

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..... 3
- 2. e-volve SecureClient for Windows 4

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	<ul style="list-style-type: none">• Windows 10 (32-bit/64-bit)• Windows 11 <p>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.</p>
Web Browser	<ul style="list-style-type: none">• Google Chrome• Microsoft Edge <p>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</p>

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 may 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	<ul style="list-style-type: none">• 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)

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

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

customersupport@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

© 2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.