

Aptis
Forward thinking
English testing

Easy Steps Guide for Venue Administrators (VA)



Step 1: SecureClient System's requirements

Hardware	Minimum requirements
Processor	2.33GHz or faster x86-compatible processor
RAM	1GB For assessments containing BTL Office this should be increased to 2GB.
HDD Space	1GB of free space
Video	Screen resolution of 1024x768 Graphics card with at least 64MB of memory For assessments containing BTL Office this should be increased to 128MB of graphics card memory.
Peripherals	Two button mouse Keyboard Audio capability and headphones may also be required for some assessments.
Software	Supported platforms
Operating system	Windows 7 (32bit or 64bit) Windows 8 (32bit or 64bit) Windows 8.1 (32bit or 64bit)
.NET	Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET Framework 3.5 NB: There is no download for .NET Framework 2.0 or 3.5 for Windows 7, 8 or 8.1 (note .NET Framework 3.5 is backwards compatible with 2.0). Though this is included with later versions, it may not be automatically installed and may need to be enabled in the Control Panel. Instructions on how to do this are available here: http://msdn.microsoft.com/en-us/library/hh506443(v=vs.110).aspx
Internet Browser	Internet Explorer 8 to 10
Adobe Flash Player	Adobe Flash Player 12.0.0.038 to 15.0.0.223 Instructions on how to check and then download is available HERE (This needs to be the ActiveX version of Flash, i.e. it needs to be installed from Internet Explorer)
Bandwidth	Minimum requirements
Bandwidth	512Kbps (based on one candidate taking an assessment of 2MB in size downloaded within 30 seconds.) You can use the following site http://www.speedtest.net/ to check the speed of a PC. This test provides you with download and upload speeds in MBps (Megabytes per second). A centre connection of 2Mbps or greater for every 30 candidate tests being sat at the same time is recommended to ensure candidates are not affected by connection issues during exam delivery. You are advised to use the Advance Download functionality if you do not want candidates to have to have to wait for the exam to download at the start of the session.

Step 2: Install SecureClient

- Go to the link: https://britishcouncil.btlsurpass.co.uk/secureassess/secureclient_installer.htm
- Click on: “Click here to download the SecureClient Installer”
- This download will then present a ‘Open File – Security Warning’ dialog box advising you that the publisher could not be verified. This is a routine security step to prevent unwanted software installing itself.
- Click the “Run” button to confirm that you wish to run the software. Progress bars will be displayed whilst the installer downloads
- You will now see the **SecureClient Installation Wizard**, which will take you through the remaining steps of installation.
- You will now be shown where the SecureClient application will be installed
- A final screen confirms that the installation is complete
- SecureClient icon should appear on your desktop:



- If you are using a GTI laptop then you need to raise a request through GSD and they shall push the application to your laptop.

Potential issues:

- Installation (System Requirements, Firewalls and Proxy Settings, Bandwidth)
- Downloading components to take off-line
- Uploading results
- Speaking components
- Error Messages

- ✓ Confirm system specs available with local IT administrator
- ✓ SecureClient currently is **not** supported by the Mac operating system
- ✓ If SC doesn't start, change format of the **Region and Language** settings to "English (United Kingdom)"
- ✓ Disable screensavers on all computers
- ✓ The candidate will only be able to access the test component on the computer that it was downloaded to.

- ✓ If downloading more than one test component for a single candidate, make sure that the test components have been downloaded to the same machine.
- ✓ The downloaded components will be available only on this particular computer.
- ✓ If any tests have not been uploaded, an arrow with clock symbol will appear next to the test in the Invigilation screen

- ✓ For candidates who get bumped out, use the same Keycode and the candidate should start where s/he left off . No need to use new Keycode.
- ✓ If there are technical issues and you have not downloaded the test in advance, the candidate can be moved to a different computer and continue their test (after 1 minute). This should be noted on the seating plan and in the invigilator report

Step 3: Test the SecureClient using dummy data

The Aptis System Administrator (SA) will provide you with Keycodes and PINs, which will allow you to do a test on each computer. We advise that you run a **Familiarisation** test on each computer before the actual examination day

- Click on the SecureClient icon that appears on the desktop
- Enter a Keycode into the box (for a dummy candidate)
- Click on the OK button
- Enter the PIN into the box (optional)
- Click on the OK button
- Click on the “Confirm” button for the candidate details
- Start the test.

