

Guide to Running In-Classroom Onscreen Exams

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Introduction

This guide is designed to support you in delivering in-classroom onscreen exams. In this document you'll find step-by-step instructions for every stage of the process, from ordering exams and preparing the exam room, to invigilator guidance, launching assessments and troubleshooting technical issues.

If you are unsure which delivery method is right for you, please refer to section, [Choosing an Exam Delivery Method](#), where you'll find a comparison of the available options and key considerations to help you decide.

If you already know which device and delivery method you'll be using, please use the shortcuts below to jump straight to the relevant sections:

Windows

- Browser Delivery - [Launching an Exam Using Online Secure Browser](#)
- App Delivery - [Installing and Running an Exam Using Surpass SecureClient](#)

Mac

- App Delivery - [Installing and Running an Exam Using Surpass SecureClient](#)

iPad

- App Delivery - [Installing and Running an Exam Using Surpass SecureClient for iPad](#)

Each section contains clear, practical guidance tailored to your chosen setup, ensuring a smooth experience for both candidates and staff.

For further details, please refer to the table of contents below.

Resources and Forms

Please go to our dedicated [Onscreen Exams Site](#) for the following resources and forms referenced in this document

- In-Classroom Onscreen Exam Order Form
- In-Classroom Onscreen Exam Invigilator Checklist
- [Exam Incident Form](#)

Please see our dedicated [APP Handbook](#) for the following resources and forms referenced in this document.

- WSET Policies for APPs.
- General Information for APPs

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The Ordering Process

This section outlines the process for ordering In-Classroom Onscreen Exams.

Ordering Exams

When ordering exams, please note the following:

- Make sure you use the dedicated **In-Classroom Onscreen Exam Order Form**
- **Submit the Exam Order Form** and the **Candidate Registration Form (CRF)** to exams@wsetglobal.com at least **10 working days** before the exam date.
- For **Level 1 exams only**, a **revised CRF with all candidates** can be submitted up to **2 working days** before the exam.
- WSET will email the Exams Officer within **3 working days** to accept/reject orders
- The Exams Officer must check for an email confirming that the order has been accepted and contact WSET **if they receive no response** within **3 working days**

Reporting Conflicts of Interest

APP team members must get permission from WSET before taking WSET courses or exams at their own APP. This must be reported to [Governance Team](#) as a **Conflict of Interest**.

Adding or Removing Candidates

- APPs may add/remove candidates up to 10 working days before the exam free of charge
- For Level 1 PDF exams, you may request up to 5 additional exams at the time of ordering and you must submit the CRF up to 2 working days before the exam.
- **Unregistered candidates will not be eligible to take the exam**

Exams in Different Languages

- Only Level 1 and Level 2 Qualifications in **English** are available for In-Classroom Onscreen Exams. Other languages are available in our PDF exam delivery model.

Short Orders and Cancellations

- APPs are responsible for confirming exam orders by specified deadlines
- WSET may reject short order requests
- APPs may cancel without charge with 10+ working days' notice
- Cancellations will be charged when they are within 10 days



Resits and Venue

APPs must:

- offer resits within a reasonable time limit; resits must be in the same language as the original sitting
- Exams must be at a WSET-approved APP registered main address or satellite address
- Register new locations using the [Addition of Satellite Form](#) before advertising courses.

Requests for Reasonable Adjustments

Details about requesting reasonable adjustments are available in the APP Guide to Reasonable Adjustments and Special Consideration on the [Global Campus](#). Arrangements must be made before the exam, with applications submitted at least 20 working days before the exam date. Contact the [Exams Team](#) to discuss any decisions about your application.

Receiving In-Classroom Onscreen Exam Delivery Materials

The Exam Materials

WSET will send an Enrolment List email containing all the exam delivery materials to the Exam Officer **5 working days before the exam**. The email will contain the following:

- Registration Sheet
- Attendance Register
- Unique Keycodes for each registered candidate
- Exam PIN

Keycode and Exam PIN

Each enrolled candidate is assigned a unique 8-character **Keycode**, which must be entered into the exam delivery platform before starting the exam. This Keycode is linked to the candidate's personal details, so it is essential that candidates receive the correct Keycode. **The invigilator must have these prepared to handout before the exam starts.**

In addition, the exam materials will include a 6-digit **Exam PIN**. This PIN is required to unlock the exam after the candidate has entered their Keycode and confirmed their personal details. The same PIN will be used for all candidates within the cohort and it's recommended that you write the PIN number on a visible board **after all candidates have entered their Keycode and confirmed their personal details.**

Important: Candidates without a Keycode will not be able to take an exam. The Exams Officer must check the attachment contents included in the Enrolment List email and report any issues, including missing enrolments or keycodes, to the [Exams Team](#) at least 2 working days before the exam.

Keycode Validity Window

Each exam Keycode is **valid for a 90-minute window**, starting from the time specified on the **Exam Order Form**. The Keycode must be entered into the exam delivery platform within this timeframe. Any attempt to use the Keycode before or after the designated window will result in an invalid entry.

The Exam Room

To ensure a secure and comfortable environment for candidates sitting in-classroom onscreen exams, APPs must ensure the following:

Room Setup

- The exam room must provide appropriate conditions, including:
 - electrical safety;
 - environment, heat, light and ventilation;
 - user comfort and safety, such as the position of screens, wrist rests, foot rests, chairs, adjustable tables, copyholders and computer screens on adjustable arms.

Workstation Layout

The arrangement of workstations (computers/tablets) and the position of the invigilator's desk must facilitate detection of any unauthorised activity by candidates, for example communication with others or use of unauthorised reference material.

Each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next, unless the monitors are positioned back to back or separated by dividers or protected by privacy screens. Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent candidates seeing, intentionally or otherwise, the work of others.

The principal objective is to ensure that no candidate's work can be overseen by others.

Appropriate steps must be taken to ensure that this can be achieved

Important: Candidates must use a single monitor/screen connected to their workstation during the exam. **Dual-screen setups are not permitted.**

Visible Display Requirements

A visible display (e.g., whiteboard, flipchart, or screen) must show:

- APP name and number
- Name of the exam (e.g., *WSET Level 1 Award in Wines*)
- Exam date
- Start and finish times
- Exam PIN number



Timekeeping

- A **clock** must be visible to all candidates from their seats.

