

# **System User: Frequently Asked Questions**

Clear and concise answers to your questions

**September 2011**

# FAQs

The following questions are aimed at e-volve system users, and are designed to provide answers to your most common queries. They are grouped by process step.

**Tip: Use the search facility to locate a question containing a keyword.**

<b>1</b>	<b>General queries</b> .....	<b>4</b>	3.5	What is the meaning of the different exam state icons?.....	11
1.1	What other support documents and tools are available to me?.....	4	3.6	How do I unlock tests for candidates?.....	12
1.2	Who should I call if I have queries?.....	4	3.7	What is a PIN number and how does it work?.....	12
1.3	What evening/weekend support is available?.....	4	3.8	Can a test be paused/resumed?.....	13
1.4	What is SecureAssess and how do I access it?.....	4	3.9	What is an Invigilation Pack and how do I print one?.....	13
1.5	What is SecureClient and how do I access it?.....	4	<b>4</b>	<b>Candidate Screens</b> .....	<b>14</b>
1.6	What is SecureAssess Central?.....	5	4.1	What is the 'preferences' button?.....	14
1.7	What is SecureAssess Local?.....	5	4.2	Do I need to answer all questions in order?.....	14
1.8	What are the minimum system requirements to use SecureAssess Central?.....	6	4.3	Can I change my preferences or view the exam introduction pages/help before I start the exam?.....	14
1.9	I cannot access SecureAssess through my web browser when I type in the correct url.....	7	4.4	Will the clock still run if I look at the Help or Introduction pages?.....	14
1.10	When I try to log in to SecureAssess I see 'Getting data' on the screen but it never logs in.....	7	4.5	Is there a limit to the amount of time available to do a navigation test?.....	14
1.11	How quickly does the system time out if I am not using it?.....	7	4.6	Is it possible to change the font size of the test?.....	15
1.12	How do software upgrades take place?.....	7	4.7	Will candidates be able to save (get a copy of) their answers?.....	15
1.13	What is a Navigation test and how do I schedule one?.....	7	4.8	Why do I see a blank green screen when I launch SecureClient?.....	15
<b>2</b>	<b>User account management</b> .....	<b>8</b>	4.9	SecureClient doesn't accept the keycode.....	15
2.1	What are the different SecureAssess user roles?.....	8	4.10	SecureClient has frozen half way through an exam. Do we have to do the exam again?.....	15
2.2	How do I get an e-volve username and password?.....	10	4.11	I got this error message when trying to launch SecureClient: "The type initializer for 'SecureClientCore.Utility.HelperMethods' threw an exception.".....	15
2.3	How do I change/reset my own SecureAssess password?.....	10	4.12	Does SecureClient have to be re-launched for each exam even if it is the same candidate taking consecutive tests?.....	15
<b>3</b>	<b>Invigilation</b> .....	<b>11</b>	4.13	I already use BTL Surpass software for another awarding body's exams (i.e. AAT, SQA, TDA). Do I still need to install e-volve Secure Client on my examining stations?.....	16
3.1	What is the 'exam window'?.....	11			
3.2	Why is the exam I booked not in the Invigilation screen?.....	11			
3.3	Why does my exam appear in a 'locked' state on the Invigilation screen?.....	11			
3.4	What happens if a test is not taken during the exam window?.....	11			

<b>5</b>	<b>Results</b> .....	<b>17</b>	<b>6</b>	<b>Offline examining</b> .....	<b>20</b>
5.1	How quickly are the results available?.....	17	6.1	How do I download tests to a laptop to deliver exams offline?.....	20
5.2	How can I view results in SecureAssess?.....	17	6.2	How do I deliver a test offline?.....	20
5.3	What's in the Results tab in SecureAssess?.....	17	6.3	How do I view results immediately after an offline test?.....	20
5.4	What reports are available from the Results tab in SecureAssess?.....	18	6.4	How do I upload to Central an exam completed offline?.....	20
5.5	How do I select the candidate(s) I wish to run a report for?.....	19			
5.6	Is it possible to generate a report which specifies which questions a candidate got wrong?.....	19			
5.7	Can I save an electronic copy of a SecureAssess results report (score report)?	19			

**Require further assistance?**

Contact the City & Guilds dedicated e-volve migration team on:

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# 1 General queries

## 1.1 What other support documents and tools are available to me?

There is a set of one-page Quick Reference Guides that address the key system functions.

