 22<sup>nd</sup> December 2022

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This document aims to provide a reference for how to maintain your centre to deliver successful Surpass exams.

For any technical concerns, please contact the Surpass Service Desk. For any operational concerns, please contact the Surpass Operational Helpdesk:

Area of concern	Contact number	Contact email
Technical issues – Surpass Service Desk	+44 (0) 1274 203 270	<a href="mailto:support@surpass.com">support@surpass.com</a>
Operational queries – Surpass Operational Helpdesk	+44 (0) 1274 203 288	<a href="mailto:testcentre@surpass.com">testcentre@surpass.com</a>

## Exam Preparation

### Preparation Deadlines

The below table confirms the preparation deadlines prior to an exam session for our required processes:

	<b>SecureClient install/update</b>	<b>Technical testing</b>	<b>Invigilator Confirmation</b>	<b>Final Preparations</b>
<b>Session based exams</b>	2 weeks	Twice yearly – April and September	2 weeks	72 hours
<b>On-demand exams</b>	1 week	Twice yearly – April and September	n/a (daily report)	24 hours

### SecureClient Installation

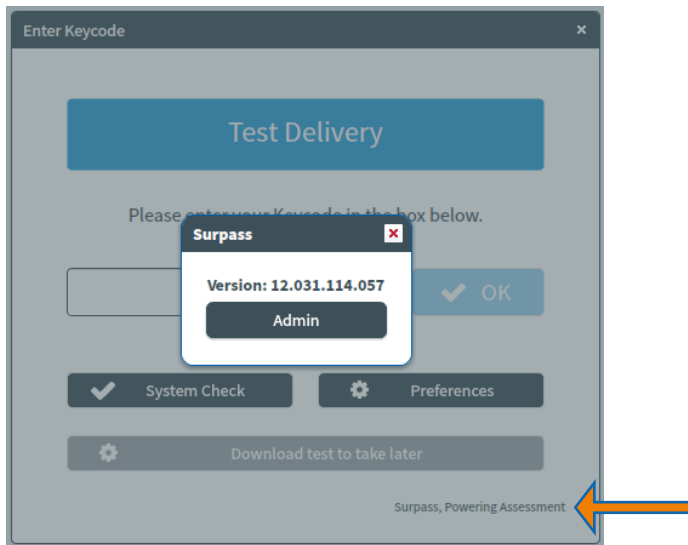
Check that all machines to be used for Surpass exams are working correctly.

If you have not used SecureClient before or are installing the latest version, follow these instructions:

- Click on the following link: <https://tcntechnicalaudit.surpass.com/launchtest>
- Click 'Secure Delivery'
- Click 'Download for Windows'
- Click 'Open'
- Follow the instructions, allowing the App to make changes to your device
- Once completed you will have a new icon on the desktop
- Double click on the icon to ensure SecureClient launches correctly

To check if you have the latest version of SecureClient, follow these instructions:

- Open SecureClient on each PC
- On the Keycode screen, double-click the 'Surpass, Powering Assessment' text and the screen will show as follows, showing the Version (*please see your preparation email for the latest version*):



To uninstall a previous version of SecureClient:-

- Go to search box in bottom left-hand corner of your Windows screen
- Type in 'Uninstall'
- Click on 'Add or remove programs'
- Type 'SecureClient' in the Apps & Features box

### Apps & features

Choose where to get apps

Installing apps only from Windows Store helps protect your device.

Anywhere

### Apps & features

[Optional features](#)

[App execution aliases](#)

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

secureclient

Sort by: Name Filter by: All drives

	SecureClient	17/08/2020
12.22.203.73		
		<div>Modify</div> <div>Uninstall</div>

- Click 'Uninstall'
- Follow the instructions above to install the latest version of SecureClient

## Technical Tests

If any new PCs are to be used, SecureClient was previously uninstalled (and re-installed as above), or a previous technical test has expired then a technical check of those PCs **must be carried out**. System requirements can be found here: [System Requirements – Surpass Help Site](#). Contact Surpass ([testcentre@surpass.com](mailto:testcentre@surpass.com)) to provide keycodes for this (one per PC plus some spare is advised).

Once keycodes have been received follow these instructions:

- Open SecureClient on the PC
- Enter a keycode from the list (note the PC number against keycode on the list or use the numbers on the left of the list to number your PCs)
- Click 'OK'
- Check the box and confirm details
- Enter the PIN code from the list
- Complete each question in the test, then press 'Finish'
- **Repeat the process for each PC, then confirm to Surpass that this is complete**
- Work with Surpass on any issues highlighted once they have run diagnostics.

## Exam room & invigilators

Ensure that all examination rooms are set up and confirm candidate seat allocation to Surpass ([testcentre@surpass.com](mailto:testcentre@surpass.com)).

Confirm invigilators to Surpass ([testcentre@surpass.com](mailto:testcentre@surpass.com)) at a minimum of 1 per 24 candidates with at least one invigilator present in every exam room used at all times and that there is sufficient spare capacity to handle individual candidate issues whilst properly supporting all other candidates. Please request any invigilator tests if required.

There should always be a back-up invigilator available on the day who is trained and prepared to take over if an invigilator is off or requires a break.

Surpass will provide training and test details for any new invigilators or for those that require re-testing.

**Invigilators have 3 attempts to pass the invigilation test (with a pass rate of 80%) and once passed, tests are valid for one year.** If an invigilator does not pass their test in three attempts, they will not be able to invigilate Surpass tests or reattempt the invigilation test for 1 year.

If unsure, please secure confirmation from Surpass that the test has been passed.

### Final Preparations

Upon receiving the preparation email for the exam session, ensure all documentation is read and understood by all invigilators.

Print the invigilation pack from Surpass for all tests to take place in the exam session, following these instructions: [Printing an invigilation pack from the Invigilate \(HTML\) screen – Surpass Help Site](#). **Please note that centres are only required to print the attendance register and keycode slips – one keycode per page. There is a dedicated invigilator report per client that is included in the preparation information.**

An example of the documents can be found in Appendix 1.

Ensure necessary arrangements have been made for any candidates with Reasonable Adjustments as advised by Surpass.

Ensure that 1 exam keycode per session is downloaded to each machine and that the PCs/desk numbers are noted against candidates. If a candidate is sitting multiple sessions please download exams for all sessions to the same PC where possible.

- Double click on the SecureClient icon
- Enter a keycode from the list (note PC/desk number against keycode on keycode slips and attendance register, or use the numbers on the left of the list to number your PCs)
- Click '**Download exam to take later**'
- Click 'OK' on confirmation box

Please contact the Surpass Service Desk if you experience any technical issues downloading the exams, then confirm with Surpass ([testcentre@surpass.com](mailto:testcentre@surpass.com)) that all tests have been downloaded correctly.

## **Exam Day Preparation**

Ensure the relevant Awarding Body exam day notices (provided by Surpass) are displayed in reception (building and company) and around the test room before candidates are due to arrive. Ensure reception staff in the building are aware of the exams to allow them to direct candidates correctly.

Place the appropriate keycode slips on each desk for the 1<sup>st</sup> session only (if the first session of the day), or 2<sup>nd</sup> session only (if the second session of the day).

Place a working pen on each desk along with the appropriate number of pieces of paper, as per the invigilation guide for the specific exam. Paper should be initialled and dated by the invigilator and the desk number noted on each piece. Candidates should be directed to write their name and candidate reference on all sheets used.

Start each PC 1 hour prior to exam start time and ensure that SecureClient is excluded from your antivirus. Check that there are no antivirus scans scheduled for the duration of the exams. See Antivirus Configuration for support.

