

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

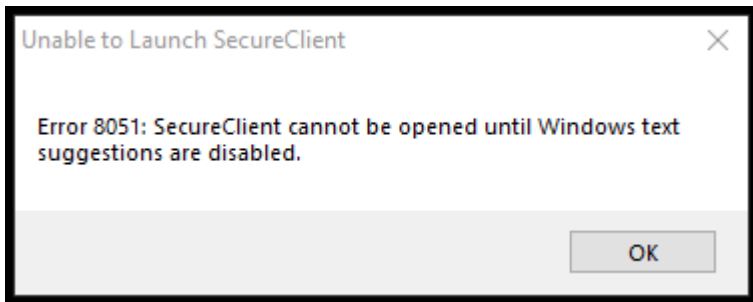
E-volve SecureClient is a standalone application built by Surpass. It is the learner interface used by City & Guilds for online and offline test delivery.

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.

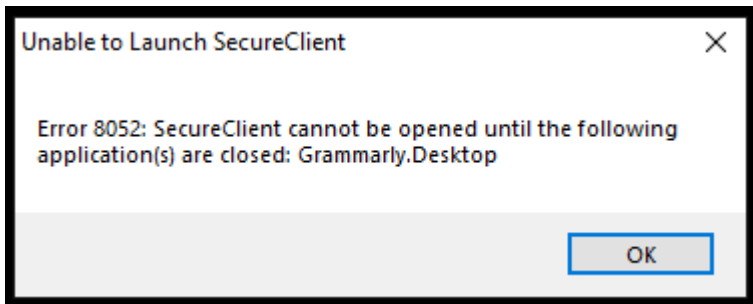
SecureClient error 8051 and 8052

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



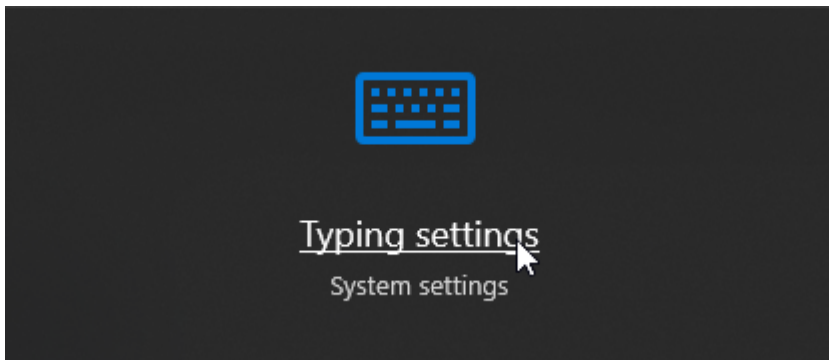
Please follow the relevant steps to disable these programs and allow SecureClient to launch correctly.

