

Skillsfirst Awards

Secureassess/SecureClient

FAQs v3

November 2013



SecureAssess / SecureClient Frequently Asked Questions

Full instructions on how to download and access SecureAssess and SecureClient are covered in our Functional Skills Onscreen Testing Guide which can be found on our website by clicking [here](#).

You should always refer to your Testing Guide in the first instance but we have listed below some frequently asked questions that have been reported to our Systems Support team and our responses to them.

If you do not find the answer you are looking for below or in our Functional Skills Onscreen Testing Guide, please contact our Exams team on **0121 270 5100** or at secureassess@skillsfirst.co.uk

1. Question: What is the difference between SecureClient and SecureAssess?

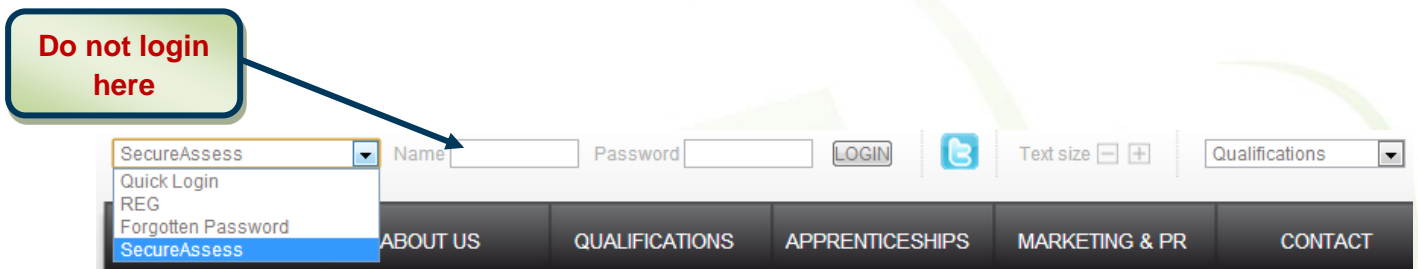
Answer: **SecureAssess** is used to schedule and manage exams, print invigilation packs and access results for onscreen Functional Skills tests.

SecureClient is the system on which a learner sits an exam that has been scheduled. This must be installed on all of the machines that will be used to complete testing.

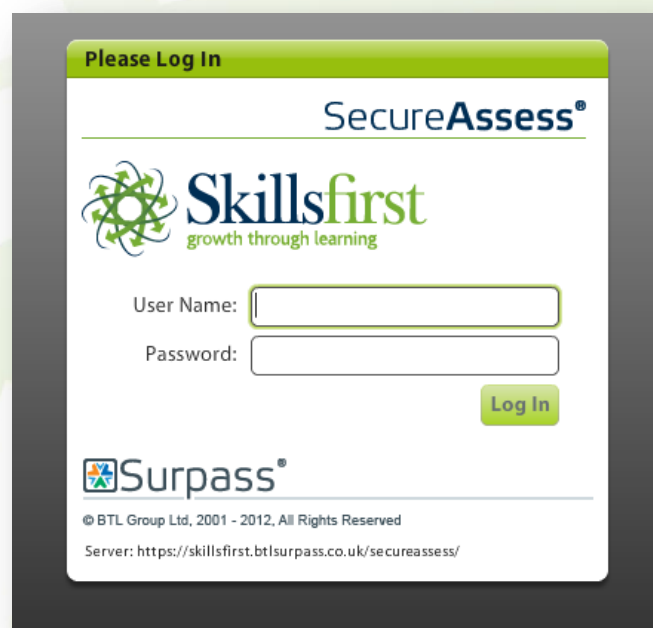
Full instructions on how to download **SecureClient** and how to access **SecureAssess** can be found in the Functional Skills Onscreen Testing Guide on our website.

2. Question: Why can't I log in to SecureAssess?

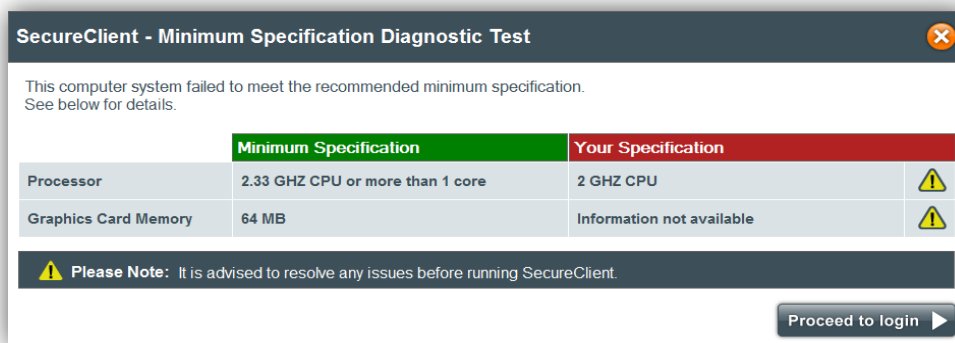
Answer: Go to the [Skillsfirst website](#), Select the drop down box on the top left hand side of the screen and select 'SecureAssess'.



