

Surpass Viewer installation guide

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1. Introduction

Following Adobe's withdrawal of Flash support at the end of 2020, web browsers have removed the ability to run Adobe Flash.

AAT use Flash-based content to administer and mark assessments, as well as to sit recognition of prior learning (RPL) assessments via Web Delivery and practice assessments via MyAAT.

To allow continued and uninterrupted access to our Flash-based content beyond 2020, we have launched the Surpass Viewer (a custom browser with Flash embedded) which you will need to download and install.

Once installed, you'll be able to continue to access relevant areas of Surpass (SecureAssess, SecureMarker, Web Delivery and practice assessments via MyAAT) beyond the withdrawal of Flash.

From January 2021, you will only be able to access these sites via the Surpass Viewer.

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

2. Scope and applicability

This user guide applies to all assessment centres involved in the administration of AAT's assessments. A failure to follow the guidance contained within this document may result in investigation and action being taken in line with AAT's Malpractice / Maladministration policy which can be found on the [Quality Assurance resources webpage](https://aat.org.uk/support/quality-assurance/resources) (aat.org.uk/support/quality-assurance/resources).

3. Purpose and objectives

The purpose of this document is to give AAT approved assessment centre staff the relevant guidance and knowledge to install the Surpass Viewer browser to allow continued access to SecureAssess, web delivery and AQ2016 online practice assessments.

4. Terms and definitions

Surpass Viewer – A bespoke browser to access SecureAssess and RI assessments via Web Delivery
SecureClient – the software used to deliver the majority of AAT assessments in a controlled and locked environment
SecureAssess – AAT's assessment administration platform

5. Who needs to download and install the Surpass Viewer?

If you use the Surpass suite to access AAT assessment and assessment related content, you must download and install the Surpass Viewer on your computer to allow continued access.

- **Students** – all students taking RPL assessments via Web Delivery and practice assessments via the [AAT Lifelong Learning Portal](https://aat.org.uk/learning-portal) (aat.org.uk/learning-portal) on [MyAAT](https://aat.org.uk/myaat/login) (aat.org.uk/myaat/login)

- **Assessment Centre staff** – anyone with Scheduling, Invigilation and Centre Administrator access to SecureAssess, as well as Markers, Internal Verifiers and External Quality Assurers for internally-marked assessments
- **AAT markers** – all AAT markers who use SecureMarker

The Surpass Viewer should only be used to access the relevant sites for the above areas. It does not replace the SecureClient, which should continue to be used for the delivery of live AAT assessments.

6. Minimum and supporting specifications

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

System	Requirements
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 and Firefox, Safari We recommend using these browsers to download the Surpass Viewer and to access it, via MyAAT, for practice assessments

Using devices that don't meet the minimum and supporting specifications may cause problems displaying information, or with the assessment.

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

Virtual Private Network (VPNs) are not supported by AAT. The Surpass Viewer must be installed and accessed on individual computers.

7. Installing the Surpass Viewer

Installation of the Surpass Viewer does not require any admin or elevated permissions. It can be installed by any user on their machine, similar to 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.

The Surpass Viewer updates automatically. When there is an update, you can choose to restart the application to begin using the updated version or wait until you next open it. You do not need to reinstall the Surpass Viewer.

If your firewall settings prevent you from downloading and installing the Surpass Viewer, your security settings will need to be relaxed / exceptions added for the Surpass Viewer. If you do not do this, you will not be able to install the Surpass Viewer. If you are unable to install the Surpass Viewer, once Adobe ends Flash support, you will not be able to access SecureAssess / take Recognition of Prior Learning (RPL) assessments online / access online practice assessments.

7.1 Installation location

The Surpass Viewer automatically installs to the user's profile on the local machine as it has been designed to allow for installation by all user types, including non-administration users and those without elevated permissions.

It is currently not possible to change the installation location.

Note: if you have group policies in place which periodically delete the contents of local user profiles, this may also delete the Surpass Viewer software. As such the software will need to be re-installed or the group policy will need to be amended.

If you intend or would like to move the programme to a different location i.e. a shared drive or folder, you will need to test that this works with your set-up and systems as we are unable to provide this extended support.