Launch SecureClient on each PC.

Check that any Reasonable Adjustments as advised by Surpass have been met.

Ensure that the centre is opened to receive candidates 30-60 minutes prior to the examination start time.



## FAQs

### Candidate Arrival/ID Checks

Question / Issue	Response / Process
The candidate is not on the attendance register	If the candidate does not appear on the attendance register for the test centre, please call the Surpass operational Helpdesk immediately for further support. Record on the Invigilator Report.
What kind of ID is acceptable?	See the Invigilation Guide for the relevant Surpass customer.
Does the ID have to be current?	The ID must meet the clients validity requirements. Any candidate with ID that doesn't, please call the Surpass Operational Helpdesk immediately for further advice.
What do I do if the name on the candidate's ID does not match the name on the attendance register (and in Surpass)?	If there is a minor discrepancy between the candidate's name on their ID and their admissions document or the attendance register, but you are confident that the candidate is that which is named on the admissions document/attendance register, please allow the candidate to sit the exam and note the discrepancy on the Invigilator Report. This can include additional middle names or misspelt names etc. If their Surname is different, an original supporting document must be provided such as a marriage certificate or deed poll certificate. If there is any doubt please contact the Surpass operational Helpdesk.
What if a candidate does not have the correct ID or it is not acceptable?	If a candidate arrives at the test centre without the correct photographic ID and Surpass have confirmed this over the phone, they will not be able to sit the exam. This should be recorded in the Invigilator Report and you should advise the candidate to contact the awarding organisation if they have any concerns. Surpass will confirm the outcome with the client.
What do I do if a candidate does not arrive?	If an expected candidate does not attend please record this on the attendance register and on the Invigilator Report. <b>DO NOT VOID THE EXAM.</b>
What happens if a candidate is late?	Candidates who arrive after the start of the exam should only be permitted if they arrive within the agreed window of the awarding organisation (please see the relevant Invigilator Guide). Candidates should only be stopped with everyone else if this is agreed by the awarding organisation (please see the relevant Invigilator Guide).

	Please make a note of this in the Invigilator Report.
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## Exams / Process

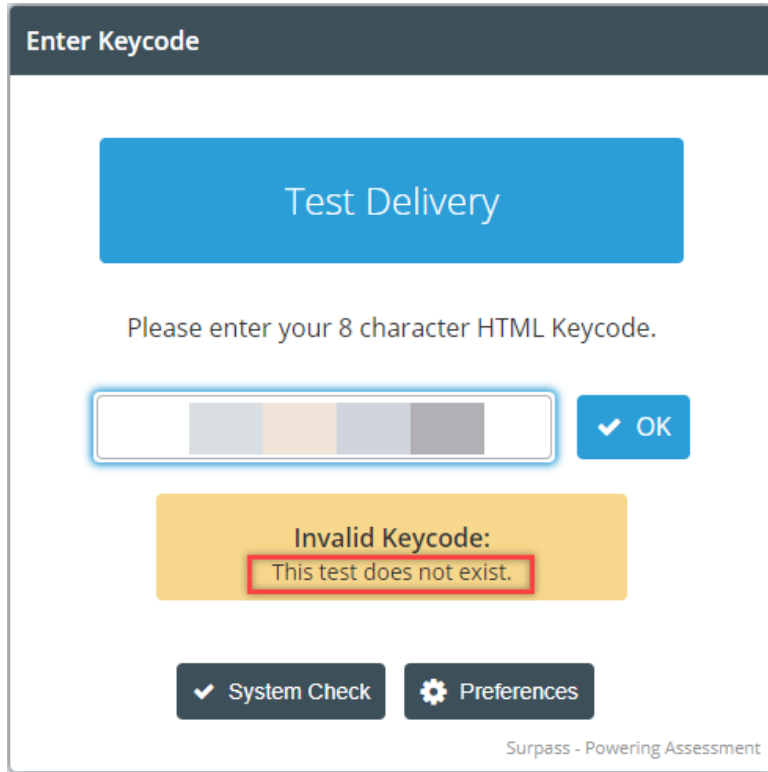
Question / Issue	Response / Process
What should happen in the event that a candidate has a query relating to a question in the exam?	<p>Please inform the candidate that it will not be possible to provide any guidance on the content, structure or formatting of questions. The candidate should attempt to answer it the best they can.</p> <p>Please make a note of the candidate number, candidate initials and question number on the Invigilator Report and inform the candidate that their concern will be addressed post examination by the Awarding Body.</p> <p>Please note the question identifier displayed as part of the question and not the question number as it appears to candidates, since questions may be randomised.</p>
You suspect a candidate is cheating.	Please confiscate any unauthorised material or devices, request a colleague to witness any suspected cheating and/or evidence, note the details and time in the Invigilator Report, and retain any evidence for use in future investigations. Allow the candidate to continue with the examination but continue to monitor. Call the Surpass operational Helpdesk to inform the team of the suspected malpractice and update as necessary.
What should happen if a candidate has a complaint about an examination room during the exam?	<p>If it is possible to act to minimise or stop the issue please do so and note the date, time and facts of the issue on the Invigilator Report. If you are not able to take any action please inform the candidate of this and advise them that it will be brought to the Awarding Body's attention and note the issue in the Invigilator Report.</p> <p>Advise the candidate to complete a Candidate Incident Report Form which will be sent to the awarding organisation and encourage them to contact the awarding organisation after the exam.</p>
Can we pause a candidate's exam if they request an unscheduled bathroom break?	Not in this instance, the exam will need to stay running whilst the candidate has their bathroom break.
Should we pause the exam if a candidate is ill?	Please follow the Invigilator guide for the exam to confirm whether a candidate's exam can be paused for illness. If you need any support with this, contact the Surpass Operational Helpdesk.
The test room is unavailable.	Contact the Surpass Operational Helpdesk immediately.
The test centre is unavailable on exam day.	Contact the Surpass Operational Helpdesk immediately.

## Technical Issues

Question / Issue	Response / Process
When a candidate enters their keycode it is not valid.	<p>Ask the candidate to re-enter the keycode, and check the following prompts:</p> <ul style="list-style-type: none"> <li>- Have you entered <b>just</b> the keycode (should be 8 characters long); not including the PIN</li> <li>- Does the keycode match the exam and candidate information?</li> </ul> <p>If the issue persists try entering the keycode yourself. For more information, see Keycode Errors below.</p> <p>If you are unable to solve the issue using this information, contact the Surpass Service Desk immediately, ensuring that you detail the reason for the invalid keycode.</p>
The candidate enters their keycode but the details displayed are not theirs.	<p>Ensure the candidate is sitting at the correct desk, and check the keycode slip they have is their own – you can verify this on the ‘Invigilate’ screen in Surpass.</p> <p>Move them to the correct desk if needed, and try entering the keycode yourself.</p> <p>If this does not work contact the Surpass Service Desk immediately.</p>
When a candidate enters the PIN code it is invalid or an exam displays the status of ‘Locked by PIN’ in the Invigilation screen.	<p>Try entering the PIN in case the candidate has got it wrong. If this does not resolve the issue check that the PIN code provided to candidates is the correct one for the correct session and it matches the PIN on the ‘Invigilate’ screen.</p> <p>If in any doubt please contact the Surpass Service Desk.</p>
If the candidate is presented with a blank white screen after inputting the keycode before starting questions.	<p>Complete a hard restart of the PC (press and hold the power button <b>without</b> closing down any programs, then restart the PC).</p> <p>Reassure the candidate that if they did not attempt any questions the timer will not have started and they will not be at a disadvantage.</p> <p>Check the computer’s internet connection, if it is working, start SecureClient again, re-enter the keycode and proceed with the test.</p> <p>If the candidate gets a blank screen again, move them to the spare PC and start the exam from there. (the original PC must be shut down in this instance).</p>
If the computer freezes mid test or the candidate is presented with an error message mid test e.g. Error 801.	<p>Firstly, pause the exam in the invigilation screen and reassure the candidate that they will not lose time and that the exam has been paused.</p> <p>Complete a hard restart of the PC (press and hold the power button <b>without</b> closing down any programs, then restart the PC).</p>

