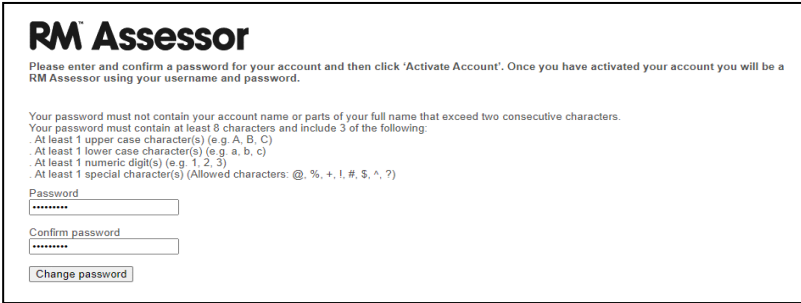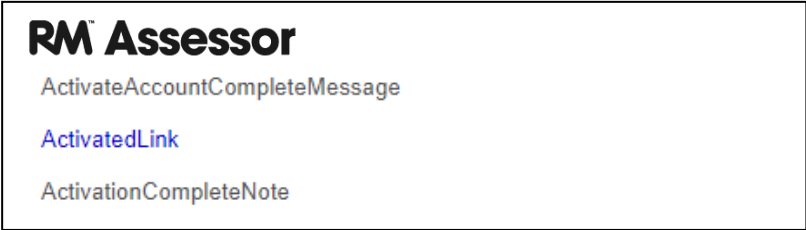# State Examinations Commission
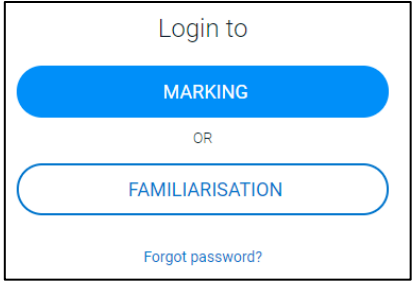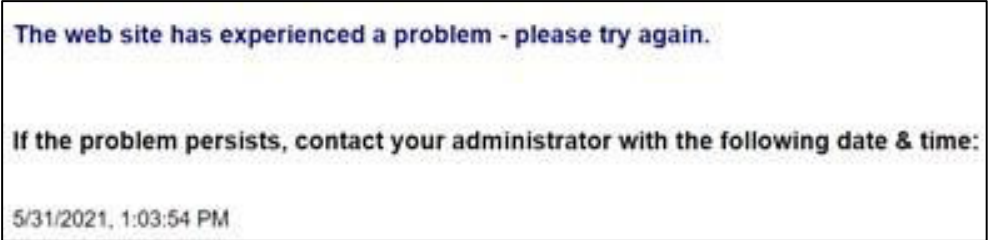# Coimisiún na Scrúduithe Stáit

Online Marking 2024: Frequently Asked Question

This document is split into a number of sections:

- Accessing Assessor (the marking system)
- Accessing scripts for marking
- Marking and submitting scripts
- Monitoring
- Other questions
- Appendix 1: Contacting the online Marking Section
- Appendix 2: Recommended and Supported Devices
- Appendix 3: Clearing the Cache

#	Question	Response
Accessing Assessor (the marking system)		
1.	**How do I find the login page for Assessor (the marking platform)?**	The login page for Assessor is https://sec.assessor.rm.com/ You can type this webpage address in the top bar of any internet browser (e.g. Chrome, Firefox, Microsoft Edge). Once you have found the login page, you should bookmark it on your browser so that you can easily find it again. Do not try to find the login page by searching for "RM Assessor" on Google – this is likely to lead you to the login page for an assessment body other than the SEC. The version of RM Assessor used by Examiners for the 2024 Summer Session should have the SEC's logo on the opening page: Coimisiún na Scrúduithe Stáit State Examinations Commission
2.	**When do I activate my RM Assessor account?**	Shortly before conference, you will receive an email with your username and an activation link for your account. When you click on the link, you will be required to input and confirm your password, then select the 'Change password' button: You will then be able to click on the ActivatedLink to log in to your account:

