

Surpass (*SecureClient*) Guide

September 1, 2018

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1 Welcome to Surpass (*SecureClient*)

Surpass (*SecureClient*) is an application that provides a secure environment on a candidate's computer to allow the candidate to take a CPA Canada examination.

This application allows for candidate responses to be securely stored and uploaded into the Surpass Examination Administration system both during the examination and when the examination is finished.

If you are using a personal computer and have administrative rights, the software can be downloaded [here](#).

Note: If you are using a computer provided by your employer, please consult your IT Staff to ensure that the software can be installed and will work in your employer's environment.

2 Minimum Computer requirements

2.1 Hardware

- Processor: 1.80GHz or faster x86-compatible processor
- RAM: 1GB
- HDD: 1GB of free space
- Video: Single display
- Screen resolution between 1024x768 and 1600x900 (with screen scaling set to 100%)
- Graphics card with at least 128 MB of memory
- Capable of connecting to a 5 GHz (dual-band) Wifi network

2.2 Software

- Supported Operating Systems
 - Windows 7 (32bit or 64bit)
 - Windows 8.1 (32bit or 64bit)
 - Windows 10 (32bit or 64bit)
- Microsoft Word and Excel installed (supported activated versions 2010*, 2013, and 2016). License must be valid for the duration of the course/module and examination.
- Internet Explorer 10 to 11
- Adobe Flash Player 18 to 20.0.0.306 (required for practice examinations only)
- Microsoft .NET Framework 4.0

* Excludes Office 2010 Starter Edition (the limited functionality of this product does not meet the requirements for taking this examination) and office trial versions

2.3 Importance of Proper Screen Resolution and Screen Scaling

As per the minimum specifications noted in *Section 2.1*, the screen resolution required to successfully run the SecureClient software is between 1024 x 768 and 1600 x 900.

The *SecureClient* software runs a Minimum Specification Diagnostic Test upon startup. If the screen resolution is lower than the minimum specifications required, a warning screen will appear prompting you to resolve the issue (fixing the screen resolution) before starting the examination.

This warning message will not prevent the use of the software and you will be able to proceed to the login. You are strongly discouraged from using a screen resolution lower than the minimum specifications as it may render parts of the examination unviewable.

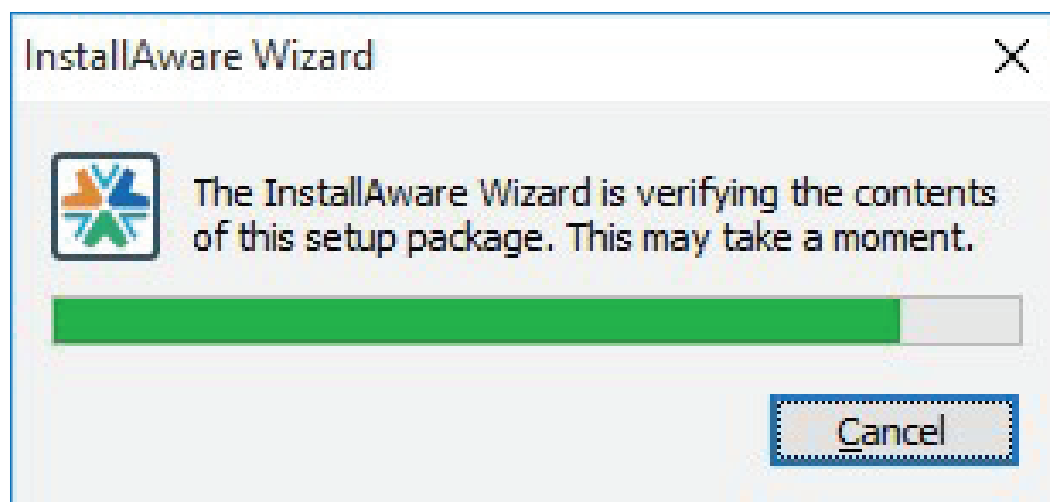
Some laptops have their display scale set to above 100%. In some cases of scaling above 100% your mouse may become unusable (tab and keyboard actions may still work). **It is strongly recommended that you ensure that the scaling of your display is set to 100% before writing the examination.**

3 Installing the *SecureClient* software

To install the software, you must have administrator rights. User-level rights will allow you to use the software once it has been installed.