Personal Belongings

- Candidates must store personal items in a secure area outside the exam room or in a designated area at the back of the room.
- Belongings must be **out of reach** during the exam, and invigilators must ensure they are not accessed.

Prohibited Materials

No unauthorised materials may be within reach of candidates during the exam. This includes:

- Mobile phones, smartwatches, smart glasses or any unpermitted devices
- Written notes, textbooks, or study materials
- Calculators (unless explicitly permitted)

Who Is Present During an Exam

Only authorised APP team members performing invigilation or supporting roles (e.g., Practical Assistant or Reader) and candidates sitting the exam may be present. APP team members must not advise candidates or comment on the question paper.

Candidate Identification

- Invigilators must verify each candidate's identity using **photo ID**, checked against the **Attendance Sheet**.
- Candidates without valid ID **cannot sit the exam**.
- Special arrangements for identifying candidates wearing religious clothing should be made in advance.
- If a candidate is found sitting an exam under a different name, the exam must be stopped and WSET must be notified immediately. WSET will void such exams and require a resit.

Invigilator Guidance:

At least **one trained invigilator per 30 candidates** must be present.

- Invigilators must:
 - Continuously observe candidates
 - Be familiar with onscreen exam procedures
 - Provide an adequate level of technical support
 - Prevent unauthorised photography or videography
 - Prevent the reproduction, sharing or distribution of any WSET exam materials
 - Ensure candidates do not use shortcuts such as **Ctrl+Alt+Delete** or attempt to exit and re-enter the exam
 - Not perform other tasks during the exam
 - Inform candidates that their activity during the exam is subject to monitoring. If a candidate is forcibly exited from the exam platform and needs to re-enter their Keycode, they must immediately notify the Invigilator before doing so

Invigilator Checklist

Invigilators must refer to the **In-classroom Onscreen Exam Invigilator Checklist** before the assessment begins.

System Monitoring of Candidate Interactions

To uphold the integrity of WSET assessments, candidate interactions are monitored by WSET during the exam. An attempt to exit and re-enter the exam on the device will be automatically flagged to WSET and may result in the candidate being disqualified.

Important: If a candidate needs to exit or restart their exam on their device due to an unavoidable issue, the candidate must inform the invigilator who may assist them in doing so. This must be reported to WSET using the online [Exam Incident Form](#).

Reporting Disruptions

Invigilators must complete the [Exam Incident Form](#) **within 48 hours** of the event of any exam interruption. This includes:

Candidate Issues: leaving the exam without confirming with the Invigilator, illness, emergencies, or personal circumstances.

Technical Issues: power or internet outages, device failures, platform errors, multiple Keycode entry.

Environmental Disruptions: alarms, excessive noise, or unauthorized interruptions.



Malpractice and Maladministration Policy

You can find details about our Malpractice and Maladministration Policy on our dedicated APP Handbook webpage under **WSET Policies for APPs**. We encourage you to review this content carefully to stay aligned with WSET standards and expectations

Choosing an Exam Delivery Method

This section outlines the steps for administering in-classroom onscreen exams. There are two delivery methods available:

1. **Online Secure Browser**
2. **Surpass SecureClient**

What Delivery Method Is Right for Me?

Both delivery methods offer a secure and controlled testing environment by locking down the candidate's device and restricting access to other programs, files, and internet resources during the exam. Each option has distinct advantages depending on your technical setup, your device operating system and the candidate's requirements. The information below provides an overview and the key points to help you select the most suitable method for your needs.

Online Secure Browser (Windows only)

Online Secure Browser delivers exams through a web browser operating in Microsoft Kiosk mode, eliminating the need for application installation. Kiosk mode is activated automatically when the candidate enters their Keycode, restricting access to other programs, files, and internet resources during the exam. It is a straightforward solution ideal for candidates using their own Windows devices and for providers seeking a streamlined setup.

Key Points:

- Windows 10/11 **Home Edition is not supported** for this delivery method
- No installation required
- Runs in Kiosk mode via a web browser (Google Chrome or Microsoft Edge)
- Compatible with **Windows devices only**
- Requires a stable internet connection
- Ideal for bring-your-own device setups
- APPs must support setup and technical issues before and during the exam

Surpass SecureClient (Windows, Mac & iPad)

Surpass SecureClient is a dedicated exam application that must be downloaded and installed on a device before the assessment. It supports a wider range of platforms, including Windows, Mac, and iPad. SecureClient is well-suited for providers who want full control over exam-ready devices and a delivery model that is resilient to internet outages.

Key Points:

- Requires download and installation
- Compatible with Windows, Mac & iPad
- Ideal for APP-managed devices where hardware and software can be pre-configured
- Resilient to internet outages
- APPs must support setup and technical issues before and during the exam

Device Choices: APP Supplied vs BYOD

Whether you're supplying devices or supporting a Bring Your Own Device (BYOD) model, it's essential you choose the right delivery method for your needs and provide clear instructions to students. The table below offers guidance to help you choose the most suitable method of delivery

APP Supplied Devices	Student Owned-Devices (BYOD)	
Windows / Mac / iPad	Windows	Mac / iPad
<ul style="list-style-type: none"> • Ensure devices meet system requirements as specified in the WSET Guide to Running In-Classroom Onscreen Exams • We recommend installing Surpass SecureClient on all your devices for exam delivery. However, you may choose to use the Online Secure Browser delivery method (no installation required) if you are supplying Windows Only devices • You must maintain devices through your own dedicated IT support team to ensure they are fully functional and exam-ready 	<p>Please note that Windows 10/11 Home Edition is not supported for this delivery method.</p> <ul style="list-style-type: none"> • Students may bring their own Windows device to benefit from the Surpass Secure Online Browser delivery method which requires no installation for launching exams. • APPs should ensure students are aware they must bring their own Windows devices and chargers on the day of the exam and manage expectations around device compatibility and system requirements. • It's recommended you have a contingency for students who forget to bring their device with them on the day of the exam 	<ul style="list-style-type: none"> • Students may bring their own Mac or iPad device, but note that installation of Surpass SecureClient will be required • APPs should ensure students are aware they must bring their own Mac or iPad devices and chargers and manage expectations around device compatibility, system requirements and installation. • You will need to send SecureClient installation instructions to students which can be found here: https://www.wsetglobal.com/wset-onscreen-exams. It's recommended this is completed before the day of the exam • You will need to provide technical support to assist students who experience problems downloading and installing SecureClient • It's recommended you have a contingency for students who forget to bring their device with them on the day of the exam