## 1.2 Who should I call if I have queries?

If you have any enquiries regarding **e-volve**, we will be happy to assist you:

Tel: **020 7294 2898**

Email: [e-volve.migration@cityandguilds.com](mailto:e-volve.migration@cityandguilds.com)

## 1.3 What evening/weekend support is available?

Queries received out of our opening hours will be dealt with on the following working day.

## 1.4 What is SecureAssess and how do I access it?

SecureAssess is the exam administration software within our **e-volve** platform. It is used by Centre staff to administer exams to candidates under invigilated conditions and to view results after the exam. You can access SecureAssess by opening your browser and navigating to the following URL:

<https://evolve.cityandguilds.com>

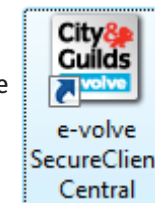
It is a good idea to have a shortcut in your desktop. Once you are there, you will have to enter the SecureAssess username and password that was provided to you when your SecureAssess account was created.

## 1.5 What is SecureClient and how do I access it?

**SecureClient** is the candidate interface, where the exams are taken. It is an application that needs to be installed in every computer that is going to be used by a candidate (examining stations). Its purpose is to lock down the candidate's station, to prevent them from accessing the Internet or any other applications during the exam. SecureClient can also be used by the Invigilator to download exams to a laptop for offline delivery.

To access SecureClient, you have to click on the shortcut on your desktop. The shortcut looks like this:

Candidates taking an exam log in by entering their keycode. To log in as an Invigilator, click on the **Show Admin** button and enter your **e-volve** username and password. This will open the **SecureClient Admin Console**, from where you can download and upload exams for offline examining.



## 1.6 What is SecureAssess Central?

This is the simplest and recommended deployment model, and it is the **default option for all Centres**. The system is completely web-based, and therefore requires an Internet connection. The only thing that needs to be installed is SecureClient in the candidates' examining stations.

To access SecureAssess, the Invigilator needs to open an Internet browser and navigate to the following url: <https://evolve.cityandguilds.com> Candidates access the exam by clicking on the SecureClient client icon on their desktops, while connected to the Internet.

During the exam, the candidates and the Invigilator are connected to SecureAssess Central via the Internet. The Invigilator can unlock exams and view their status (in progress/completed) in real-time. A few minutes after the exam is completed, the results appear in SecureAssess Central for the Invigilator to see.

## 1.7 What is SecureAssess Local?

This option is **in addition to Option 1** and **only recommended for a small number of centres**. This is to minimise your software installation and maintenance effort. A Mobile Network can be suitable for **Centres that need to test three or more candidates simultaneously without an Internet connection**. We will assess whether your Centre could benefit from this model, at the time of creating your **e-volve** account.

SecureAssess Local is installed on one laptop, which will act as a server delivering exams to the other laptops connected to it. The other laptops act as candidate stations, and only need to have SecureClient installed (local version).

Exams will automatically be downloaded to the server laptop while it is connected to the Internet. From this point on, an Internet connection is no longer needed and the mobile network can be set up anywhere on the day of the exam.

On the day of the exam, candidates log into SecureClient on the laptop examining stations connected to the server laptop to take the exams. The Invigilator can unlock exams and view their status (in progress/completed) in real-time from the SecureAssess Local interface in the server laptop. Once the exam is finished, the Invigilator re-connects the server laptop to the Internet and the exam is automatically uploaded to SecureAssess Central, where results can be viewed.

Please note that, with SecureAssess Local, results are not available as soon as the exam is finished unless the server laptop is connected to the Internet. To view results after an exam has taken place in Local, you need to connect the server laptop to the Internet and allow the completed exams to upload to SecureAssess Central (this happens automatically once the connection is established). After that, you can view results as usual, on the Results Tab in SecureAssess Central.

## 1.8 What are the minimum system requirements to use SecureAssess Central?

These are the **minimum technical requirements** and **supported platforms** to run e-**volve** exams using SecureAssess Central.