	<p>Check the computer's internet connection, if it is working, start SecureClient again, then re-enter the keycode. The invigilator will then need to un-pause the exam so the candidate can proceed.</p> <p>If the exam is still not working, move the candidate to the spare PC and continue the exam from there. (the original PC must be shut down in this instance).</p> <p>If there is no internet connection and the exam is not updated in the invigilation screen then please call the Surpass Service Desk immediately for advice and continue to reassure the candidate that they are not losing time.</p> <p>Please note full details of the occurrence on the Invigilator Report.</p>
At the end of the exam a candidate gets an error message stating their exam cannot be uploaded.	<p>Reassure the candidate that this is likely to be due to a connection error and once re-established the exam data will be uploaded.</p> <p>Check the internet connection of the PC in question and re-connect if required, followed by a hard restart of the PC.</p> <p>Open the SecureClient software and leave open for a few minutes.</p> <p>Check the 'Invigilation' screen and ensure the information has been received (a green tick is showing in the status of that candidate).</p> <p>If this does not resolve the issue please contact the Surpass Service Desk</p>
The 'Invigilate' screen shows the exam as not yet completed, when the candidate has completed the exam.	<p>Check the internet connection of the PC in question and re-connect if required, followed by a hard restart of the PC.</p> <p>Open the SecureClient software and leave open for a few minutes.</p> <p>Check the 'Invigilate' screen and ensure the information has been received (A green tick is showing in the status of that candidate). If it is still showing as disconnected, try re-entering the keycode and hitting the finish button on the exam.</p> <p>If this does not resolve the issue or you are in any doubt please contact the Surpass Service Desk.</p>
An exam displays the state of 'User Disconnected'.	<p>A candidate's exam could become disconnected due to a loss of network/internet connection.</p> <p>The candidate should be able to continue without interruption as SecureClient will run in 'resilience' mode and all responses will be saved locally to the machine.</p> <p>Please ensure the PC is reconnected at the end of the exam, followed by a hard restart of the PC, so the exam data/results are uploaded.</p> <p>If connection issue persists please connect the Surpass Service Desk for advice.</p>

## Keycode Error



The detail of the error message is in the red box above.

See below for some useful information:

Invalid Keycode: You have entered an incorrect keycode, please check and try again *or*

Invalid Keycode: Please enter your 8-character HTML Keycode

- Have you entered **just** the keycode (should be 8 characters long); not including the PIN?
- Does the keycode match the exam and candidate information?

Invalid Keycode: You cannot sit this keycode in this version of Secure Client

- Does the computer have an up to date and correct instance of SecureClient? This error will generally mean they are using the incorrect version of SecureClient.

Invalid Keycode: This test does not exist

# Antivirus Configuration

## Windows Defender

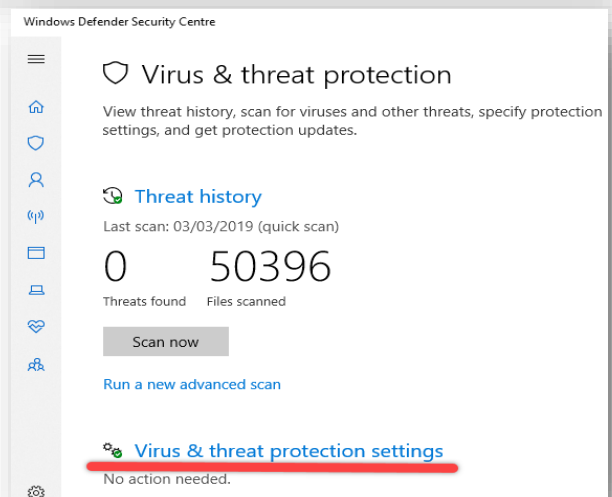
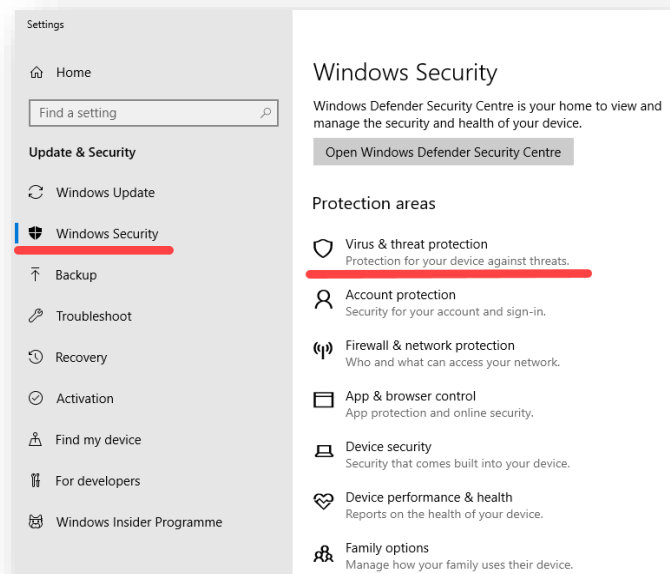
Link to instructions -

<https://support.microsoft.com/en-gb/help/4028485/windows-10-add-an-exclusion-to-windows-security>

**Step 1** – Press the “Windows Key” and type “Windows Defender” and press “Enter”

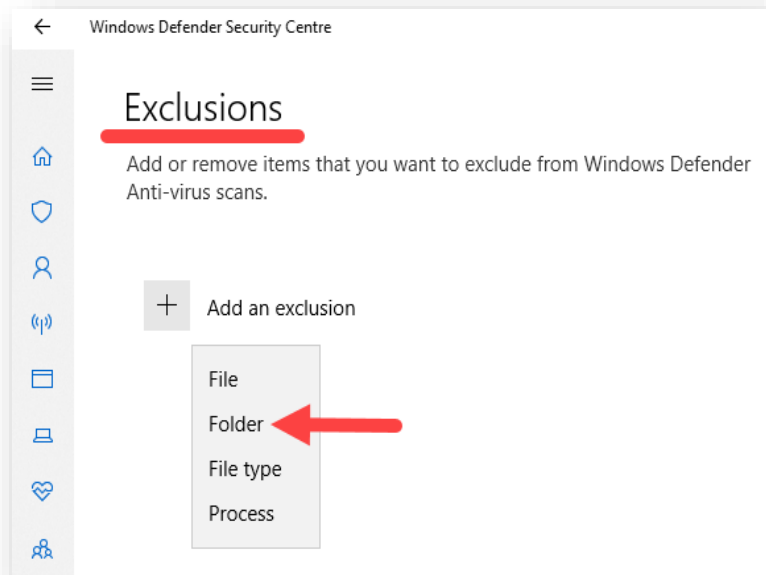
**Step 2** – Once Windows Defender is open in the left-hand side tab click on “Windows Security”

