

Guide to Installing Surpass SecureClient for In-Classroom Onscreen Exam Delivery

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Introduction

This guide will help you get ready for your in-classroom onscreen exams using **Surpass SecureClient**. SecureClient is a test delivery application that locks down candidates' devices to provide a secure, fair, and reliable testing experience in controlled environments.

In this guide you'll find step-by-step instructions for installing and launching SecureClient on Windows, Mac, and iPad devices. The guide also outlines the minimum system requirements and offers troubleshooting advice.

System Requirements

Before Installing SecureClient, please check that your device meets the system requirements as shown in the table below.

	SecureClient		
	Windows	iPad	Mac
Disk Space	1 GB	1 GB	1 GB
Internet Speed	2 Mbps	2 Mbps	2 Mbps
Operating System	- Windows 10 (.NET Framework 4.7.2) - Windows 11 (.NET Framework 4.8)	iPadOS (latest two major versions)	macOS 15.4
RAM (Available)	4 GB	1 GB	4 GB
Screen Resolution	1280 x 768 px (Surpass Test Centre Network suppliers: 1920 x 1080 px)	–	1280 x 768 px

For the latest on system requirements, please visit:
<https://help.surpass.com/resources/system-requirements>

Installing SecureClient for Windows

TIP: It is recommended that SecureClient is always installed with administrative permissions on Windows devices

Visit <https://wset.surpass.com/LaunchTest> and click on **Download for Windows** from the internet-resilient section. This will trigger the download of the **Secure-Client-Installer** to your computer.

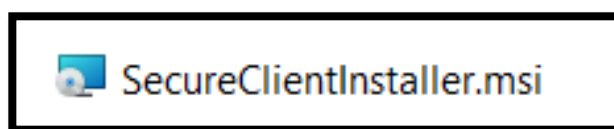
Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.

[Download for Windows](#)[Download on the Mac App Store](#)[Download on the App Store](#)

Locate and run the **SecureClientInstaller.msi** (usually in your downloads folder). Follow the steps in the wizard to complete the installation of **SecureClient** to your device. (For more information on installation, please see <https://help.surpass.com/secureclient/secureclient-basics/installing-secureclient/>)



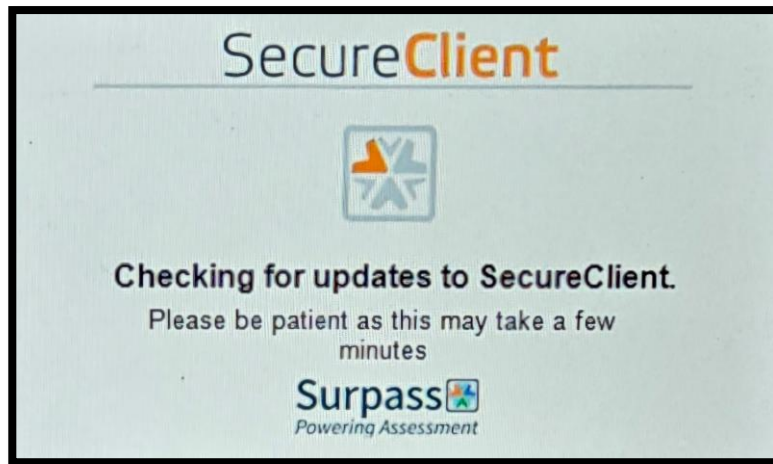
Launching SecureClient for Windows

After installation, a shortcut **SecureClient** icon should appear on your desktop (if this does not appear, you may need to search in your applications).

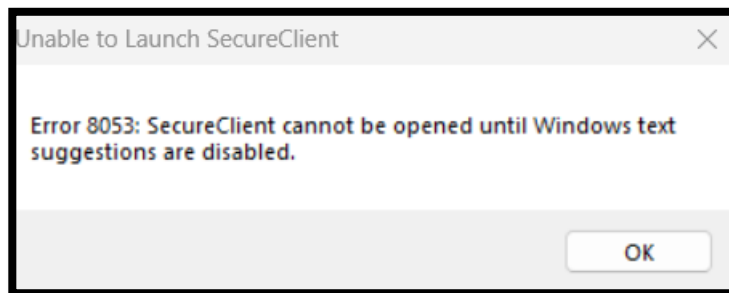
Launch **SecureClient**.



