



Part of the
Enginuity Group

Guidance Document:

R12 Secure Client Installation Guide

Feb 2021

Why Do You Need To Download and Install R12 Secure Client?

We are performing an upgrade to our Exams platform, moving from Surpass R11 to Surpass R12 in the early part of 2021. In preparation for this, we will need you to download and install R12 Secure Client on the computers your learners use to sit their exams.

R12 Secure Client Installation

Who Needs To Download and Install R12 Secure Client?

All EAL Centres that need access to and deliver exams to learners will be required to download and install the latest version of Secure Client. **Do not uninstall R11 until told to do so.**

Minimum Specifications

Your computer needs to meet or exceed these minimum specifications to install R12 Secure Client:

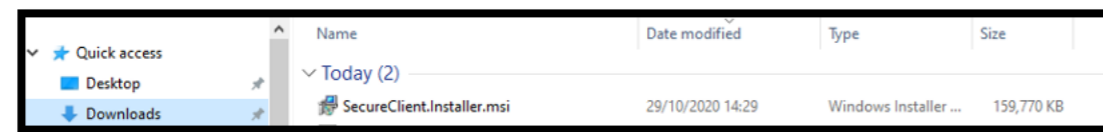
Hardware	Software
2.33GHz CPU or faster	BTL Surpass Secure Client is required
1GB RAM Minimum 2GB RAM Recommended	Windows 8 or more recent (32 or 64 bit) Windows 7 can be used but support from the Software Provider will not be offered beyond update 12.21
Minimum Screen resolution of 1024x768. Recommended Screen Resolution of 1280x1024	Minimum internet speed of 2Mbps for every 30 candidates 3G and 4G cards cannot guarantee a constant bandwidth and do not meet a minimum standard
Graphics card with at least 64MB of memory. Please note, for assessments containing advanced question types (such as BTL's office from BTL's Content Producer) this should be increased to 2GB.	.NET Framework 3.5 .NET Framework 4.5.2
Mouse and Keyboard	
Audio capability and headphones may also be required for some assessments	

Installing R12 Secure Client

- 01** To install R12 Secure Client, click on the link below and save the file to a specified location.

<https://cmspublic.surpass.com/UnifiedSecureClientDownload/DownloadSecureClient/Ea1>

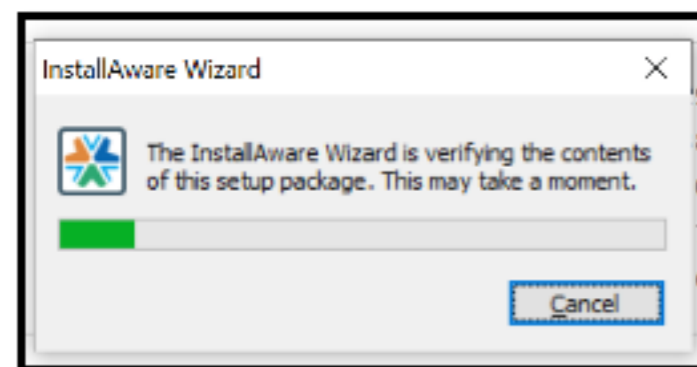
- 02** Locate the saved file and double click it to begin the installation:



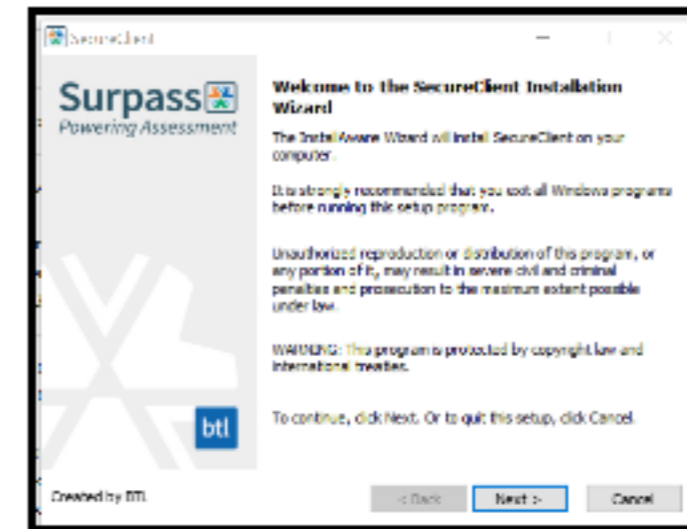
- 03** You will be presented with a dialogue box that reads 'Do you want to allow this app to make changes to your device?' Accept it to continue with the installation.

A further dialogue may appear requesting permission for changes to be made to your computer. You will also need to accept this to continue with the installation.

If you see the loading message below it means the installation process is working as expected:



- 04** When the InstallAware Wizard has completed verifying the content, you will be presented with the below message from the Installation Wizard. Click 'Next' to proceed with the installation:



- 05** You will now be prompted to choose the location where R12 Secure Client should be installed. We would recommend saving it in a location that is easy for you to access. Click 'Next' when you are ready to continue.

The required files will then be installed in the location you specified. At this point you may need to restart your computer for the installation to complete.

- 06** This is the desktop icon for the newest Secure Client. We would also recommend renaming the folder in File Explorer folder Secure Client R12.

If there any error messages appear that impeded your progress please ensure that the appropriate .NET Frameworks has also been installed on the machine and that suitable adjustments have been made to your machines firewall below is the IP address and exceptions that should be made.





You have now completed the installation of R12 Secure Client. Please ensure this action is carried out on all machines that will need to deliver exams.

Please remember to keep R11 for the meantime until told otherwise.

Before scheduling any live exams on this system we would recommend running a demo exam through the system to ensure it is working as expected.

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