Hardware	
Processor speed	2.33GHz Single core CPU <b>or</b> 1.2GHz Dual core CPU
Memory (RAM)	1GB
Display	1024x768 screen resolution
Software	
Operating system	Windows XP (SP3 or later) <b>or</b> Windows Vista (32-bit <b>or</b> 64-bit) <b>or</b> Windows 7 (32-bit or 64-bit)
Internet browser	Internet Explorer 7 <b>or</b> 8
Adobe Flash Player	Adobe Flash Player 10 * <small>*This needs to be the ActiveX version of flash i.e. it needs to have been installed from Internet Explorer</small>

**In addition** to the above, the following requirements apply for candidate **examining stations with SecureClient** installed:

Hardware	
Hard Drive	1GB of free space
Software	
.NET	Microsoft .NET Framework 2.0 (Service Pack 2 or later) <b>or</b> Microsoft .NET Framework 3.0 (Service Pack 2 or later) <b>or</b> Microsoft .NET Framework 3.5 (Service Pack 1 or later)
SQL Server Compact	SQL Server Compact 3.5 (Service Pack 1 or later)* *SQL Server Compact 3.5 Service Pack 2 can be downloaded from: <b><a href="http://www.microsoft.com/download/en/confirmation.aspx?id=5783">http://www.microsoft.com/download/en/confirmation.aspx?id=5783</a></b>
Internet connection and bandwidth	Permanent internet connection with 512 Kbps per 10 concurrent exams being taken. Please note that the use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements.

### **1.9 I cannot access SecureAssess through my web browser when I type in the correct url**

Firstly, ensure Adobe Flash 10 is installed <http://get.adobe.com/flashplayer/>. If you already have Adobe Flash 10 installed and you have multiple web-browsers, try using one of the others. If it works, uninstall Adobe Flash and reinstall it using Internet Explorer.

### **1.10 When I try to log in to SecureAssess I see ‘Getting data’ on the screen but it never logs in.**

Check the URL in the address bar of the web browser. If it begins with <http://> the login will fail. The address must begin with <https://> Insert an **s** after the **http** and press Enter on your keyboard then try logging in again.

### **1.11 How quickly does the system time out if I am not using it?**

For security reasons, after a period of inactivity (20 minutes) you will be returned to the login page and you will have to re-enter your username and password.

### **1.12 How do software upgrades take place?**

SecureAssess Central doesn't require any installation or manual upgrades. The transition from one version to the next is seamless.

For SecureClient and SecureAssess Local, once the software is installed any further upgrades happen automatically and they will not require administrative rights. This is done via a simple check when the software starts. When this occurs, you may notice the software taking slightly longer to open. City & Guilds will still communicate all upgrades to you well in advance of them happening so you have time to co-ordinate.

### **1.13 What is a Navigation test and how do I schedule one?**

A Navigation test is a short test that can be sat by a candidate or any other person to familiarise themselves with sitting an exam on e-volve. Candidates are able to access a navigation test as an introduction to sitting their actual exam. In addition, a navigation test can be accessed online at [www.cii.co.uk/e-volve](http://www.cii.co.uk/e-volve)

## 2 User account management

### 2.1 What are the different SecureAssess user roles?

A centre user in SecureAssess is a Centre member of staff who has access to the SecureAssess system. Each SecureAssess centre user will have one or more ‘roles’ assigned to them. Each role is associated with a set of permissions. The menu tabs that you can see running along the top of the screen will vary depending on your role.

- As a system user, you can have different roles assigned at one or more Centre Installations at the same time. For example, you can be an Exams Officer for Installation A, and an Invigilator for Installation B. Remember that the roles need to be set up for each SecureAssess Installation, even where the role is the same for both Installations.

The tables below describe the list of roles available for centre users, the tabs they can see in SecureAssess and the set of permissions assigned to each of them.