**Step 3** – Click on “Virus and Threat Protection” then “Virus and Threat Protection Settings”

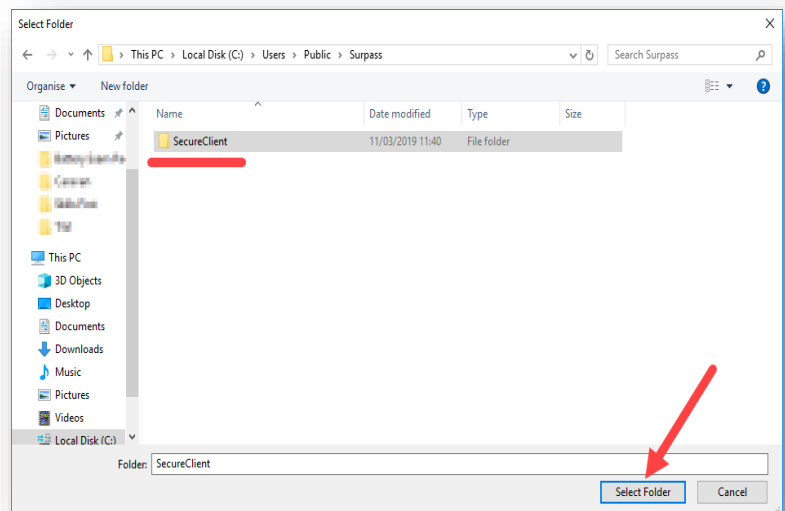


**Step 4** – Scroll down and you will see the option “Exclusions”

**Step 5** – Once you click on “Exclusions” the following window will pop up allowing you to select what type of exclusions you would like to add, select “Folder”



**Step 6** – When you click the “Folder” option a pop-up window will appear, you will need to navigate in this window to the following location “C:\Users\Public\Surpass” and single click the “SecureClient” folder and then click the “Select Folder” button.



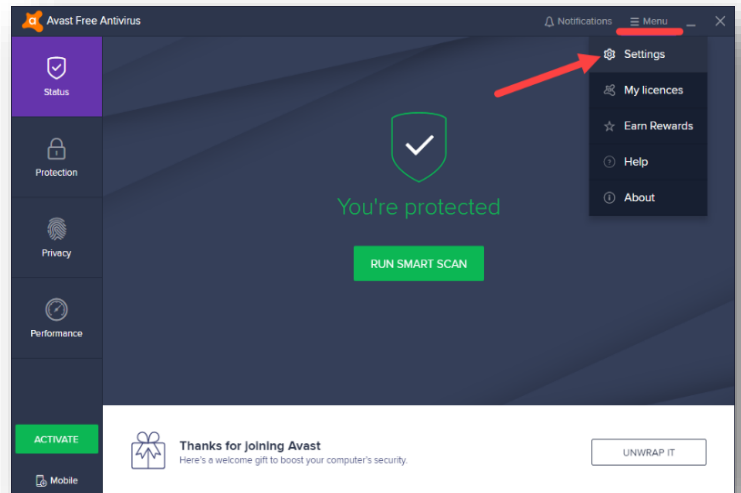
**Step 7** – Once you have selected the folder SecureClient has now been added to the Windows Defender exclusion list.

## Avast Antivirus

**Step 1** – Open Avast Anti-Virus.

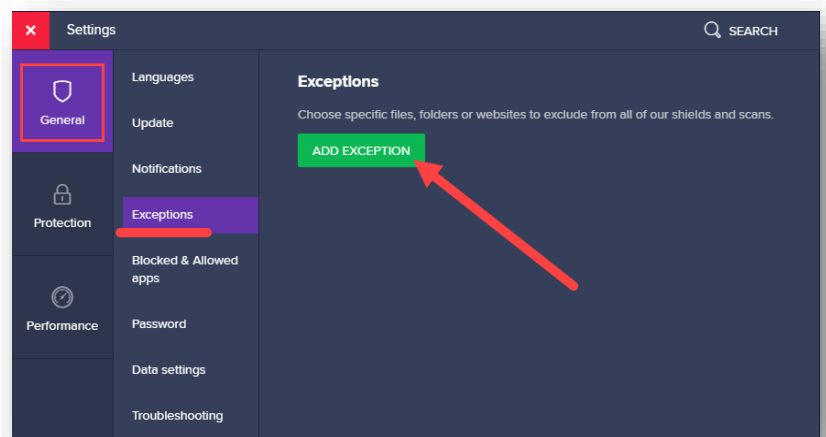
**Step 2** – In the top right-hand corner click on “Menu”

**Step 3** – Click on “Settings” that appears in the drop-down menu.



**Step 4** – On the left hand-side click “General” then “Exceptions”

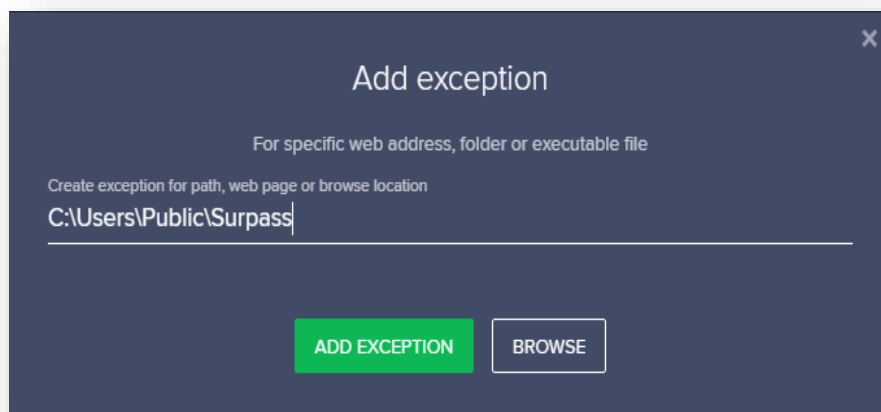
**Step 5** – This will take you to the “Exceptions” menu where you will be able to add exceptions.



**Step 6** – Click the “Add Exception” button.



**Step 7** – When you click on the “Add Exception” button a pop-up window will appear in this box you will need to input the path of the location your SecureClient is installed.



The image shown above has the default install location for SecureClient.

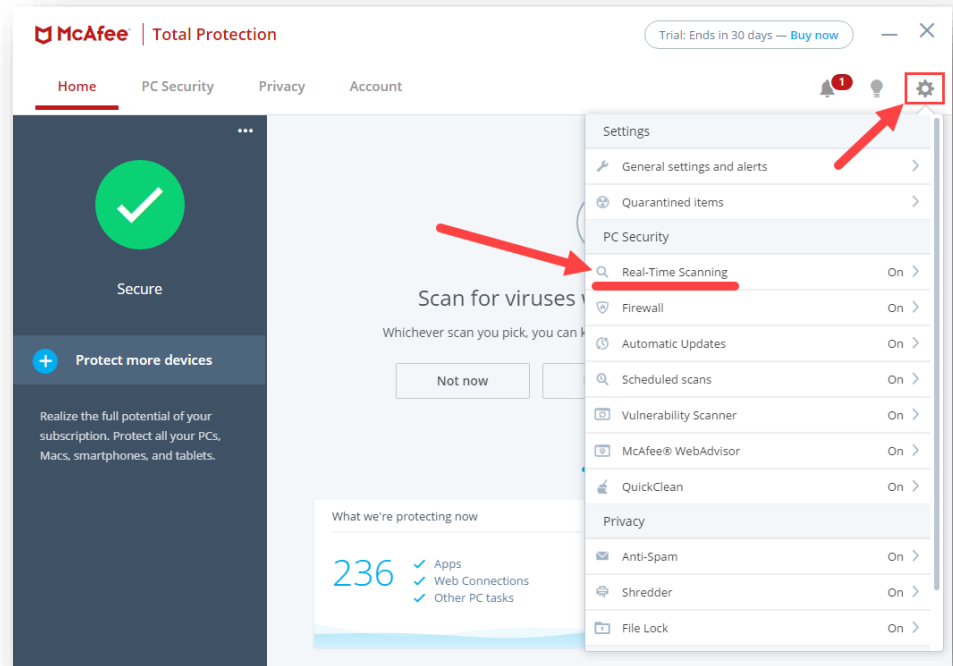
**If your SecureClient is installed in a different location, you will need to input this information in the “Add Exception” box instead of the default location.**