System Requirements

Before any exam session begins, it's essential to ensure that all devices are fully up-to-date. Outdated operating systems or software can lead to compatibility issues, unexpected disruptions, or reduced performance during assessments. By keeping devices current, both candidates and invigilators can help maintain a smooth, secure, and reliable exam experience

	SecureClient		
	Windows	iPad	Mac
Disk Space	1 GB	1 GB	1 GB
Internet Speed	2 Mbps	2 Mbps	2 Mbps
Operating System	<ul style="list-style-type: none"> Windows 10 (.NET Framework 4.7.2) Windows 11 (.NET Framework 4.8) 	iPadOS (latest two major versions)	macOS 15.4
RAM (Available)	4 GB	1 GB	4 GB
Screen Resolution	1280 x 768 px (Surpass Test Centre Network suppliers: 1920 x 1080 px)	–	1280 x 768 px

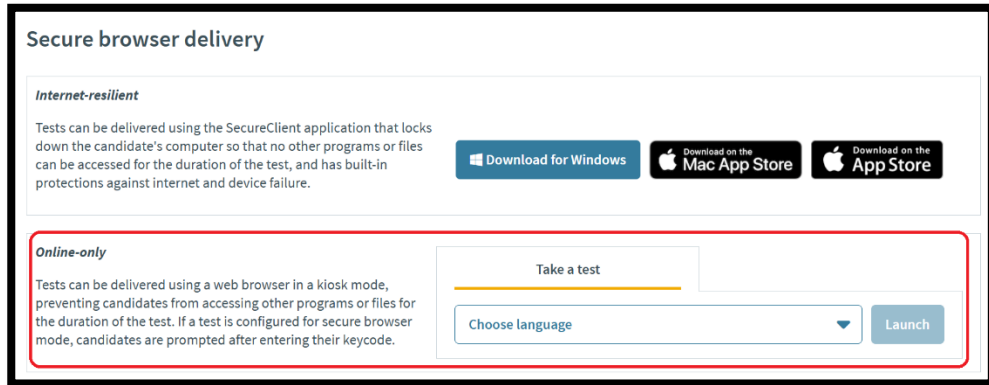
For the latest on system requirements, please visit:

<https://help.surpass.com/resources/system-requirements>

Launching an Exam Using Online Secure Browser (for Windows)

How to Launch an Exam Using Online Secure Browser

Visit <https://wset.surpass.com/LaunchTest> and go to **Secure browser delivery, Online only**.



Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.

[Download for Windows](#) [Download on the Mac App Store](#) [Download on the App Store](#)

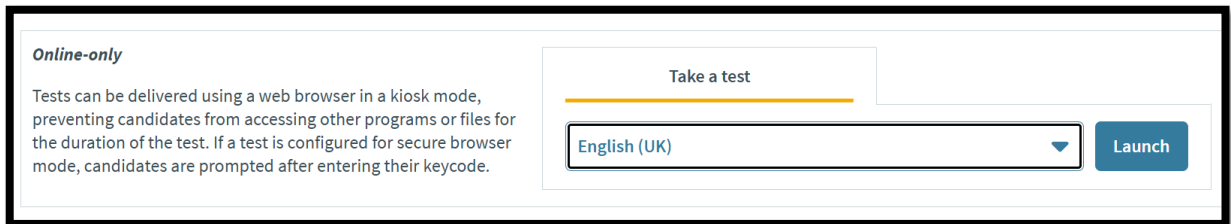
Online-only

Tests can be delivered using a web browser in a kiosk mode, preventing candidates from accessing other programs or files for the duration of the test. If a test is configured for secure browser mode, candidates are prompted after entering their keycode.

Take a test

Choose language ▼ [Launch](#)

Choose **'English'** as the language and click **'Launch'**.



Online-only

Tests can be delivered using a web browser in a kiosk mode, preventing candidates from accessing other programs or files for the duration of the test. If a test is configured for secure browser mode, candidates are prompted after entering their keycode.

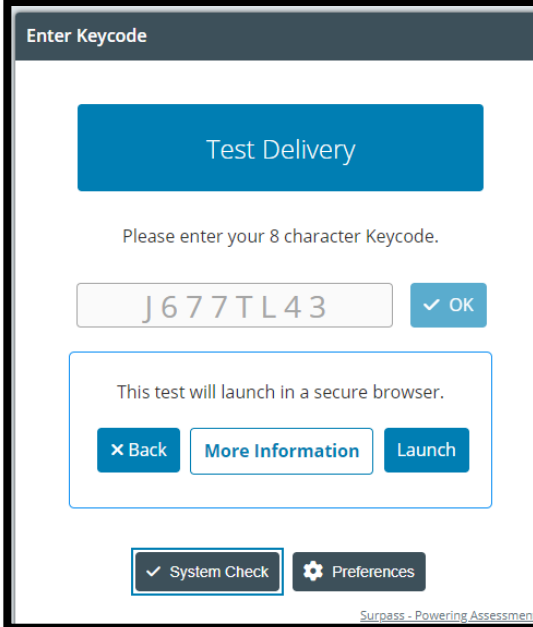
Take a test

English (UK) ▼ [Launch](#)

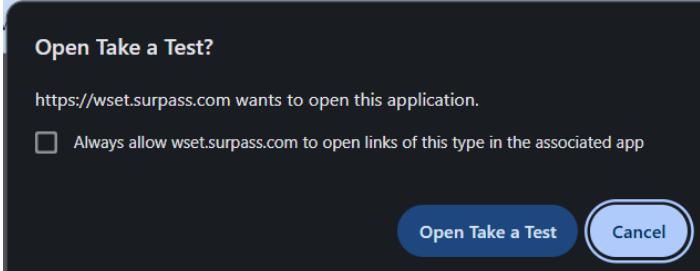
Note: Changing the language setting here only affects the system interface. It does not alter the language of the exam content.

