e-volve Centre Guide

Minimum Technical Guidance

Version 01
Last modified 6-August-2024
For external use

Document revision history

Version	Changed by	Summary of change	Approval date
01	Application Support	New Document	06.08.2024

Contents

1. e-volve SecureAssess Administration

The SecureAssess platform is used to manage the administration of e-volve tests and allows users to monitor bookings, print invigilation packs, oversee tests in progress, void tests, print score reports and view provisional candidate results.

Internet Speed	512 Kbps
Operating System	- Windows 10 (32-bit/64-bit) - Windows 11 **WARNING:** Microsoft have ceased support for Windows 7, 8, and 8.1. You can continue to use Surpass on Windows 7, 8, and 8.1, but we are unable to fix any issues specific to Windows 7, 8, or 8.1.
Web Browser	- Google Chrome - Microsoft Edge **WARNING:** Microsoft ceased support for Internet Explorer 11 in August 2021. You can continue to use Surpass in Internet Explorer 11, but we are unable to fix any issues specific to Internet Explorer 11

2.   e-volve SecureClient for Windows

SecureClient is a standalone application built by Surpass and is used by City & Guilds for online and offline test delivery. The application features lockdown capabilities that prevent candidates from leaving the test session and from using other applications/web browsers during the test and has built in resilience against internet or device failure.

NOTE: Before installing the SecureClient, please ensure your machines meet the requirements below

IMPORTANT: SecureClient for Windows <u>may</u> not start if Microsoft Office apps are already open on the device. Microsoft Office apps (Word, Excel, Outlook, PowerPoint, and Access) should be closed before opening SecureClient.

Additional Apps	Tests may contain media or attached files like text documents, PDFs, spreadsheets, audio, and video that require external apps to open these files.
Disk Space	1 GB
Graphics Memory	64 MB
	NOTE: Some tests with legacy content or large attachments may require up to 2 GB of graphics memory.
Internet Speed	A centre connection of 2 Mbps or greater for every 30 candidate tests being sat at the same time.
	TIP: Download tests in advance if you do not want candidates to have to wait for their tests to download at the start of the session.
	IMPORTANT: 3G network cards may not guarantee a constant bandwidth and might not meet the minimum requirements.
Microsoft .NET Framework	4.7.2
Operating System	- Windows 10 (32-bit/64-bit) - Windows 11
	WARNING: Microsoft have ceased support for Windows 7, 8, and 8.1. You can continue to use SecureClient on Windows 7, 8, and 8.1, but we are unable to fix any issues specific to Windows 7, 8, or 8.1.
Peripherals	Two-button mouse and keyboard.
Processor Speed	1.80 GHz
RAM	4 GB
Redistributable Package (Visual C++)	X86 (downloadable from **here**)

	NOTE: The SecureClient will fail to open or will close after checking for updates if this file is missing, go to the *SecureClient troubleshooting* section for more information.
Screen Resolution	1024 x 768 pixels. SecureClient should only be run on devices with a single screen.
	TIP: Some features (for example, side-by-side viewing of source material) require 1920 x 1080 pixel screen resolutions.
	NOTE: Larger screens may need their display settings reducing to 1920 x 1080 pixels to improve usability

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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.