## McAfee Total Protection

**Step 1** – Open McAfee Total Protection

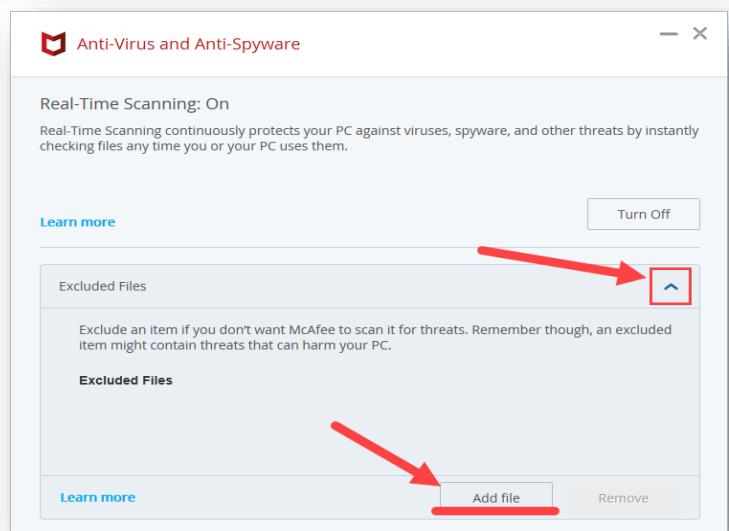
**Step 2** – Click on the “Settings” cog located in the top right corner

**Step 3** – Click “Real Time Scanning”



**Step 4** – Click the down arrow which is next to “Excluded Files”

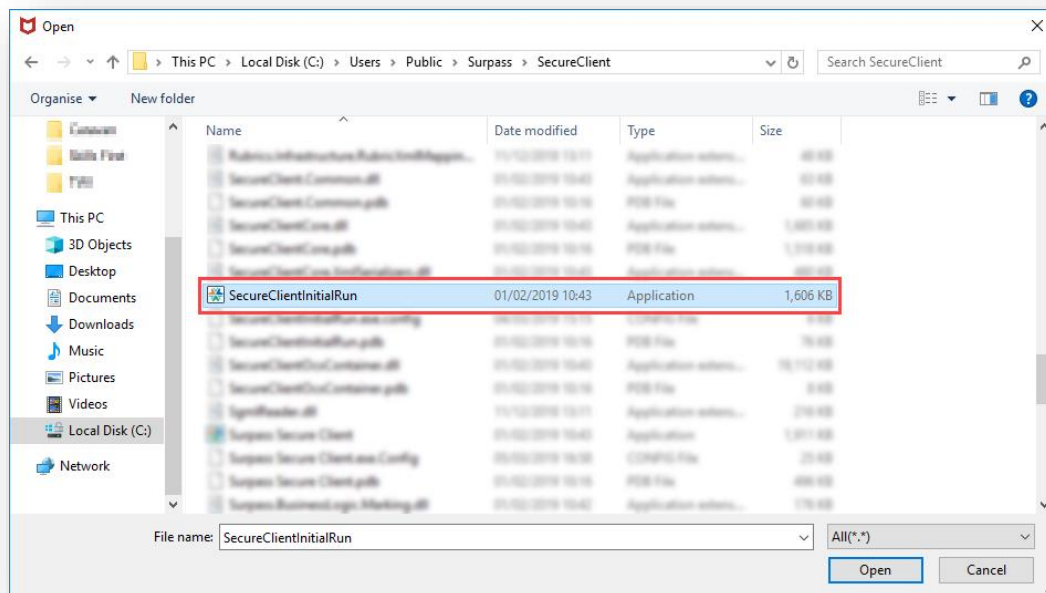
**Step 5** – Then click “Add File”



**Step 6** – A window will pop up and this is where you need to navigate the “SecureClientInitialRun” application, this is usually located in the following;

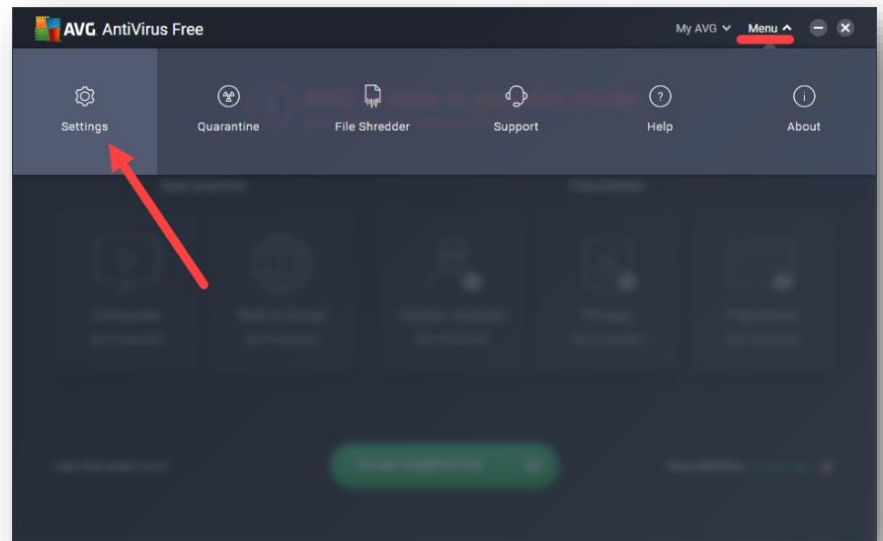
**C:\Users\Public\Surpass\SecureClient**

**Step 7** – You will need to select the “SecureClientInitialRun” application and then click “Open” you will then see that the application has been added to the “Excluded Files” list.



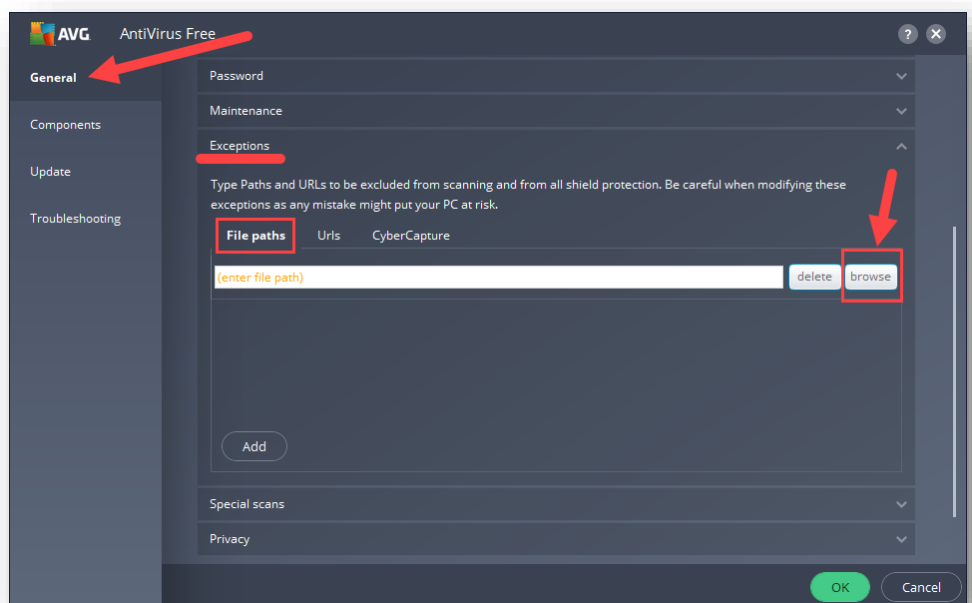
## AVG Antivirus

**Step 1** – Open “AVG Anti-Virus”



**Step 2** – Go to the “Menu” then “Settings” this will pop up a new window.

**Step 3** – Once the window is open make sure you have clicked on “General” on the left-hand side bar and then click the “Exceptions” drop down menu.



