

# Multi-Factor Authentication (MFA) – Information for Examiners Leaving Certificate and Junior Cycle Examinations (2026)

## MFA:

This year, the SEC is using multi-factor authentication (MFA) for all online marking websites. This means that, each time you go to log in to Assessor, you will need:

- your username
- your password
- a 6-digit code, which you will get from an authenticator app or via email. This code will be valid for 2 hours; after that time, a new code will be needed.

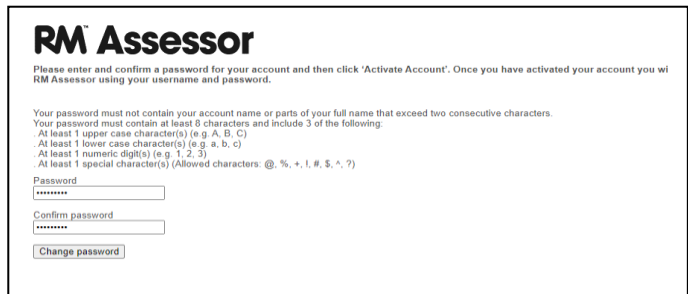
It is important to remember that, while you may need to use your mobile phone to get the 6-digit code to log in to Assessor, you should **NOT** actually log in to Assessor on your mobile phone, or use your phone to carry out marking in Assessor. Detail on how to use MFA is on pages 2 and 3.

**SEC recommend the use of the app rather than email in order to get the 6-digit code**, because the app is synchronous (i.e. there is no waiting for an email to arrive), and there is no possibility that the code gets stuck in quarantine / Spam. However, both methods (app and email) will work.

## Activating your RM account / Username reminder

Shortly before conference, you will receive an email with your username. If you did **not** mark online in 2025, this email will also have an activation link for your account. When you click on this link, you will be required to create and confirm your password, then select the 'Change password' button. You will then be able to click on the Activated Link to log in to your account.

If you **did** mark online in 2025, you will receive an email to remind you of your Assessor Username, the link to RM Assessor and instructions on how to reset your password if you need to.



**RM Assessor**

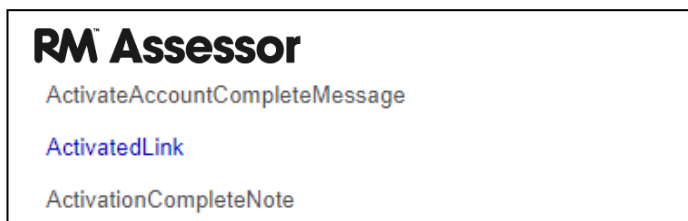
Please enter and confirm a password for your account and then click 'Activate Account'. Once you have activated your account you will be able to log in to RM Assessor using your username and password.

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 6 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  
\*\*\*\*\*



**RM Assessor**

[ActivateAccountCompleteMessage](#)

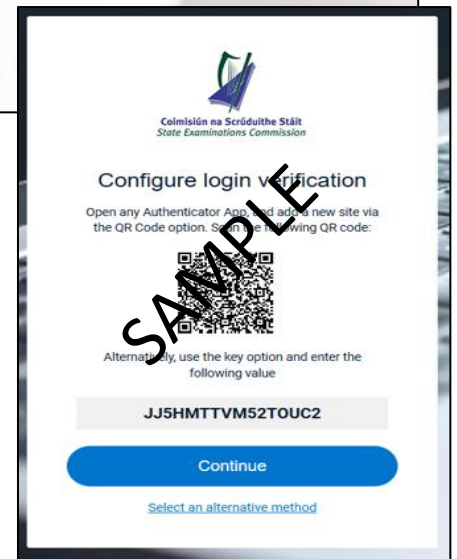
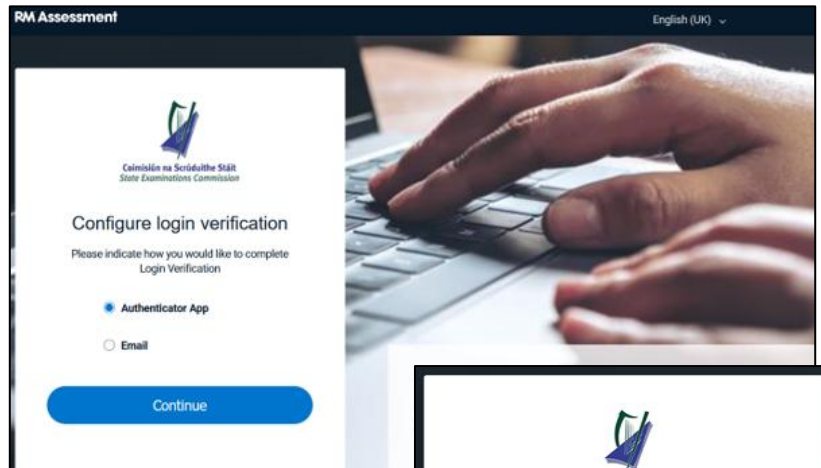
[ActivatedLink](#)

