

# E-volve centre guide

## SecureClient: How to disable Windows text suggestions and Grammarly

Version 01

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For external use



## Document revision history

Version	Changed by	Summary of change	Approval date
01	Application Support	New document	30.08.2024

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# Introduction

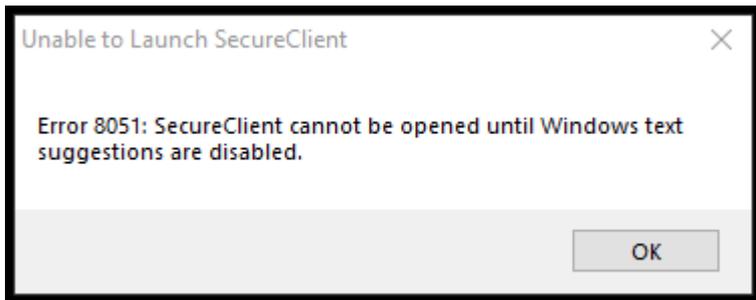
E-volve SecureClient is a standalone application built by Surpass. It is the learner interface used by City & Guilds for online and offline test delivery.

To help reduce AI malpractice, from version 24.2 onwards of SecureClient, a new feature has been introduced that will prevent it from being launched with certain AI or assistive programs running in the background. The two most common are Grammarly and Windows text suggestions. This document contains guidance on how to disable these AI programs.

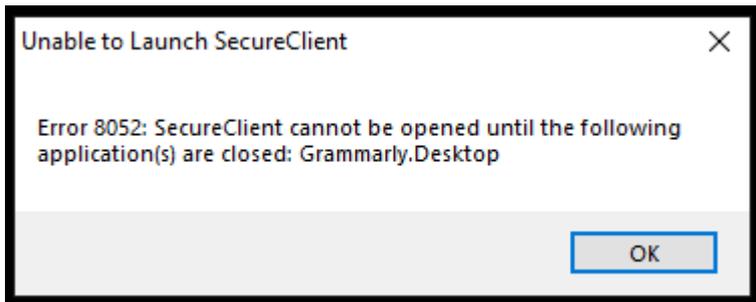
## SecureClient error 8051 and 8052

With SecureClient version 24.2, if you launch the application with Grammarly or Windows text suggestions running, enabled or installed on computers used for testing, you will receive the following error message(s):

Error message for Windows text suggestions:



Error message for Grammarly (or similar) installed and running applications



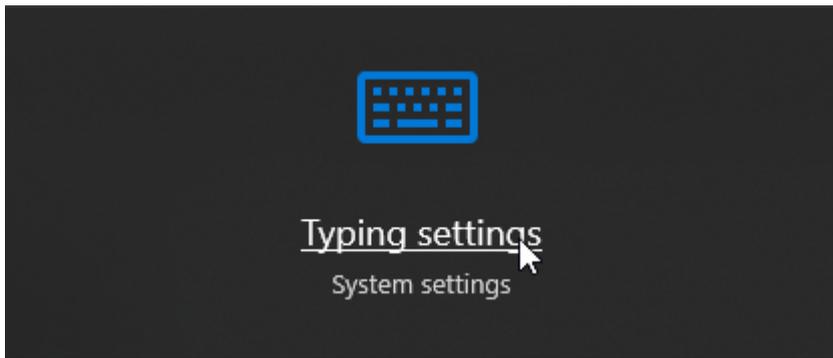
Please follow the relevant steps to disable these programs and allow SecureClient to launch correctly.