SecureClient will check for updates every time the application is launched.



If **SecureClient** is unable to launch due to **Error 8053**, you must disable text suggestions in Windows System Settings.

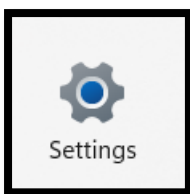


How to Disable Text Suggestions in Windows (Resolving an Error 8053)

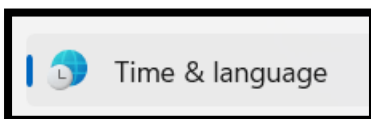
Go to the **Windows Icon** on your Desktop



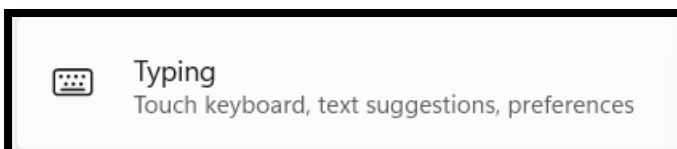
Open **Settings**



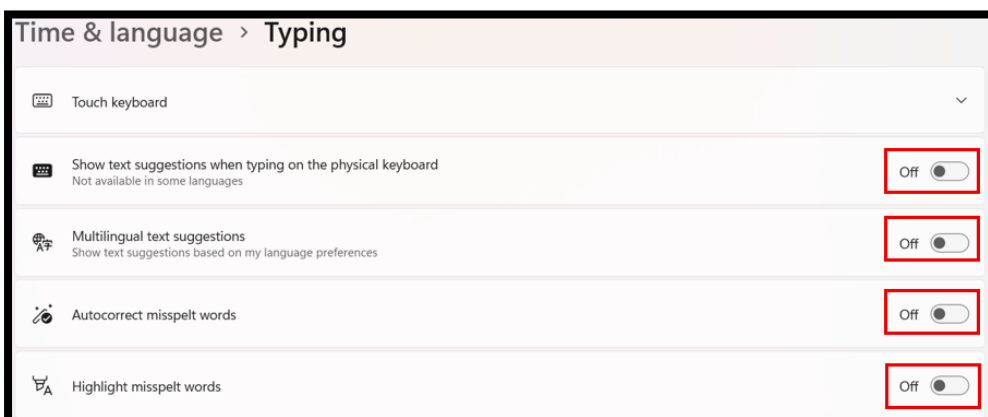
Go to **Time & Language**



Select **Typing**

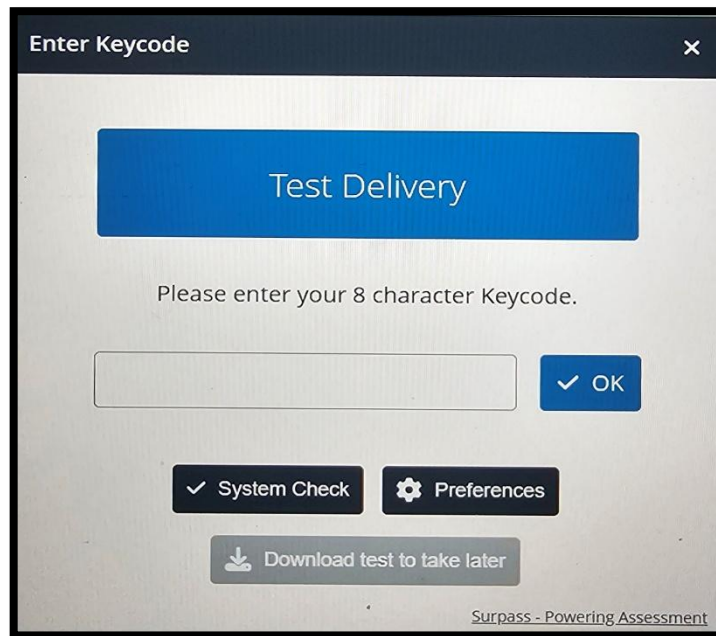


Disable all **Text suggestions** (turn to off)



Entering the Keycode using SecureClient for Windows

When **SecureClient** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, click 'OK'.