#	Question	Response
3.	**What do I do if I forget my username or password?**	If you forget your password during marking, go to the Assessor website (https://sec.assessor.rm.com/) and click Forgot password? (see image). If you forget your username, contact the Online Marking Section (onlinemark@examinations.ie or 090 644 2461/090 644 2476). You will need to let them know your name and the paper you are marking on. (You may also need to let them know the email address the SEC have on file for you, if it is not the one you are emailing from.)
4.	**What do I do if I receive the following error message?**	If you receive the message below, please ensure that you do not have Assessor opened in multiple tabs / browsers at once. If you do not have Assessor opened in multiple tabs / browsers, you should **clear your cache** (see instructions at end of document). The web site has experienced a problem - please try again. If the problem persists, contact your administrator with the following date & time: 5/31/2021, 1:03:54 PM
Accessing scripts for marking		
5.	**How do I get scripts for marking?**	Full details are in the *Getting Started* document, pages 2 to 4. Go to the Assessor website (https://sec.assessor.rm.com/), click on Marking, and then click on My Marking for the relevant component. If there are scripts available for you, you should be able to click Get New Responses. Once you have the responses (scripts), click into one to start marking it. Note that it is more useful to click on List view, to see the details of each script (see *Getting Started* booklet, page 4).
6.	**Can I download all the scripts allocated to me before I start marking?**	In short, no. You have access to more and more scripts as you progress through the marking, but cannot generally download them all at the start. Each examiner will have a marking limit (total number of scripts they can mark) and a concurrent limit (maximum number of scripts they can have open for marking). These limits will vary from subject to subject. Typically, the marking limit will be set to 10 or 20 for the initial sample, so that you will not be able to mark more than that number of scripts initially. Once the marking team is given the go-ahead to proceed to marking beyond the sample, the marking limit will be raised. In some instances, it may be raised incrementally. Further instructions will be provided at each marking conference.
7.	**Why are there Response IDs here? And how do I see the candidate numbers?**	The Response ID is a number associated with a layer of marking of a script. So, when you are marking a script, your marking has one response ID. When your Advising Examiner monitors this marking, that monitoring has a different Response ID. By default, when you log into a component for the first time, Assessor shows the Response ID but not the candidate number. On logging into a worklist for the first time, you should click List View on the right (see page 4 of *getting Started*). This will show the candidate number, and other important details. Once you do this, then List View should be the default for this worklist each time you open it.

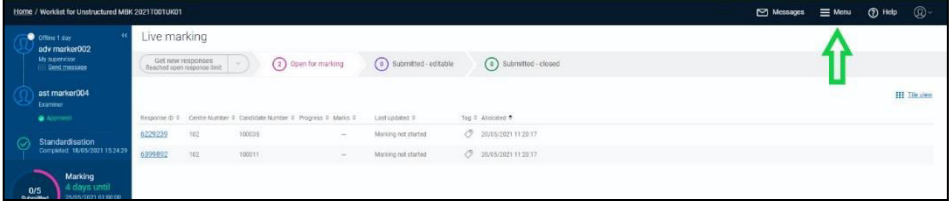| #	Question	Response
8.	**What do I do if there is an Irish Version (IV) script in the English Version (EV) section?**	It is very important that you do not mark such a script in the EV section, even if the candidate has produced substantial amounts of English. All IV scripts must be answered through the IV section. Raise an Incorrect Question Paper exception (exclamation mark on top left – third icon down) and indicate that it's an Irish script in the EV section. Submit the exception. The script will most likely be removed from your worklist. See next question for more detail on raising exceptions.
9.	**I am marking a subject with two components. What do I need to be aware of when downloading scripts?**	You will need to download each component separately. However, there is a particular order in which you should download scripts, so that you get matching pairs (where they exist). This will be outlined at conference. For example, in subjects with coursework, such as History, Religious Education, Economics etc., you should download the paper first. When you go to download coursework, the matching coursework should download (i.e. those for the same candidates). If you have unmatched papers (or courseworks), do not begin marking them; instead, check your Atypical worklist. If it is not located there, raise a *Missing Component* exception, as described in previous question. In response to the exception that you raised, the Online Marking Section will advise you through RM Assessor if you can simply mark the unmatched component; if a matching component has now become available; or will remove the unmatched component from your worklist.

