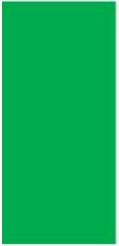




## Post-SecureAssess downtime

What you'll need to do after SecureAssess has been updated



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## Post-SecureAssess downtime

Following downtime to SecureAssess where the platform has been updated, it is crucial you complete the following to ensure the updates have been taken successfully:

1. Clear your browser cache
2. Add SecureAssess as an exception to your network proxy and firewall settings
3. Schedule a sample computer based test(CBT)
4. Run application (link) on all computers with SecureClient installed
5. Check correct version of SecureClient and SecureAssess

## The importance of testing SecureAssess services after an update

An end to end test of the assessment platforms (SecureAssess and SecureClient) is crucial to identify and resolve any potential issues before your students take their assessments. It is essential that you test the SecureClient on every machine after installation and after software updates.

**NB:** With any update, it is also possible that our minimum specification requirements will be updated. It is good practice to check these too. Please refer to our [SecureAssess centre user guide](#)

## SecureAssess – Clearing browser cache

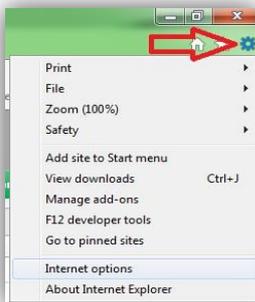
After an update, any performance issues when using SecureAssess could be caused by the browser cache.

Your internet browser's cache stores certain information from webpages you visit on your computer to improve loading speeds on future visits. Occasionally, your cache can prevent you from seeing updated content, or cause functional problems when stored content conflicts with live content. In these instances you may need to “clear your cache”.

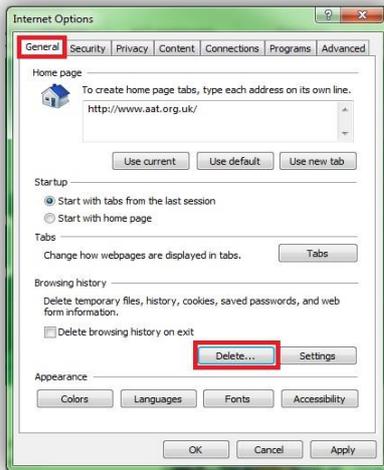
Please note that you can check the browser version of SecureAssess just like the client, by clicking on the Surpass logo on the log in screen.

### Internet Explorer

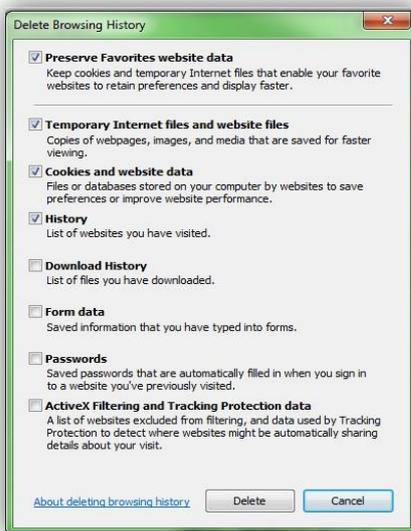
To clear your browser cache in Microsoft Internet Explorer (IE) click the Settings icon in the top right-hand corner of your browser



Click on to Internet options which will then bring up the following menu. In the **General** tab there is a **Browsing history** section. Click **Delete...**



The final menu screen will look like this:



Make sure that you do not accidentally tick the 'Passwords' option as this will remove any 'remembered' passwords from your internet browser.

If this doesn't work, you may want to try again with the first box (Preserve Favourite website data) unticked. **Please be warned:** this will remove any saved favourite websites stored in this browser.

Click **Delete** to clear your browser.

For instructions how to clear your cache in other browsers please click the name below and follow the link:

- Mozilla **Firefox**
- Google **Chrome**

## SecureClient installation test

To confirm that SecureClient has been correctly installed and that candidates will not experience any disruption, please follow these steps to test the system on every machine the software has been installed on.

Assessment staff/invigilators should be familiar with the [SecureAssess centre user guide](#) before delivering a live assessment session. IT staff performing system tests can follow the steps on the following pages.

