

# Surpass Viewer installation guide

## Introduction

Adobe have 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 continued and uninterrupted access to our Flash-based content beyond 2020, you will need to download and install the Surpass Viewer. An app which has pre-installed Flash to view the content.

Once installed, you will be able to continue to access relevant areas of SOLAR (Test Administration, Test delivery and practice assessments via OpenAssess) beyond the withdrawal of Flash.

From January 2021, you will only be able to access this content via the Surpass Viewer. This guide has been created to walk you through the steps to download, install and use the Surpass Viewer.

## Who needs to download and install the Surpass Viewer?

If you use the Surpass (SOLAR) software to access SQA tests and administer related content, you must download and install the Surpass Viewer on your machine to allow continued access.

- **Students** – all students taking tests through Enter Keycode or using the OpenAssess menu
- **Centre staff** – anyone with Scheduling, Invigilation and Centre Administrator access.

**The Surpass Viewer should only be used to access the relevant sites for the above areas. It does not replace the SecureClient or Surpass App, which can continue to be used for the delivery of specific tests. These will receive separate updates.**

## 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: <b>System</b>	<b>Requirements</b>
<b>Operating system (Windows)</b>	Windows 10 S Windows 10 Windows 8 / 8.1 Windows 7
<b>Internet connection</b>	You must have an active internet connection to download and use the Surpass Viewer

Using devices that do not 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. However SQA is currently working on support for Chromebook users.

# 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. (As long as no serious restrictions are placed on your device.)**

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 full Surpass Viewer.

## Installation location

The Surpass Viewer automatically installs to the public user's profile on the local machine as it has been designed to allow for installation by all users types, including non-administration users and those without elevated permissions. **(If defaults have been set on your machine this may cause an issue.)**

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 public 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.

## 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 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.

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

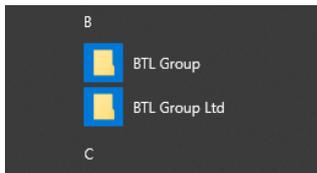
Once the Surpass Viewer software has loaded, you may be presented with an End User Licence Agreement.

If so 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. You should find this under a folder called BTL Group Ltd. (Note: The taskbar version of this shortcut appears to be ineffective. Please do not use.)



### Step 6

Once installed go the SOLAR website - <https://www.sqasolar.org.uk/mini/27322>. or search for SQA SOLAR in Google

Use the Centre Login and Enter Keycode buttons as normal from the browser – once selected the Viewer will open to run the content out of the browser.

For all future use – go straight to the SOLAR website and access the content from there – the Viewer will open automatically. (You may be requested to update in which case allow update and then open content from SOLAR website again.)

**Note: Step 6 will take effect from Jan 2021.**