An msi file for a silent install does not currently exist. To roll the Surpass Viewer out on your network you may wish to use the **/s** command switch however, given that the installation of the Surpass Viewer does not require any admin or elevated permissions, users are able to download and run this directly (similar to Zoom and other software) from the AAT website or from a shared drive/folder if you wish to host the exe file there.

7.2 Installing on a Windows computer

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

Step 1

Copy and paste the following URL into your browser, or press CTRL and click on it:

<https://viewer.surpass.com/>

Step 2

You will be presented with a screen giving you two download options - click on **Download Windows Installer**:

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

Instructions

Download MacOS InstallerDownload 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.

The installation will then begin and will take a few minutes, depending on your internet speed.

Step 3

Depending on your browser, you will be given the options to **Open, Run and/or Save** the file. Once downloaded, run the file from your download location.

Step 4

After a few seconds, the following Surpass logo will appear as the software loads:



Step 5

Once the Surpass Viewer software has loaded, you will be presented with an End User Licence Agreement.

Click **Agree**

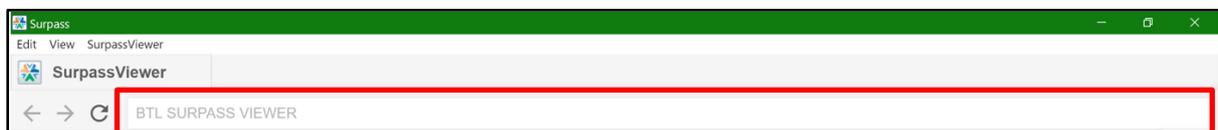
The Surpass Viewer should then open and place a shortcut on your desktop:



If it does not automatically launch, click on the shortcut on your desktop or search for Surpass Viewer within your Programs / Applications.

Step 6

Within the Surpass Viewer, enter the relevant URL into the address bar (highlighted below in red) and press **Enter** on your keyboard



Depending on the Surpass site that you need to access, type or copy and paste one of the following URLs:

- Practice assessments via the AAT Lifelong Learning Portal (see **Accessing online practice assessments via the Surpass Viewer** section below for guidance on how to access these via the Surpass Viewer)
- SecureAssess - <https://aat.secureassess.co.uk/secureassess>
- SecureMarker - <https://aat.secureassess.co.uk/securemarker>
- Web delivery (to access RPLs) - <https://aat.secureassess.co.uk/secureassess/SecureAssessdelivery.html>

Following the installation of the Surpass Viewer, users must enter the URL into the address bar. This will then record and save the URL in the **Last visited pages** section of the Surpass Viewer homepage, allowing users to simply select the URL to load up the required webpage, rather than having to re-enter the URL every time.

7.3 Installing on an Apple computer

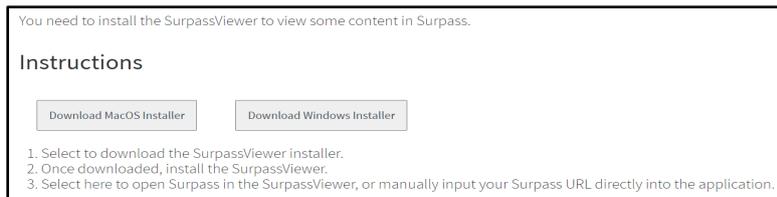
To install the Surpass Viewer on an Apple computer, follow these steps:

Step 1

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

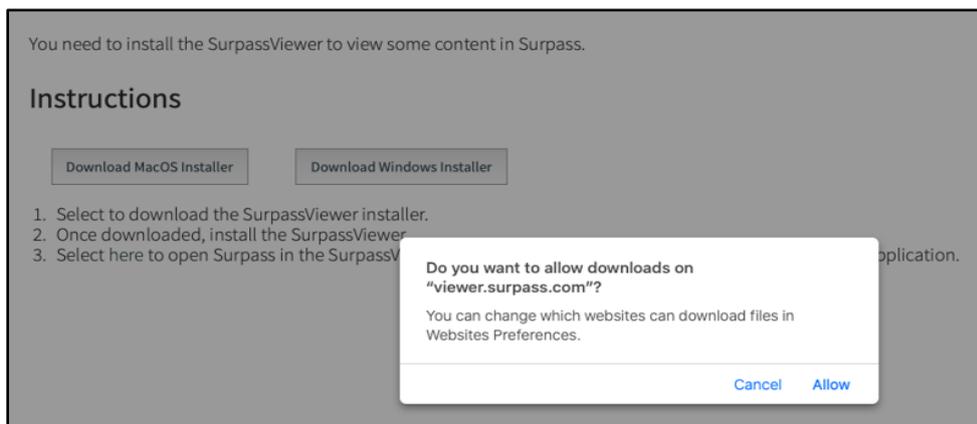
Step 2

You will be presented with a screen giving you two download options - Click on **Download MacOS Installer**:



Step 3

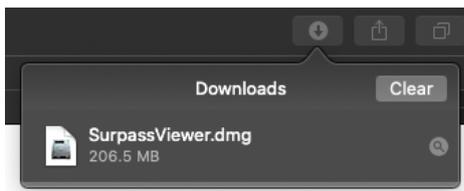
If you are using MacOS, you may receive a pop-up asking if you would like to allow downloads. Click **Allow** on the following window to commence the download:



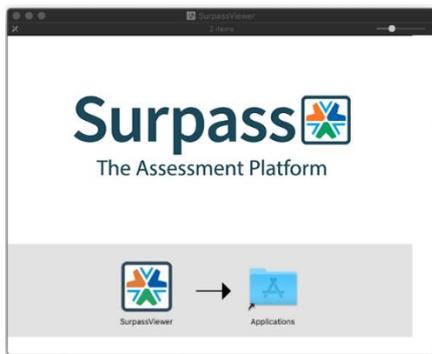
The installation will then begin and will take a few minutes, depending on your internet speed.

Step 4

Once the download is complete, navigate to the Downloads folder and open the **SurpassViewer.dmg** file (or click on it from the taskbar as shown below):



The window shown below should appear:



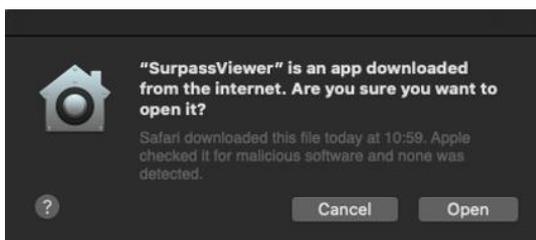
In this window, click and drag the Surpass Viewer icon into the Applications folder to complete the installation.

Once in the Applications folder, you can click and drag the Surpass Viewer icon down to your toolbar for quicker access from your desktop.

Step 5

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:

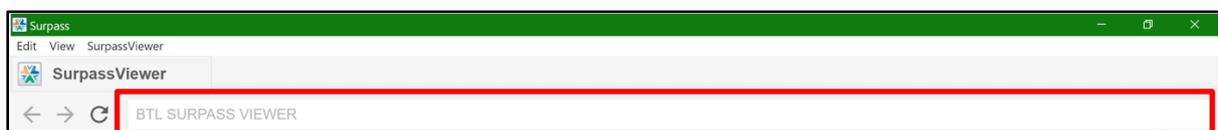


Click **Open** to use the application

The Surpass Viewer will now be open on screen

Step 6

Within the Surpass Viewer, enter the relevant URL into the address bar (highlighted below in red) and press **Enter** on your keyboard



Depending on the Surpass site that you need to access, type or copy and paste one of the following URLs:

- Practice assessments via the AAT Lifelong Learning Portal (see **Accessing online practice assessments via the Surpass Viewer** section below for guidance on how to access these via the Surpass Viewer)
- SecureAssess - <https://aat.secureassess.co.uk/secureassess>
- SecureMarker - <https://aat.secureassess.co.uk/securemarker>
- Web delivery (to access RPLs) - <https://aat.secureassess.co.uk/secureassess/SecureAssessdelivery.html>

Following the installation of the Surpass Viewer, users must enter the URL into the address bar. This will then record and save the URL in the **Last visited pages** section of the Surpass Viewer homepage, allowing users to simply select the URL to load up the required webpage, rather than having to re-enter the URL every time.