### Step 1

Log in with your username and password to the central SecureAssess website via the following web address: <https://aat.secureassess.co.uk/>



The image shows the login page for SecureAssess. It features a green header with the text "Please Log In". Below the header is the AAT logo and the text "SecureAssess®". There are two input fields: "User Name:" and "Password:". A green "Log In" button is positioned to the right of the password field. At the bottom, there is a "Surpass®" logo and a copyright notice: "© BTL Group Ltd, 2001 - 2014, All Rights Reserved" and "Server: https://aat.secureassess.co.uk/secureassess/".

## Step 2

Click on the **Assessment Schedules** tab.



## Step 3

Click on the **Create Assessment** button at the bottom of the screen to pop up the Schedule Assessment Wizard.



## Step 4

At **Select Centre**, click on your centre which will highlight the record and make available the Next button.



You can now click **Next**.

## Step 5

At **Select Qualification and Assessment**, click to highlight a qualification, which then brings the assessments box live, and then select a **Sample assessment**.

**NB:** Sample assessments are free to take and results do not appear on student accounts.

Click **Next**.

## Step 6

At **Set Date**, click **Next** again without departing from the default 'same day' exam or limiting the times.

## Step 7

At **Select Candidates**, tick the box on the line of the student you wish to select and then click **Next**.

	Test	Candidate 20	01/01/1985	<input checked="" type="checkbox"/>
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Assessments offered as **Sample** allow unlimited repeat scheduling.

### Import unlisted candidates

If you wish to schedule students who aren't registered at the centre where they'll be sitting the CBT, on the **Select Candidates** screen you can manually import them.

To do this, first click the **Import Unlisted Candidates** button which appears on the bottom left corner of the screen.



This will display a dialogue box which allows you to enter the membership number of an unlisted candidate and their date of birth.

When you click **OK**, the student will then appear in the list of students who can be scheduled for this assessment. If you enter these details but the candidate does not appear, you need to enter their

membership ID in the search box on the left hand side and press **submit**. If that still does not pull them through, repeat the import step and press submit again.

## Step 8

At the **Delivery and Review** stages click **Next** without altering the default settings.

Finally, click on **Finish** to exit the wizard.

You will be prompted to enter a purchase order (PO) number – however as long as you have selected a **sample** assessment you will not be invoiced, therefore just type 'TEST' to confirm the booking.

## Step 9

Click on the **Invigilation tab**.



On this page you will be able to get the keycode for the sample assessment(s) that you have scheduled. Keep this page open as you may need to refer to it during the next stages.

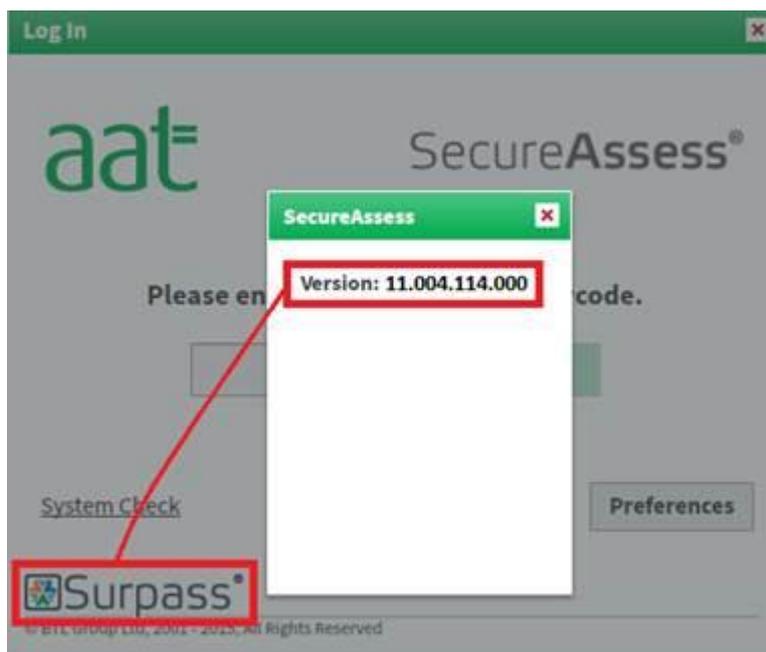
✓	BDGT (AQ2013)	C5RWFZA6	AAT Test Centre	Budgeting (AQ2013)	17/07/2014	17/07/2014	00:00:00	23:59:00	John Allum
Ⓜ	ACPR sample assess	GUHTEPA6	AAT Test Centre	Accounts preparation (AQ201	17/07/2014	17/07/2014	00:00:00	23:59:00	John Allum

## Step 10

Take a note of the keycodes for the assessments just scheduled either by using the **Print Invigilation Pack wizard** or directly off the screen.