Entering the Keycode Using Online Secure Browser

When **Online Secure Browser** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, they should click **'OK'** and then press **'Launch'** to begin the test.




The candidate will be prompted to click on **'Open Take a Test'**. This will launch the exam in kiosk mode, locking down the computer.



Important Notice for Candidates Using Online Secure Browser

During the exam, Kiosk mode will lock down the computer and restrict access to other programs, files, and internet resources. A banner will appear stating: “If you need to stop taking the test, press Ctrl+Alt+Delete.”

Candidates must not use this method to exit the test under any circumstances. This action is monitored by WSET and will result in disqualification. If the computer becomes unresponsive, the Invigilator may perform this action on the candidate’s behalf. In such cases, an Exam Incident Form must be submitted to justify the action.

 If you need to stop taking the test, press Ctrl+Alt+Delete.

Installing and Running an Exam Using Surpass SecureClient (for Windows)

Installing SecureClient for Windows




TIP: It is recommended that SecureClient is always installed with administrative permissions on Windows devices

Visit <https://wset.surpass.com/LaunchTest> and click on **Download for Windows** from the internet-resilient section. This will trigger the download of the **Secure-Client-Installer** to your computer.

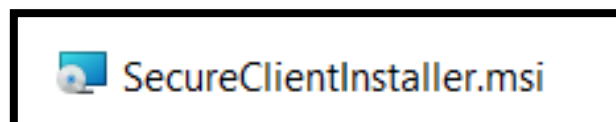
Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.



Locate and run the **SecureClientInstaller.msi** (usually in your downloads folder). Follow the steps in the wizard to complete the installation of **SecureClient** to your device. (For more information on installation, please see <https://help.surpass.com/secureclient/secureclient-basics/installing-secureclient/>)



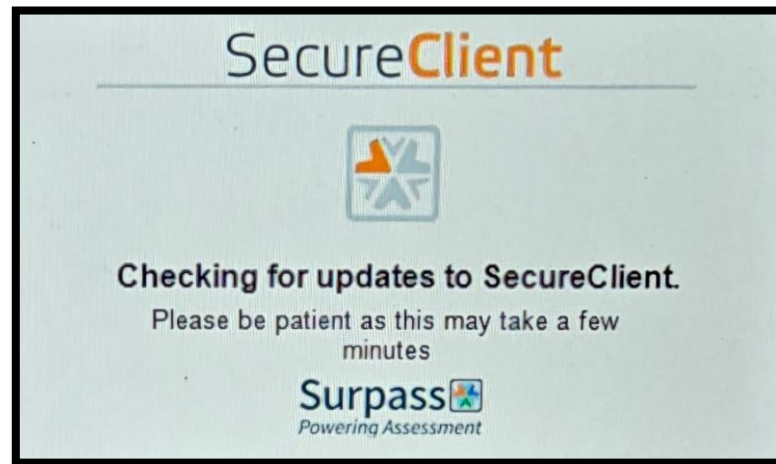
Launching SecureClient for Windows

After installation, a shortcut **SecureClient** icon should appear on your desktop (if this does not appear, you may need to search in your applications).

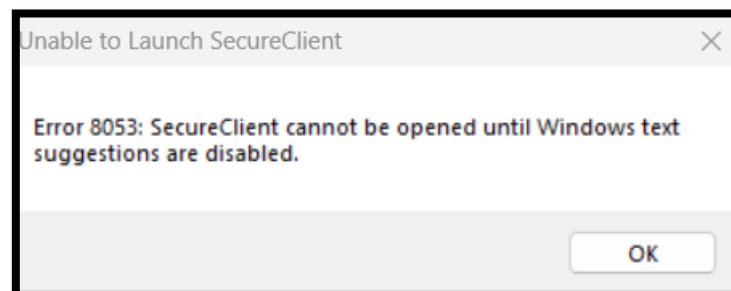
Launch **SecureClient**.



SecureClient will check for updates every time the application is launched.



If **SecureClient** is unable to launch due to **Error 8053**, you must disable text suggestions in Windows System Settings.

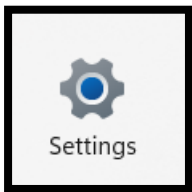


How to Disable Text Suggestions in Windows (Resolving an Error 8053)

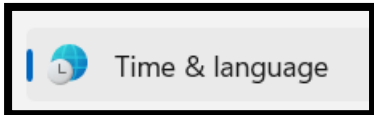
Go to the **Windows Icon** on your Desktop