The screenshot shows a window titled "Enter Keycode" with a close button (X) in the top right corner. Inside the window, there is a blue button labeled "Test Delivery". Below this button, the text "Please enter your 8 character Keycode." is displayed. A text input field is provided for the keycode, followed by a blue button with a checkmark and the text "OK". Below the input field, there are two buttons: "System Check" with a checkmark icon and "Preferences" with a gear icon. At the bottom, there is a button with a download icon and the text "Download test to take later". In the bottom right corner, the text "Surpass - Powering Assessment" is visible.

Installing SecureClient for Mac

Visit <https://wset.surpass.com/LaunchTest> and click on **Download on the Mac App Store** from the internet-resilient section.

Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.

[Download for Windows](#)[Download on the Mac App Store](#)[Download on the App Store](#)

Online-only

Tests can be delivered using a web browser in a kiosk mode, preventing candidates from accessing other programs or files for the duration of the test. If a test is configured for secure browser mode, candidates are prompted after entering their keycode.

Take a test

Choose language

Launch

Select '**Get**' to download the SecureClient Installer to your device.

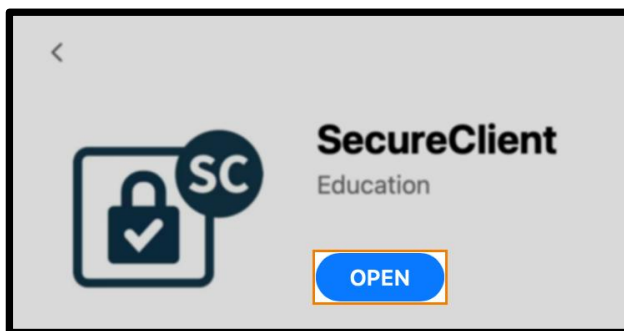


Select '**Install**' to install SecureClient.



Launching SecureClient for Mac

Once installed, select '**Open**' to launch SecureClient.



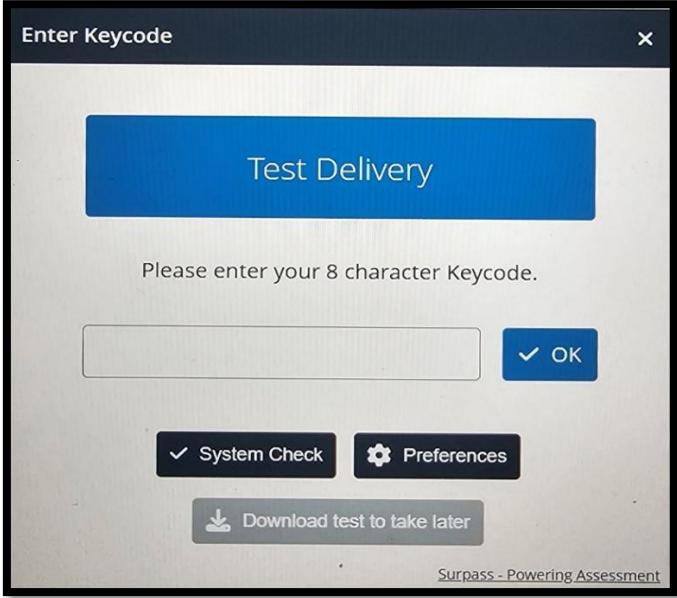
Alternatively, you can launch SecureClient from your desktop when the installation is complete. You can also find SecureClient in your applications folder (*Go > Applications*), unless your default installation location has been changed.

