



A City & Guilds Group Business

e-volve 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?

Autumn 2020

Q. What are we expected to do?

Please ensure you have provided us with the correct Primary and Technical contact email addresses by contacting our Customer Service team. As further correspondence will be sent to those contacts.

Q. How do I check my centre contact details are correct?

Please contact our Customer Service team:

T: 0844 543 0000

E: centresupport@cityandguilds.com

Q. What happens if you cannot reach my centre?

In the case we do not have the correct Primary and Technical contacts, your centre will not have the facility to administer exam bookings.

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.