**Step 4** – Once you have clicked the “Exceptions” drop down menu make sure you have clicked the option “File Paths” and then click “Browse”

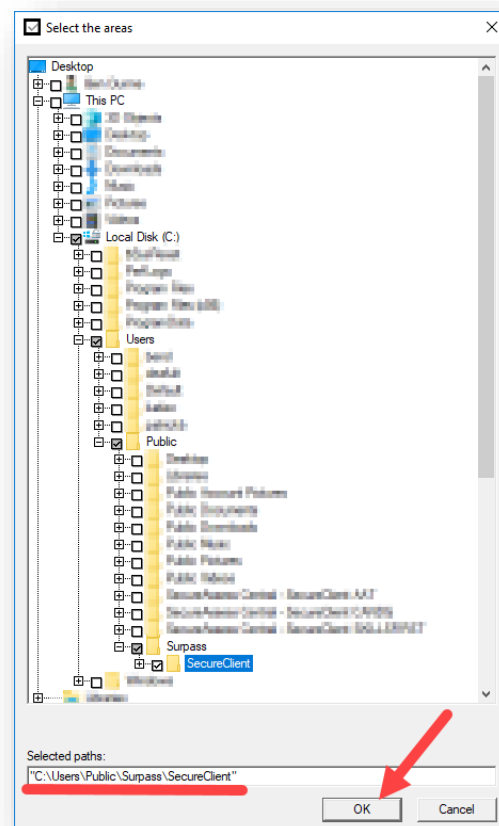
**Step 5** – Once you have clicked “Browse” a window will pop up showing various folders.

In this folder tree you will need to navigate to where your SecureClient has been installed, the image shown on the left is the default location that SecureClient install to.

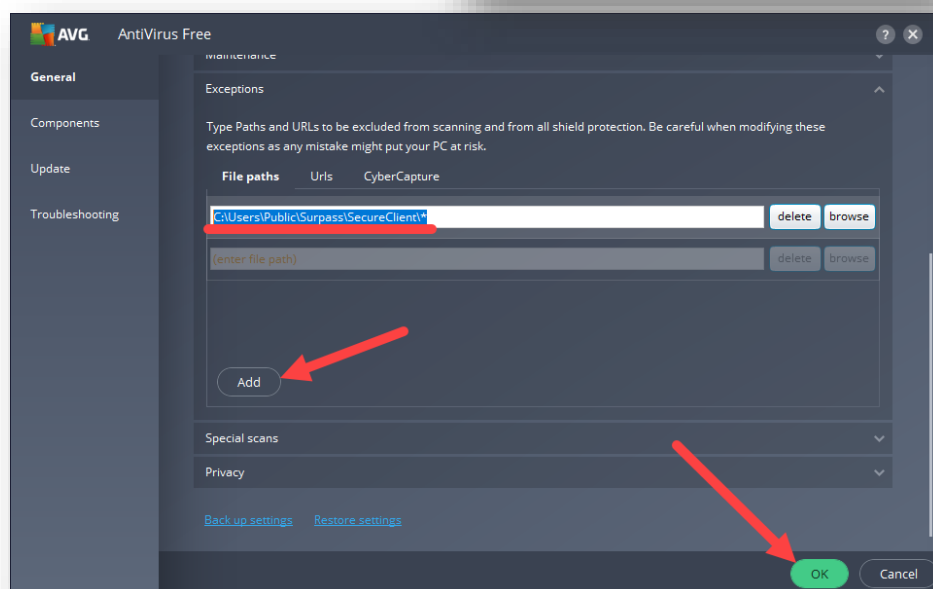
You will need to tick the box next to the folder for SecureClient, once you have done this you will see the box at the bottom populate with the path of the SecureClient location;

“C:\User\Public\Surpass\SecureClient”

Once the folder has been selected click the “OK” button located at the bottom of the window.



**Step 6** – Once you have clicked the “OK” button on the previous window it will take you back to the “General” settings page, you can check to make sure the correct path has been selected by checking the “File Paths” box.



Then, you can click “Add” and then “OK” now the folder path has been added to the exclusions list.

### Symantec / Norton

Instructions Link - <https://www.lifewire.com/exclude-files-from-norton-antivirus-scans-153348>

**Step 1** – Open Norton Antivirus and select “Settings”

**Step 2** – Click the “Antivirus” option from the “Settings” screen.

**Step 3** – Then go to the “Scans and Risks” tab.

**Step 4** – On this screen you will need to find the “Exclusions/Low Risks” tab.

**Step 5** – Click “Configure [+]” and select the option for exclusions to the real-time protection features of the Norton software, such as Auto-Protect, SONAR, and Download Intelligence Detection.

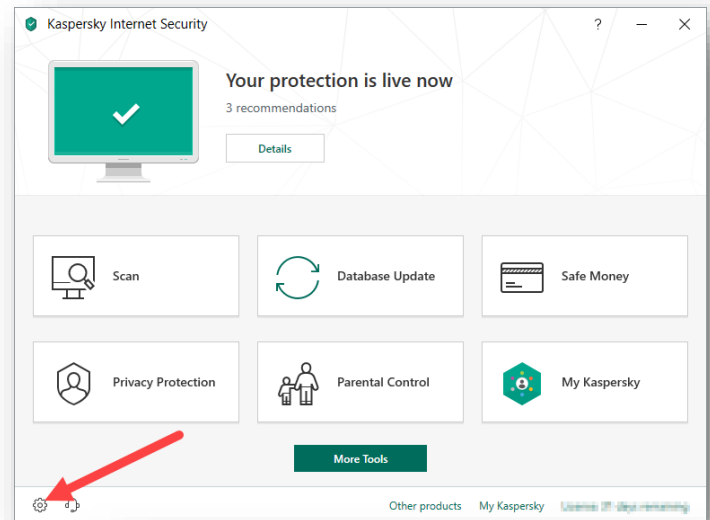
**Step 6** – From the exclusions screen, use the “Add Folders” button and locate you SecureClient folder location, below I have listed its default install location

**C:\User\Public\Surpass\SecureClient**

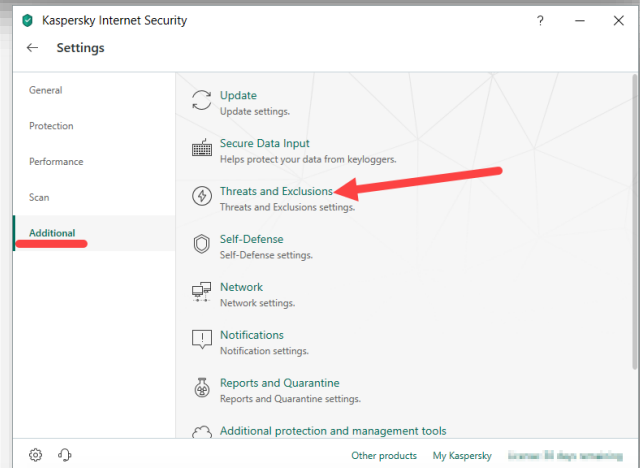
Then click “OK” to save the changes.