If your employer owns your computer, you must secure employer approval and/or assistance to install *SecureClient*, in accordance with your employer's policies.

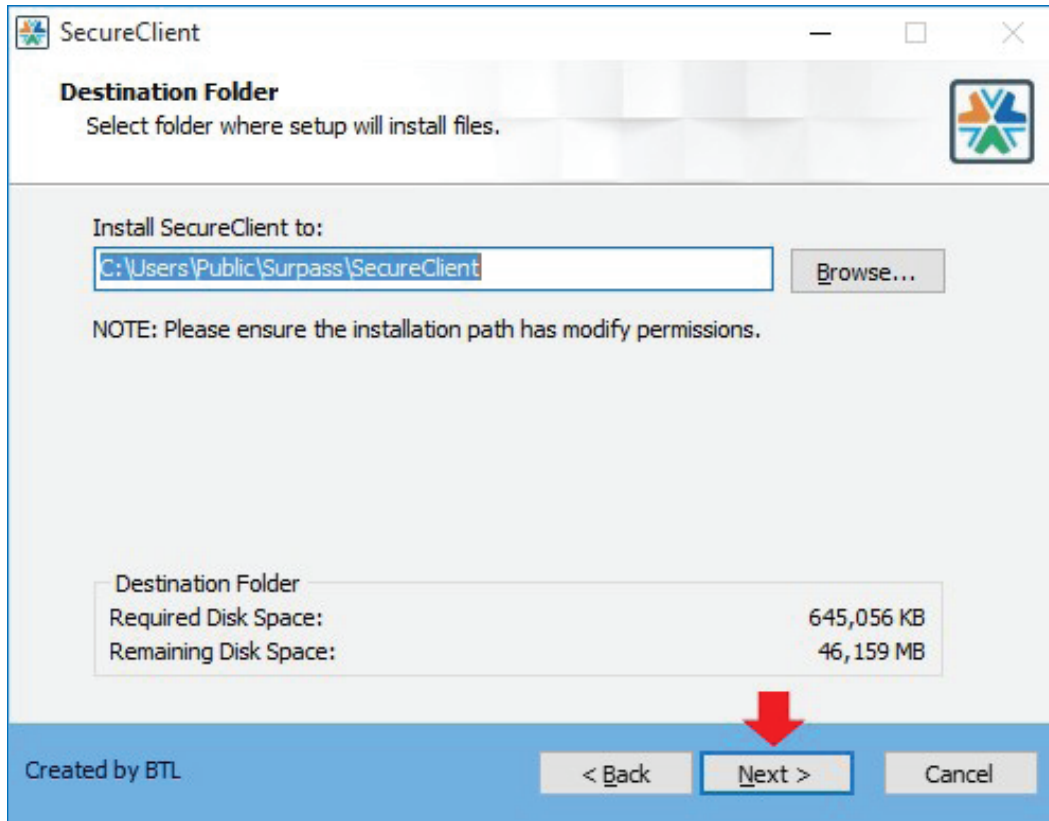
1. To install the software, you can choose to instantly install SecureClient or to download the [SecureClient software package](#) and save the installation package onto your computer's desktop.
2. If you downloaded the software, double-click the installation package icon on your desktop. The system may ask you to confirm the changes to your system and will take a moment to verify the contents of the setup package.