You will need to ensure that you **allow pop ups** to our site so the following window appears allowing you to log in to SecureAssess (Please see the image below).



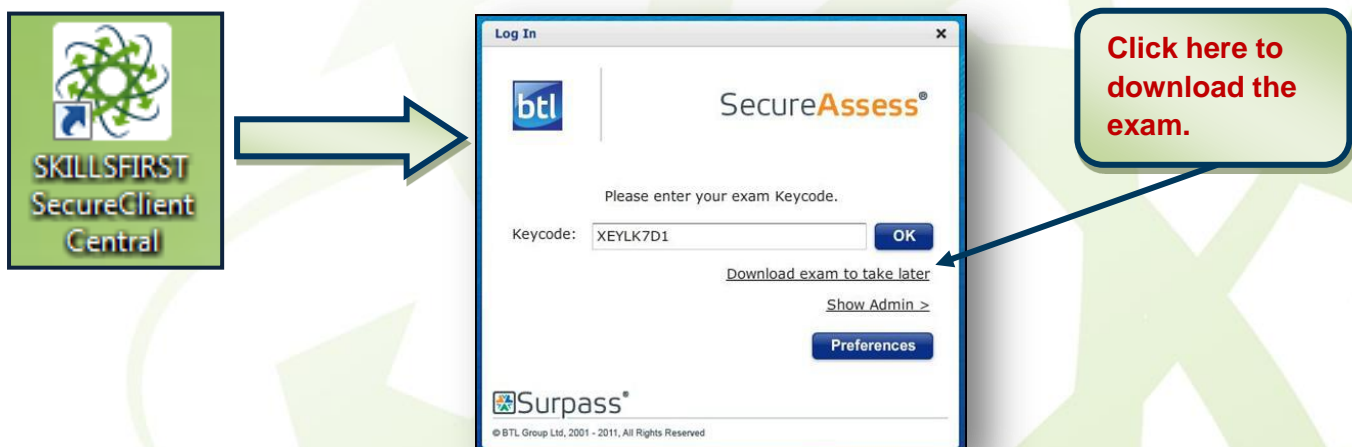
3. Question: Why does the following screen appear when logging into SecureClient?



Answer: This message appears to advise you that your computer is not operating at the minimum recommended specification. If your computer doesn't meet the minimum specification, don't be deterred, you may still be able to run exams. It is advised that you upgrade your computer specifications to meet the minimum specification to prevent any potential problems. To continue loading SecureClient, click 'Proceed to login.'

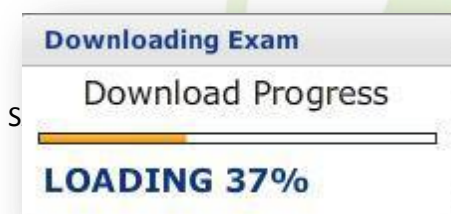
4. Question: How do I sit an exam without an Internet Connection?

Answer: Open SecureClient Central and enter the keycode and then click on 'Download exam to take later'. Please note that clicking 'OK' will take you straight to into the exam in an attempt to run it online.

