



How to get the Best Performance from

RMTM Assessor

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1. Introduction

Most users do not encounter any problems when using RM Assessor, but there are some factors to be aware of that could impact your marking experience. We have therefore produced this guide to help you get the best possible performance from RM Assessor.

To help you move through the document, launch the RM Assessor log-in page or quickly get to the web sites referenced, move your computer's cursor over any underlined blue text and use your keyboard and mouse to "Ctrl + Click".

You can access RM Assessor at <https://ca-marking.assessor.rm.com>

If you do find yourself experiencing performance problems with RM Assessor, please try following the steps in this guide first.

However if the problems persist, you can contact the RM Helpdesk at

<http://support.rm.com/ca>

Or you can call 0330 333 6319.

The RM Helpdesk team will do its best to resolve any problems you have.

2. Checklist

You will get the best performance out of RM Assessor if:

- The computer you are using to mark matches the recommended specification. Using a computer with the recommended specification will give you the best performance. You can quickly check the latest computer requirements and whether your machine meets these, by clicking on the "[show system requirements](#)" link on the RM Assessor log in page.
- You are using a PC, you have installed the most up-to-date version of Microsoft Silverlight® ([Mac users – please see Appendix A: Information for Mac Users](#)).
- Your connection to the internet is as fast and reliable as possible. See [section 3 "Checking your Internet Connection"](#) for information on how to test the speed of your internet connection.
- You are able to dedicate your computer and internet connection to RM Assessor whenever you are marking online – closing down other applications, postponing system tasks like security scans, and ensuring that nobody else is using your internet connection to (for example) download movies or play games. [Section 6 "Closing Unwanted Programmes"](#) gives you information on how to reschedule tasks, close windows and tabs, and perform other checks that will enable you to dedicate your computer to RM Assessor while you are marking online.
- You follow the tips in [Section 7 "Top Tips for the best marking experience"](#) of this guide.

3. Computer, internet and software requirements

It is important that you check that your computer meets the required specification as soon as possible so that you can make any changes required in good time before the start of the marking session. You can do this by clicking the "[show system requirements](#)" link on the RM Assessor log in page.

If you are considering buying a new computer, following the recommended specification will help ensure you get the best performance out of RM Assessor.

Supported Operating Systems and Browsers

These are the versions of the operating systems (e.g. Windows or macOS) and internet browsers (e.g. Internet Explorer or Safari) that RM Assessor can be used with. Using a supported operating system or browser means that you can receive help from the RM Helpdesk in the case of running into a RM Assessor software issue.

You can check whether your computer uses supported versions by clicking the "[show system requirements](#)" link on the RM Assessor log in page. Your awarding body will be able to give you advice if you have any concerns about this.

Silverlight®

This version of RM Assessor uses the Microsoft Silverlight® browser plug-in. Please only use Internet Explorer 11 (IE11), as this is the **only** supported browser for RM Assessor. It works on Windows 7, 8.1 or 10.¹ ([Mac users – please see Appendix A: Information for Mac Users](#))

Recommended Bandwidth

In general, the more bandwidth that is available, the faster the marking experience will be.

We recommend a minimum dedicated bandwidth of 2Mbps for the use of RM Assessor. RM Assessor will operate on lower bandwidth but downloading files, transitioning between responses and general navigation of the tool will be considerably slower.

Please note that if an internet connection is shared between multiple users, the bandwidth available to each person is reduced and your marking experience may worsen. This will especially be noticeable where other users have high bandwidth demands on the same network (for example, video streaming or online gaming).

Checking your Internet Connection

As RM Assessor is a browser based marking tool, its performance relies on a fast, dependable internet connection. The minimum and recommended internet connection speeds can be found by clicking on the "[show system requirements](#)" link on the RM Assessor log in page

You can also check the speed of the internet connection you are using by running a speed test from the "[show system requirements](#)" link on the RM Assessor log in page. This provides an indication of your internet download speed, upload speed and latency (the length of time data travels from A to B). Note that the outcome of this test can be affected by the number of devices using your internet connection at the same time.

