Surpass Viewer User Guide

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Please ensure you check for updates regularly

Introduction

Adobe announced that they will be withdrawing support for Flash at the end of 2020 and, as such, web browsers will be removing the ability to run Adobe Flash.

To allow centres to continue to access the Flash based version of the 'Schedule' screen, to ensure you get full functionality, you will need to download/install and use the Surpass Viewer (a custom browser with Flash embedded into it).

Once installed, you'll be able to continue to access the full functionality of Surpass as needed, and the in-browser sample papers available on the NCFE website.

This guide has been created to take you through the steps to download, install and use the Surpass Viewer.

You can also watch the Surpass Viewer Update Video which is a demonstration of the download, install, access and bookings process through the Surpass Viewer. This can be found on our Online Assessment page of the NCFE Qual Hub website.

Who needs to download and install the Surpass Viewer?

The below groups must download/install and use the Surpass Viewer:

- All centre staff who access the schedule screen for booking purposes
- All centre staff accessing the in-browser sample papers on the NCFE website
- Learners accessing the in-browser sample papers on the NCFE website
- Learners sitting a remotely invigilated assessment.

The Surpass Viewer should only be used to access the relevant sites for the above.

It doesn't replace SecureClient, which should continue to be used for the delivery of all other (non-remotely invigilated) online assessments.

Technical specifications

All the following must be met to allow you to install and use the Surpass Viewer:

- Operating system (Windows) - Windows 8.1 or higher
- Operating System (Apple) - OS X 10.10 or higher
- Internet connection - You must have an active internet connection to download and use the Surpass Viewer
- Supported browsers - Chrome, Edge, Firefox, Safari

The Surpass Viewer is **not compatible** with other operating systems, such as Chrome OS (as used on Chromebooks) and Linux.

We'd recommend the Surpass Viewer is installed and accessed on individual computers, and not on a Virtual Private Network (VPNs).

Installing the Surpass Viewer

Installation of the Surpass Viewer shouldn't require any admin or elevated permissions. It should install by any user on their machine; like the installation of zoom or other similar software.

Please note that the size of the Windows file is 84.6 MB and the size of the MacOS file is 127 MB.

When there is an update the Surpass Viewer updates automatically. You can choose to restart the application to begin using the updated version or wait until you next open it. You don't need to reinstall the Surpass Viewer to receive the update.

If your firewall settings prevent you from downloading and installing the Surpass Viewer, your security settings will need to be relaxed or exceptions added for the Surpass Viewer. If you don't do this, you'll not be able to install the Surpass Viewer.

The Surpass Viewer automatically installs to the user's profile on the local machine. It's currently not possible to change the installation location.

Installing on a Windows computer

To install the Surpass Viewer on a Windows computer, follow these steps:

1. Copy and paste the following URL into your browser, or press CTRL and click on it: https://viewer.surpass.com

2. You'll be presented with a screen giving you two download options - click 'Download Windows Installer'.
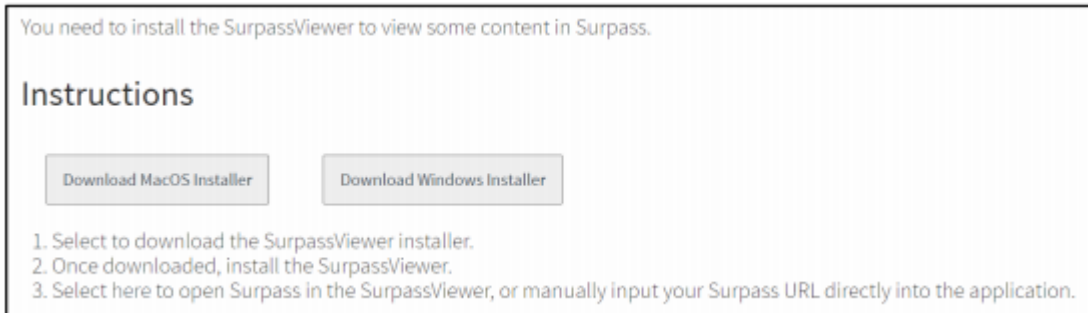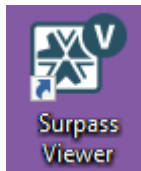