#	Question	Response
10.	**Under what other circumstances should exceptions be raised?**	Contact your advising examiner before you raise an exception. Exceptions can be raised under the following circumstances: *Image rescan request*: if there is a technical issue with the original scanning, for example, if a page is folded over. Note that a rescan is unlikely to make difficult-to-read handwriting more legible *Incorrect question paper*: if the script is for a different subject or level. This exception is also used if it is an English-language paper but contains Irish. Only designated examiners should mark scripts answered through Irish. *Missing material from this component*: This exception is raised if there appears to be pages missing from the script you are marking. *Missing component*: when the matching paper/coursework for a candidate does not appear following download in subjects with multiple components like English, Gaeilge, Religious Education etc. this exception should be raised. *Candidate numbers not matching*: The candidate number on additional pages or the Aural paper doesn't match the number on the main booklet. Once you have raised any of these exceptions, it will be sent to the Online Marking Section in Athlone. They may remove the script from your worklist, if appropriate, or may send you an update or some instructions through RM Assessor in response to the exception you raised. Note that, if you raise a *Missing Component* exception on a paper, you will still be able to submit your marking on the paper you are marking – for e.g., if you raise a *Missing Component* exception on an English Paper 1 because the Paper 2 is missing, you will still be able to submit your marking of the Paper 1, once you have completed it. For all other exceptions above, you will **not** be able to submit your marking on the affected paper until the Online Marking Section have resolved the exception. It is expected that exceptions will be dealt within 3 days, if more investigation is needed that requires more time, you will be notified. There is one further exception that is available only in certain components that attract the Irish bonus: *Irish Bonus query*: raise this exception to withhold the bonus from a script. This exception is routed to your Advising Examiner rather than the Online Marking Section in Athlone. You should also give your Advising Examiner the details of any script for which you are raising this exception.
	Marking and submitting scripts	
11.	**How do I set up my marking annotations?**	The first time you open a script for marking in a component, you need to select which annotations will go in the "quick access panel", by dragging them from the annotations toolbar into this panel. If there are relatively few annotations in your component, you may decide to put all of the annotations in this panel. Once you have the quick access panel populated, click the **<<** icon to hide the full annotations toolbar and begin marking.

#	Question	Response
12	**How do I save my progress midway through marking a script?**	For most subjects, there will be a Save button on the bottom of the marking panel. Clicking this saves your marking. Your marking is also saved if you navigate to another script, or if you leave a script by clicking "Worklist" or "Home". **Do not** click the back button or the × button of the browser as this will close assessor but will not save your work.
13.	**What do I do if I lose internet connection while marking a script?**	**Do not** click the back button or the × button of the browser as this will close assessor and when the internet reconnects your work may not have been saved. If your internet loses connection, rectify the internet issue, ensure the device is connected to the internet and then click on either "worklist"or "home" before closing the browser.
14.	**How do I ensure marks are being awarded to the correct part of a question?**	Use the up and down arrows to navigate between different questions and parts of questions. **Make sure that you have selected the correct item before entering marks or applying annotations**. It is essential to ensure that your marks are entered against the correct question in the marking panel. Further instructions will be provided at each marking conference.
15.	**An annotation is associated with an incorrect item. How can I fix this?**	How you do this will depend on how your component is set up for making. The following will work for scripts answered using the LC Answerbook, and for some other papers (that are not structured): 1. click on the correct item for this annotation 2. right-click on the annotation, and select "move this annotation to current question". If you are marking a completion booklet, this will probably not work, and you will need to do the following: 1. click on the item in the marking panel with which the annotation is currently associated 2. delete the annotation(s) 3. click on the correct item in the marking panel 4. insert the correct annotation(s)
16.	**I'm trying to change the annotations on a script, but the system won't let me. Why is this?**	It is most likely that the annotation is not associated with the item you are currently on. If you have clicked on the item with which the annotation should be associated, you may be able to right-click on the annotation and select "move this annotation to current question". If this option is not available, you will need to find the item with which the annotation is associated (by clicking through the items in the marking panel). once you have clicked on the appropriate item, you can move or delete the annotation.

#	Question	Response
17.	**What do I do if a candidate does not answer a question or part of a question?** **Can I use the *Complete* button to account for these items?**	Where a candidate does not attempt part of a question, you should not award them 0 marks for this part. Instead, they should be awarded NR (*No Response*). You can do this directly by using the NR button in the marking panel. Alternatively, if you have marked enough questions to fulfil the minimum rubric on the paper (and, in subjects that use the *Leaving Certificate Examination Answerbook*, if you have annotated all pages), you may have the option to press the *Complete* button in the marking panel. This will automatically enter NR for each question part that you have not yet marked. You should only ever press the *Complete* button when you have reviewed the entire script, and marked all of the candidate's work. With regard to fulfilling the minimum rubric, note that if, for example, candidates need to answer three questions from a total of five questions, then: (1) a question is not considered marked until all parts of the question have a mark or a NR entered, and (2) if a candidate only attempts one or two questions, then you should enter NR for all parts of the first available question(s). Thus, if a candidate only attempts question 4, you should mark all of question 4, and then enter NR for all parts of questions 1 and 2. The *Complete* button should then become available (under the further condition, in a *Leaving Certificate Examination Answerbook*, that all pages have been annotated).
18.	**I have finished marking a script but the *Submit* button (or Complete button) is not available. Why is this?**	It is likely the case that a question/section has not been marked (either with numerical marks or with the NR mark). All questions/sections in the marking panel should be reviewed to ensure that the rubric has been met. (See previous question.) Alternatively (if marking a *Leaving Certificate Examination Answerbook*), there may be pages that have not been annotated (see below).
19.	**Do I need to put an annotation on every page?** **Is there an easy way to ensure that I have done this?**	You should put an annotation on every page that the marking system makes available to you. If marking a completion booklet, you are generally not shown some of the pages (e.g. the front covers, the instructions page at the start), and do not need to annotate these. If marking a *Leaving Certificate Examination Answerbook*, you have to annotate each page. The quickest way to identify pages that have not yet been annotated is to click View Full Response (open book icon near top left of screen), and toggle to only show unannotated pages (top right). See page 8 or 9 of *getting Started* booklet, titled "Annotating all pages".
20.	**Can I change marks after I have submitted a script?**	In general, yes, you can edit your marking after you have clicked *Submit*. In fact, you are required to edit your submitted marking, for example, to apply any revisions following monitoring. In general, the only time you cannot edit your marking on a script is if your Advising Examiner has selected it for monitoring. In this case, your Advising Examiner will apply any required revisions to their marking; your marking will remain unchanged.