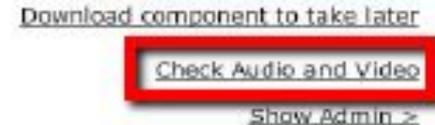


The screenshot shows a window titled "Log In" with a red header bar. The window contains the British Council logo and the text "SecureAssess®". Below this is the "Aptis" logo with the tagline "Forward thinking English testing". The main text reads "Please enter your component Keycode." There is a text input field labeled "Keycode:" followed by a red "OK" button. Below the input field are three links: "Download component to take later", "Check Audio and Video", and "Show Admin >". At the bottom right is a red "Preferences" button. The bottom of the window features the "Surpass®" logo and the copyright notice "© BTL Group Ltd, 2001 - 2012, All Rights Reserved".

Step 4: Enable Microphone and Test Volume of Recording

For **Speaking** and **Listening** components, candidates will require the use of headphones and/or a microphone. You should check that these are working correctly on **each computer/headset** when you carry out the 'dummy' tests (previous slide with Step 3).

- Click on the SecureClient icon that appears on the desktop
- Select the 'Check Audio & Video' option
- Click on 'Audio' tab and Select the 'Play' button to hear the audio
- Click on 'Video' tab and Select the 'Play' button to hear the audio
- Click on 'Microphone' tab and Select the 'Record' button
- Pop-up window with Adobe Flash Player Settings will appear
- Tick 'Allow' and then 'Close' to give permission to the microphone
- Click 'Record' and 'Play' button to test audio

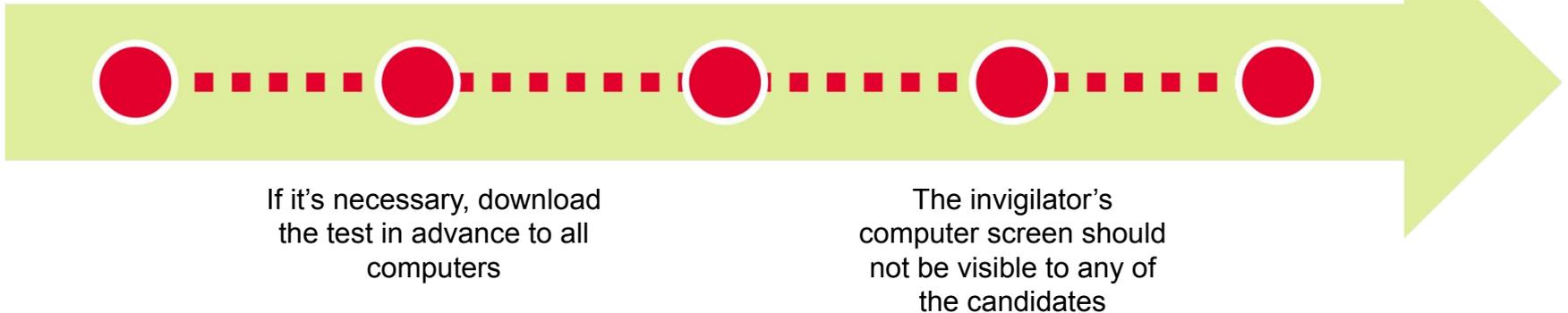


Step 5: Setting Up The Venue

Label each computer with a number so candidates can be directed to specific PC

The arrangement of the computers should be such that an invigilator is able to clearly see all candidates