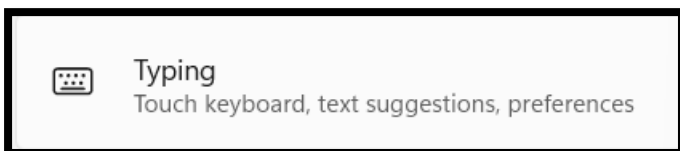
Open **Settings**



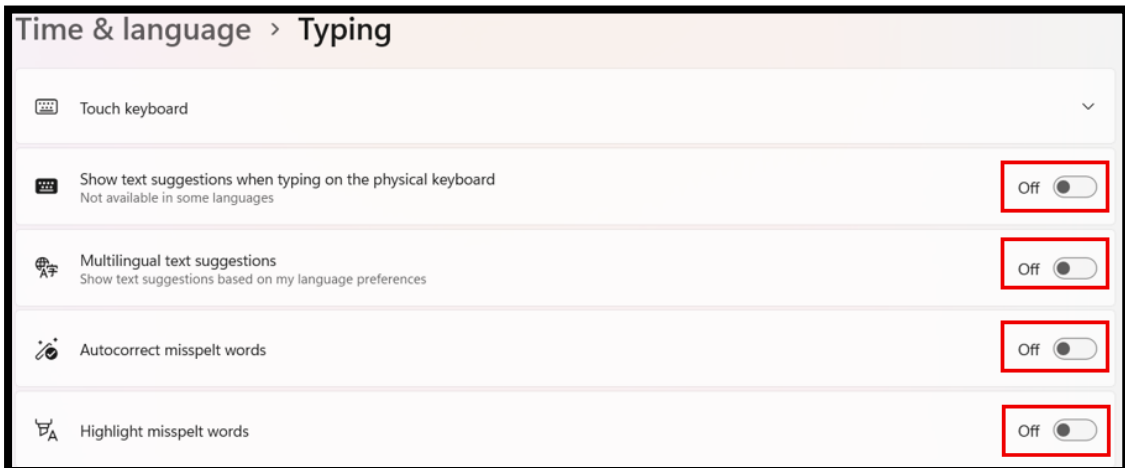
Go to **Time & Language**



Select **Typing**

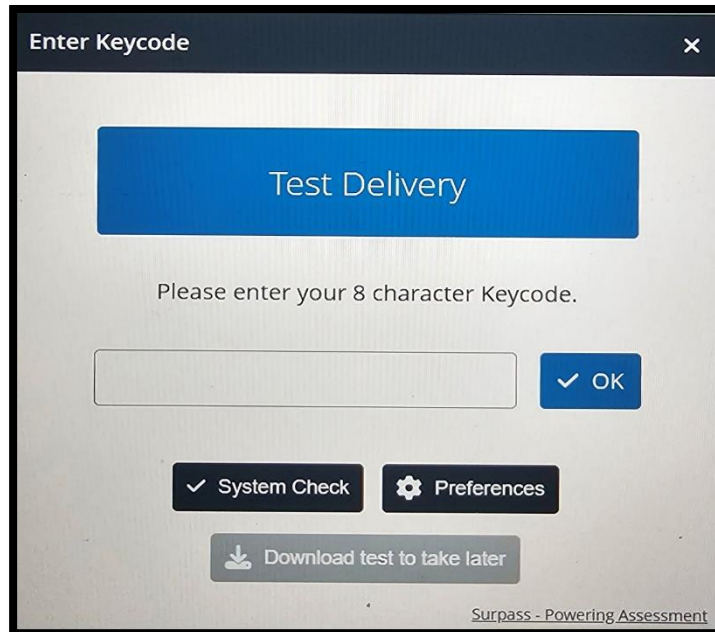


Disable all **Text suggestions** (turn to off)



Entering the Keycode using SecureClient for Windows

When **SecureClient** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, they should click 'OK'.



Installing and Running an Exam Using Surpass SecureClient (for Mac)

Installing SecureClient for Mac

Visit <https://wset.surpass.com/LaunchTest> and click on **Download on the Mac App Store** from the internet-resilient section.

Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.

[Download for Windows](#)[Download on the Mac App Store](#)[Download on the App Store](#)

Online-only

Tests can be delivered using a web browser in a kiosk mode, preventing candidates from accessing other programs or files for the duration of the test. If a test is configured for secure browser mode, candidates are prompted after entering their keycode.

Take a test

Choose language

Launch

Select '**Get**' to download the SecureClient Installer to your device.

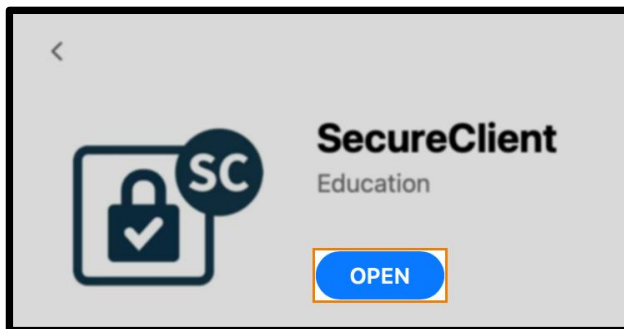


Select '**Install**' to install SecureClient.



Launching SecureClient for Mac

Once installed, select '**Open**' to launch SecureClient.



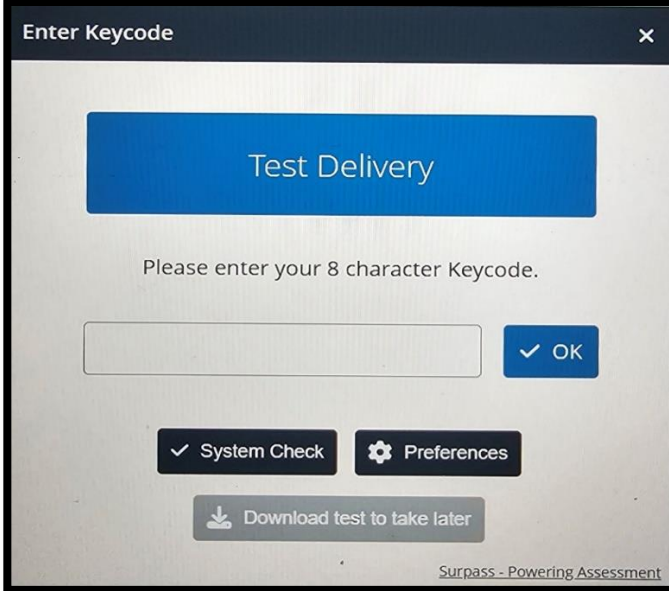
Alternatively, you can launch SecureClient from your desktop when the installation is complete. You can also find SecureClient in your applications folder (*Go > Applications*), unless your default installation location has been changed.

Select the '**SecureClient**' icon to open SecureClient.



Entering the Keycode Using SecureClient for Mac

When **SecureClient** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, they should click 'OK'.



Installing and Running an Exam Using Surpass SecureClient (for iPad)

Installing SecureClient for iPad

Visit <https://wset.surpass.com/LaunchTest> and click on **Download on the App Store** from the internet-resilient section.

Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.

[Download for Windows](#)[Download on the Mac App Store](#)[Download on the App Store](#)

Online-only

Tests can be delivered using a web browser in a kiosk mode, preventing candidates from accessing other programs or files for the duration of the test. If a test is configured for secure browser mode, candidates are prompted after entering their keycode.

Take a test

Choose language

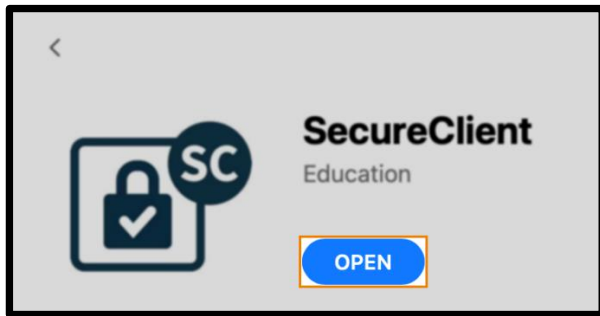
Launch

Press **'Get'** to download SecureClient to your device.