# Disable Windows text suggestions

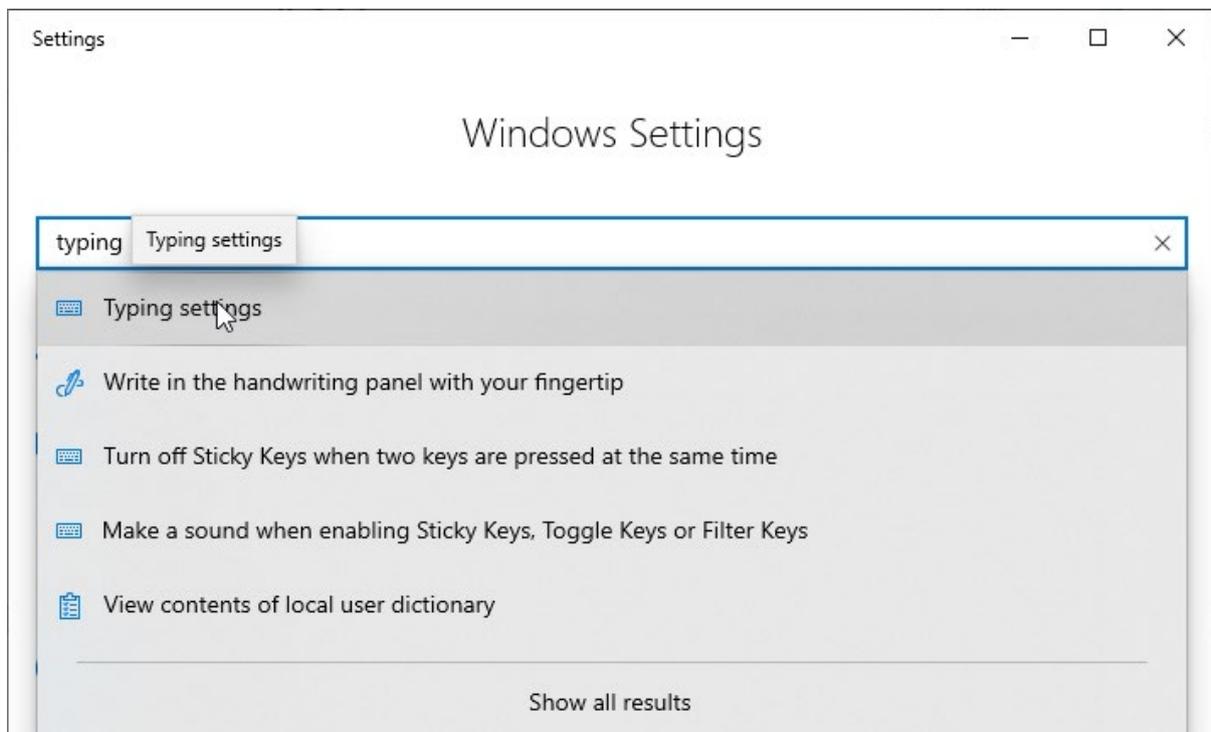
## Windows 10

The file path is **Settings > Devices > Typing** and can easily be reached using the shortcuts below.

In the Search field of the taskbar, enter 'Typing', select 'Typing settings' from the search results:



If you do not have the search function enabled, from the Start menu, select 'Settings' and then search 'Typing' and select 'Typing settings' from the list.



Disable all settings below

The image shows a screenshot of the Windows Settings application, specifically the 'Typing' settings page. A red bracket on the right side of the page encompasses the following sections: Spelling, Typing, How AI has helped you, Hardware keyboard, and Multilingual text suggestions. Each of these sections contains one or more toggle switches, all of which are currently turned off. A text box on the left side of the screenshot contains the following text: 'Ensure all of these settings have been disabled before trying to launch SecureClient'. The 'SecureClient' text is underlined and blue, suggesting it is a hyperlink. The left sidebar of the Settings app is visible, showing the 'Typing' option selected under the 'Devices' category.

Settings

Home

Find a setting

Devices

- Bluetooth & other devices
- Printers & scanners
- Mouse
- Touchpad
- Typing**
- Pen & Windows Ink

Typing

Spelling

- Autocorrect misspelt words  Off
- Highlight misspelt words  Off

Typing

- Show text suggestions as I type on the software keyboard  Off
- Add a space after I choose a text suggestion  Off
- Add a full stop after I double-tap the spacebar  Off

How AI has helped you

[Typing insights](#)

Hardware keyboard

Text suggestions for the hardware keyboard aren't available in some languages

- Show text suggestions as I type  Off
- Autocorrect misspelt words I type  Off

Multilingual text suggestions

Show text suggestions based on the recognised languages that you are typing in  Off

More keyboard settings

- [Make my keyboard focus easier to see](#)
- [Advanced keyboard settings](#)