There should be a space of 1.25m from the middle of the screen between any two candidate computers (or barricades)



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- ✓ **Low bandwidth** or poor connectivity are good reasons to download the test in advance
 - ✓ It is a good practice to create a **seating plan** after labelling computers
 - ✓ Candidates taking different components concurrently can avoid the 1.25m rule
 - ✓ Ensure with IT team that Windows is **up to date**

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- ✓ Disable **screensavers** on all computers
 - ✓ Ensure with System Administrator that Candidates have been created in Test Package Manager
 - ✓ For the **Speaking** component, there should be a space between candidates so the disruption of background noise is at a minimum
 - ✓ Candidates sitting next to each other should take different components at the same time.

Step 6: Download Individual Component in Advance

- Click on the SecureClient icon that appears on the desktop
- Enter the specified candidate Keycode into the box
- Select “Download component to take later” option
- Once the download is complete, a confirmation message will appear to indicate when the test component will be available
- Record the computer number on which the test component has been downloaded on the candidate’s Keycode slip



- ✓ During the test the Aptis Invigilator will assign candidates to computers using the Keycode slips.
- ✓ The candidate will only be able to access the test component on the computer that it was downloaded to.
- ✓ If downloading more than one test component for a single candidate, make sure that the test components have been downloaded to the same machine.



- ✓ To help maximise the speed at which tests are downloaded, it is advisable to ask other users of the Internet in the building to avoid sending large documents via email, downloading documents and any other activity which might consume a large amount of bandwidth and interfere with the tests session.
- ✓ Speaking and Listening components contain large audio files and should be downloaded in advance

Step 7.1: (optional) Download Multiple Test Components

- Click on the SecureClient icon on the desktop
- Select 'Show Admin' option
- Another login screen that allows you to access the SecureClient Admin dashboard



- Enter your Username and Password provided to you by the Aptis System Administrator (SA)
- Click 'Log In'

Step 7.2: (optional) Download Multiple Test Components

- Select the components you wish to download by highlighting them
- Click the 'Download' button
- The test components will download to SecureClient and a pop-up will appear
- The test components will be downloading in the background

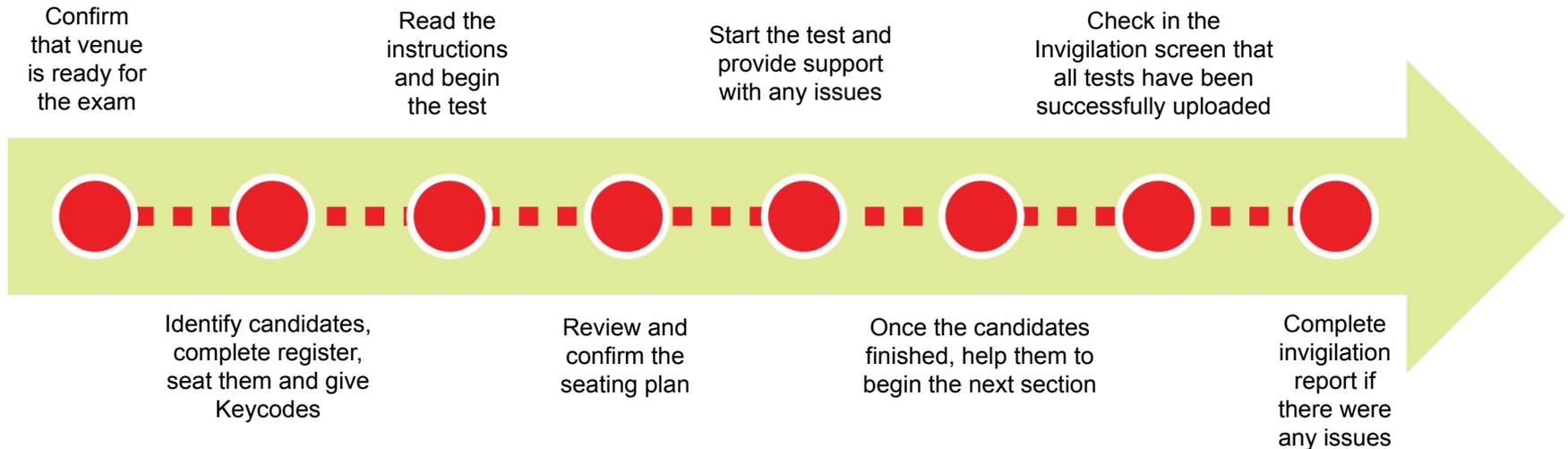
00:00	23:59:00	Four Test	Wawa104		Yes	Untimed
00:00	23:59:00	Five Test	Wawa105		Yes	Untimed
00:00	23:59:00	Six Test	Wawa106		Yes	Untimed
00:00	23:59:00	Two Test	Wawa102		Yes	50
00:00	23:59:00	One Test	Wawa101		Yes	50
00:00	23:59:00	Tom Oxford	WAW014		Yes	Untimed
00:00	23:59:00	One Test	Wawa101		Yes	50