Smart Phone and Tablet Support

This version of RM Assessor is not supported on smart-phones, tablets and other similar devices.

¹ Note: a new version of RM Assessor that does not use Microsoft Silverlight® is gradually being rolled out across Cambridge Assessment components

4. Installing and using Microsoft Silverlight® on to your computer

RM Assessor requires Microsoft Silverlight® version 5 or above. You can check which version of Microsoft Silverlight® is installed on your computer by going to **Start → All Programs → Microsoft Silverlight** or by a right mouse click on the RM Assessor login page. If your version of Microsoft Silverlight® is below 5 and your web browser appears to have problems, download the latest version of Microsoft Silverlight® from <http://www.microsoft.com/silverlight/>

An automatic Silverlight® maintenance tool has been created to assist you with any problems Silverlight® may cause on RM™ Assessor on your Windows PC. The tool will clear the cache and ensure Silverlight® has adequate memory to function correctly. The tool is available to download at any time from the RM Portal (<https://support.rm.com/ca>) featured under RM Assessor Maintenance in the links on the left hand side of the Support page.

[\(Mac users – please see Appendix A: Information for Mac Users\)](#)

5. Checks to make before you start marking

Taking a few minutes to run through some checks a few days before you start marking can improve your marking experience.

Logging in to RM Assessor for the first time

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. For example, it can take approximately three to five minutes to load for a below recommended specification machine and 40-60 seconds to load for a recommended specification machine. This is quite normal because the program is loading all of the program elements that RM Assessor needs to run. You will find that the next time you run RM Assessor it will load more quickly as these elements will have already been downloaded.

Passwords

Examiners new to online marking will be sent a username and password via email from your Awarding Body. Please be advised that you will be prompted to change your password upon initial log in. If you already have log in details from a previous exam session these will still be valid.

Resetting your Password

If your login access does not work, or you have forgotten your password, it can be reset by clicking on the "[I've forgotten my password](#)" link on the RM Assessor log-in page.

English

RM Assessor

The world's most widely used onscreen marking system

Cambridge Assessment

Log in

Username

Password

Familiarisation Mode

[Terms of use](#)

[I've forgotten my password](#)
[I've changed my email address](#)
[Show system requirements](#)

[Click to install non-browser version](#)

This will trigger an email that contains a link directing you to the new password entry screen:

Please enter and confirm your password.

The password of your RM.com account will also be updated.

Your password must not contain your account name or parts of your full name that exceed two consecutive characters.
Your password must contain at least 8 characters and include 3 of the following:

- . At least 1 upper case character(s) (e.g. A, B, C)
- . At least 1 lower case character(s) (e.g. a, b, c)
- . At least 1 numeric digit(s) (e.g. 1, 2, 3)
- . At least 1 special character(s) (Allowed characters: @, %, +, !, #, \$, ^, ?)

Password

Confirm password

Using Wi-Fi and home broadband

If other members of your household are using devices that share your wireless network or internet connection, the bandwidth available to RM Assessor may be reduced, which could impact performance. Typically these devices could include mobile phones, other computers, gaming devices, or TVs using online service such as Netflix etc.

If you are using Wi-Fi with your laptop to mark and you start experiencing intermittent performance problems, connecting a network cable directly to the router can help. If internet problems persist, 'power off' the router and computer, leave for a few minutes, then turn on again.

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. The use of public Wi-Fi such as is offered in hotels is not recommended due to the likely low-bandwidth from these wireless networks as a result of the number of users sharing the connection.

Scheduled tasks - Backups

Scheduled tasks such as backups, virus scans and disk scans run in the background and can impact system resources. You can re-schedule these tasks to other times of the day when your computer is on but not in use.

Windows 10

- Go into **Control Panel** → **Security and Maintenance** → **File History**
- Expand the **Maintenance** heading
- Under the **Automatic Maintenance** heading click the **Change Maintenance Settings** option.
- Change the Automatic Maintenance time to one that is more suitable for scanning, updating and diagnostics to run.