[ActivationCompleteNote](#)

## MFA – choosing Email or an Authenticator App:

When you go to log in to Assessor for the first time, you will be asked to decide if you want to get the 6-digit code by using an Authenticator App or by using email. If you choose to use email, note that the email address to which the 6-digit code will be sent is the one that is on file with the SEC.

If you have selected verification by app by mistake, click *Select an alternative method* (found under the **Continue** button in the image on the right) and you can choose email instead. The same also applies if you have selected verification by email by mistake.



## MFA – using an Authenticator App:

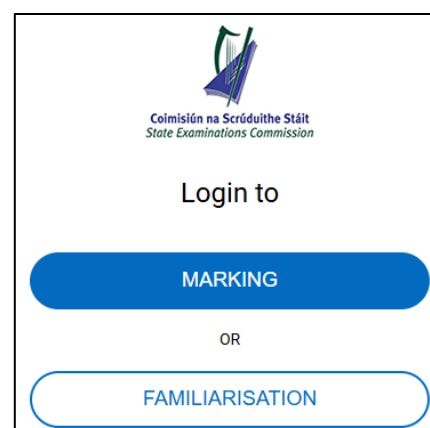
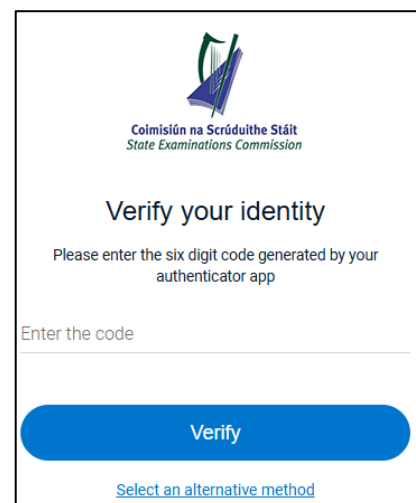
Steps 1 – 6 only need to be done once, as they involve setting up the Authenticator App:

1. On your **marking** device, in the Assessor login page, make sure that Authenticator App is selected, and click **Continue**. The screen on the right (with the QR code) will appear.
2. On your **mobile** device, download the Authenticator App you will use from the relevant app store and install it, if you haven't already done so. The recommended apps are Google Authenticator and Microsoft Authenticator.
3. On your **mobile** device, open the Authenticator App. **You do not need to sign into the Authenticator App on your mobile device.**
4. On your **mobile** device, in the Authenticator App, click the + symbol or “add account”.
  - a. If you need to choose what type of account it is (Work / School / Personal / Other), choose “Other”.
  - b. Choose to add account by scanning the QR code or by manually entering the value shown under the QR code (which is JJ5HMTTVM52TOUC2 in the image above).
5. On your **mobile** device, in the Authenticator App, scan the QR code, or enter the value shown under the QR code. This will add **Assessor.Identity** (or similar) to your Authenticator App. Your RM Assessor account is now linked to the Authenticator App on your phone.
6. On your **marking** device, you can now click **Continue** to log into Assessor.



Each time you log in to Assessor, you will now need to:

7. On your **marking** device, go to the Assessor website and enter your username and password and click **Continue**
8. On your **mobile** device, open the Authenticator App and click into **Authenticator.Identity** (or equivalent) to see the 6-digit code
9. On your **marking** device, type in the 6-digit code and click **Verify** (image on the right). The code typically changes every 30 seconds, so you need to enter the code before it expires.
10. You will be brought to the login page (image on the bottom right); click on **Marking** to access your marking, or **Familiarisation** in order to access familiarisation mode. (Typically, you will only need to click Marking.)