The downloaded components will be available **only** on this particular computer.



Step 8: Exam Day



- ✓ If any tests have not been uploaded, an arrow with clock symbol  will appear next to the test in the Invigilation screen (see Step 9 to upload them manually)
- ✓ Prior to the test confirm with the Aptis System Administrator that the venue is ready for use as an Aptis centre
- ✓ Prior to the test provide completed Checklist to the Aptis System Administrator
- ✓ Prior to the test return the candidate Keycode slips either to the Aptis System Administrator, who will pass them on to the Aptis Invigilator, or give them to the Aptis Invigilator directly
- ✓ For candidates who get bumped out, use the same Keycode and the candidate should start where s/he left off . No need to use new Keycode.
- ✓ If there are technical issues and you have not downloaded the test in advance, the candidate can be moved to a different computer and continue their test (after 1 minute). This should be noted on the seating plan and in the invigilator report
- ✓ Suggested ratio of invigilators per candidates is 1:20

Step 9: (optional) Manually Upload Completed Test

- Identify which computer the test was taken on by referring to the candidate name, the Keycode slip and the Seating plan.

✘	2e3p	Writing	Z5PVL501	BC Commercial - Ethi...	Aptis General	20/11/2012	26/11/2012	00:00:00	23:59:00
📁	5y5m	Listening	76DC7501	BC Commercial - Ethi...	Aptis General	19/11/2012	24/11/2012	00:00:00	23:59:00
📁	5y5m	Listening	AWUMLT01	BC Commercial - Ethi...	Aptis General	19/11/2012	24/11/2012	00:00:00	23:59:00
✘	2e3p	Listening	C3HAKY01	BC Commercial - Ethi...	Aptis General	20/11/2012	26/11/2012	00:00:00	23:59:00

- Open SecureClient on the candidate's computer
- Click on the "Show Admin" button
- Enter your user name and password (provided by the Aptis System Administrator) to log in
- Select the component on the screen by highlighting it
- Click on the "Upload" button
- A message will appear on screen when the component has been successfully uploaded



- ✓ If a component has not uploaded the status could be 'In Progress/User Disconnected' or 'Awaiting Upload'. Please check your internet connection.
- ✓ Alternatively, the manual upload can be done from the Invigilation screen in the Test Package Manager

Aptis Help Portal



https://centresupport.britishcouncil.org/aptishelp/wp-login.php?redirect_to=https%3A%2F%2Fcentresupport.britishcouncil.org%2Faptishelp





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Aptis Service Request Catalogue

Dear all, I have some good news to announce, which should help to make things easier when needing to raise a Service Request for Aptis. Please see the following areas in the image below: This can be found within the Service Request Catalogue, once you have logged into Service Now . The most recent addition [...]

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