Windows 8.1

- Go into **Control Panel** → **System and Security** → **File History** → **Save** backup copies of your files with File History.
- Go into Advanced Settings in the left panel to view frequency of backups being run.

Windows 7

- Go into **Control Panel** → **System and Security** → **Backup and Restore**
- The backup and restore screen displays any backups that have been scheduled

Mac

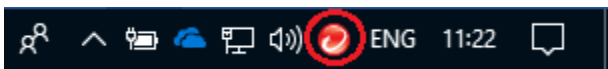
- This is dependent on what software has been installed to initiate backups. The product settings area should identify the frequency of backups and the times they are run, if any have been scheduled

Scheduled Tasks – Anti-Virus

Anti-Virus - Scheduled Scans

Anti-virus scans are important, but a full system scan can slow a computer down. We recommend that you schedule any anti-virus scans for a time when you are not using RM Assessor to mark. Each anti-virus product is different, but the following steps will usually help you identify the scanning schedule for your product.

Locate the product icon on the quick launch bar, as shown below:



If you are using an older version of Windows and are unsure of how to proceed please contact us for assistance.

1. Double click the product icon or right click over the icon to launch the dialogue box.
2. From the options that appear, locate either Scheduled scan, Full scan or Custom scan settings.
3. If any scheduled scans are present, modify the frequency and timing to a time of the day/night when the computer is on but not in use.
4. Try to minimise any types of scans running whilst performing online marking.

Cloud Services

You may be using programs such as Facebook, Pinterest and Dropbox that run in the background and download information at regular intervals. To improve the performance of your computer you should close these programs while using RM Assessor.

Disabling Browser Plug-ins or Extensions

A plug-in is an extra piece of software that can be added to your web browser to provide additional functionality. Sometimes if you have several plug-ins added to your web browser this can slow it down. You can follow these steps to disable add-ons to various browsers to improve performance on your computer.

Internet Explorer 11

1. Launch Internet Explorer.
2. Click on the cog icon, and select 'Manage Add-ons' from the menu.
3. From the list of Toolbars and Extensions displayed, highlight any items that you do not require and select 'disable'.

6. As you start marking – closing unwanted programmes

To get the best performance from your computer when marking, other open applications should be closed to save PC resources. There are several things you can check to ensure you have the best possible performance.

Checking for other users logged on to your computer

If other users are still logged on to the computer you are using to mark, it is a good idea to log users off or alternatively re-boot the computer to ensure that there are no other applications running that could slow your computer down.

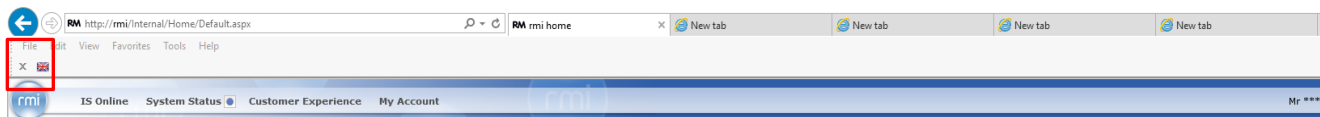
Closing excess browser windows and tabs

Having multiple internet browsers, or browser windows, open can reduce the resources available to RM Assessor. Closing these extra windows or tabs may contribute to a better online marking experience.

An example of how to do this with Internet Explorer is shown below. Other browsers are similar but if you need assistance please contact the RM Helpdesk.