## MFA – using Email:

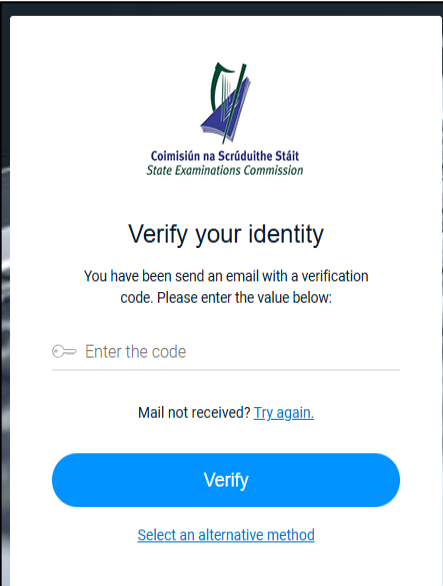
If you select email as your method of authentication and click **Continue**, you will see the screen on the right.

An email will issue to you with a 6-digit code. See sample below. The email will issue from noreply@in.rm.com.

Please check your Junk / Spam folders if you have not received the email within 1 minute, as the code is only valid for 5 minutes.

Once you have the email, enter the code from the email in the screen on the right, and click **Verify**.

As detailed on the previous page, you will then see a screen allowing you to select **Marking** or **Familiarisation**. (Typically, you will only need to click Marking.)



The screenshot shows a web interface for identity verification. At the top is the logo of the Coimisiún na Scrúduithe Stáit (State Examinations Commission). Below the logo, the text reads 'Verify your identity'. A message states: 'You have been send an email with a verification code. Please enter the value below:'. There is a text input field with a placeholder 'Enter the code'. Below the input field, there is a link: 'Mail not received? [Try again.](#)'. A large blue button labeled 'Verify' is centered below the input field. At the bottom, there is a link: '[Select an alternative method](#)'.

*Hello M Murphy,*

*Please use the following Verification Code to complete your sign-in to the RM Assessment platform:*

*Code: 606798*

*This code is valid for 5 minutes. For security purposes, please do not share this code with anyone.*

*If you did not request this code, please contact your helpdesk immediately.*

*This is an automatically generated email from the RM Assessment platform. Please do not reply to it as the mailbox is not monitored.*

## MFA – Login and Inactivity

RM Assessor will automatically log you out of the platform if you are inactive for 20 minutes. If this happens, you will need to log in again using your Username and Password.

Each Authentication Code will remain valid for 2 hours from the first time you use it to log in.

Therefore, if you log out and then back in again within a 2-hour period, you will not need to enter a new Authentication Code.

## Clearing Your Cache / History / Cookies:

You may be occasionally advised to clear your browser cache/clear your browsing history/clear cookies 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 holding older file 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.



## Supported Devices for Online Marking:

The State Examinations Commission (SEC) require that examiners only use the supported devices, operating systems, and browsers when marking online. The details of these are given in the table below. Examiners should **not** use devices, operating systems, or browser versions that are below the minimum specification for RM Assessor. **Use of unsupported devices can result in application errors and functionality not operating correctly.** Please ensure that your device meets the supported specification before you start marking.

Note that mobile phone devices are **NOT** supported and should not be used for marking.

**For optimum marking experience, please ensure that you are logged in on one device only and that you have no other browsers running in the background.**

	PC		Mac	Android Tablet	iPad
<b>Operating system</b>	Windows 10 Version 22H2 supported until 31 July 2026	Windows 11 Version 24H2 supported until 13 Oct 2026 Version 25H2 supported until around October 2027	macOS Current and the preceding major version are supported	Android Current and the preceding major version are supported	iPadOS Current and the preceding major version are supported
<b>Processor</b>	Intel i3+ or equivalent	Intel i3+ or equivalent Windows 11 compatible processor	Devices stated by Apple as being supported for the above macOS	Quad core+	Devices stated by Apple as being supported for the above iPadOS
<b>Memory</b>	4GB+	4GB+		Memory required for the above OS	
<b>Screen Size</b>	8" or larger, minimum resolution 1280x720				

	PC		Mac	Android Tablet	iPad
<b>Browser</b>	Chrome, Firefox, Edge Current and the preceding major version	Chrome, Firefox, Edge Current and the preceding major version	Chrome, Firefox, Safari Current and the preceding major version	Chrome Current and the preceding major version	Safari Current and the preceding major version
<b>Input supported</b>	Mouse and Keyboard	Mouse and Keyboard	Mouse and Keyboard	Touch and Keyboard	Touch and Keyboard

## Support During Marking – Advising Examiners:

For any queries regarding the application of the marking scheme, the appropriate use of annotations, and so on, please contact your Advising Examiner.