SecureAssess tab/ SecureClient function	Permissions	Roles (CII corporate centres)		Roles (CII staff)	
		CII Centre – IT Admin	CII centre – Invigilator	CII Exams Team	CII Customer Service Team
Home	View SecureAssess homepage with news and information.	✓	✓	✓	✓
Users	Centre user management: – Create new Centre users – View/amend Centre user details & roles – Reset Centre user passwords – Retire/un-retire Centre users.	–	–	–	✓
Exam schedules	Manage exam bookings.	–	–	–	✓



SecureAssess tab/ SecureClient function	Permissions	Roles (CII corporate centres)		Roles (CII staff)	
		CII Centre – IT Admin	CII centre – Invigilator	CII Exams Team	CII Customer Service Team
Invigilation	Manage the delivery of exams to candidates under invigilated conditions: – View exams scheduled and candidate keycodes. – Print Invigilation Pack. – Lock/unlock/pause/resume/void exams. – View exam status and candidate’s connectivity in real time.	✓	✓	✓	✓
Results	View exam results.	✓	✓	✓	✓
	Print exam results.	✓	✓	–	✓
Personal Profile Mngmt.	Manage your personal profile: – View and amend your personal details – Change your password	✓	✓	✓	✓
SA Local Admin	Download SecureAssess Local and configure it (only available for Centres that use SecureAssess Local).	✓	–	–	–
In addition, the following roles have access to the SecureClient Admin console for offline examining:					
View SecureClient Admin console: – Advance download of exams to a laptop for offline examining. – Manually upload exams completed offline, to SecureAssess Central.		✓	✓	–	–

## 2.2 How do I get an e-volve username and password?

The CII Customer Service Team creates all users in SecureAssess. When your user account is activated, you will get an email with your username and password. It is recommended that you change your password to something that is memorable to you, when you first log in. Please note that SecureAssess passwords never expire.

## 2.3 How do I change/reset my own SecureAssess password?

To change your SecureAssess password click onto the **Personal Profile Management** tab. Select **Change my Password**. Enter your old password, enter the new password and then reconfirm it. Your password needs to be at least 6 characters long, and it is case-sensitive. Your password never expires. If you have forgotten your password, you will need to ask the CII Customer Service Team to reset it for you.

## 3 Invigilation

### 3.1 What is the 'exam window'?

The 'exam window' is the period of time either side of the scheduled exam date, during which an exam can be unlocked and sat. The exam window starts 8 days before the exam date (or immediately if booking less than 8 days in advance). The exam window closes 30 days after the exam date. This window applies to all exams.

### 3.2 Why is the exam I booked not in the Invigilation screen?

Exams will only appear in the Invigilation screen in SecureAssess one day before the opening of the exam window (i.e. 9 days prior to the scheduled exam date). They remain in a 'locked' state for 24 hours and then they go into a 'ready' state for the whole duration of the exam window (from 8 days before and until 30 days after the scheduled exam date). Exams booked less than 8 days in advance will appear as 'ready' straight away.




### 3.3 Why does my exam appear in a 'locked' state on the Invigilation screen?









Exams appear in a locked state in the Invigilation screen for 24 hours, before the exam window begins. The exam cannot be sat while it is locked, but you can print an Invigilation Pack.

### 3.4 What happens if an exam is not taken during the exam window?

If an exam is not taken, at the end of the exam window it will be automatically voided. Voided exams are not chargeable.

### 3.5 What is the meaning of the different exam state icons?

Exam status	Description
 Locked	The exam cannot be started yet (exam content is being prepared). This status only lasts for the 24 hours prior to the opening of the exam window.
 Ready	The exam is ready to be taken by the candidate. This status lasts for the whole of the <b>exam window</b> : from up to 8 days before until 30 days after the scheduled exam date.
 Locked For Invigilator	The candidate has entered the keycode and is waiting for the Invigilator to unlock exam.

Exam status	Description
 Locked By PIN	The candidate has entered the keycode and now needs to enter the PIN number.
 In Progress	The exam is currently being taken by the candidate
 Paused	The exam has been paused by the Invigilator.
 User Disconnected	The candidate lost connection to the Internet. Hover over icon for more details.
 Finished	The candidate has finished taking the exam. The results are ready for the Invigilator in the Results tab.
 Voided	The exam has been voided by the Invigilator, or the date at the end of the exam window has passed and the exam has been 'auto-voided'
 Ready for Download	<b>Only for users of SecureAssess Local</b> – The exam is ready to be downloaded to the server laptop.
 Downloaded	<b>Only for users of SecureAssess Local</b> – The exam has been downloaded to the server laptop.