NOTE: You may need to authenticate your device before the app can be downloaded.

Once your download has finished, press **'Open'** to open the SecureClient from within the App Store.

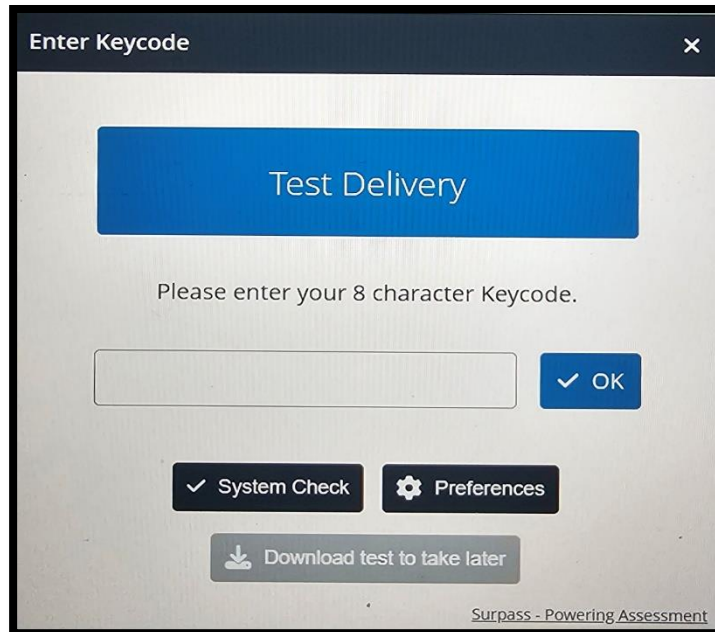


Alternatively, once downloaded, the SecureClient app appears on your tablet's home screen. Select the **'SecureClient'** icon to open SecureClient.



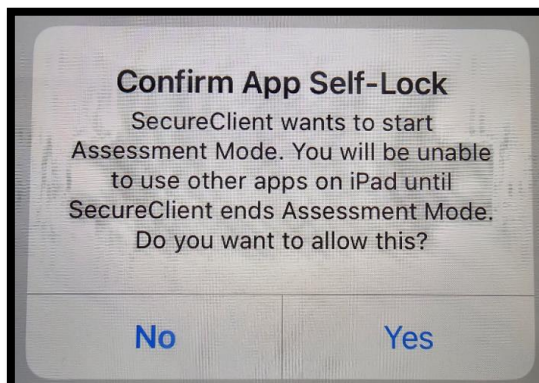
Entering the Keycode Using SecureClient for iPad

When **SecureClient** successfully launches, the Test Delivery screen will appear. Candidates will be prompted to enter their unique **Keycode** provided by the Invigilator. Once entered, they should click 'OK'.

The image shows a screenshot of the 'Enter Keycode' window in the SecureClient application. The window has a dark blue header with the title 'Enter Keycode' and a close button (X). The main content area is light gray. At the top, there is a blue button labeled 'Test Delivery'. Below it, the text 'Please enter your 8 character Keycode.' is displayed. A text input field is provided for the keycode, followed by a blue button with a checkmark and the text 'OK'. Below the input field, there are two buttons: 'System Check' with a checkmark icon and 'Preferences' with a gear icon. At the bottom, there is a button with a download icon and the text 'Download test to take later'. The footer of the window contains the text 'Surpass - Powering Assessment'.

App Self-Lock Prompt for iPad

To proceed forward to the exam, click **Yes** to confirm the **App Self-Lock**.



The image shows a screenshot of a 'Confirm App Self-Lock' dialog box. The dialog box has a light gray background with rounded corners. The title 'Confirm App Self-Lock' is at the top. Below the title, the text reads: 'SecureClient wants to start Assessment Mode. You will be unable to use other apps on iPad until SecureClient ends Assessment Mode. Do you want to allow this?'. At the bottom of the dialog box, there are two buttons: 'No' and 'Yes', both in blue text.

Pre-Exam Confirmation

Before proceeding, candidates must verify that their personal details are correct and agree to the terms provided.

- If there are any spelling errors in the candidate's details, they may continue with the test but must inform the Invigilator immediately. The Invigilator should contact **exams@wsetglobal.com** to report the issue.
- **Candidates must not sit exams under incorrect personal details.**
- The Keycode and candidate name must match the information provided to you before the exam. Please ensure the candidate has entered the test using the correct Keycode.



Confirm Details



Last name: CANDIDATE 108
First name: Sandbox 108
Test Name: WSET ACCESS TEST (HTML Delivery)
Language: English (UK)

Are the details above correct?

Agree to Terms



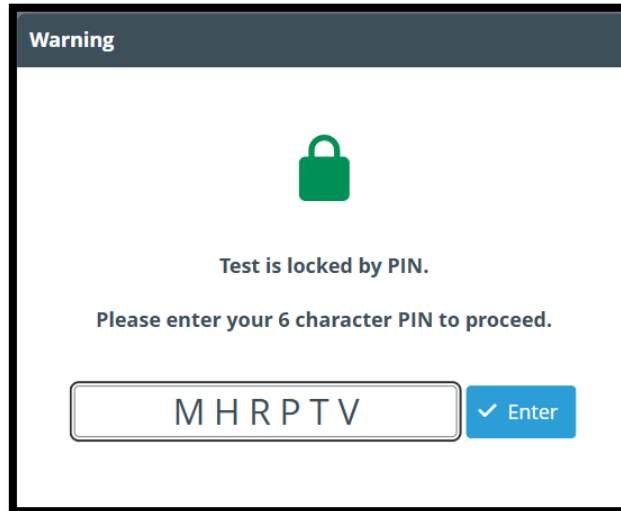
Please ensure you scroll down to read and accept the organisation's Terms.

By ticking this box, I agree that my details are correct, and the name presented matches the name on my official photographic ID. I confirm that I have informed the invigilator if any changes need to be made to the name displayed so that WSET have

☐ I accept these terms.