8. Using the Surpass Viewer

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.**

From January 2021, you will only be able to access these URLs via the Surpass Viewer.

Once you have accessed one of the above URLs, it will be saved on the landing page of the Surpass Viewer for faster access next time.

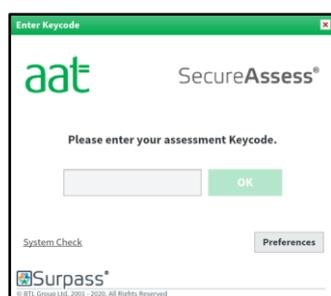
8.1 Accessing Surpass URLs

- **Students**

- To access practice assessments via the AAT Lifelong Learning Portal, see the **Accessing online practice assessments via the Surpass Viewer** section below
- To access Web Delivery for RPL assessments, enter the following URL into the address bar:

<https://aat.secureassess.co.uk/secureassess/SecureAssessdelivery.html>

You will then be taken to the assessment keycode screen. Enter your keycode to access the assessment



- **Assessment Centre staff**

- To access SecureAssess, enter the following URL into the address bar:

<https://aat.secureassess.co.uk/secureassess>

You will then be taken to the login screen. Enter your login details to access SecureAssess

Invigilation packs and performance feedback can now be printed directly from Surpass Viewer. However, should you decide to download invigilation packs, performance feedback or RPL evidence, you must delete these from your Downloads folder, recycle bin and any other location that a file has been saved to.

- **AAT markers**

- To access SecureMarker, enter the following URL into the address bar:

<https://aat.secureassess.co.uk/securemarker>

You will then be taken to the login screen. Enter your login details to access SecureMarker

You must delete any downloaded files from your Downloads folder, recycle bin, and any other location that a file has been saved to, after marking the script that it was downloaded from.

9. Accessing online practice assessments via the Surpass Viewer

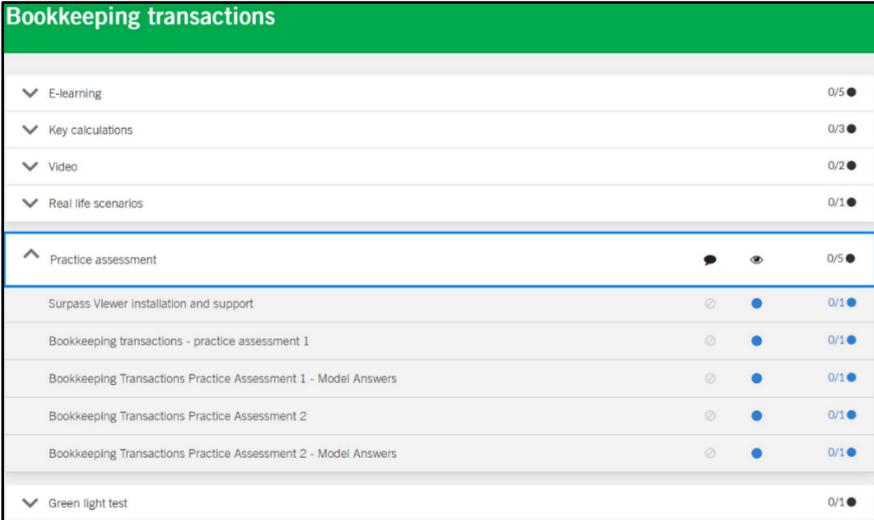
You are now able to access online practice assessments via the Surpass Viewer. Please follow these steps:

Step 1

Using a standard browser (Chrome is recommended for accessing the Lifelong Learning Portal) log in to your **MyAAT** account and navigate to the **AAT Lifelong Learning Portal**.

