

**Getting ready for the summer
2019 series
On-screen marking support**

RMTM **Assessor**

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1. How to get the Best Performance from RM Assessor

RM have updated the instructions about [How to get the Best Performance from RM Assessor](#) for the June 2018 series. This document is an excellent starting point in making sure that you're ready to mark.

The document includes detailed advice about how to get the best marking experience from the marking system, RM Assessor.

2. New to on-screen marking?

You might like to view the [RM Assessor online training package](#), which shows you the marking tool screens and demonstrates all the main marking functionality.

Once you have your log-in details you can access the package from within RM Assessor using the 'book' icon in the top right corner of the screen.

3. Accessing RM Assessor

Click [here](#) to open the log-in screen. Then log-in to the marking tool with your username and password.*

Logging into RM Assessor for the first time

We recommend that you carry out an initial log-in to RM Assessor in advance of the start of the marking session, because the first log-in (including after RM Assessor has been updated) takes longer than subsequent log-ins. For example, it can take approximately three to five minutes to load for a minimum 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 considerably more quickly as these elements will have already been downloaded.

Log-in screen options

On the log-in screen you will see:

'I've forgotten my password'. Follow this link if you need to re-set your password.

'Show system requirements' displays your computer's system and provides a link to an internet connection speed test tool. It also provides a link to RM's recommended and minimum computer specifications for PC and Mac.

'Click to install non-browser version': you can opt to use RM Assessor directly from an icon on your Desktop or Start menu rather than in your web 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 there.

4. Accessing your Question Paper from the RM Support Portal

Question papers can be accessed within the [RM Cambridge Assessment Support Portal](#), and will normally be available two working days after the examination date. You can access these while you're waiting for standardisation to begin.

Once you've logged into the portal using your RM Assessor log in details, there will be a link to 2019 question papers on the left side. Simply click on 'June 2019' to select your subject and panel.

5. Accessing your mark scheme in RM Assessor

Once the mark scheme for the paper you are marking has been finalised, it's prepared for posting and then uploaded into RM Assessor. It appears in RM Assessor under the 'Marking Instructions' tab.

You can expect the mark scheme to be available 10-14 days after the date on which candidates sat the paper.

6. Using Familiarisation Mode in RM Assessor

If it's been a while since you last marked, or you are new to online marking, you might like to use the Familiarisation Mode in RM Assessor to practise using the marking tool. There are non-live sample scripts which you can use to familiarise yourself with how RM Assessor works.

This is not for practice marking, so there are no mark schemes and just a small selection of sample scripts. These scripts are there to allow you to practise the basic marking operations, such as downloading scripts, navigating through scripts, entering marks, applying stamps, and submitting scripts.

To access Familiarisation Mode

- You will need your RM Assessor username and password.
- When you open the log-in screen check the Familiarisation Mode box before you click the log-in button.

7. Helpdesk support

For technical queries or problems with RM Assessor you should use the RM-provided support:

RM Helpdesk: 0330 333 6319

RM Support online: <https://support.rm.com/ca>

RM Helpdesk opening times for the June series -

Monday-Friday: 08:00 to 21:00

Saturday-Sunday: 08:00 to 17:00

Administrative queries

For administrative queries related to your marking, go to:

8. Microsoft Silverlight

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.

Information for Mac users who access via OS X or MacOS

Due to Microsoft ending support for Silverlight on Apple Mac, 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. For more details see Appendix A in [How to get the Best Performance from RM Assessor](#).

9. No access to RM Assessor when using XP or Vista

If you are using Windows XP or Windows Vista for online marking you will find that you cannot now access RM Assessor. This is because both of these operating systems are now 'out of support', meaning that most users are no longer receiving further support or security updates. If you now try to access RM Assessor using these operating systems you will find that access is blocked in order to reduce security vulnerabilities, in line with good industry practice. This change has been made to protect the security of online marking.

This means that you will not be able to mark on a computer using either XP or Vista. If you are unable to upgrade your current computer, or do not have access to a computer with a supported operating system, please contact us via assessor.communications@ocr.org.uk we will be able to arrange the temporary loan of an OCR laptop to enable you to mark in the November series.

Go to [How to get the best performance from RM Assessor](#) for advice on recommended computer specifications, recommended broadband bandwidth, and tips for improving your marking experience.

10. Choose a supported browser

By using a supported browser you can receive help from the RM Helpdesk if you run into an RM Assessor software issue.

RM Assessor uses the Microsoft Silverlight browser plug-in, so RM Assessor's browser support policy is aligned to the support provided for Silverlight by the vendors of browsers. Microsoft Edge and Google Chrome browsers are not supported for RM Assessor because they do not support the Microsoft Silverlight plug-in.

Guidance on supported browsers can be found [here](#).

You also have the option to install the RM Assessor application to run in "Out of Browser" mode. See the **Accessing RM Assessor** section.

11. Recommended internet bandwidth

In general, the more bandwidth that is available, the faster the marking experience will be. If you are marking audio, video or e-coursework then these files will be larger than typical scanned scripts and a higher level of bandwidth is recommended

We recommend a minimum dedicated bandwidth of 2Mbps for the use of RM Assessor. RM Assessor will operate on lower bandwidth (even down to 256kbps) 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 the marking experience may degrade. This will especially be noticeable where other users have high bandwidth demands on the same network (for example, video streaming or online gaming).

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 services such as Netflix.

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.

If you are using a 3G 'dongle' to access the internet, please be aware that dongles use a mobile broadband service. Mobile broadband signal strength, bandwidth and latency speeds are generally lower than you would expect from Wi-Fi or home broadband and this could result in performance issues.

12. Looking to upgrade your PC or Mac?

If you're thinking about upgrading your PC or Mac, remember to look for one that will allow you to have a good marking experience with RM Assessor. RM Results have published the minimum and recommended computer specifications for marking with RM Assessor, which you'll find in the [RM Assessor Web Version System Requirements](#) document.

13. Getting ready to mark

Smart-Phone and Tablet

While you can use either a PC or Mac computer to mark with RM Assessor, the marking tool is not supported on smart-phones, tablets and other similar devices.

Checking your Internet Connection

As RM Assessor is a browser-based marking tool its performance can be impacted by your internet connection. You can check the speed of your internet connection by running a check at <http://www.speedtest.net>

This provides an indication of 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.

You can also check your downlink speed from the RM Assessor log-in screen: click "Show System Requirements" in the bottom left of the white box.

14. Useful tips

Scheduled tasks - Backups

Scheduled tasks such as backups, virus scans and disk scans run in the background and 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.

Closing unwanted programs

To get the best performance from your computer when marking, other open applications should be closed to save PC resources.

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 down your computer.

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.

There is detailed technical guidance on these and other aspects of using RM Assessor in [How to get the Best Performance from RM Assessor](#)

15. Improve your user experience

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

- 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.
- The number keypad can be used to enter marks within the marks entry box instead of the mouse. This may improve speed whilst marking.
- 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.
- 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.
- 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 get onto your computer; RM Assessor will not then need to download them as you mark.
- 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.

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.

16. Accessing on-screen marking instructions and guidance

We've published a range of marking instructions and guidance material to support you through your marking. These are posted under the **On-screen marking** tab of the OCR [Assessor Communications](#) website.

17. RM Assessor Knowledge Library

There's a wealth of information and guidance available from the RM [Knowledge Library](#), from getting logged in for the first time, to the top three steps for improving performance.

You'll need your RM Assessor log-in details to access the content in the Knowledge Library.