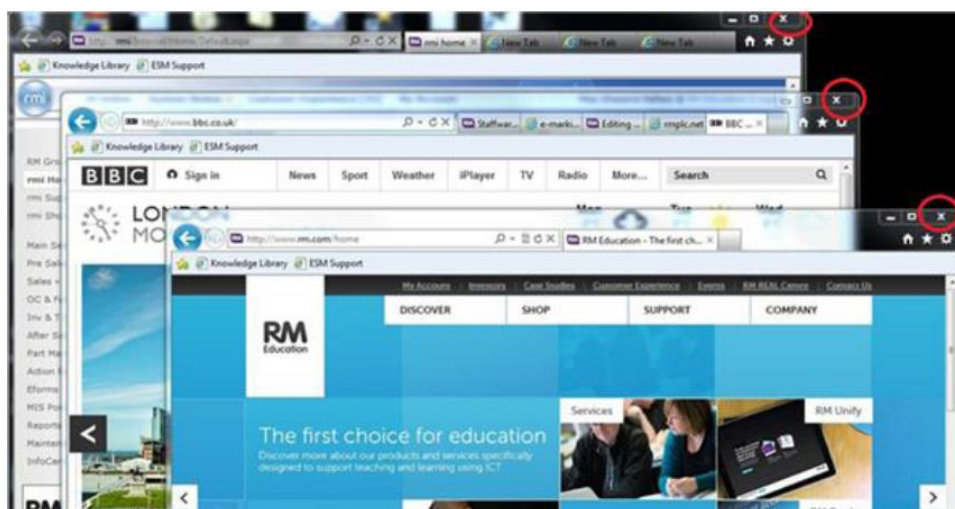
Closing multiple browser tabs

A series of browser tabs can be seen within the red box in the Internet Explorer screen in the screen shot below (the same applies to other supported browsers). To close the additional tabs click on the tab heading and click on the cross.



Closing multiple browser windows

If several browser windows are open, click on the cross displayed in the top right corner of the window highlighted in the red circle in the screen shot. This will close the browser down.



Close all windows

Alternatively, you can use the 'Close all windows'; right click over the minimised browser icon on the Windows task bar and select 'Close all windows' from the menu.



Closing unwanted applications – Windows Users

Leaving applications open can use system resources and impact performance. The following steps will help you to identify which applications are running on your computer, and to close them safely.

Windows 7, 8.1 & 10 - Viewing minimised windows

- The Windows task bar displays minimised applications. In Windows 8.1 the same applies in Desktop view. Right click over the minimised icon of the application you want to close and select 'Close Window'.

Windows 7, 8.1 & 10 – Viewing the System Tray

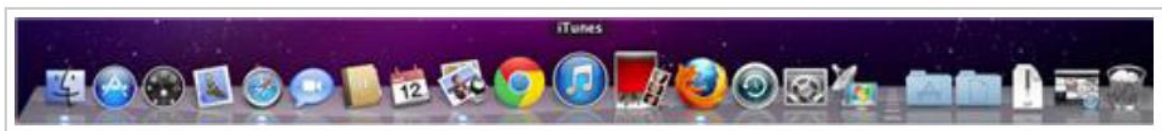
- Click on the arrow in the drop box in the bottom right hand corner of the screen (circled in red in the screen shot below). This displays icons and notifications, which can be dismissed or closed by right clicking on the icons.



Closing unwanted applications – Mac users

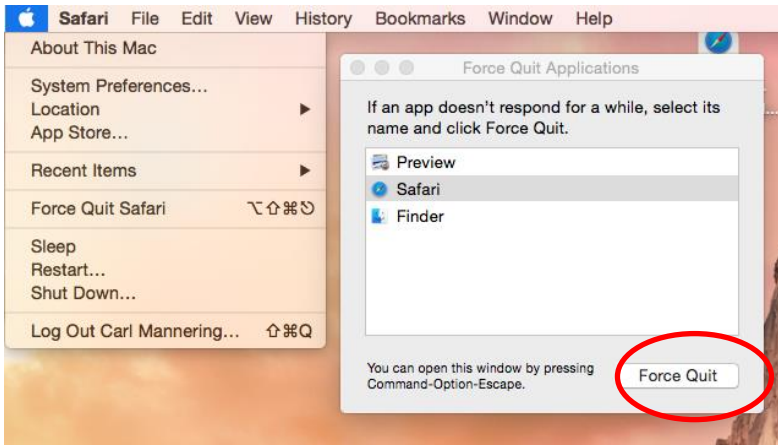
Viewing the Dock Bar

- All minimised applications appear in the bottom dock bar of the screen. Click on the application to maximise, and then close, a program if it is not required.