## Step 11

**Launch SecureClient** on the computer the software has been installed on. Click on the Surpass logo in the bottom left-hand corner of the screen to check the version number..



**NOTE:** If the version number is as shown above you will need to run the updater patch and follow these instructions:

- Download the zip file from <https://aat.secureassess.co.uk/secureassess/downloads/SecureClientUpdater.zip>
- Unpack the contents to a suitably named folder that you will be able to find again
- Open the folder and double-click the **AAT\_SecureClientPatch.exe** file.
- Please note that the programme assumes that the SecureClient folder is in the default location (C:\Users\Public\SecureAssess Central – SecureClient AAT) so, if that has been changed, the new path will need to be entered in to the input box.
- You will see a progress bar as the tool is working. Once the update has completed you can reopen SecureClient. It should now show a new version.

If you have more than one computer to check/run the application on it is recommended that you copy the unpacked folder to a USB or networked/shared drive for your convenience.

If the version number shown is the same as the one displayed on the SecureAssess homepage continue and enter the keycode. If it is showing a version number other than the one above or on the SecureAssess homepage, please close the client and reopen – this will activate an automatic updater.

Confirm that you agree to the terms and conditions, then click on the **Confirm** button, and then on **Start Assessment**.

Answer a selection of questions in the assessment.

Please spend at least a couple of minutes within the Assessment and navigate through several questions, to confirm the stability of all communications etc.

Click on **Finish** and confirm your decision.

## Step 12

On the invigilation screen, the sample assessment will be shown as **Finished**. 

## Step 13

Finally, click on the **Results** tab. The candidate's result should also be listed there.



## Step 14

Repeat steps 11 to 13 for each candidate computer that you have installed SecureClient on.

## Trouble shooting

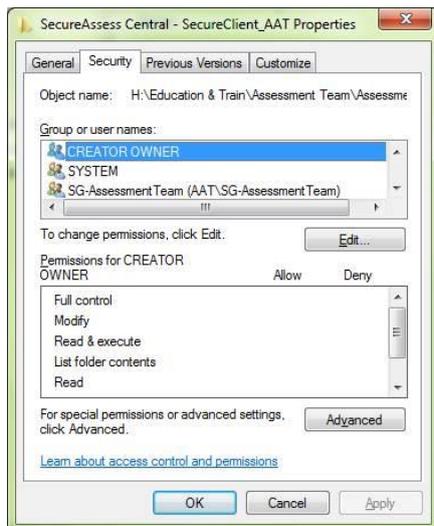
### SecureClient, proxy servers, firewalls and permissions

Proxy servers and firewalls may need to be configured to allow access to the SecureAssess Central server. Please ensure you add SecureAssess (<https://aat.secureassess.co.uk/>) as an exception to your proxy server(s). Proxies should also be configured to allow ASMX, ASPX, and ZIP file types. You must not use IP addresses to add exceptions, as these can change from time to time with no prior notice.

This SecureAssess URL (<https://aat.secureassess.co.uk/>) should also be added to the 'safe list' of any firewalls.

Firewalls should allow access to the SecureAssess central server on port 443 - You may have to contact your managed service provider to do this.

Full control needs to be granted to the SecureAssess Central folder and all sub files and folders. To do this, right click on SecureClient on the desktop, click properties and open file location. Right click anywhere in the folder, click Properties and go to Security. To edit the permissions, click on edit.



### SecureClient version

Please check that your centre has the most up to date version of SecureClient (details of which can be found on the [SecureAssess home page](#)). You can check the version of SecureClient you have installed by launching SecureClient and then clicking the Surpass logo in the bottom left-hand corner of the window (indicated by the red box below). This will display the version number.

If you are running an earlier version than displayed on the SecureAssess homepage, close and re-launch SecureClient. Re-launching SecureClient will force it to check for updates. Please check the version number again and contact Centre Support if it still has not updated.