3. The installation will then begin and will take a few minutes, depending on your internet speed.
4. Depending on your browser, you'll be given the options to Open, Run and/or Save the file. Once downloaded, run the file from your download location.
5. After   a few seconds, the following Surpass logo will appear as the software loads:
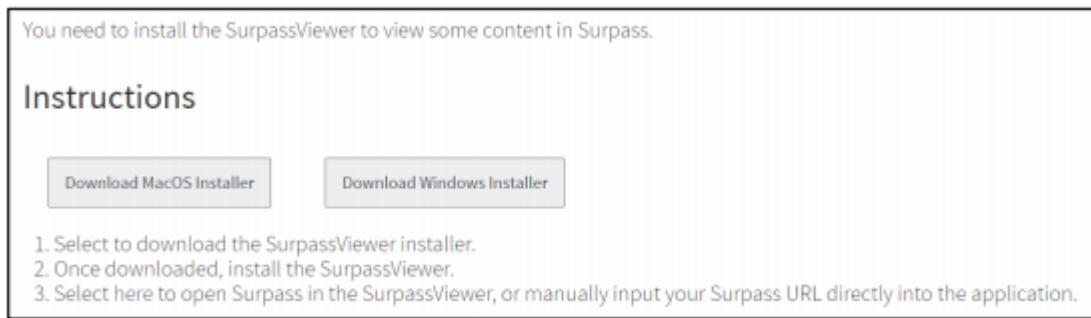

6. Once the Surpass Viewer software has loaded, you'll be presented with an End User Licence Agreement. Click 'Agree'.
7. The Surpass Viewer should then open and place a shortcut on your desktop. If it doesn't automatically launch, click on the shortcut on your desktop or search for Surpass Viewer within your Programs / Applications.


Installing on an Apple computer

To install the Surpass Viewer on an Apple computer, follow these steps:
1. Copy and paste the following URL into your browser, or press CTRL and click on it: https://viewer.surpass.com/
2. You'll be presented with a screen giving you two download options - Click on 'Download MacOS Installer'.

You need to install the SurpassViewer to view some content in Surpass.

Instructions

Download MacOS Installer   Download Windows Installer

1. Select to download the SurpassViewer installer.
2. Once downloaded, install the SurpassViewer.
3. Select here to open Surpass in the SurpassViewer, or manually input your Surpass URL directly into the application.

3. If you're using MacOS, you may receive a pop-up asking if you would like to allow downloads. Click 'Allow'.
4. The installation will then begin and will take a few minutes, depending on your internet speed.
5. Once the download is complete, navigate to the Downloads folder and open the SurpassViewer.dmg file (or click on it from the taskbar).

Downloads   Clear

SurpassViewer.dmg
206.5 MB
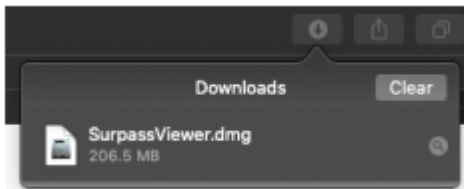
6. The window shown below should appear:

Surpass
The Assessment Platform

In this window, click and drag the Surpass Viewer icon into the Applications folder to complete the installation.
7. Once in the Applications folder, you can click and drag the Surpass Viewer icon down to your toolbar for quicker access from your desktop.
8. The Surpass Viewer should now be visible in the list of applications on your computer. When you open it for the first time, you may be presented with the following security message:
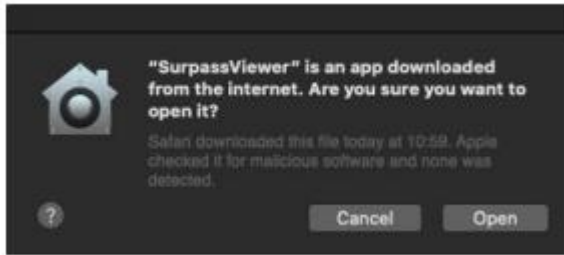
Click 'Open' to use the application. The Surpass Viewer will now be open on screen.

Accessing Surpass in the Surpass Viewer

Following the installation, within the Surpass Viewer, enter the relevant URL (ncfe.surpass.com) into the address bar and press 'Enter'.
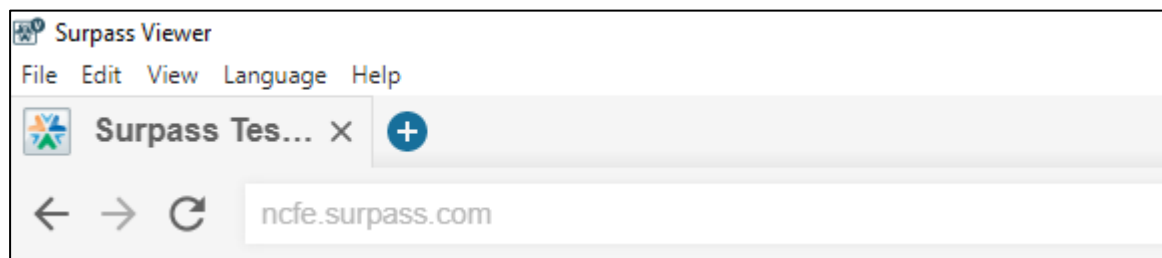
This will then record and save the URL in the 'Last visited pages' section of the Surpass Viewer homepage, allowing users to select the URL next time, rather than having to re-type it every time.