Select the '**SecureClient**' icon to open SecureClient.



Entering the Keycode Using SecureClient for Mac

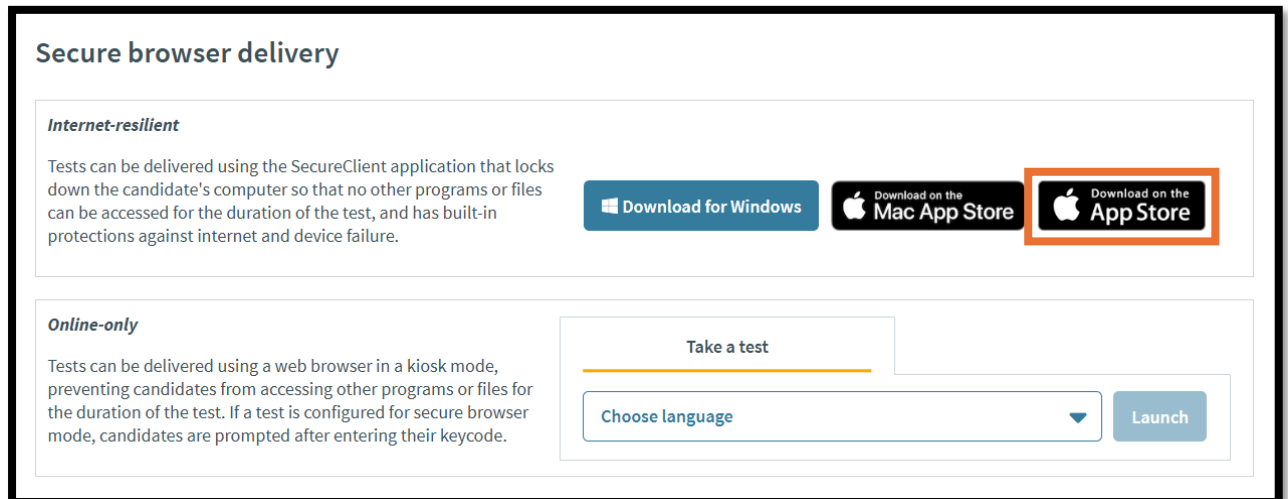
When **SecureClient** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, click 'OK'.



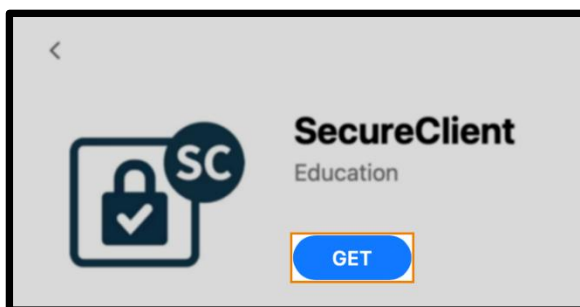
The screenshot shows a window titled "Enter Keycode" with a close button (X) in the top right corner. Inside the window, there is a blue header bar with the text "Test Delivery". Below this, a message reads "Please enter your 8 character Keycode." followed by a text input field. To the right of the input field is a blue button with a checkmark and the text "OK". Below the input field, there are two buttons: "✓ System Check" and "⚙ Preferences". At the bottom, there is a button with a download icon and the text "Download test to take later". In the bottom right corner, the text "Surpass - Powering Assessment" is visible.

Installing SecureClient for iPad

Visit <https://wset.surpass.com/LaunchTest> and click on **Download on the App Store** from the internet-resilient section.

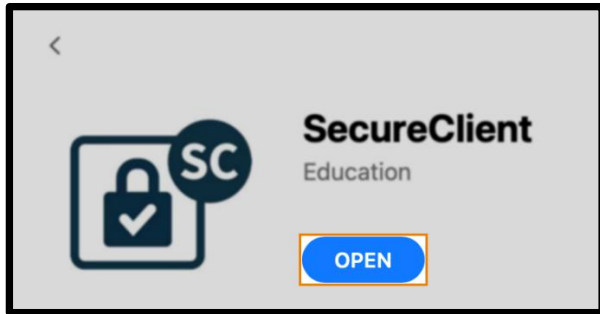


Press '**Get**' to download SecureClient to your device.