Entering the 6 Character PIN

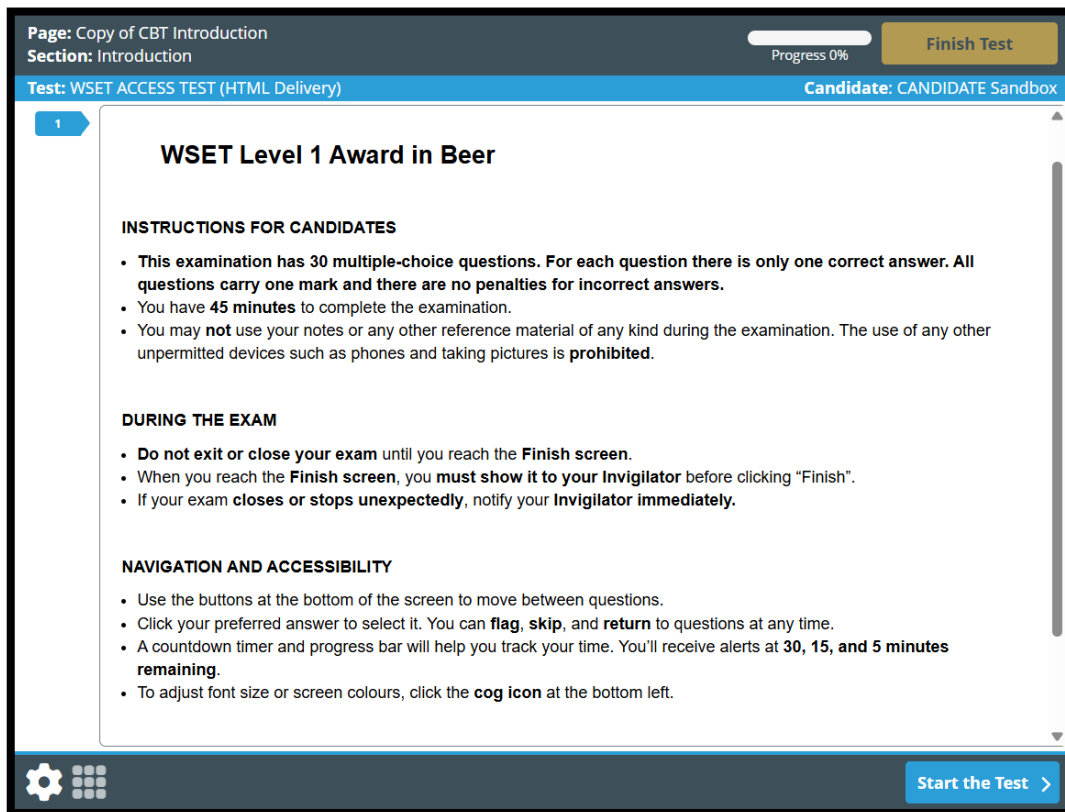
Candidates will be prompted to enter the PIN to unlock their exam. The PIN number will be 6 digits and will be the same for the cohort. The PIN number can be found on the exam materials sent in the enrolment list email.



A warning dialog box with a dark grey header containing the word "Warning". The main area is white and features a green padlock icon. Below the icon, the text reads: "Test is locked by PIN." followed by "Please enter your 6 character PIN to proceed." At the bottom, there is a text input field containing the characters "M H R P T V" and a blue button with a white checkmark and the text "Enter".

Before starting the exam, candidates should carefully review the introductory page, which contains important instructions and guidelines.

To begin the test, they must click '**Start the Test**'.



Exam Navigation and System Functionality

A quick summary of exam navigation and accessibility functions are included on the candidates' intro page. For further information we recommend going to the [Surpass Help Site](#).

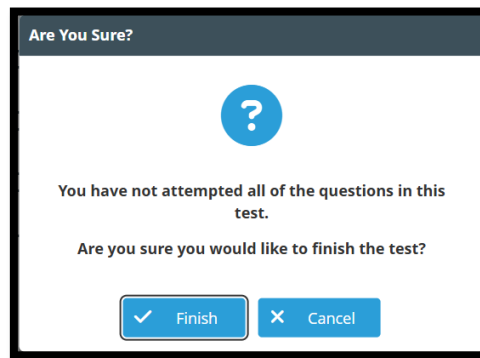
Finishing the Exam

How to Finish Test

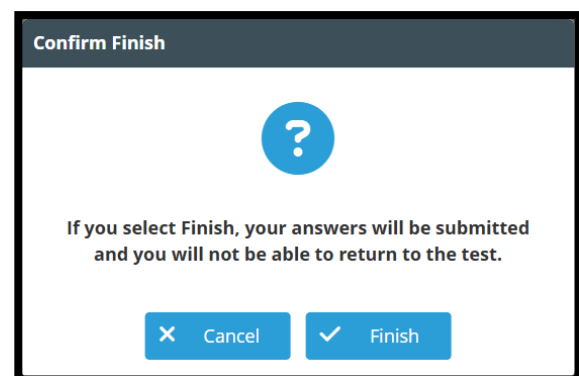
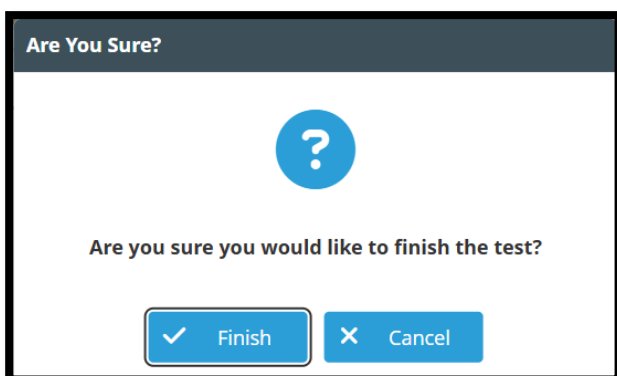
Once the candidate has completed the test, they will need to click **Finish Test**.