## Support During Marking – Exceptions:

During the course of your marking, you may come across issues with scripts – for example, where a page has not scanned correctly; or where the paper is not correct to that component; or where an Irish version of a paper is appearing in the English component of that paper.

In these cases, first contact your Advising Examiner. If your Advising Examiner is satisfied that an exception should be raised, then raise an exception on this script in Assessor (see the *Getting Started* booklet for details). The relevant exceptions are:

- **Image Rescan Request** – *e.g. part of a page is turned down, or there is a post-it on the page*
- **Incorrect Question Paper** – *the paper is an incorrect subject / level / language version*
- **Missing Component** – *the matching paper / coursework does not appear following download of the lead paper*
- **Missing Material from this Component** – *pages / additional pages missing*
- **Candidate numbers not matching** – *candidate number of additional pages / Aural paper doesn't match main booklet*

Once you raise one of these exceptions, it will be sent to the Online Marking Section in the SEC. Please do **not** follow up with an email/phone call to the Online Marking Section regarding an Exception you have raised, as to do so will potentially take resources away from working on open exceptions and may lead to delays in the resolution of exceptions. Exceptions will be dealt with through the online marking system.

Once these exceptions have been resolved, you may need to take further action (e.g., to review additional material that has been added to a script). In these cases, you will be contacted via the messaging function in Assessor. It is expected that your exception will be dealt with in **3 days**; if more investigation is required that requires more time, you will be notified.

Note that separate instructions apply to the *Irish Bonus Query* exception – consult your Advising Examiner where an exception should be raised to withhold the bonus. (See also the *S63 Instructions to Examiners* booklet or the *Getting Started* booklet.)

See separate instructions at conference regarding unresolved exceptions at the end of marking.

## Support During Marking – Technical Support:

During marking, you may meet other technical issues relating to using Assessor. In these instances, first consult the **FAQ** document available at <https://secexaminer.ie/online-marking-training>

If, after consulting the FAQs, you have not resolved your issue, please contact the Online Marking Section using the numbers listed. You should contact the Online Marking Section to resolve issues such as:

- Logging in and access issues
- Queries around Multi Factor Authentication
- Losing marks, not being able to save marks, etc.
- Being unable to apply annotations to a script
- Being unable to access your marking, or your Advising Examiner’s monitoring
- Problems with the system jumping back to previous questions
- Queries/requests by the advising team or senior examining team regarding deallocation of scripts or marks.

When emailing screenshots containing any identifiable information (for example, examination number, response ID), you will need to send it in an **encrypted format**. Please use the encrypted Word document supplied to you by your Advising Examiner for this purpose. Please do not change or remove the password on the file.

If you need to use the Reporting Issues form due to a technical problem, please use the following website to assist you in finding out the technical details of your device and browser as this will assist in finding and resolving any possible problems.

<https://www.genelify.com/tools/what-is-my-browser>

When opened, this website automatically shows you details relating to the browser you are using as well as the operating system (OS) of your device. The Reporting Issues form has space to include some of this information which helps with investigations into any possible problems.

Browser	
Name	Chrome
Version	148.0.7778.168
Major Version	148
Engine	Blink
Engine Version	148.0.7778.168

OS	
Name	Windows
Version	11

<b>Online Marking Section Contact Details:</b> <a href="mailto:Onlinemark@examinations.ie">Onlinemark@examinations.ie</a> 090 644 2461 090 644 2476	<b>Online Marking Section Operating Hours:</b> Mon – Fri: 08:30 - 20:00 Sat: 08:30 - 14:00* *08:30 – 17:00 on Sat 6th June & 27 <sup>th</sup> June *08:30 – 13:00 on Sun 7 <sup>th</sup> , 14 <sup>th</sup> , & 21 <sup>st</sup> June
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