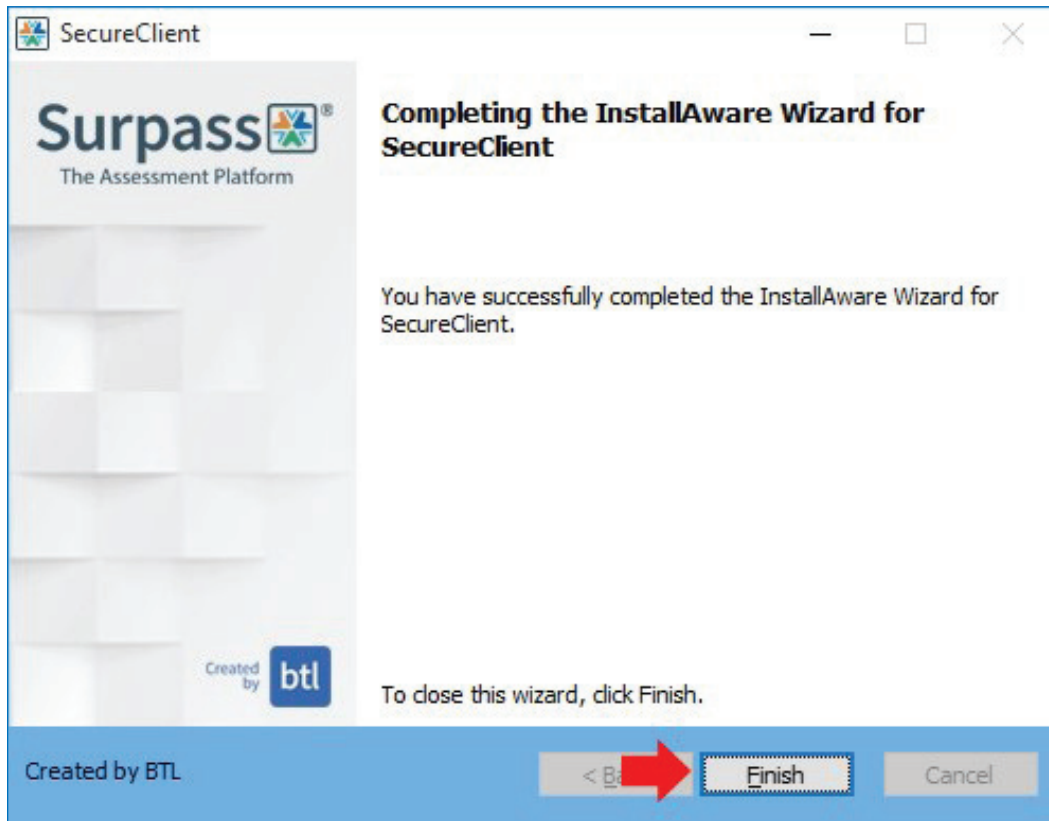
Once the verification is complete, the *Welcome to the SecureClient Installation Wizard* appears.



3. Click the **Next** button to continue. The *Destination Folder* screen appears.



4. Best practice is to keep the default location and click **Next**. The files are installed successfully and the Completing the *InstallAware Wizard for SecureClient* appears.



5. To close the Wizard, click **Finish**. A *SecureClient* icon now appears on your desktop and you are now ready to run the examination software.



6. Double-click the **SecureClient** icon to start the software. *SecureClient* will check for updates. This can take several minutes.

4 Validation Examination

4.1 Performing a Validation Examination

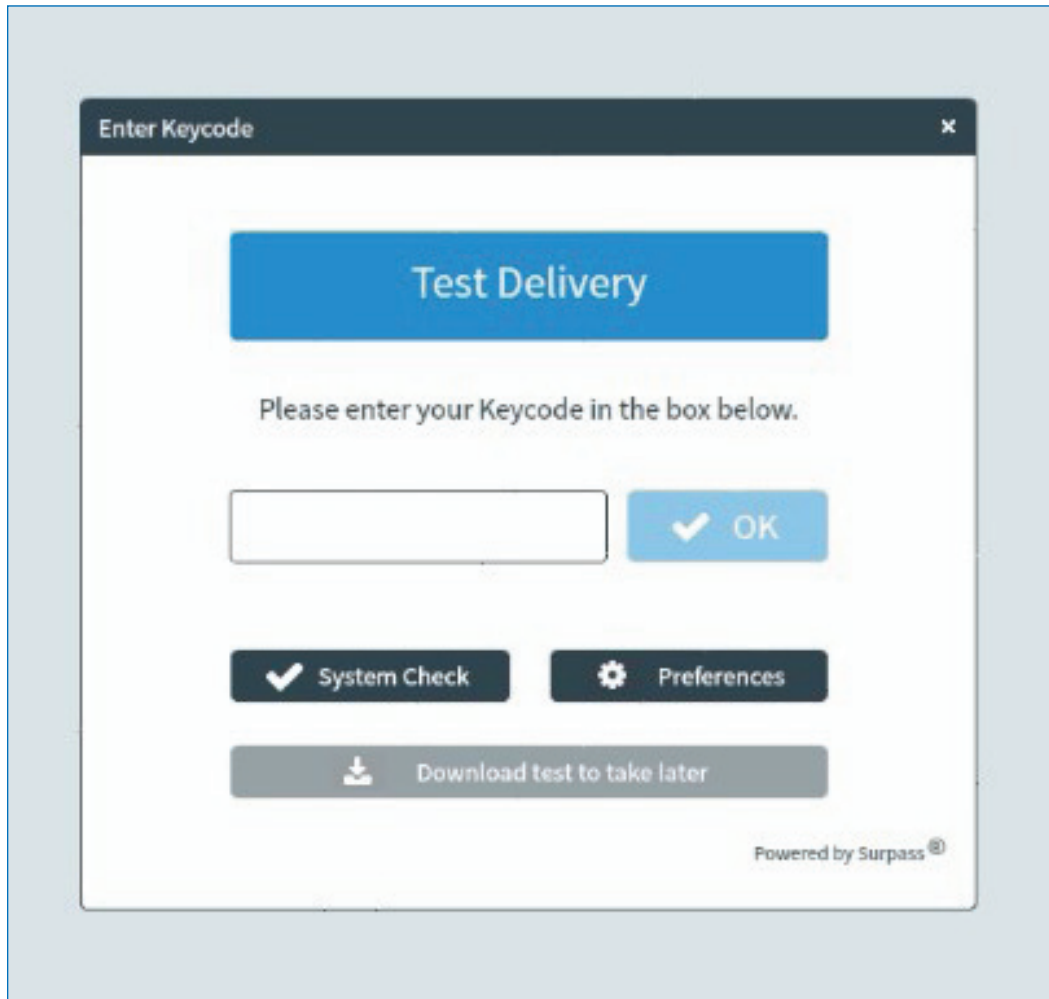
In order to take a CPA examination and to make sure the software works properly on your computer, you must test the software by performing a Validation Examination at the beginning of each semester in which you are registered.