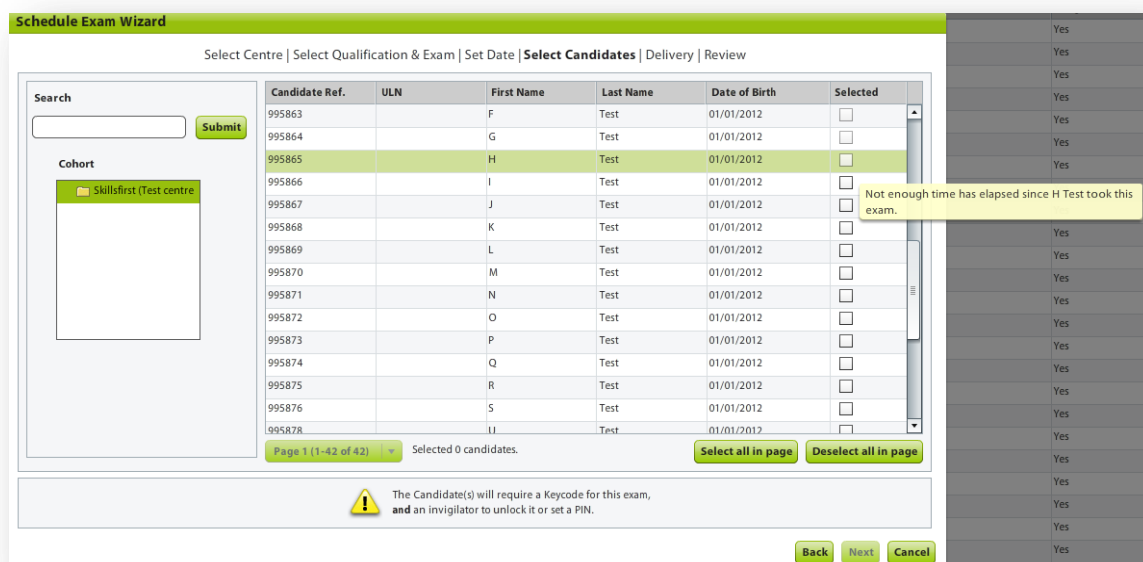


The exam will begin downloading; you will be informed when the download is complete, as well as the time and date the exam will be available.

When you want to sit the exam offline, you will need to open SecureClient Central and re-enter the keycode.



5. Question: When scheduling exams, why is the tick box by the side of the learner's name greyed out and why can't I tick that box?



Answer: This could mean that your particular learner has already been booked for the same exam, or has previously passed that exam. It could also mean that the learner has failed that exam and that there is a minimum resit period in place for which the learner has to wait before you can reschedule the exam. You can check the state by hovering over the greyed out box with your mouse.

6. Question: During an exam on SecureClient Central, what do we do when an exam freezes or crashes?

You may have lost internet connection during the time of your exam. If you can't reconnect within a few minutes, please hold down the following keys on the keyboard at the same time (**CTRL, ALT, B and L**). A message will then appear asking you if you would like to quit the exam. Please click 'Yes'.

You will then need to re-open SecureClient Central and enter the keycode again; this will take you back into the exam at the point where the question froze or lost connection.

Please note: This command on the keyboard **should not** be shared with learners.

7. Question: Why is the exam locked and not allowing me to start?

Answer: We advise **setting a pin** for every exam that is scheduled to prevent this issue. To set a pin log into SecureAssess and select the invigilation tab. In the invigilation tab select the exam that is locked, and click '**set pin.**' When you re-enter the keycode into SecureClient, you will then be prompted to enter the pin. Your exam will then start.

8. Question: Why are my results not showing in SecureAssess?

Answer: Results for onscreen exams will be released on a rolling basis within 4 weeks of the exam being uploaded back into SecureAssess.

Paper based exams are released in SecureAssess on a set date. For information on our set dates please check the [exams calendar](#) on our website.

9. Question: Why is the exam state showing as 'awaiting upload'?

Answer: Exams showing up as awaiting upload in SecureAssess mean that the learner's exam has struggled to upload back to the server.

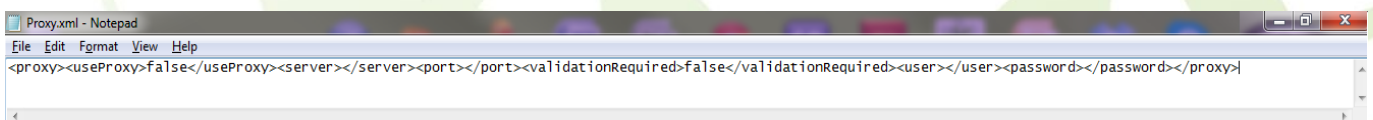
In order to upload the learner's exam, please open up SecureClient on the desktop and ensure that you are connected to the internet. Click on the link 'Show admin' and then login with your username and password. You will come to the invigilation screen, you will need to select the exam you wish to upload and press the button 'upload results'. You can find this button at the bottom of the screen on the right hand side.

If you cannot find your exam under the show admin tab, please call us in the office on **0121 270 5100** and we can assist you further.

10. Question: When opening up SecureClient I keep receiving the following message 'Updates are invalid'

Answer: This may be an issue with your proxy. Check what your proxy details are set to in Internet Explorer

(Tools > Internet Options > Connections > LAN Settings)



- Add the proxy details to the Proxy.xml file found in the directory our application is installed in. To do this, right click the SecureClient icon > Properties > Open File Location/Find Target > Configfiles > Proxy.xml
- If this fails to work, complete a fresh install of SecureClient.

- Uninstall 'SecureClient Skillsfirst' which can be found in 'add or remove programs' in the control panel and delete the 'Surpass_Skillsfirst' folder found in c:/Program Files.
- You can reinstall SecureClient from the following link:

https://skillsfirst.btlsurpass.co.uk/secureassess/secureclient_installer.htm

11. Question: Why have I waited over 4 weeks for my onscreen results?

Answer: When a learner has completed the exam it is important to check that the learners work has uploaded back to SecureAssess. You can do this by logging into SecureAssess and checking the invigilation tab. Always ensure that a green tick appears next to the exam in question. If a learner's exam struggles to upload, this will cause a delay in the learner receiving their result until the exam has successfully uploaded.

