Surpass Viewer installation guide for ItemBank

How do I install Surpass Viewer?

This guide will show the steps of how to install on either a Microsoft Windows or Apple Mac PC. The viewer is not supported on other operating systems.

Minimum specifications

The following specifications must be met to allow you to install and use Surpass Viewer

Feature	Specification
Operating System (Windows)	Windows 10 S Windows 10 Windows 8 / 8.1 Windows 7
Operating System (Apple)	MacOS 10.14: Mojave MacOS 10.13: High Sierra MacOS 10.12: Sierra OS X 10.11: El Capitan OS X 10.10: Yosemite
Internet connection	You must have an active internet connection to download and use Surpass Viewer

Installing on a Windows computer

To install Surpass Viewer on a Windows computer, follow these steps:

Step 1
Click on the following link: https://viewer.surpass.com/ (or copy and paste into your browser).

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:
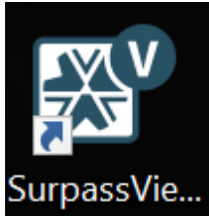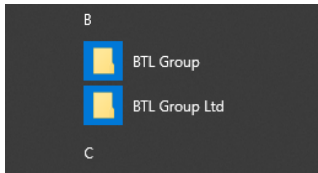
Step 5

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

If so, click **Agree**

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.

Step 6

Once installed, to access ItemBank open Surpass Viewer and copy and paste the ItemBank URL into the address bar and press enter. The next time you access Surpass Viewer this URL will appear under Recently visited, which you can then click on to access ItemBank.

Installing on an Apple computer

To install Surpass Viewer on an Apple computer, follow these steps:

Step 1
Click on the following link: https://viewer.surpass.com/ (or copy and paste into your browser).

Step 2
You will be presented with a screen giving you two download options - Click on **Download MacOS Installer**:

You need to install the SurpassViewer to view some content in Surpass.
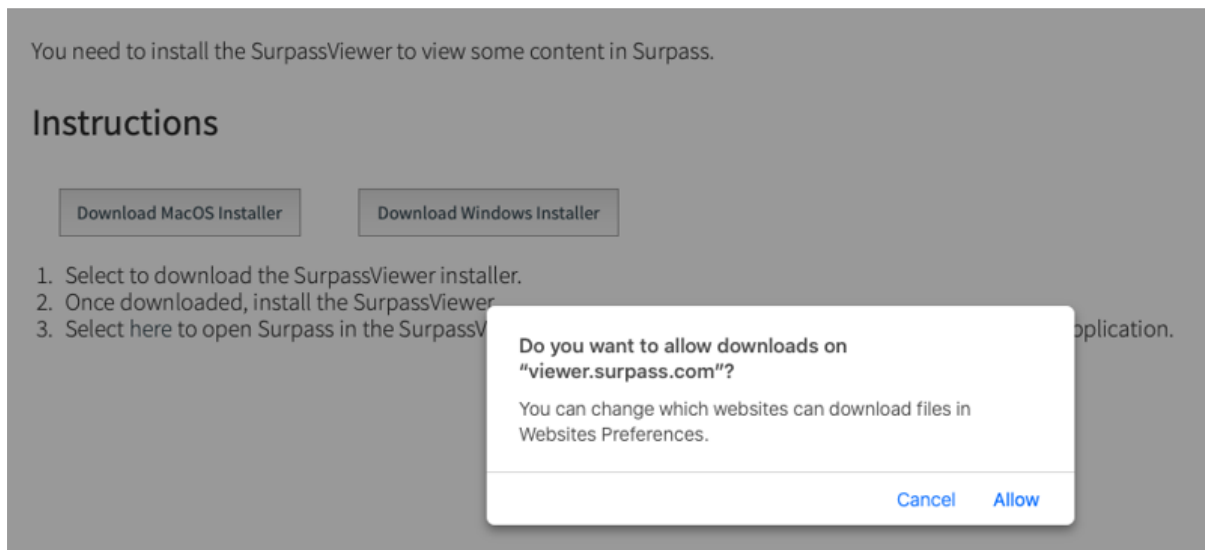
Instructions