#	Question	Response
21.	**How do I look at the thumbnail view of all pages?** (*View Full Response*)	When you have opened a script in your worklist, there will be a symbol of an open book at the left of the screen. Clicking on this will allow you to view the full script in either one, two or four pages at a time. The entirety of a script can be scrolled through and a specific page can be found quickly. This can be useful if there is a need to view the front or back cover page. There is also an option to only show unannotated pages. This can be particularly useful when marking the *Leaving Certificate Examination Answerbook*, if you feel you may have failed to annotate a page.
22.	**If a candidate writes answers on one of the extra pages, can I link this page to multiple other pages and how do I do this?**	If marking a subject with the *Leaving Certificate Examination Answerbook*, there is no requirement to link this page to any particular question. This page will simply be added on to the *Leaving Certificate Examination Answerbook*, and treated in the same way as the pages of the main booklet. If marking a subject with a completion booklet, when you initially go to mark the script, you will need to link each page of the script to the relevant question part(s). You can edit these links during marking (e.g., to link an extra page to a different question part) by clicking on the open book button when marking (see question 15 *View Full Response*). Further information on how to do this is available the *Getting Started* booklet.
Monitoring		
23.	**I am an Examiner, and some of my marking has been monitored, but I can only see the marking I did. How do I see my Advising Examiner's monitoring?**	If you have clicked onto a script that was monitored and can only see your own marking, one of three things has happened. You may be in your own *Submitted Closed* worklist by mistake. Go back to Home, click into My Marking for the component, then click on Monitored Marking on the left. now click on the appropriate script. If you access the script in this way and the monitoring is still not showing, click the "big person little person" icon above the marking panel, and ensure that all layers of marking are turned on. If the script is not in the Monitored Marking worklist, first ensure that you have List View turned on and can see the candidate numbers. If it is still not there, contact your Advising Examiner - it may be that they have carried out the monitoring, but have not clicked Submit.
24.	**I am an advising examiner. How can I select a script for monitoring (i.e. Raise a monitoring remark)?**	From the home screen, an advising examiner can select the team management function, then select the subordinate marker required and view their submitted editable or closed worklist to pick a response for monitoring. Within the marking view, selecting raise monitoring remark from the top left group of buttons will raise a new monitoring remark within your live worklist.
25.	**I am an Advising Examiner. I have raised a monitoring remark, but now I can't find it to carry out / update the monitoring**	You go to *Team Management* to raise a monitoring remark. However, once it has been raised, it is now your responsibility; as a result, once it's raised you find it by going to *My Marking*. So, click into *My Marking*, click on the *Monitoring Re-mark* worklist on the left (not *Monitored Marking* – this is for your marking that someone above you has monitored), and find the script in question. Remember that there are different tabs here: if you haven't submitted the monitoring, it will be in *Open for marking*; if you have submitted it, it will probably be in *Submitted editable* (or possibly *Submitted closed*).