Disable Windows text suggestions

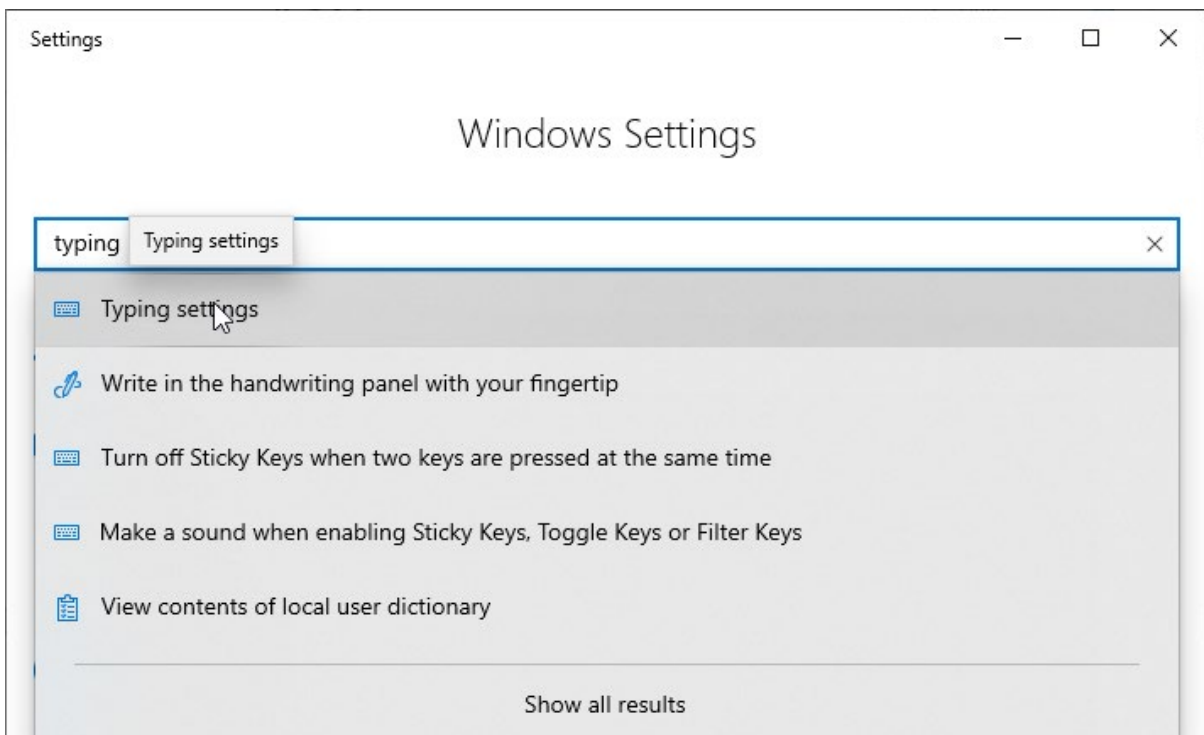
Windows 10

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

Settings

Home

Find a setting

Devices

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

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

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

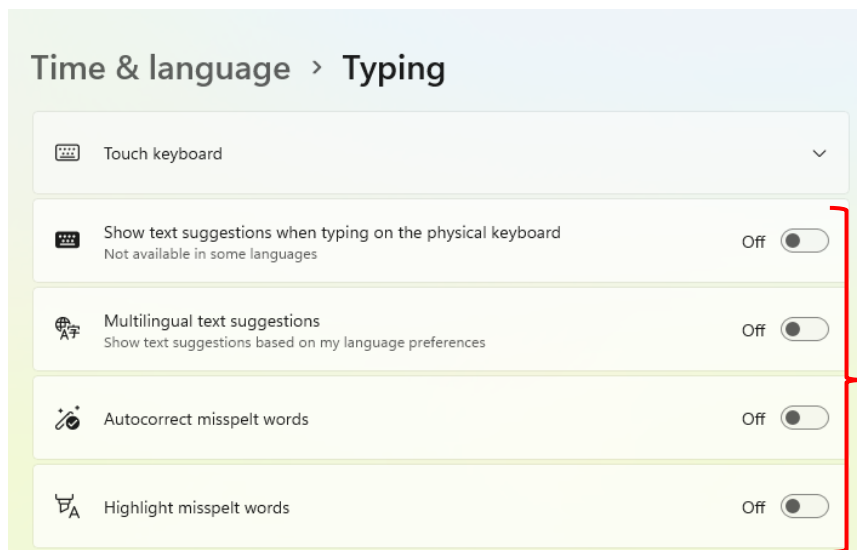
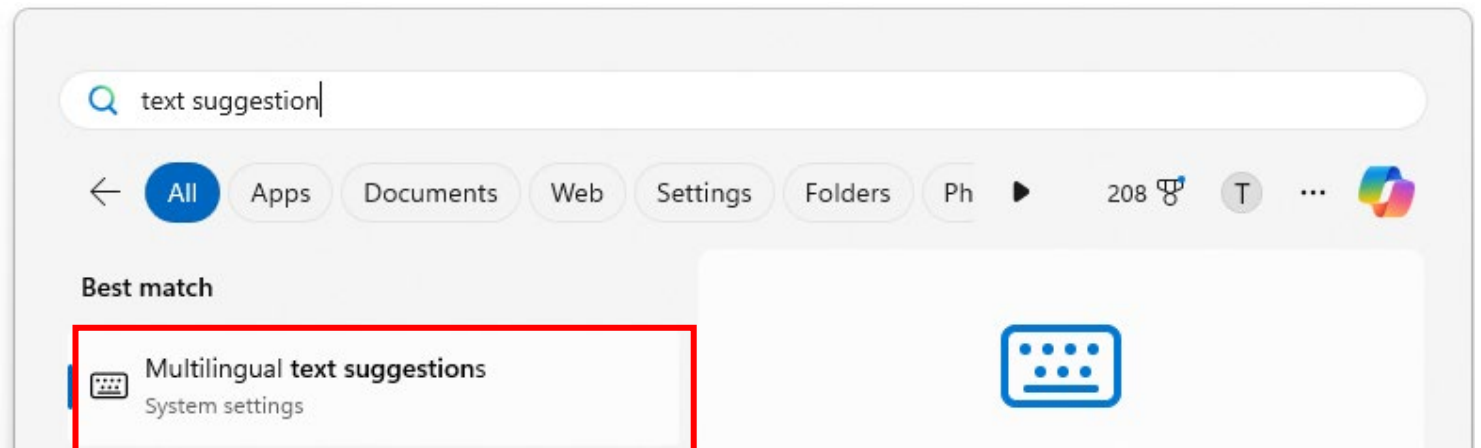
- [Make my keyboard focus easier to see](#)
- [Advanced keyboard settings](#)