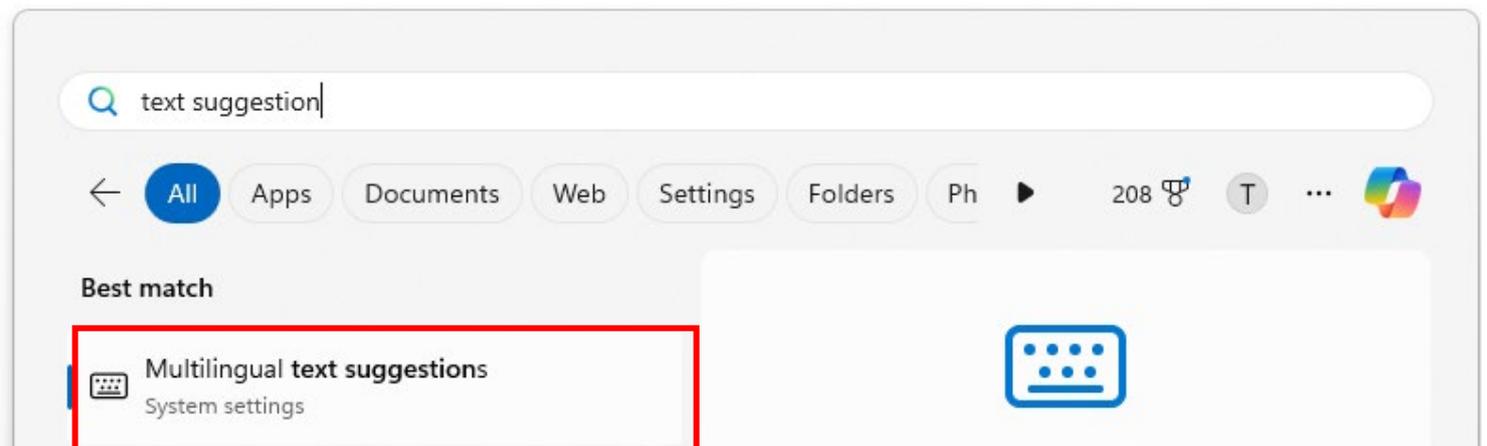
Ensure all of these settings have been **disabled** before trying to launch [SecureClient](#)

## Windows 11

The file path is **Settings > Time & language > Typing** and can be reached using the shortcuts below.

In the search field of the taskbar type in 'text suggestions'. Or, if you do not have the search function enabled, open the Start menu for the search field to appear.

Select 'Multilingual text suggestions':



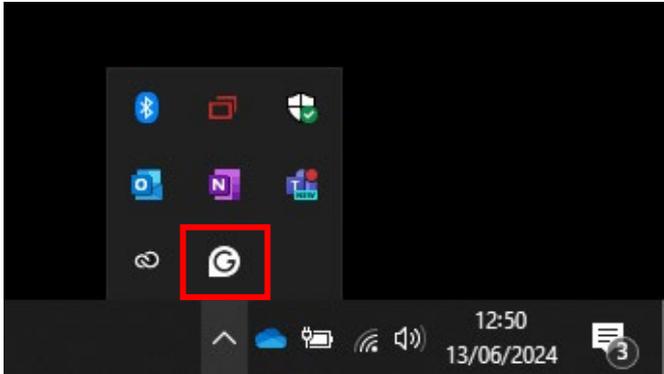
Ensure all of these settings have been **disabled** before trying to launch SecureClient

## Using Group Policies

**Note:** If using Group Policies, please share this document with your IT support team, as they will be able to make the required changes across your network.

## Disable Grammarly

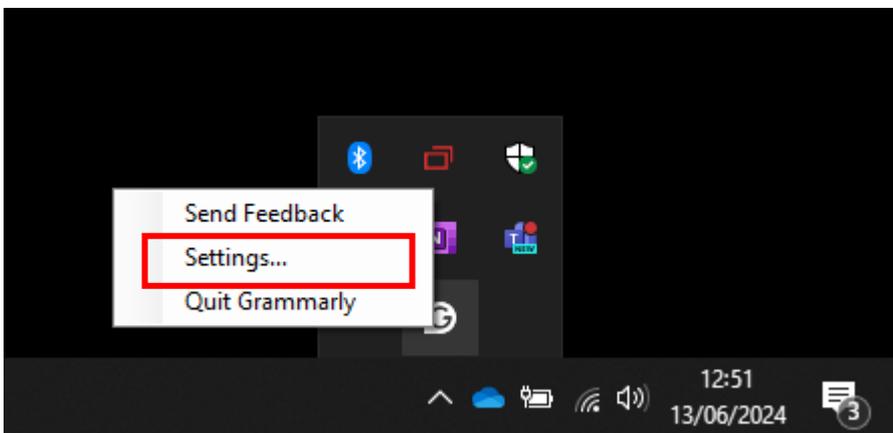
If Grammarly for Windows is installed and running, the icon will appear in the Hidden Icons box at the bottom right hand of the screen.



To disable Grammarly, click the icon and then click 'Quit Grammarly'. This will close the programme.

Additionally, you can prevent Grammarly from launching at start-up via the settings menu so you don't have to repeat this step each time you test.

To do this click 'Settings':



Then ensure 'Launch at startup' is switched to 'OFF'.

**Note:** This setting will only take affect after shutting down the computer and starting up again.

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Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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