Step 2

Navigate to the assessment that you would like to access a practice assessment for and click on *Practice assessment* to reveal a drop down with further options:



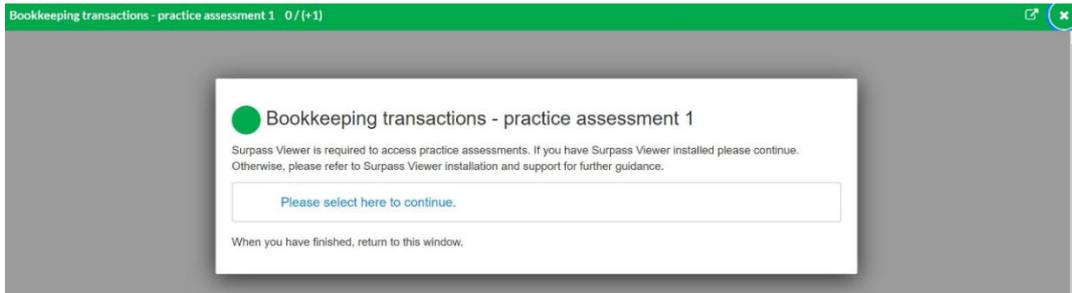
Bookkeeping transactions		
▼ E-learning		0/5 ●
▼ Key calculations		0/3 ●
▼ Video		0/2 ●
▼ Real life scenarios		0/1 ●
▲ Practice assessment	🗨️ 👁️	0/5 ●
Surpass Viewer installation and support	🔄 ●	0/1 ●
Bookkeeping transactions - practice assessment 1	🔄 ●	0/1 ●
Bookkeeping Transactions Practice Assessment 1 - Model Answers	🔄 ●	0/1 ●
Bookkeeping Transactions Practice Assessment 2	🔄 ●	0/1 ●
Bookkeeping Transactions Practice Assessment 2 - Model Answers	🔄 ●	0/1 ●
▼ Green light test		0/1 ●

Step 3

If you have not yet installed the Surpass Viewer, please do so by clicking on the Surpass Viewer installation and support option, or follow the steps in this guidance document

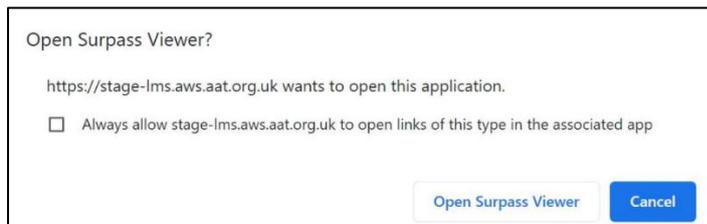
If you have already installed the Surpass Viewer, click on the relevant practice assessment option.

You will then be presented with the following screen, click **Please select here to continue**



Step 4

You will then receive the following pop-up, click **Open Surpass Viewer**



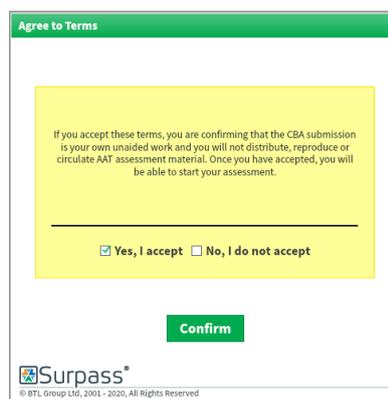
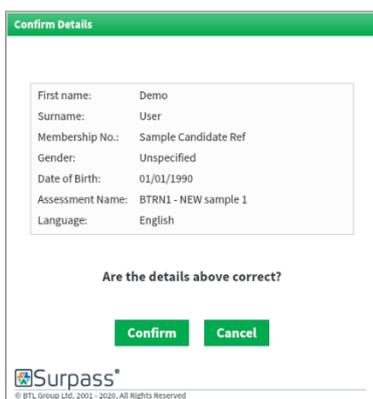
Step 5

The Surpass Viewer will then automatically launch and open the assessment keycode screen for the online practice assessment. Click **OK**, you do not need to amend the keycode.



Step 6

Before you can access the practice assessment content, you will then be required to confirm the details and accept the terms. On the Confirm Details screen, click **Confirm Details**. On the **Agree to Terms** screen, tick the **Yes, I accept** box then click **Confirm**.



This will then take you to the introduction page of the practice assessment.

10. 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 SecureAssess**

When you click on download and save a downloadable file from SecureAssess (for example, Invigilation packs, assessment performance feedback reports and student evidence from RPLs), 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.