### 3.6 How do I unlock exams for candidates?

Use the Invigilation screen, to give candidates access to exams. Exams can be unlocked by either:

- The invigilator using the 'Unlock' button in the Invigilation screen.
- The candidate entering a PIN number. The PIN must be set by the Invigilator before the exam.
  - Both options require the candidate to enter their **unique exam keycode** first. This is **generated at the time of booking and issued by the Invigilator on the day of the exam**. Please note the keycode is **not case sensitive**.

### 3.7 What is a PIN number and how does it work?

The Invigilator may choose to set a PIN code for an exam. This is a four-digit number that the candidate needs to enter after the keycode, in order to initiate the exam rather than the Invigilator having to unlock the exams. Setting a PIN for an exam is optional unless you plan to deliver the exam offline.

To set a PIN, in the Invigilation screen select the relevant exams and select the 'Set PIN' button at the bottom of the screen. Enter a 4 digit number (letters or numbers). Click ok. You can set a PIN for more than one exam at the same time by selecting several rows.

### 3.8 Can an exam be paused/resumed?

Yes, exams can be paused once they have been started. A typical example when this could be necessary is a fire drill. To pause an exam, highlight it in the Invigilation screen and use the **Pause** button at bottom of the screen. You can use the **Resume** button when the candidate is ready to progress with the exam. You can select several exams and pause them all at the same time as well.

### 3.9 What is an Invigilation Pack and how do I print one?

There are 3 types of documents in the Invigilation Pack:

- **Attendance Register** – Contains the details of all candidates scheduled to sit the exam at a specified time. Use the form to indicate that candidates were present and verify that all candidates completed the exam under the proper conditions.
- **Supervision Report** – Contains the exam details and project-specific confirmation text. Confirm that the exam was carried out according to exam body regulations. Report and detail any disturbances that occurred during exam.
- **Keycode Slips** – Contains exam information and individual candidate details, including their unique exam keycode. Provide each candidate a slip for reference purposes. Please note that the keycode is **not** case sensitive.

You can print an Invigilation pack by clicking on the **Print Invigilation Pack** button at the bottom of the Invigilation screen. You then need to follow the wizard, selecting the Centre, qualification, exam and date.

Please note that printing an Invigilation Pack is optional. All you need for the candidate on the day of the exam is the keycode.

## 4 Candidate Screens

### 4.1 What is the 'preferences' button?

This button allows individual candidates to select different background and font colour to suit their needs (this option does not apply to tables or images). This can be selected before they start the exam, or at any time during the exam. The selection needs to be made again for every exam.

### 4.2 Do I need to answer all questions in order?

No, you can skip questions and come back to them later. Use the numbered tabs in the left hand side or the 'Previous'/'Next' buttons at the bottom of the screen to navigate between questions. You can also flag a question using the 'Flag' button at the bottom of the screen. Click the button again to 'un-flag' the question. Flagged questions will display a flag icon next to the numbered tab on the left hand side. When you finish the exam, the system will alert you if you have unanswered or flagged questions.

### 4.3 Can I change my preferences or view the exam introduction pages/help before I start the exam?

Yes, and it is advisable to do so in order to maximise your exam time. As soon as the exam is unlocked, you will see a screen that allows you to navigate through a set of introduction screens using the 'Next' and 'Back' buttons. You can also use the 'Help' button to access help, and the 'Preferences' button to adjust the colour scheme of your screen to suit your needs. As long as you don't press the red 'Start Exam' button the exam will not start and the timer will not begin to count down. Once you start the exam, you will still be able to access these features during the exam if you wish to do so, but the clock will not stop running (this option does not apply to tables or images). **Note:** Only press the 'Finish' button once the entire exam is completed.

### 4.4 Will the clock still run if I look at the Help or Introduction pages?

If you do it before you start the exam, the timer won't run. Once you press **Start exam**, the clock will start running and it will not stop, unless the Invigilator pauses the exam for a specific reason.

### 4.5 Is there a limit to the amount of time available to do a navigation test?

Navigation Tests should take no longer than ten minutes to complete.

#### **4.6 Is it possible to change the font size of the exam?**

Not at the moment, but we are looking into this as well as other accessibility options such as enhancing the screen colour scheme options and text to speech.

