

## **e-volve R12 Upgrade Frequently Asked Questions (FAQs)**

### **Q. Why is City & Guilds upgrading e-volve?**

Our e-volve platform support provider Adobe is ending its Flash Player support on December 31 2020. As a result of this, City & Guilds are taking the opportunity to upgrade to a new platform which will allow us to provide you with better user experience.

### **Q. When is the upgrade planned for?**

The upgrade takes place at **18:00 (GMT) on Tuesday 24 to 23:59 (GMT) on Tuesday 1 December 2020.**

### **Q. Is my centre expected to take any action ahead of the upgrade?**

Yes, two important actions need to be completed before 18.00 (GMT) on Tuesday 24 November

- upload all exams taken to E-volve
- upload all results to E-volve.

### **Q. What does this mean for my centre?**

Between 18.00 Tuesday 24 and 23.00 on Tuesday 1 December 2020 - e-volve SecureAssess platform will not be available for:

- booking or taking exams
- the downloading and administering of exams offline.

### **Q. What are we expected to do?**

Approximately, two weeks before the upgrade we will send further information outlining how to:

- download and install the new e-volve secure client platform
- create new passwords for existing users.

**Q. Who can my centre contact for more information?**

If you have any further questions on the upgrade, for customers outside of the UK please contact your [local Customer Service team office](#). For UK centres call 0844 543 0000

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

**Q. What should we expect from the upgrade?**

- Enhanced screen layout to benefit administrators and invigilators
- Administrators will have more control over user set-ups
- Regular improvements and bug fixes with planned updates and timely roll-out
- Fewer unexpected and unplanned flash-based IT issues.