Your provincial/regional CPA body will send you a unique keycode within three weeks of the start of each semester to use when performing a Validation Examination. Once you have received the email with your keycode follow the steps below:

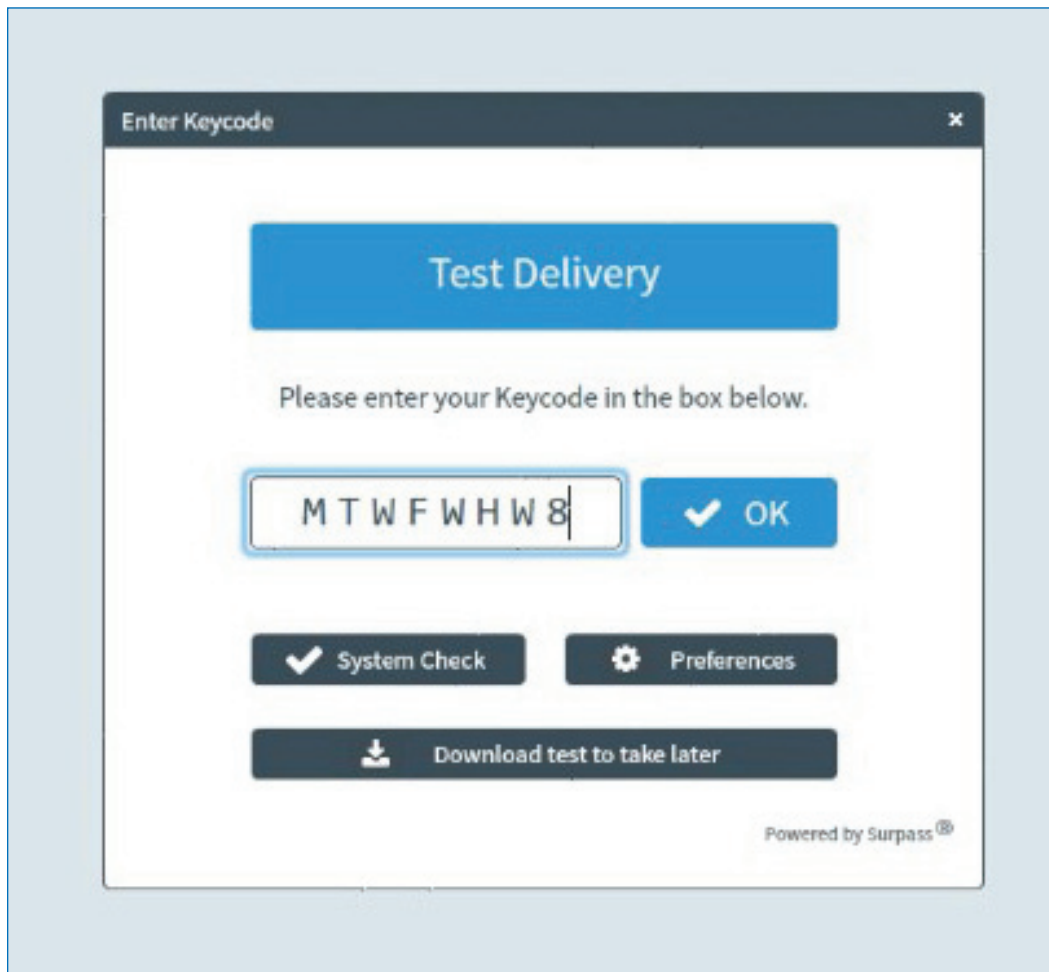
1. Launch the software by clicking the **SecureClient** icon on your desktop. SecureClient will automatically check for updates to the software. This may take some time.