## Kaspersky Internet Security

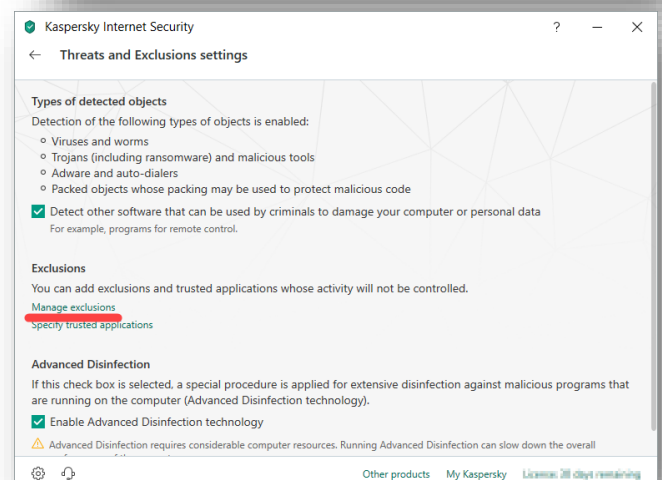
**Step 1** – Open Kaspersky Internet Security and click on settings (The cog) which is in the bottom left-hand corner.



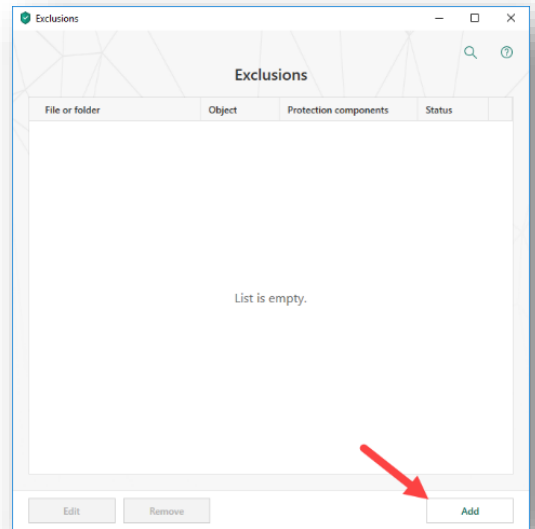
**Step 2** – Once in settings click on the “Additional” tab on the left and then click on “Threats and Exclusions”



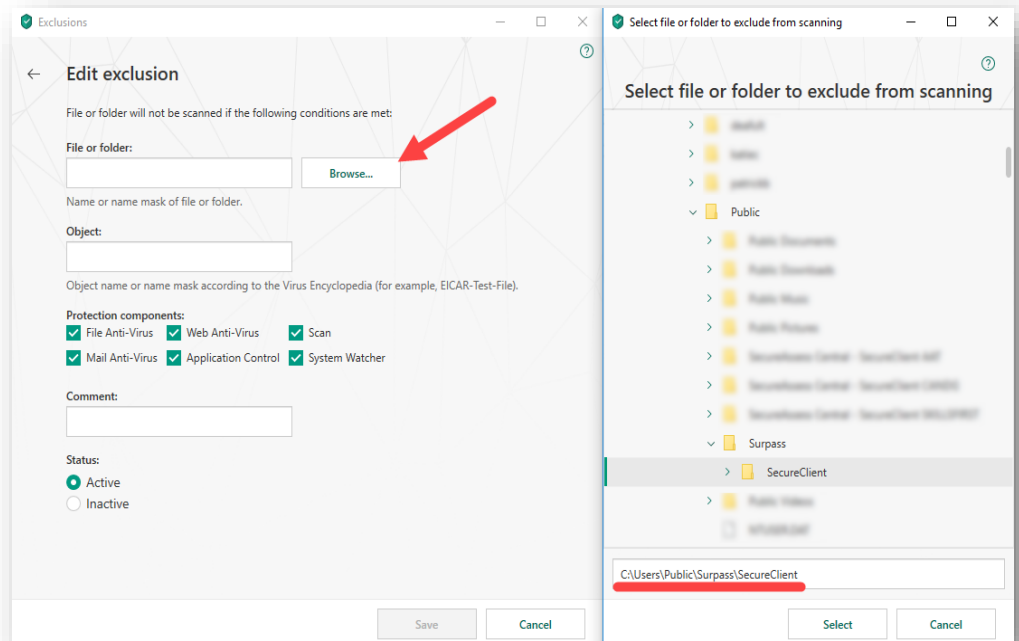
**Step 3** – Once you have opened “Threats and Exclusions” you will need to click on “Manage Exclusions”



**Step 4** – Once you have clicked “Add” you will then need to click “Browse” and a new window will pop up.



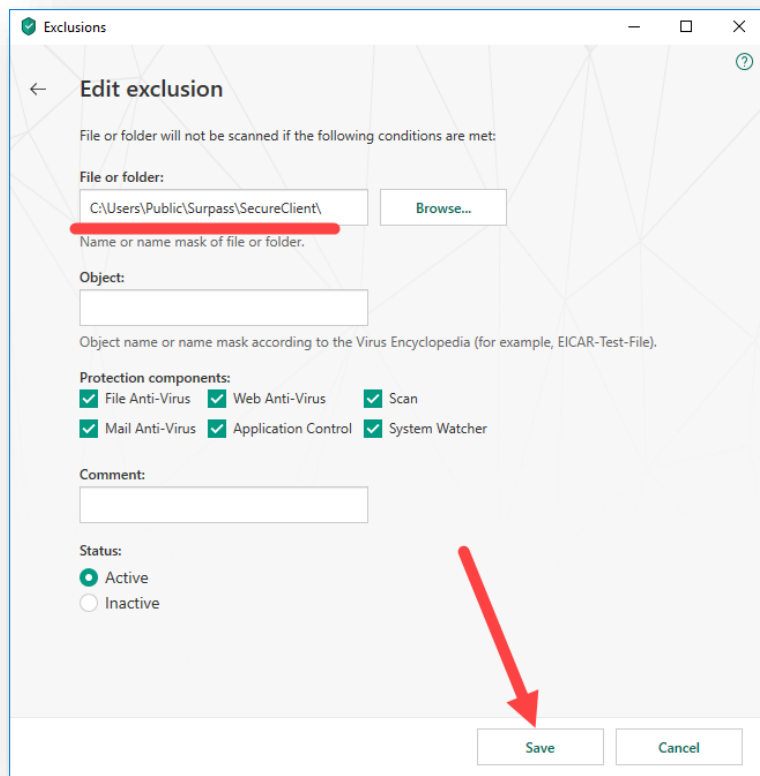
**Step 5** – In this new window you will need to navigate to where you have installed SecureClient, the image provided above show the default install location, once you have located your SecureClient folder, single click and then click “Select”



**Step 6** – Once you have selected the folder you will be able to see the path displayed in the box next to the “Browse” button.