You can access the Surpass Viewer at any time from the shortcut on your desktop.
The Surpass Viewer can only be used to access Surpass websites and online practice assessments. You will not be able to access any other webpages.

Your log in details are the same as they were for the web browser access to Surpass.

Once logged in, the Surpass platform will look the same, and will function the same. The only difference will be that you can now access the Flash versions of the screens.

For those users using the schedule screen, **you must use the Flash version** of this screen, and not the HTML version. To do this, in the top right corner of the schedule screen you will either see the toggle button between 'flash' and 'html' or you will see the logos to toggle between.

The Flash version of the screen can then be used as it always has been.

There is also a Flash version of the Invigilate and Results screen. Users can use either version of these screens.

Accessing in-browser sample assessments in the Surpass Viewer

Visit the relevant page of the NCFE website to access the links for the in-browser sample assessments.

When you click on the link to start one of the assessments, you'll be taken to the download screen for Surpass Viewer. On this page click the link on step 2 of this page, to continue to the in-browser sample assessments.


Troubleshooting

- **Downloading the Surpass Viewer** - Given the size of the Surpass Viewer file, downloads may take longer than usual, particularly if your internet speed is slow.

- **Accessing the Surpass Viewer** - If the Surpass Viewer does not add a shortcut to your desktop, you will be able to search for software within your machine. On Windows 10, you may have a search bar within your taskbar, in which you can type 'Surpass Viewer'. You will also be able to search for it under Control Panel – Programs and Features (on a Windows computer) or within your Applications folder (on an Apple computer).

- **Downloadable files from Surpass -** When you click on download and save a downloadable file from Surpass (for example, Invigilation packs, feedback reports) another tab will open within the Surpass Viewer, but it will remain blank. To access the downloaded file, navigate to your desktop, or the location that you saved it, and open from there.

  You must delete any downloaded files from your desktop, downloads folder, recycle bin and any other location that a file has been saved to, after you have finished using them.

- **Refreshing the page -** To refresh the page you are on, click on the Refresh symbol to the right of the search bar.

- **Using the zoom functionality within the Surpass Viewer -** If you need to zoom in or out, click on View then Zoom In or Zoom Out
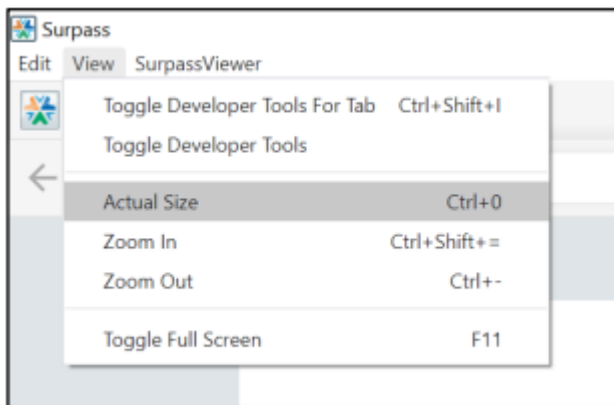
- **Error messages / loading wheel stuck or on continuous loop -** If your internet connection drops whilst using the Surpass Viewer, you will encounter a continuous loading message and / or an Error 998 message.

  To rectify your connection issues, check your modem, network cables, troubleshooting your network etc. You may be required to restart your modem.

Once a connection has been re-established, click on the Refresh symbol. You may then be required to login again.

- **Blank screen** - When accessing the online practice assessments via the Surpass Viewer, if a blank screen appears this is because you do not have the Surpass Viewer installed on your machine.

  Please follow the steps in this guide to install the Surpass Viewer, then try again.

- **Unable to see Start Assessment button within an in-browser sample assessment -** Based on your screen size and resolution, you may not be able to see, or only partially see, the Start Assessment button on the Introduction page of the assessment. To resolve this, switch to full screen mode by clicking on View then Toggle Full Screen.

  Alternatively, you can use the Zoom Out button as per the above guidance.