#	Question	Response
Other questions		
26.	**How do I search for a script by candidate number?**	By clicking the menu (3 bars) icon in the top right-hand corner of the screen while in a selected component, you will be shown a number of different search criteria. Alternatively, if you click on the Candidate Number heading, it will sort the worklist by candidate number, which can help you find a particular candidate number quickly.
27.	**How do I access atypical scripts?**	Atypical scripts are ones where the structure of the booklet does not match the expected structure, for example, if some pages are missing. If you have been assigned atypical scripts to mark, you will be given the centre and candidate numbers for the particular scripts. When you click into My Marking for a component, click on the Atypical worklist on the left. Then enter the centre and candidate details, and click Search. If an atypical script has been scanned that matches the details you entered, you will have the option to start marking straight away, or to download the script to your Atypical worklist to mark it later. You will need to enter the details for each atypical script you are marking. To return to your non-atypical marking, click on the Live worklist on the left. Note that, for completion booklets, atypical scripts will be unstructured – that is, when you click on an item, the image of the script will not change; you must scroll through the candidate's script manually.
28.	**What does a candidate see when he/she views the script?**	When they view their script following the summer marking, a candidate will only see the last set of marking. If a script was marked and then monitored, only the final set of marking (the monitoring) will be visible to the candidate. The candidate will see a single PDF that consists of the following: - A Marks Report. This lists the marks that the candidate got for each question part (though not the question totals), as well as the total mark for the paper. It also shows which marks were used in calculating the total mark (green ticks). - The candidate's scanned script, along with any annotations that were applied. If the script was **not** monitored, the annotations will be red; if it was monitored, the annotations will be green. - A summary sheet. This generally includes the Irish Bonus, if applicable.

Appendix 1: Contacting the Online Marking Section

The Online Marking Section are available throughout the marking to provide technical support for Examiners in using the online marking system. The Online Marking Section can be contacted via email or by phone:

- **onlinemark@examinations.ie**
- **(090) 644 2461** or **(090) 644 2476**

You should contact the Online Marking Section to resolve technical issues relating to using Assessor. You should **not** contact the Online Marking Section if your query relates to the application of the marking scheme – in such cases, always contact your Advising Examiner.

In particular, you should contact the Online Marking Section if you have any of the following issues:
- Logging in and access issues.
- Losing marks, not being able to save marks, etc.
- Problem with the system jumping back to previous questions.
- You are an Advising Examiner and have queries regarding the deallocation of scripts or marks.

When contacting the Online Marking Section:
- If you are emailing screenshots containing any identifiable information (for example, examination number, response ID, names), please contact the Online Marking Section for an encrypted Word document – **Form 20** Reporting Issues** – to use for this purpose. Please do **not** change the password on the document, as this will mean that the Online Marking Section will be unable to open it.
- Please include in the Word document the time and date that the issue occurred, and advise what browser (Chrome, Edge, Firefox, Safari, etc.) you are working in.

Appendix 2: Recommended and Supported Devices

Recommended & Supported Devices

Below are devices and platforms that RM Assessor³ can be used on.

	PC	Mac	Android Tablet	iPad
Processor	Intel i3+ or equivalent		Quad core+	
Memory	4GB+		2GB+	
Screen Size	8" or larger, minimum resolution 1280x720			
Operating System*	Windows	macOS	Android	iOS
Browser	Chrome, Firefox, Edge	Chrome, Firefox, Safari	Chrome	Safari
Input supported	Mouse and Keyboard	Mouse and Keyboard	Touch and Keyboard	Touch and Keyboard

* Operating system support is for the current and the previous major version of each system.

It is possible to use RM Assessor³ on other devices, browsers and operating systems, however these are not tested by RM Results and are therefore not formally supported because a good user experience cannot be assured.

RM Assessor³ use is supported on iPads and Android Tablets as above. However, please note that these devices do not support all file types that may be used in eCoursework marking and, for example, zip files cannot be easily opened on iPads - please ensure that you select the right device for the content you are marking.

Appendix 3: Clearing your Cache

You may be occasionally advised to clear your browser cache as part of steps to resolve issues encountered e.g. This can sometimes be because a newer deployment has taken place and your browser is hold older files versions. The following are indicative steps.

Chrome

1. Click 3 vertical dots in top right corner
2. Select History > History
3. Select Clear Browsing History (this should be on the left-hand side of the screen)
4. Basic tab > change time frame to 'all time' and tick all options listed.
5. Select Clear data

Firefox

1. Click 3 horizontal dots in top right corner
2. Select Library > History > Clear Recent History
3. Change time range 'everything' and select all options within History.
4. Click 'OK'

Edge

1. Click 3 horizontal dots in top right corner
2. Select History
3. Click 3 horizontal dots within the top row of the History panel that appears.
4. Select Clear Browsing data
5. Change time frame to 'all time' and tick all options below.
6. Click Clear Now

Safari on Mac

1. Open Safari. Click on Safari next to the Apple logo
2. Click on Preferences.
3. Click on Advanced.
4. Check the box for Show Develop menu in menu bar.
5. Click on Develop from the top.
6. Click on Empty Caches.