12. Question: During an exam on SecureClient Central, why does a pop up saying 'Please wait – awaiting reconnection' appear?

Answer: You may have lost internet connection. If you can't reconnect within a few minutes, you will need to hold down the following keys on the keyboard (**CTRL, ALT, B and L**). A message will appear 'would you like to quit the exam?' please click yes. Do not press '**finish**' as this will close the exam. You will then need to re-open SecureClient from your desktop and re-enter the keycode. The exam will then take you back to the point where the learner was, storing all responses previously entered.

13. The date of birth for my learner is incorrect, and I'm with the learner now ready to start the test. What do I do?

Answer: If the date of birth of your learner is incorrect, there is nothing to worry about. Ensure that the rest of the candidate details are correct, including the qualification the learner is sitting and continue with the exam. Please ensure that you submit a **name change request form** to customerservices@skillsfirst.co.uk at the end of the exam so that the learner's details are updated.

14. Why has one of my learner's exams disappeared from the 'Show admin' tab in SecureClient?

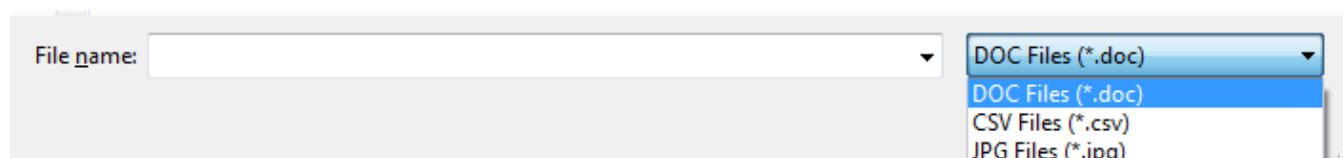
Answer: This is nothing to worry about. Exams will eventually move from the show admin tab in SecureClient. Please ensure that you check the state of your exam by navigating to the Skillsfirst website if you have any concerns. Ensure that there is a green tick appearing next to the exam in the invigilation screen which means that the exam has uploaded successfully.

15. Does the learner have to print off their work?

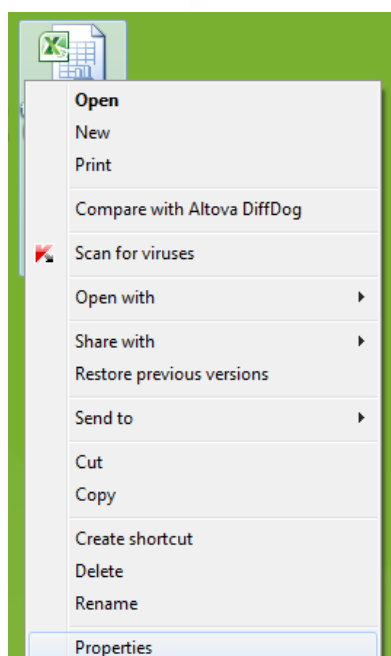
Answer: No, the learner does not have to print off their work for onscreen exams. The learner is instructed to complete their answer on each question of an exam. For **ICT** exams the learner will need to complete work outside of SecureClient and then attach it to each question within the SecureClient. For **Maths** and **English** exams answer boxes are provided for the learners to complete their answers.

16. My learner cannot attach any work to an ICT exam, why is this?

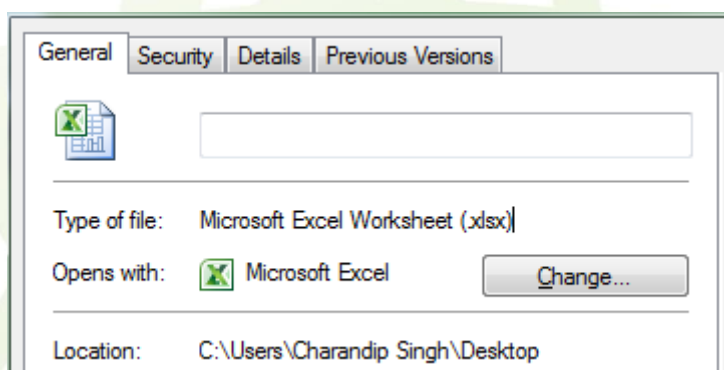
Answer: There may be a number of reasons why the learner is unable to attach their work in SecureClient. Firstly, check that the software the learner used to create the work in is closed. Then try to reattach your work. If the issue is still arising, check that you have selected the correct file type from the drop down menu.



If you are unsure which file type has been used, right click on the file in its saved destination and click 'properties.'



Look for the type of file at the top of the window – the file type will be that in brackets, e.g.xlsx.



If any of your queries have not been covered in our FAQs please give the Exams Team a call on **0121 270 5100** or email secureassess@skillsfirst.co.uk.