#### **4.7 Will candidates be able to save (get a copy of) their answers?**

No. It is not possible to print out questions or answers from an e-volve exam.

#### **4.8 Why do I see a blank green screen when I launch SecureClient?**

Stop SecureClient by using CTRL + ALT + DEL or by re-starting your computer. Ensure Adobe Flash 10 is installed <http://get.adobe.com/flashplayer/>. Then try launching SecureClient again.

#### **4.9 SecureClient doesn't accept the keycode.**

Firstly, check that the exam is in a 'ready' state in the Invigilation tab of SecureAssess. Exams can only be unlocked when they are in a 'ready' state. If the exam is ready, then double-check the keycode and re-enter it.

#### **4.10 SecureClient has frozen half way through an exam. Do we have to do the exam again?**

No. Stop SecureClient by using CTRL + ALT + DEL or by re-starting your computer. Re-launch SecureClient and enter the same keycode. The exam should continue from where it froze without losing any data.

#### **4.11 I got this error message when trying to launch SecureClient: "The type initializer for 'SecureClientCore.Utility.HelperMethods' threw an exception."**

This means that Microsoft SQL Server Compact 3.5 is not installed or not functioning correctly. Please install or re-install SQL Server Compact 3.5, which can be downloaded for free from the Microsoft website:  
<http://www.microsoft.com/download/en/confirmation.aspx?id=5783>

#### **4.12 Does SecureClient have to be re-launched for each exam even if it is the same candidate taking consecutive exams?**

Yes. SecureClient will shut down every time an exam is finished by a candidate and will need to be re-launched for the next exam.

**4.13 I already use BTL Surpass software for another awarding body's exams (i.e. AAT, SQA, TDA). Do I still need to install e-volve SecureClient on my examining stations?**

Yes, e-volve SecureClient needs to be installed on all of your examining stations. It will not interfere with any other pre-existing e-assessment solutions you use, even if you already use another instance of SecureClient.



## 5 Results

### 5.1 How quickly are the results available?

The following table shows the **maximum turnaround times for results**, depending on the mode of delivery.

Mode of delivery	Results available in SecureAssess
SecureAssess Central (Online delivery)	Result available on the Results tab a few minutes after the exam is finished.
SecureAssess Central (Offline delivery)	Results available as soon as the exam is finished, through SecureClient Admin Console offline. Result available on the Results tab in SecureAssess Central, as soon as the completed exam has been uploaded.
SecureAssess Local (Mobile Network)	Result available on the Results tab in SecureAssess Central, a few minutes after the finished exam uploads from SecureAssess Local.

### 5.2 How can I view results in SecureAssess?

Candidate Results Slips in SecureAssess are available in the Results tab. The Results Slips stay in the Results tab in SecureAssess indefinitely, so you can always review results for past exams.

If the exam took place offline, you can see the results as soon as the exam is finished by logging in to the SecureClient Admin console and clicking the Results button at the bottom of the screen. A Results Slip like the one described above will also be available in the Results tab of SecureAssess, once you have uploaded the results back to the central server.

If the exam took place in SecureAssess Local, a Results Slip will only be available after the server laptop has been connected to the Internet and the completed exam has been uploaded to SecureAssess Central.

**Important note:** In the case of CII exams the following report options are not to be used, as they will not contain accurate information: Candidate Report, Summary, Candidate Breakdown and Exam Breakdown.

### 5.3 What's in the Results tab in SecureAssess?

Each row in the Results tab is an individual exam for an individual candidate. The 'Grade' column shows the **overall result** for the exam (Pass or Fail). The 'Percent' column shows the **percentage correct based on the total number of marks available in the exam** (these are not for release to candidates as they are subject to CII exam moderation which may result in an adjustment to the percentage shown). You can search for a particular candidate/exam and filter the number of rows you see on the screen just like in all other tabs in SecureAssess.

The **Print** button at the bottom of the screen will print the contents of the Results screen, as you see them. So, if there is a filter applied, only those exams visible on the screen will be printed. The **Refresh** button refreshes the data (it will refresh itself automatically anyway if you don't press it). All other buttons generate different types of reports.