NOTE: You may need to authenticate your device before the app can be downloaded.

Once your download has finished, press '**Open**' to open the SecureClient from within the App Store.

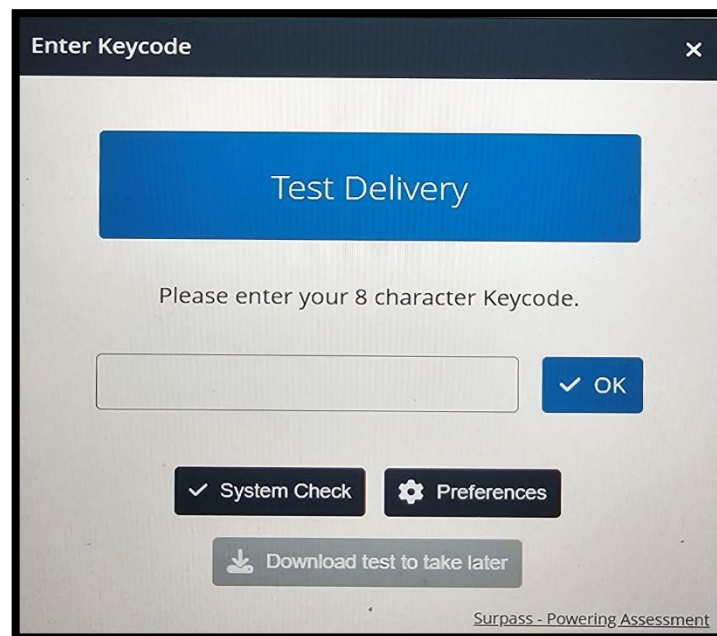


Alternatively, once downloaded, the SecureClient app appears on your tablet's home screen. Select the '**SecureClient**' icon to open SecureClient.



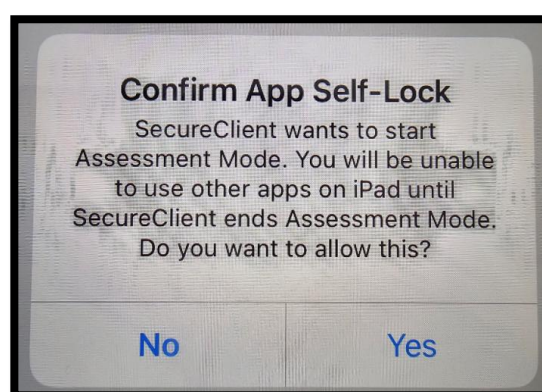
Entering the Keycode Using SecureClient for iPad

When **SecureClient** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, click 'OK'.



App Self-Lock Prompt for iPad

To proceed forward to the exam, click **Yes** to confirm the **App Self-Lock**.



Troubleshooting

For the latest on troubleshooting, please visit:

<https://help.surpass.com/secureclient/secureclient-troubleshooting/>

SecureClient for Windows troubleshooting

TIP: It is recommended that SecureClient is always installed with administrative permissions on Windows devices

Below are hyperlinks for specific errors you may encounter for Windows.

[Antivirus software](#)

[CefSharp.Core.dll error](#)

[creatJsonWithParameters Line Number: 1](#)

[Display scaling issue](#)

[Error 821: SecureClient core](#)

[Error 827: Error validating keycode](#)

[Error 8008: Source material does not open in SecureClient](#)

[Error 8053: Unable to Launch SecureClient \(Windows Text Suggestions\)](#)

[Error 8054: Unable to Launch SecureClient \(Open Applications\)](#)

[In Progress/User disconnected tests](#)

[Installing SecureClient on a locked-down laptop](#)

[SecureClient Update Loop](#)

[Unhandled exception](#)

[Updates are invalid](#)