Using Force Quit

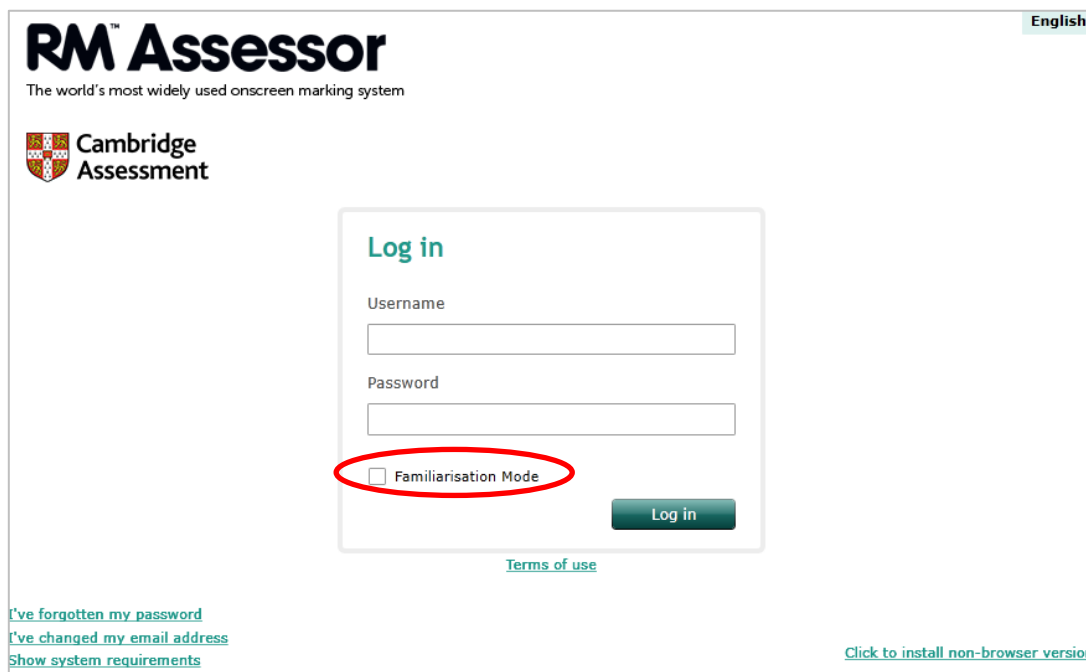
- You can use Force Quit under the Apple menu to display all opened applications. Highlight the application and select 'Force Quit' to close the application.



7. Top tips for the best marking experience

The following tips could improve your user experience while you are marking with RM Assessor:

1. **Have a good internet connection:** RM Assessor works best 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. *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.*
2. **Finding your way around:** Review the [user guides](#) and use the familiarisation mode to make sure that you are familiar with existing and new features such as keyboard shortcuts, booklet mode, undocking of the annotation bar and applying user settings so that RM Assessor best suits your marking preferences. When you enter your user name and password, you can try out the marking environment by ticking the “Familiarisation Mode” box and then clicking on “Log In”. You can also access online training by clicking on the open book icon at the top of the home screen.



The screenshot shows the RM Assessor login interface. At the top left is the 'RM Assessor' logo with the tagline 'The world's most widely used onscreen marking system'. Below it is the Cambridge Assessment logo. The main content is a 'Log in' form with two input fields: 'Username' and 'Password'. Below these fields is a checkbox labeled 'Familiarisation Mode', which is circled in red. To the right of the checkbox is a green 'Log in' button. Below the button is a link for 'Terms of use'. At the bottom left, there are three links: 'I've forgotten my password', 'I've changed my email address', and 'Show system requirements'. At the bottom right, there is a link 'Click to install non-browser version'. In the top right corner, there is a language selector set to 'English'.

