



# RM Assessor Quick Start Guide for On-Screen Markers

## **RM Assessor: Quick start guide for markers**

Welcome to the web-based version of RM Assessor. This quick start guide is aimed at helping you get the best out of RM Assessor, so you can concentrate on what matters most: accurate and efficient marking.

For more detailed advice please use this guide in conjunction with the document "[How to get the best performance from RM Assessor](#)" that has been provided to you by your Awarding Body.

Once you are ready to start marking, this is the URL you'll need to access the RM Assessor log-in page:

<https://ca-marking.assessor.rm.com/Assessor.Web/Marker.aspx>

### **As soon as possible:**

1. Check your computer against the minimum and recommended specifications provided by your Awarding Body
  - a. Note: Windows XP and Internet Explorer 7 are no longer supported in RM Assessor.

### **As soon as you get your RM Assessor login information:**

1. *We recommend that you carry out an initial logon to RM Assessor in advance of the start of the marking session, because the first logon (including after RM Assessor has been updated) takes longer than subsequent logons. You will find that the next time you run RM Assessor it will load more quickly, as these elements will have already been downloaded*
2. *When you enter your username and password, you can try out the marking environment by ticking the 'Familiarisation Mode' box and clicking on 'Log in'. You can also access online training by clicking on the open book icon at the top right of the home screen.*

### **Every time you mark:**

1. Close multiple browser tabs or windows
2. Close any unnecessary open applications.
3. Check that scheduled tasks such as backups, virus scans and disk scans are not running, as these can impact system resources. These tasks can be re-scheduled at other times of the day when your computer is on but not in use.
4. RM Assessor performance may be affected if other members of your household are using devices that share your wireless network or internet connection, as this will reduce the internet bandwidth available to RM Assessor. If you think this is affecting RM Assessor, check whether anyone is using devices such as mobile phones, other computers, gaming devices, or TVs using online service such as Netflix etc.

## **Frequently Asked Questions**

### **Can I increase the area of the screen that shows the script image?**

Yes. Browsers contain a facility to temporarily hide many of the toolbars, called Full Screen. You can toggle these on/off by pressing F11 in Internet Explorer or Chrome (on Windows computers), and Cmd-Ctrl-F in Safari or Firefox (on MACs). If shortcuts do not work, try using the menu and click 'View' and 'Full Screen'.

### **How can I get more groups of candidate responses downloaded and ready for me to mark?**

Download as many groups of candidate responses as possible before you start marking, by selecting 'Download to concurrent limit' from the Get New Response menu, which allows you to mark multiple scripts before bulk-submitting them. Once the group of candidate responses appear in your Worklist, RM Assessor will start to download the script images in the background which will probably take a few minutes.

### **What is the quickest way to enter marks?**

Most markers find using the number keypad the quickest way to enter marks in the marks entry box.

When working on a Question Paper Group which only requires whole number single digit marks, consider enabling 'Assign Single digits without pressing enter' in the user options. If you also enable 'Auto Advance' from the User Options, once a script has been marked the next script will be automatically displayed.

### **As a Team Leader, how can I quickly get to my management screens?**

If you are a Team Leader or Principal Examiner, use the Quick Links to navigate to different screens within a Question Paper Group. These are located adjacent to the "Find" box at the top of the screen.

### **How long can I leave the system unattended before it automatically logs out?**

If you are inactive for 20 minutes, RM Assessor will automatically log you out.

### **I've heard about Non Browser mode... what is it?**

Non Browser mode is a way to access the marking application outside of your normal browser. It can help in circumstances when browser add-ins are impacting performance or when internet bandwidth is becoming limited. Once installed (by clicking the link on the log in screen), you can launch it from a desktop shortcut and RM Assessor will automatically run full screen.

### **Can I mark from different locations?**

RM Assessor allows you to mark from anywhere with a reliable internet connection. Bear in mind that slow connections will take longer to upload and download data, and are therefore more prone to errors. So, try to avoid internet connections that are likely to provide inferior performance, for example connecting to a mobile broadband service via a 3G dongle. Please remember that, in the interest of security, it is essential that marking is conducted in a secure environment. Marking should never be carried out in a public place and your username and password for RM Assessor should not be shared.

### **Troubleshooting**

- If you experience intermittent performance problems on a Wi-Fi connected laptop, try connecting a network cable directly to your router.
- If internet problems are persisting, power off the router and computer, then turn on again.
- Make sure that other users are not logged on to your machine or competing for bandwidth by, for example, downloading music or streaming video.
  - If the system continues to run slowly, it may be necessary to check your internet connection upload and download speeds at <http://www.speedtest.net>. Although it will be necessary to take up any issues with your Internet Service Provider, you may find the system improves at off-peak times.
- If you are using the Mark by Question marking mode, consider use of Mark by Candidate as navigation between scripts is less frequent and this is one of the triggers for a save to the database.
- Check your version of Silverlight by going to Start/All Programs/Microsoft Silverlight or right click on the RM Assessor log-in page. If the Silverlight version is below 5, download the latest version from [www.microsoft.com/getsilverlight](http://www.microsoft.com/getsilverlight).
- If you have Trusteer's Rapport software installed please ensure you have the latest configuration by selecting "Check for Updates" via the Rapport Console and rebooting once complete.
- If your browser is slow or freezing, clear your temporary internet files<sup>i</sup> and/or remove unnecessary toolbars and add-ins<sup>ii</sup>.

### **Need help?**

Download support documents and raise support calls from <http://www.rm.com/support/ca> or call the RM Helpdesk on the new number for the summer series - 0330 333 6319

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<sup>i</sup> See Technical article ref: TEC2644494 - Clearing temporary internet files  
<http://www.rm.com/Support/TechnicalArticle.asp?cref=TEC2644494&nav=0> MB

<sup>ii</sup> See Technical article ref: TEC3205319 - toolbars and add-ons  
<http://www.rm.com/Support/TechnicalArticle.asp?cref=TEC3205319&nav=0> MB