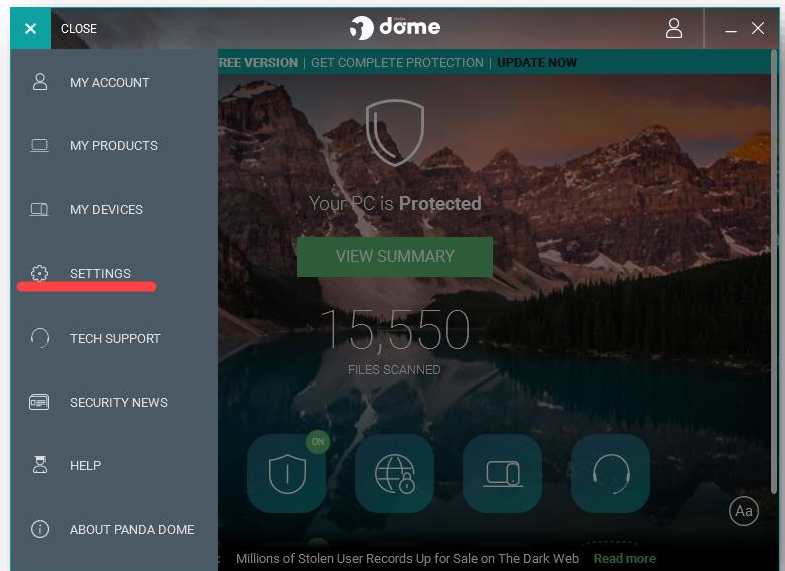
Then you can click the “Save” button.



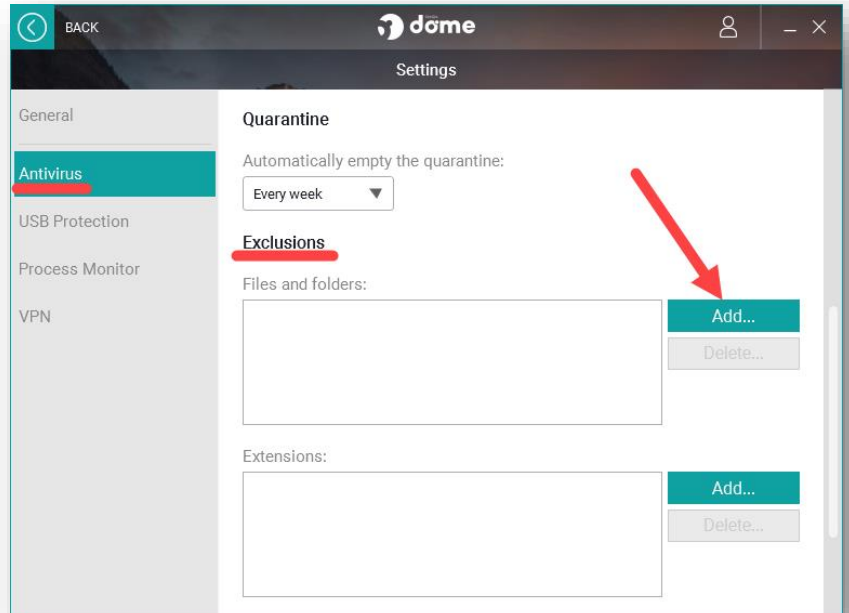
## Panda Anti-Virus (Dome)

**Step 1** – Open the Panda Anti-Virus and click on the three small lines located in the top left-hand corner to open the menu.

**Step 2** – Once the menu is open click on the “Settings” button that has a cog symbol next to it.



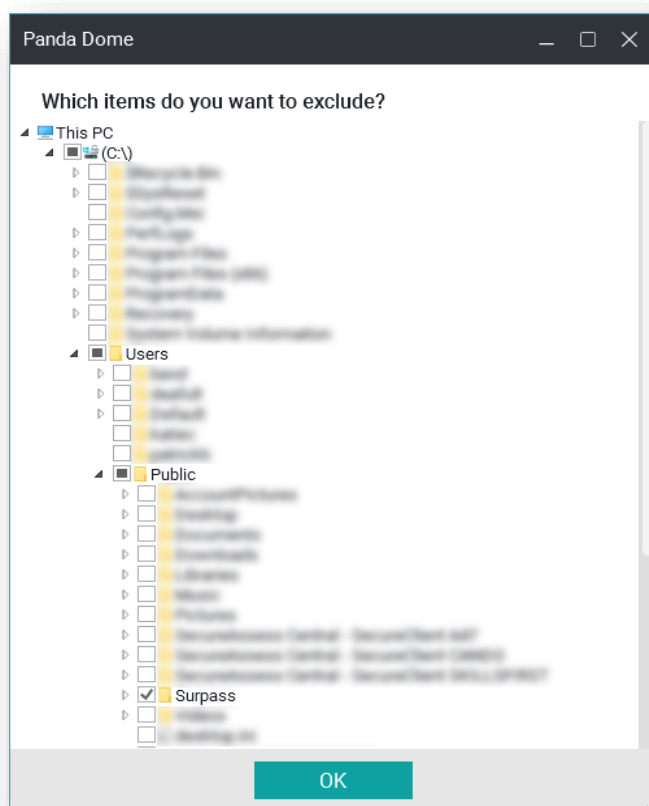
**Step 3** – Once the settings window has loaded up you will need to click on the “Antivirus” tab located on the left-hand side bar, then scroll down the window until you see “Exclusions” then click “Add...”



**Step 4** – Once you click “Add...” a new window will pop up, with this you will need to navigate to the folder your SecureClient is installed to and tick its location.

By default, SecureClient installs to the following location **C:\Users\Public\Surpass\SecureClient**

Once you have ticked SecureClient’s location folder you just need to click “OK” and this has now been added to the exclusions list.



## Appendix A – Example Attendance Register and Keycode Slip

Attendance Register								
Centre Name:	Demonstration Centre 1							
Centre Code:	123456							
Selected Date:	28/04/2015							
Selected Start Time:	00:00							
Selected End Time:	23:59							
Subject:	Demonstration Subject 1							
Test:	Demonstration Subject 1 Formative 01							
Language:	English							
	Name	Candidate ref.	DOB	Gender	Duration	Keycode	PIN	Present
1	EIGHT, Candidate	C8	06/01/1981	U	0	Q8PQG30V	3H8V8T	
2	FIVE, Candidate	C5	04/11/1980	U	0	CK44YY0V	3H8V8T	
3	NINE, Candidate	C9	23/03/1982	U	0	7PPBPK0V	3H8V8T	
4	ONE, Candidate	C1	06/02/1980	U	0	Y7D3YY0V	3H8V8T	
5	SEVEN, Candidate	C7	06/03/1980	U	0	TYWWWP0V	3H8V8T	
6	SIX, Candidate	C6	13/09/1981	U	0	CFBNHD0V	3H8V8T	
7	TEN, Candidate	C10	10/06/1980	U	0	F47XGF0V	3H8V8T	
8	THREE, Candidate	C3	09/10/1980	U	0	NQVQVH0V	3H8V8T	
9	TWO, Candidate	C2	02/07/1981	U	0	38DB8R0V	3H8V8T	
<b>Declaration:</b>								
I confirm that the information provided is accurate.								
Name: _____				Signature: _____				
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Test Keycode	
Last Name:	FIVE
First Name:	Candidate
Date of birth:	04/11/1980
Candidate Ref.:	C5
Centre Name:	Demonstration Centre 1
Centre Code:	123456
Subject:	Demonstration Subject 1
Test:	Demonstration Subject 1 Formative 01
Date:	28/04/2015
Start Time:	00:00
End Time:	23:59
Test Duration:	0
Language:	English
Keycode:	CK44YY0V

## Appendix B: Version Control

Version	Date	Author	Approved By	Description of Change
1	22/12/2023	Sue Palmer	Sharon Banks	Creation