3. **Maximising the usable screen area:** Mark in Full Screen mode by pressing F11 on your keyboard to maximise the usable screen area. Alternatively, you can use 'Out of Browser' mode. This can help with computer performance issues as well as making better use of screen space as the browser surround and menus are removed. To set this up, navigate to the log-in screen for RM Assessor in your supported browser, select the link 'Click to install non-browser version'. This places an icon on your desktop and/or Start menu, and you can launch RM Assessor directly from here.
4. **Avoiding the Enter key:** Turning on 'Assign Single digits without pressing enter' in the user options can improve your marking experience. This setting will allow you to enter marks without needing to press the enter key each time.
5. **Mark by Candidate:** If you are marking by 'Question' there may be a slight delay because the system saves the marks entered to each question every time. If you try marking by 'Candidate' this should enhance speed, as the marks are saved at the end of the script.

6. **Download candidate responses in advance:** Download item groups in advance of starting marking, by selecting the 'Download to concurrent limit' button. Once the item groups appear in your worklist, RM Assessor will start to download the scripts in the background. You may experience better performance if you wait a few minutes before starting marking, because this will allow the scripts to fully download; RM Assessor will not need to download them as you mark.
7. **Turn off 'Auto Allocate':** If candidate responses are already downloaded to the concurrent limit it is advisable that the 'Auto Allocate' function is turned off to help improve performance during marking.
8. **Save your work:** Do not leave RM Assessor logged in and unattended. Instead you should choose the lock screen padlock in the top right hand corner which will save your work and lock the screen. If you are inactive for 20 minutes, RM Assessor will automatically log you out.
9. **Online Training:** We recommend you complete the online training which is available at the Cambridge Assessment portal and can be accessed via <http://support.rm.com/ca>
10. **Knowledge Library:** There is a wealth of information and guidance available from the knowledge library on the RM portal at <http://support.rm.com/ca> including the following articles [TEC3189183](#) and [TEC2644494](#) which provide additional hints and tips for getting the best out of RM Assessor (use the "Search" box on the Support Page to view these documents - enter TEC followed by the article number).

8. 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. Other software running on your device may also have an impact on bandwidth. Examples would be; iPlayer, iTunes, Spotify, Skype, Dropbox, OneDrive. These applications should be closed whilst marking in RM Assessor.
 - 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.
- 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. (Mac users – please see Appendix A: Information for Mac Users)
- An automatic Silverlight® maintenance tool has been created to assist you with any problems Silverlight® may cause on RM™ Assessor on your Windows PC. The tool will clear the cache and ensure Silverlight® has adequate memory to function correctly. The tool is available to download at any time from the RM Portal (<https://support.rm.com/ca>) featured under RM Assessor Maintenance in the links on the left hand side of the Support page.
- If your browser is slow or freezing, clear your temporary internet files and/or remove unnecessary toolbars and add-ins.

Need help?

Download support documents and raise support calls from <http://support.rm.com/ca> or call the **RM Helpdesk on 0330 333 6319**