Once *SecureClient* is up-to-date, the *Enter Keycode* screen appears.

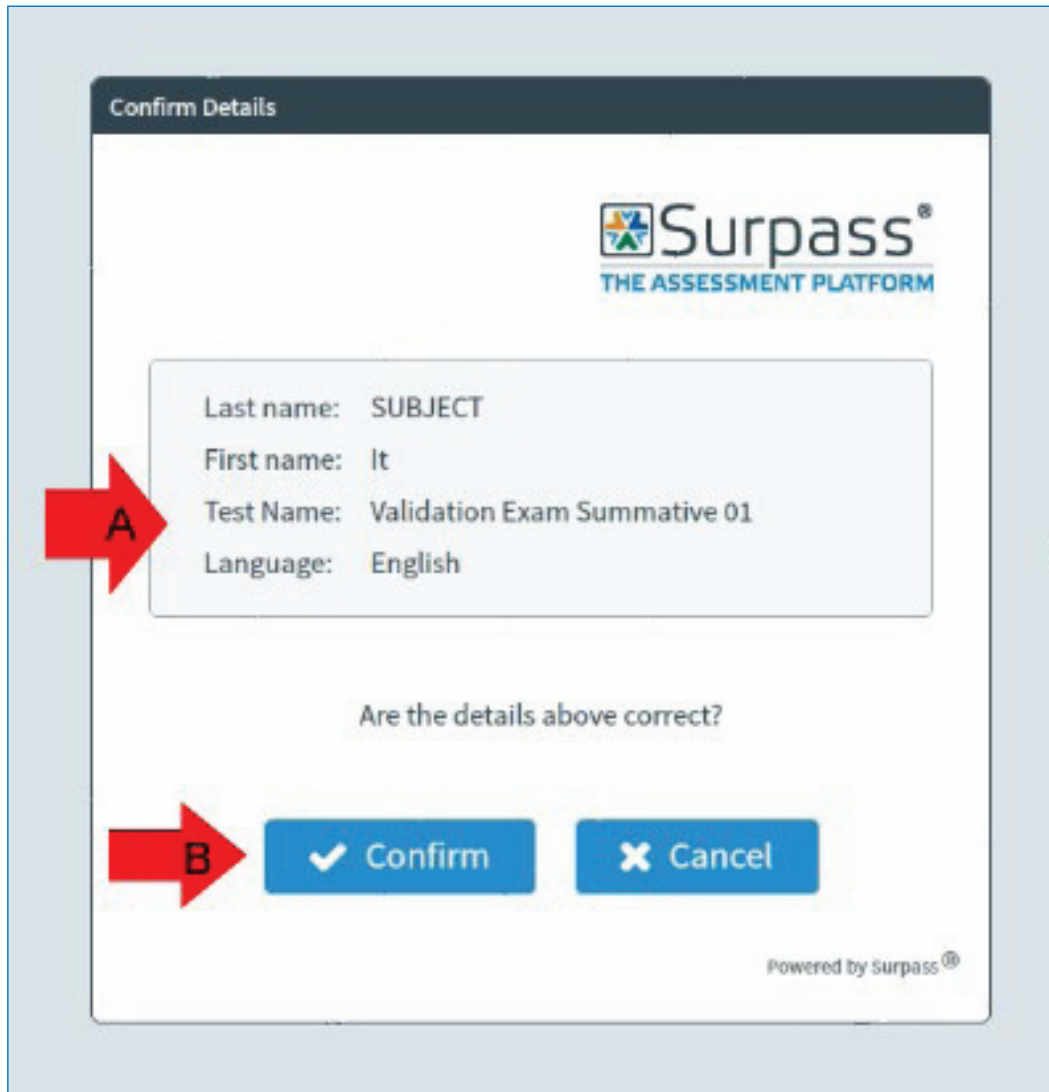


2. Enter the **Keycode** provided to you by your regional CPA body.
(Note: Only one keycode is provided per candidate.)



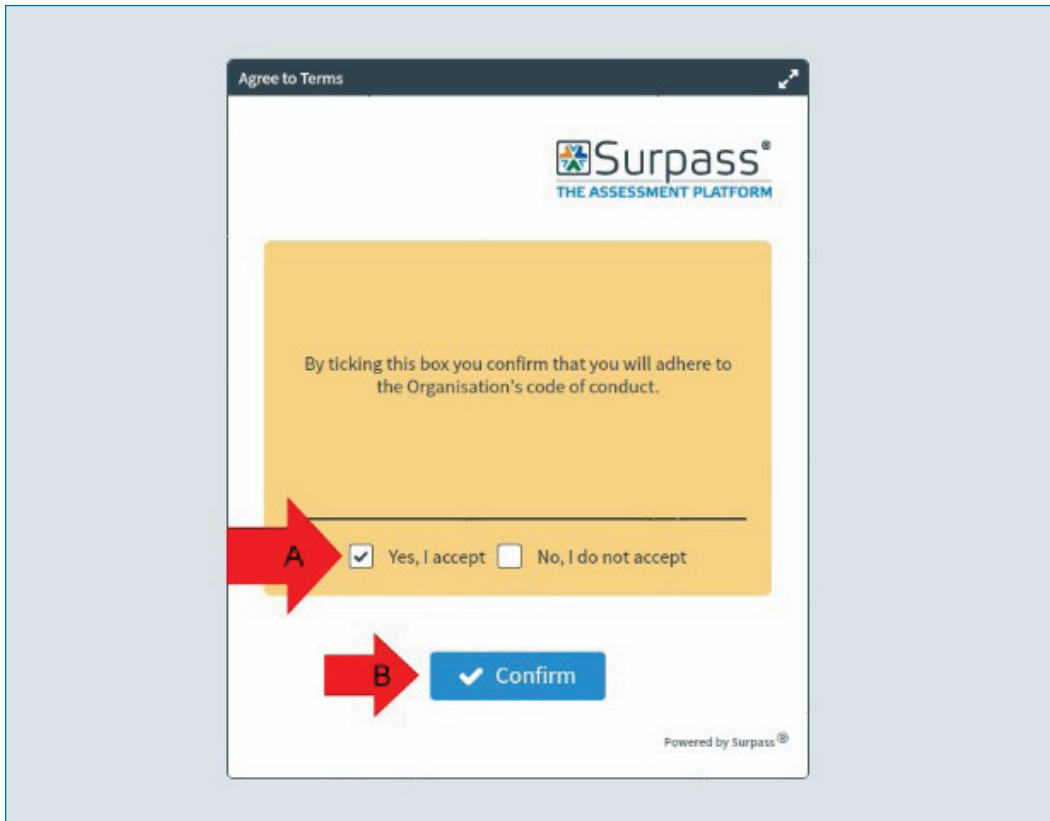
The screenshot shows a web interface titled "Enter Keycode" with a close button (X) in the top right corner. A large blue button labeled "Test Delivery" is centered at the top. Below it, the text "Please enter your Keycode in the box below." is displayed. A text input field contains the alphanumeric string "MTWFHW8" with a cursor at the end. To the right of the input field is a blue button with a checkmark icon and the text "OK". Below the input field are two buttons: "System Check" with a checkmark icon and "Preferences" with a gear icon. At the bottom, there is a dark blue button with a download icon and the text "Download test to take later". In the bottom right corner, the text "Powered by Surpass®" is visible.

