

## Surpass – online assessment support

Our office will be closing for the Christmas period from 23 December at 5pm, and reopening on 4 January at 8:30am. We will respond to any emails or calls we receive from you during this period as soon as possible upon our return. Please read more [here](#).

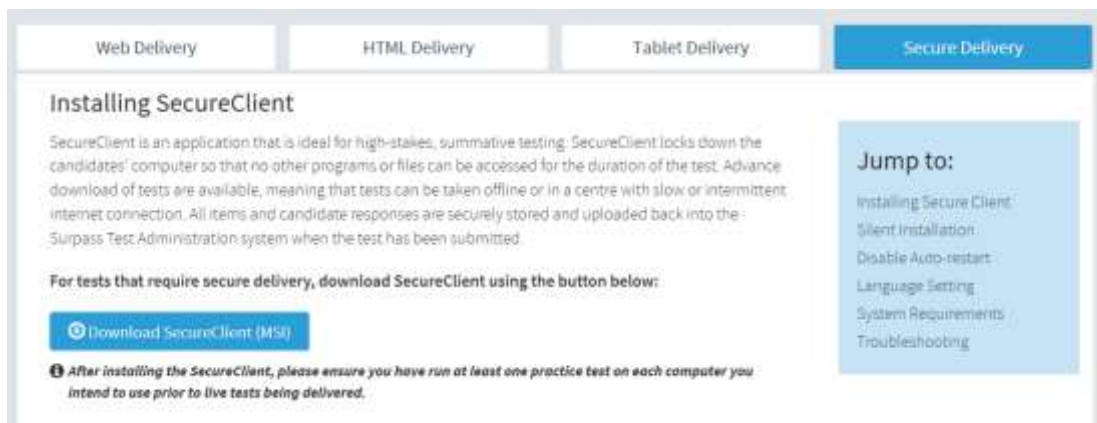
You may have learners sitting online assessments during this time and to support you while our offices are closed, we've provided some common Surpass troubleshooting tips below.

### Secure client assessments

**Learners not appearing in Surpass** – check the learner has been registered to the correct qualification in the Portal; check you are selecting the correct assessment in Surpass.

**Invalid keycode** – ensure the device is online and connected to the internet; make sure the assessment is being undertaken through the most up to date version of Secure Client.

To download the most up-to-date version of Secure Client, [follow this link](#) and select Secure Delivery.



### Remote invigilation assessments

**Learner has not received the email** - if your learners are sitting a remote invigilation assessment, ensure that their email address has been added in Surpass for them to receive the emails for the assessment. Ask learners to check their junk or spam email folders in case assessment links have been sent there.

**Learner has been disconnected from the assessment** - ask learners to use an ethernet cable when sitting a remote invigilation assessment as this will ensure they have the strongest internet connection throughout the assessment, minimising the risk of them being disconnected.

Further support can be found on the following pages on [QualHub](#):

- [Online assessment](#)
- [Remote invigilation](#)

If you're looking for results for your learners, please check our latest updates which can be found [here](#).