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':



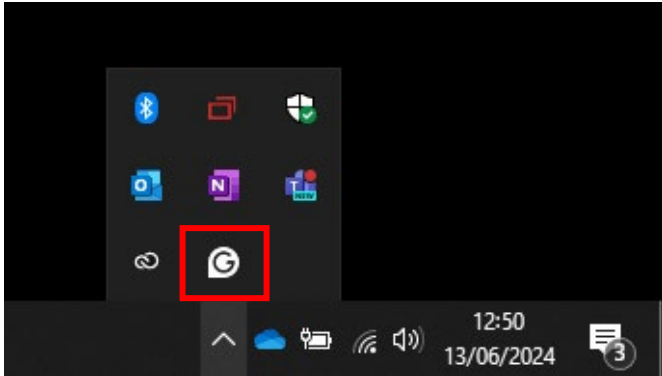
Ensure all of these settings have been **disabled** before trying to launch SecureClient

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

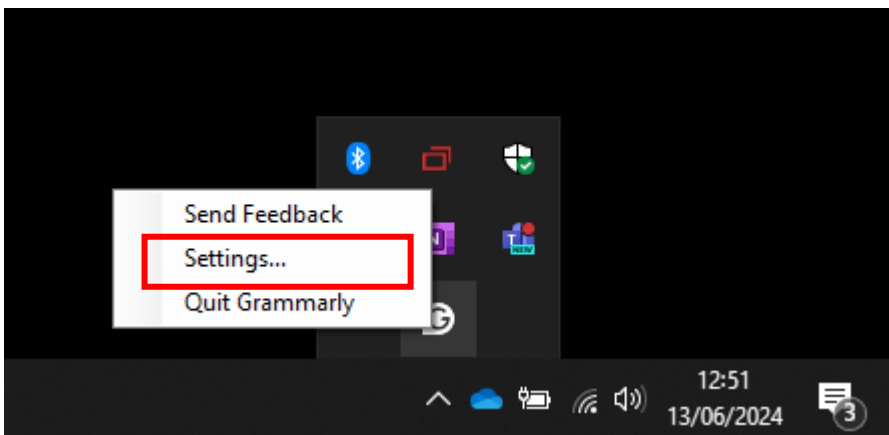
If Grammarly for Windows is installed and running, the icon will appear in the Hidden Icons box at the bottom right hand of the screen.



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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