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.
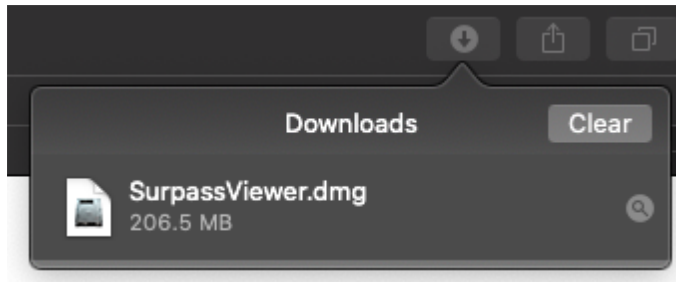
Step 3
If you are using MacOS, you may receive a pop-up asking if you would like to allow downloads. Click **Allow** on the following window to commence the download:
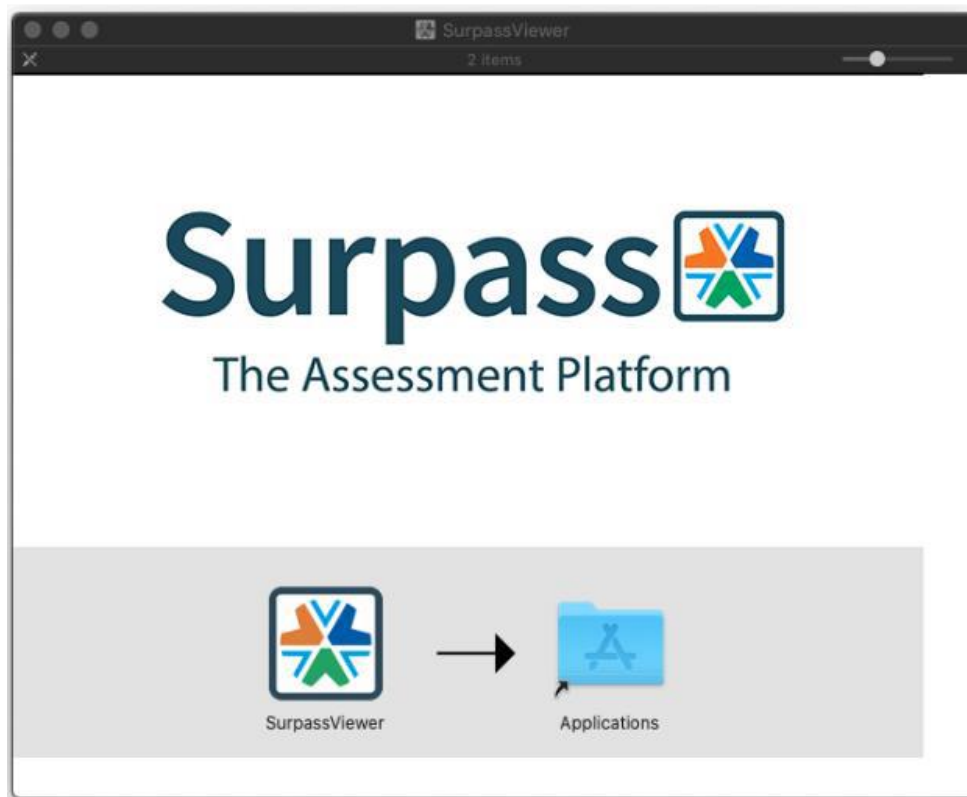

The installation will then begin and will take a few minutes, depending on your internet speed.

Step 4
Once the download is complete, navigate to the Downloads folder and open the
SurpassViewer.dmg file (or click on it from the taskbar as shown below):

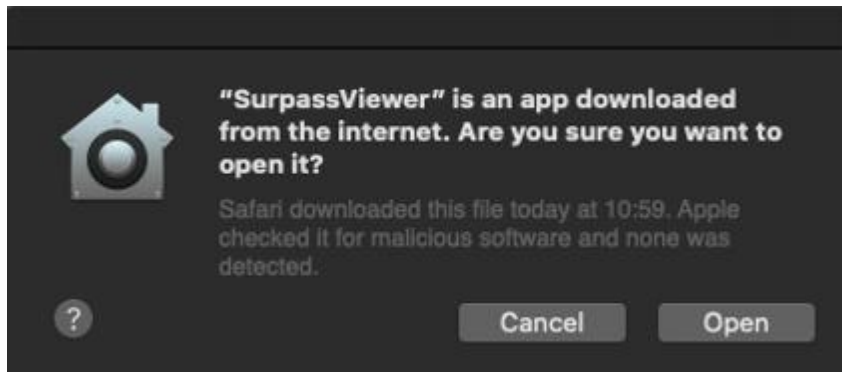The window shown below should appear:

In this window, click and drag the Surpass Viewer icon into the Applications folder to
complete the installation.

Once in the Applications folder, you can click and drag the Surpass Viewer icon down to
your toolbar for quicker access from your desktop.

Step 5
Surpass Viewer should now be visible in the list of applications on your computer. When you open it for the first time, you may be presented with the following security message:

Click **Open** to use the application

Surpass Viewer will now be open on screen

Step 6
Once installed, to access ItemBank open Surpass Viewer and copy and paste the ItemBank URL into the address bar and press enter. The next time you access Surpass Viewer this URL will appear under Recently visited, which you can then click on to access ItemBank.