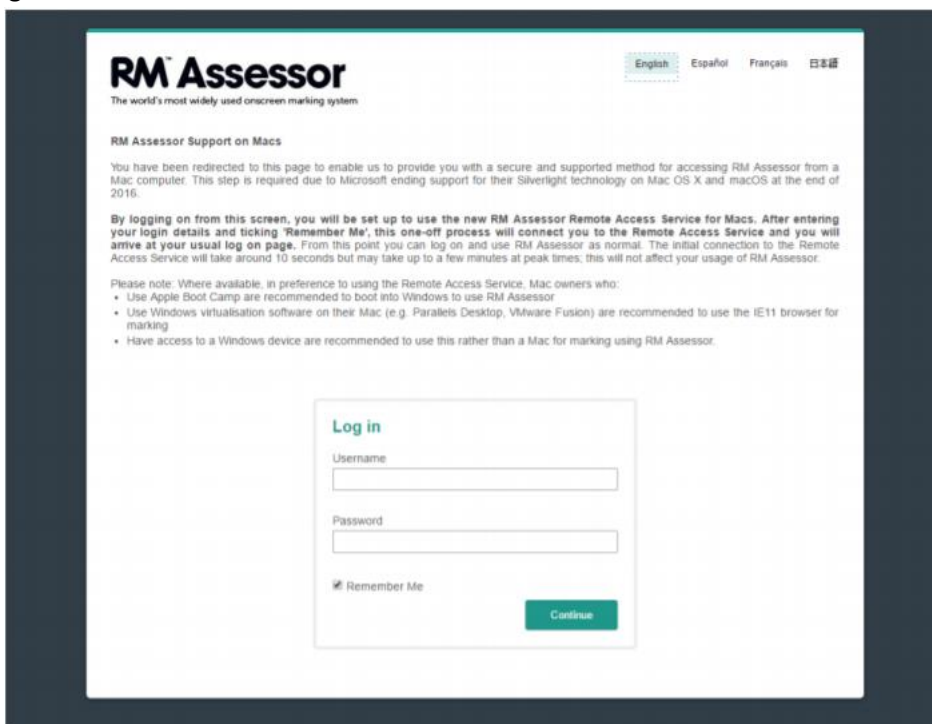
9. Appendix A: Information for Mac Users

This information is for users of RM Assessor who access via OS X or macOS on Macs. Users of RM Assessor on Windows are unaffected and can ignore this information.

Due to Microsoft ending support for Silverlight® on Apple Mac's, Mac users will need to access RM Assessor using a "Remote Access for Mac" service. Mac users will be automatically re-directed to this new secure access service when they launch RM Assessor.²

Step-by-step Instructions

1. The first time you access RM Assessor from a Mac you will be automatically diverted to a page that presents a log-on screen similar to the one below. This is the "Remote Access for Mac" service.



2. Enter your usual RM Assessor username and password. The 'Remember Me' box is ticked automatically so you don't have to repeat this verification process each time you access the Remote Access Service for Mac.
3. Click 'Continue'. RM Assessor will now connect you to a Remote Access session. This will usually happen within around 10-30 seconds, but may take a few minutes if there is an unusually high level of concurrent access while the service auto-scales up. This is a one-off login delay and it will not have any impact to your speed of use once you are connected.
4. Once connected, you will see the usual RM Assessor login screen displayed and you can enter your RM Assessor username and password as normal. You are now using RM Assessor as usual. The Remote Access Service for Macs is configured to disconnect after 30 minutes of inactivity (no mouse or keyboard activity). Any unsaved work will be lost when the session is disconnected, therefore you are **strongly** advised not to leave your web browser unattended for long periods of time mid-way through marking a paper.
5. When you have finished using RM Assessor, make sure that you logout of RM Assessor and then close your web browser.

² Note: a new version of RM Assessor that does not use Microsoft Silverlight® is gradually being rolled out across Cambridge Assessment components

Frequently Asked Questions

Q. Is this Remote Access only for Apple Mac users?

Yes. Users of RM Assessor on Windows will not be diverted to the Remote Access Service and will log-in as usual. Microsoft has confirmed their current intention is that Silverlight® will be supported (in IE11) on Windows until October 2021, therefore Windows users are unaffected.

Q. What Internet browsers can I use to connect to the Remote Access Service for Mac?

Chrome (v24+) provides the best experience, but you can also use Firefox (v18+) or Safari (7+).

Q. If I don't want to use Remote Access Service for Mac, what are my alternatives?

In addition to this new option, Mac users can alternatively access the web version RM Assessor through a number of other means if available to them:

- Mac owners who also have access to a Windows device will be able to use this for marking
- Mac owners who use Apple Boot Camp to dual-boot between Mac and Windows may prefer to boot into Windows when marking
- Mac owners who use virtualisation software (e.g. Parallels Desktop or VMware Fusion) to run other Windows applications may prefer to use the IE11 browser by this means.