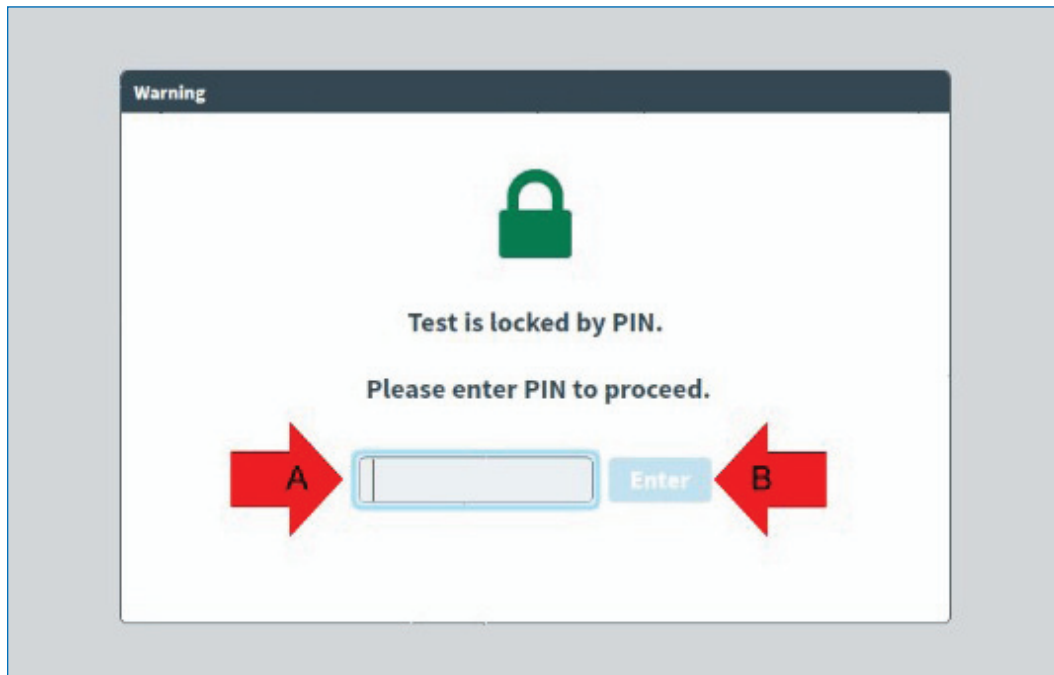
3. Click **OK**. The *Confirmation Details* screen appears.



4. If the examination information (Arrow A) is correct (Note: The *Examination Name* will change each semester but will always contain the word “Validation”), click **Confirm** (Arrow B) to proceed. The *Agree to Terms* screen appears.

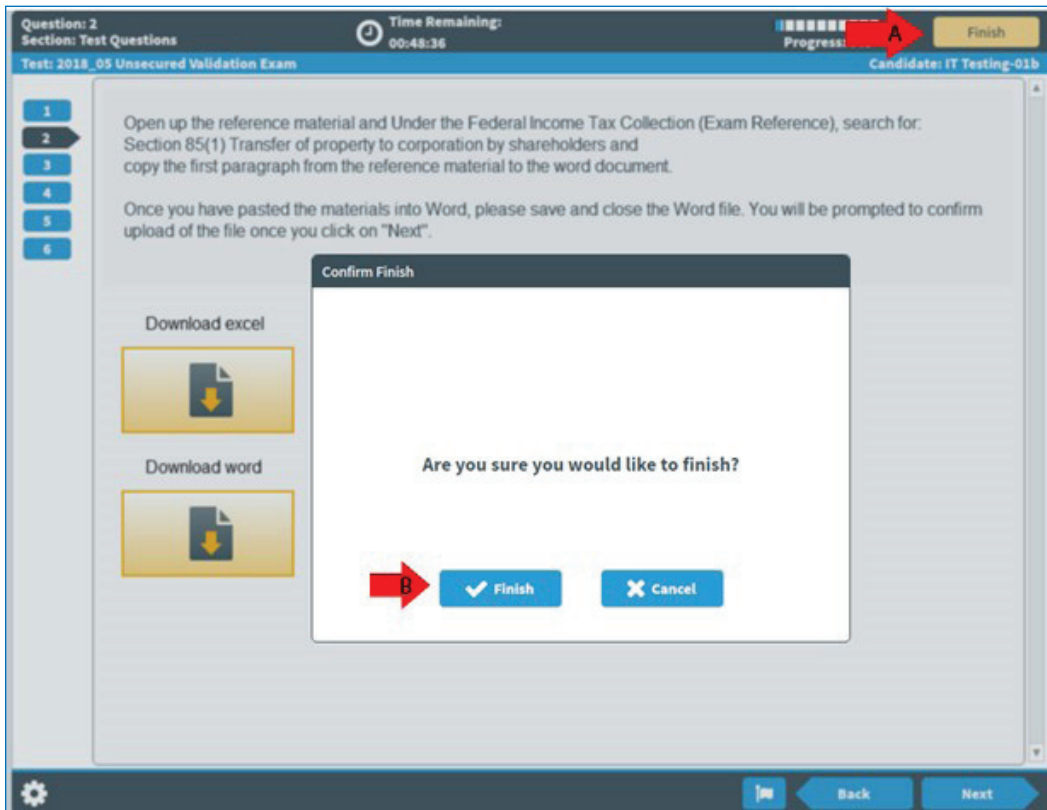
- To continue with the examination, you must accept the Organization's code of conduct. Click **Yes, I accept**. Then click **Confirm**. A warning screen appears.