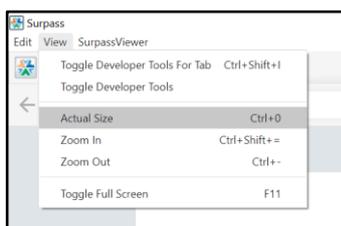
You must delete any downloaded files from your desktop, downloads folder, recycle bin and any other location that a file has been saved to, after you have finished using them.

- **Refreshing the page**

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

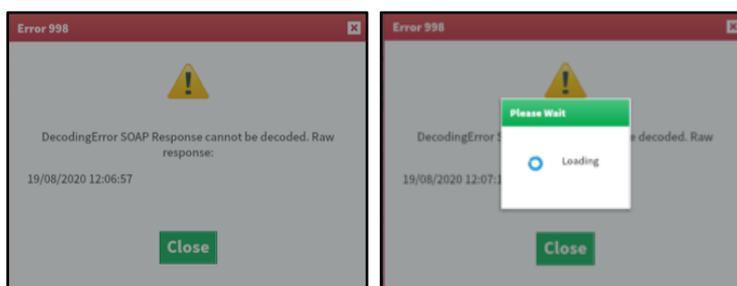
- **Using the zoom functionality within the Surpass Viewer**

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:

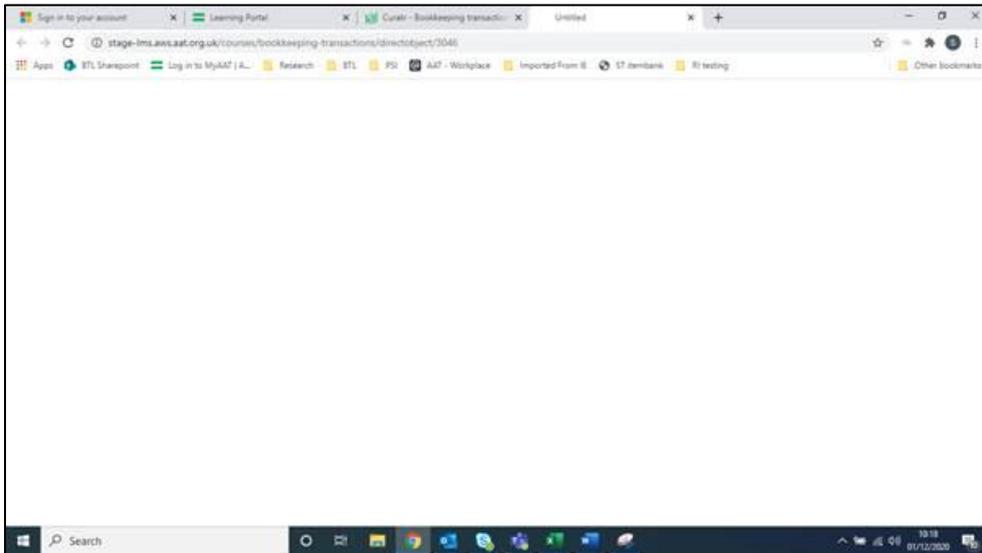


To rectify your connection issues, check your modem, network cables, troubleshooting your network etc. You may be required to restart your modem.

Once a connection has been re-established, click on the **Refresh** symbol. You may then be required to login again (for SecureAssess and SecureMarker) or re-enter your keycode (for Web Delivery)

- **Blank screen when I click to access the practice assessment via the Surpass Viewer**

When accessing the online practice assessments via the Surpass Viewer, if a blank screen appears instead of launching the Surpass Viewer (as per steps 3 and 4 of the **Accessing online practice assessments via the Surpass Viewer** section above), 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 a practice assessment, via the Surpass Viewer**

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.

11. Contact us

If you have any further queries regarding the information contained within this document or require support during the installation process, please email us at viewer@aat.org.uk.

The Association of Accounting Technicians

140 Aldersgate Street

London

EC1A 4HY

t: +44 (0)20 7397 3000

f: +44 (0)20 7397 3009

e: aat@aat.org.uk

aat.org.uk