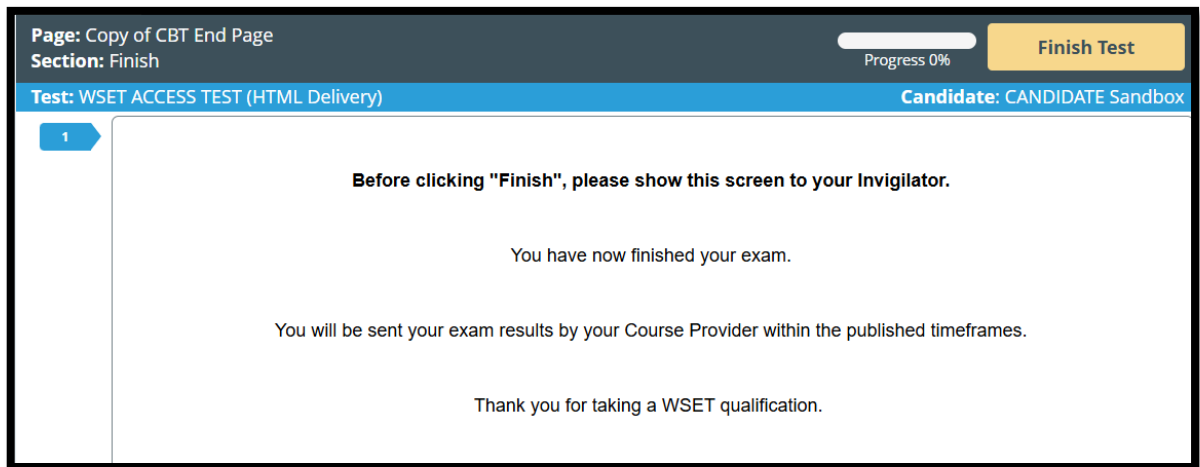
The candidate may be alerted to unanswered questions. It's recommended that they click cancel and answer these before finishing the test



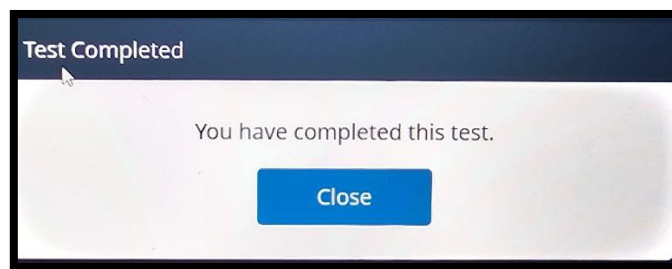
Once all questions have been answered, the candidate should confirm the completion of the exam by clicking **Finish**.



When the candidate has finished their exam, they will be presented with the **Finish Screen**.
Candidates must show this screen to the invigilator before clicking Finish Test.



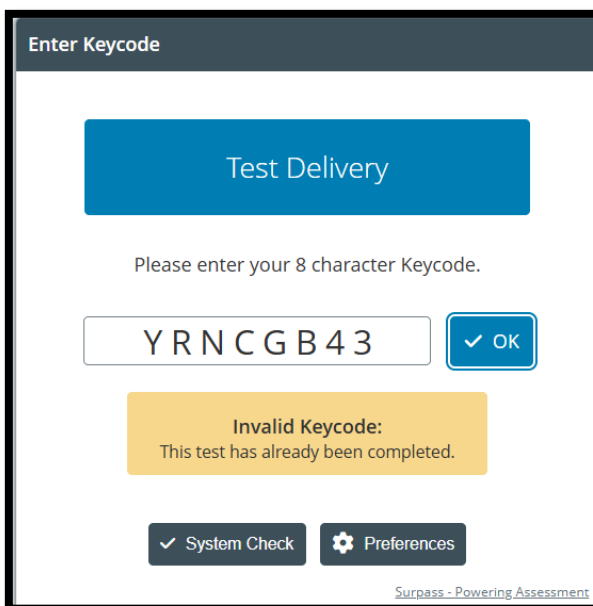
A **Test Completed** prompt will appear on the candidate's screen when the exam has finished.



How to Confirm Completion If the Finish Screen Is Closed

If a candidate closes the **Finish Page** before the Invigilator has had a chance to view it, the Invigilator can ask the candidate to re-enter the Keycode to verify that the exam has been completed.

Upon Keycode re-entry - A completed exam will trigger the following notification “**Invalid Keycode: This test has already been completed**”.



The screenshot shows a mobile application interface titled "Enter Keycode". At the top is a blue button labeled "Test Delivery". Below it, text reads "Please enter your 8 character Keycode." A text input field contains the keycode "Y R N C G B 4 3". To the right of the input field is a blue button with a checkmark and the text "OK". Below the input field is a yellow error box with the text "Invalid Keycode: This test has already been completed." At the bottom, there are two buttons: "System Check" with a checkmark icon and "Preferences" with a gear icon. A small link "Surpass - Powering Assessment" is visible at the bottom right.

If re-entering the Keycode returns the candidate to the exam, the Invigilator must guide them through the correct steps to complete it. **This second Keycode entry will be automatically flagged to WSET.** The Invigilator is required to report the incident to WSET by submitting an **Exam Incident Form**. Without this confirmation, the candidate's result may not be issued.

Note: Invigilators must not use a candidate's Keycode to enter an exam at any point. In the event a candidate has left the classroom with their device and verification of the completed exam was not confirmed, the Invigilator must notify WSET of this occurrence by submitting an **Exam Incident Form**

Troubleshooting

For the latest on troubleshooting, please visit:

<https://help.surpass.com/secureclient/secureclient-troubleshooting/>

SecureClient for Windows troubleshooting

TIP: It is recommended that SecureClient is always installed with administrative permissions on Windows devices

Below are hyperlinks for specific errors you may encounter for Windows.

[Antivirus software](#)

[CefSharp.Core.dll error](#)

[creatJsonWithParameters Line Number: 1](#)

[Display scaling issue](#)

[Error 821: SecureClient core](#)

[Error 827: Error validating keycode](#)

[Error 8008: Source material does not open in SecureClient](#)

[Error 8053: Unable to Launch SecureClient \(Windows Text Suggestions\)](#)

[Error 8054: Unable to Launch SecureClient \(Open Applications\)](#)

[In Progress/User disconnected tests](#)

[Installing SecureClient on a locked-down laptop](#)

[SecureClient Update Loop](#)

[Unhandled exception](#)

[Updates are invalid](#)



Contact Us

If you have any queries about the contents of this guidance, Please Contact exams@wsetglobal.com for more information.