#### 5.4 What reports are available from the Results tab in SecureAssess?

A full Results Report has three sections:

Results Summary	Results Breakdown	Result Slip (Result Report)
Overall result for the exam (Pass or Fail)	Percentage score per learning outcome in the Qualification Handbook. <b>The percentage is calculated as the number of correct questions attempted.</b> In other words, how many of the attempted questions were correct.	Individual sheet for the candidate, showing the details of the exam and the overall result. Results are provisional and a Results Slip is not a substitute for a certificate.

**Important note:** In the case of CII exams only the Results Slip option is to be used. The other options shown: Candidate Report, Summary, Candidate Breakdown and Exam Breakdown will not contain accurate information and therefore should not be used.

Button	Report generated
<b>Candidate Report</b>	Full report, including the three sections (Summary, Results Breakdown and Results Slip). This report can only be run for <b>one candidate at a time</b> .
<b>Summary</b>	Results Summary section only. Can be run for multiple candidates. Shows one line per candidate selected.
<b>Candidate Breakdown</b>	Results Breakdown section only. Can be run for multiple candidates. Candidate Breakdown produces individual breakdown tables for each candidate selected.
<b>Exam Breakdown</b>	Results Breakdown produces a single breakdown table for the whole cohort. <b>All candidates selected must have sat the same exam.</b>
<b>Results Slip</b>	Results Slips only. Can be run for multiple candidates. Produces one sheet per candidate selected.

## 5.5 How do I select the candidate(s) I wish to run a report for?

There are two ways of selecting the candidates you wish to run a report for:

1. **Manually (recommended):** Press Ctrl + left mouse click to select the candidate(s). You can use search to filter the list. Once you are done with your selection, click on the button for the report you wish to run. On the next popup message, select 'Create report using Selected Candidates'. (NB: The Candidate Report will not display the popup message)
2. **With the Reporting Wizard:** Firstly, click on the button for the report you wish to run. On the next popup message select 'Create report using reporting wizard'. The wizard will launch and guide you through a set of screens to narrow down your selection by centre installation, exam and date. The wizard is available on all report buttons except for Candidate Report (full report).

## 5.6 Is it possible to generate a report which specifies which questions a candidate got wrong?

It is not possible to generate this from e-volve. However, candidates will be sent, with their exam results, feedback on how they performed in different areas of the exam.

## 5.7 Can I save an electronic copy of a SecureAssess results report (score report)?

Yes. With Adobe PDF Writer or a similar product installed, you can save an electronic copy by selecting Adobe PDF (or equivalent) in the Printer Name dropdown, when you print the report.

## 6 Offline examining

### 6.1 How do I download exams to a laptop to deliver exams offline?

Any exam that has been booked to be taken on the Central server can be downloaded in advance to a laptop and taken offline. The exam will be available for download to a laptop any time during the exam window. Follow these steps:

1. Make sure you are connected to the Internet
2. Launch SecureClient and click on the 'Show Admin' button.
3. Log in using your SecureAssess username and password
4. Click the 'Download exams' button towards the bottom of the screen. This will launch the SecureAssess Invigilation screen.
5. Select the exams you wish to download and click on the 'Download exam' button.
6. If you have not set a PIN for these exams, you will be prompted to do so.
7. A pop-up screen will indicate when the download starts.
8. When the download is complete, make a note of the keycodes and PIN numbers.
9. You can now disconnect from the Internet.

### 6.2 How do I deliver an exam offline?

When you test offline you cannot use the Invigilation screen like you normally do. First you need to download the exams to your laptop and make sure you have set a PIN for them. Make a note of the keycodes and the PIN numbers. On the day of the exam, hand the laptop over to the candidate and get them to launch SecureClient – This will be done with no Internet connection. Provide them with the keycode and PIN to unlock the exam. The exam should take place as normal.

### 6.3 How do I view results immediately after an offline exam?

You can see the results offline, immediately after the exam, by logging in to the SecureClient Admin console and clicking the Results button at the bottom of the screen.

### 6.4 How do I upload to Central an exam completed offline?

You will need to log back on the Internet and launch the **SecureClient Admin Console**. Select the completed exam(s) and click on the '**Upload results**' button. Once the upload is complete, you should be able to log onto SecureAssess and view the exam as Finished in the Invigilation screen. Results will then be available in the Results tab, in the same way they would for an exam taken online.