



Quick Start Guide

RM Assessor³

Open either **Chrome, Safari, Edge or Firefox** and ensure you are using the most up to date version.

Check that everything is up to date, including your web browser, anti-virus, and any other system software; especially your Operating System (Windows, macOS, etc.) as **we only support the two latest releases**. The System Requirements are linked on the RM Assessor³ login screen.

Access RM Assessor³ here <https://ca.assessor.rm.com>

Your Username has been emailed to you by your awarding body. If you cannot remember your password or this has not been communicated to you, use the **'Forgot Password'** link to reset it.

RM Assessor³ has been designed to be used on computers, Mac, iPads and Android tablets. However, Cambridge Assessment requires you to **check with your awarding body** should you wish to use an iPad or Android tablet.

Review the user guides and use **Familiarisation mode** to make sure that you are familiar with existing and new features.

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 Assessor³ 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 because of the number of users sharing the connection.

Cambridge Assessment

Username

Password

Login to

MARKING

OR

FAMILIARISATION

[Forgot password?](#)

RM Assessor³ Script View

The screenshot shows the RM Assessor 3 Script View interface. The top navigation bar includes links for Home, Worklist, Response 6102864656 (1 of 20 in worklist), Messages, Menu, Help, and a user profile icon. The main area displays a question: "What do customers do to check the cost of their goods?" with a handwritten answer "weigh the items" and a mark of [1]. The right sidebar shows marking options, including a toggle for Annotations (ON) and a table of marks for questions 1 through 5. The bottom of the interface features a comment box and a legend for the numbered callouts.

1. Navigation Trail

- Return to Worklist/Home Page

2. Standard functions

- Full Response View
- Create Message
- Open/View Exceptions
- Zoom/Rotate page

3. Annotation Panel

- Expand/Collapse Annotation Panel
- Undock/Re-Dock Annotation Panel
- Available Annotations

4. Current Response information

- Response Type
- Response Number
- Number in Worklist
- Navigate to Next Response

5. Candidate Response Area

6. Off-Page Comment

7. Menu Area

- Messaging Inbox
- RM Assessor 3 Menu
- Help
- Profile Settings

8. Marking Options

- Mark by Candidate/Mark by Question
- Toggle Annotations Layer On/Of

9. Response Navigation

- Next/Previous Question
- Skip to First/Last Question

10. Marking Panel

- Enter Marks
- Maximum Marks for Current Question
- Reset Marks and Annotations for Current Question

11. Marking Buttons

- Enter Marks
- Mark as No Response

12. Marking Progress

- Percentage of Questions Marked
- Current Marks/Total Marks for Whole Response

How to get the best performance when using RM Assessor³?

- Close any applications that you are not using.
- Close any excess browser windows/tabs when not required.
- Ensure that other people using your Internet connection are not using all the bandwidth (streaming and downloading can have significant impact on performance).
- Set scheduled background activities to a time that you are not marking (this includes anti-virus scans and system updates).
- Mark in Full Screen mode by pressing F11 on your keyboard to maximise the usable screen area.
- 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.
- Save your work: Do not leave RM Assessor³ logged in and unattended. Instead, you should log out which will save your work. If you are inactive for 20 minutes, RM Assessor³ will automatically log you out.
- 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 Assessor³ will start to download the scripts in the background.
- Avoiding the Enter key: Turning on 'Assign Single digit marks 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.

Tips and Tricks to solve the Top Ten Problems with RM Assessor³

Logging in and password management

- Try re-setting your password using the 'Forgot your Password' link on the home page of RM Assessor³ just below the login to marking or familiarisation buttons, agree to allow it to open a new window and follow the on-screen instructions. If you do not see the "Forgotten Password" text, please ensure you have closed the blue banner message that advises of cookie usage and ensure you are able to see the Cambridge logo on the login page – <https://ca.assessor.rm.com>
- If you have multiple email addresses, try using each of them on the Password Reset page. If none of them are correct, please call the RM Helpdesk and we will update it in the system for you.

Script Marking

- When you first start marking if the script has Additional Pages, you will be prompted to link the pages to particular questions, OR, if they are blank to 'Flag as seen'. To do this view the pages and click 'Link to Question' if the page relates to a particular question, or 'flag as seen' if it is a blank sheet.
- After linking any Additional Pages (if required), you will need to move annotations onto the Annotations bar- this will enable you to use Annotations, without opening the full tool bar. To do this, open the Annotations toolbar on the left-hand side of the RM Assessor³ screen (underneath the blue menu), and then drag the Annotations you want onto the bar.
- If you have fully marked the script, but are unable to submit it here are the most likely causes:
 - You have not been approved for marking yet- *please contact your Team Leader.*
 - You have not linked all Additional Objects- *please check and link all pages/flag as seen.*
 - You have not marked all questions- *including annotating each page- check and make sure annotations are placed on each page.*
 - If there are any open Exceptions against a script you will not be able to submit it

Browser

- The biggest reason for issues with logging in is that examiners are trying to log in to an incorrect URL. For Cambridge Assessment Business Units, the correct URL is <https://ca.assessor.rm.com>. The RM Assessor³ homepage will also display the Cambridge Assessment logo.

- If you are having issues with scripts displaying correctly, you may find the following helpful:
 - Clearing the browser cache- *you can do this by clicking on the 3 dots in the top right-hand corner, then selecting Settings, and then 'Clear Cache Data'*
 - Switching browser- RM Assessor³ *works with all browsers, so if you are having issues in one browser, do try switching to another.*

Team Management

- If you are a Team Leader and cannot view your team in Team Management please check whether you have been approved for marking- if you have been approved for marking and still cannot view your team, please call the RM Helpdesk.

Script download

There are 3 common reasons why you may have issues downloading new scripts:

- No scripts available yet- this is common at the start of the marking session. *You can call us to check if there are scripts available.*
- Maximum reached/ Marking Limit reached
- No more scripts available

Exceptions

- If you have an outstanding Exception, please check to see if the exception is resolved with your Team Leader or Awarding body. The information icon on the raise exception page informs you of the routing – if you are unsure who is responsible for closing an exception the RM Helpdesk can investigate and let you know which next steps to take.

Messaging

- To get to messages relating to a particular component- click on the grey heading at the top of your message list which will have a component name inside. This will collapse that components inbox and show the next components inbox just below it, you can collapse as many as needed by clicking on each component name.

Standardisation

- To classify STM Standardisation scripts, Select and mark a provisional script within the Standardisation area, then select “Share”, and in the white box select STM Standardisation – Restricted which is located under the “Classify Now” heading. If you share the marks for review, you will not be able to classify that script as an STM script.
- If you are a lone marker, i.e. a PE with no team, there is no requirement to complete standardisation.
- If you are an Examiner, you will need to wait to be approved after you have completed your standardisation marking before you can start live marking- if you have not been approved please contact your Team Leader.

Are you still unable to resolve an issue yourself?

Go to <https://rmresults.service-now.com/support> and request RM Helpdesk assistance for any queries which are not resolved after reading this guide. If you need any help on accessing ServiceNow to contact RM, marker guidance is available www.rm.com/markerhelp.

You can also call RM Helpdesk on **0330 333 6319**.