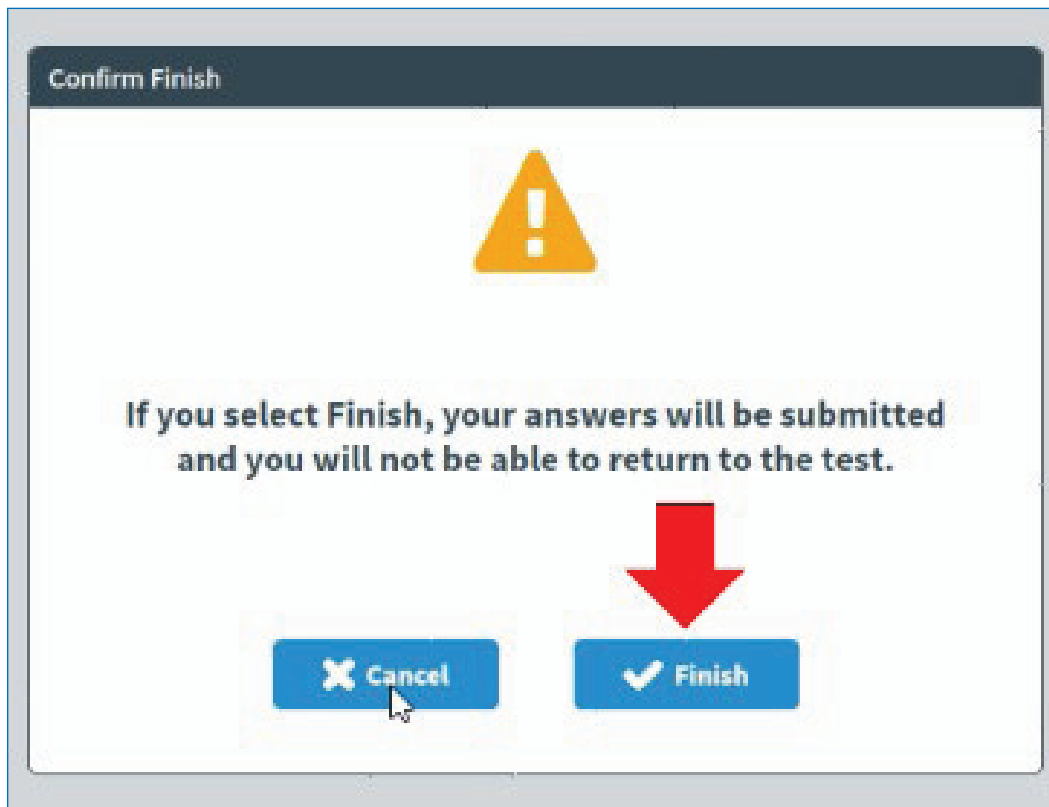


6. Enter the PIN **CPA123**. The Validation Examination will proceed.
7. Complete the questions to familiarize yourself with *SecureClient* and ensure all the features work properly on your computer.

8. To finish the Validation Examination, click **Finish** (Arrow A) in the top right corner. The *Confirm Finish* screen appears.



9. Click **Finish**. A second *Confirm Finish* screen appears.



10. Click **Finish**. The examination will conclude and the software will close. Your examination response has automatically saved and uploaded.
Note: Once you click **Finish** you cannot get back into the examination.

If you experience any issues while performing the validation examination, refer to the [SecureClient Validation Examination - Common Issues](#) guide.



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