

Web Version System Requirements

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Introduction

This document provides the recommended hardware and software specification for running the web version of RM Assessor. The minimum specification is provided for reference only and will likely be exceeded by a computer purchased within the last three years.

Users who spend a reasonable amount of time using RM Assessor should be using equipment that meets or exceeds the recommended computer specification and should also have access to a good broadband service. Using a computer that is at or just above minimum specification and with low bandwidth is not recommended, though it may be deemed acceptable by a user for occasional use.

Recommended 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).

Recommended Computer Specification

Specification	PC
Processor	Intel i5 or equivalent
Memory	4GB+
Operating System	Windows 10*

Minimum Computer Specification

Specification	PC	Mac
Processor	Intel Pentium 4 or equivalent	Intel Core 2 Duo or equivalent
Memory	1GB	2GB
Operating System	Windows 8.1**	macOS 10.14 High Sierra (or later)

* **Note:** Windows 10 “S Mode” is not supported.

** **Note:** Windows 7 is no longer supported as Microsoft have ended support for this operating system.

Supported Browsers

These are the internet browsers that the web version of RM Assessor is to be used with. Using a supported browser means that you can receive help from your helpdesk in the case of running into a RM Assessor software issue.

Browser	Supported Versions	Notes
Internet Explorer on Windows	Internet Explorer 11 (IE11) on 8.1 and Windows 10	These are the browser and OS combinations that Microsoft and therefore RM Results support.
Safari, Chrome or Firefox on a Mac	Chrome v24 or later Firefox v18 or later Safari v7 or later.	Please refer to further information in 'Remote Access for Mac' section below.

It may be possible to use RM Assessor on other browsers or older versions of the above, however these are not tested by RM Results and are not supported.

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

Remote Access via Mac

Apple Mac users access RM Assessor using a *Remote Access for Mac* service. This step is required due to Microsoft ending support for their Silverlight technology on macOS early. Mac users are automatically re-directed to this new secure access service when they launch RM Assessor.

Alternatively, Mac owners who use Apple Boot Camp are recommended to boot into Windows, or those who use virtualisation software (eg. Parallels Desktop or VMware Fusion) to run other Windows applications should use the IE11 browser by this means. Or, Mac users that also have a Windows device are recommended to use this.

'Out of Browser Mode' in Windows

You can opt to use the web version of RM Assessor directly from an icon on your Desktop or Start menu rather than in your web browser. 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.

In Session Support

During exam marking sessions it is likely that vendors such as Microsoft, Apple and Mozilla will release software updates to operating systems and browsers. It is best practice to make sure that your computer settings allow you to control the timing of applying such upgrades because this could affect your successful use of RM Assessor and other software applications.

We aim to provide information to RM Assessor users as soon as possible and remind users that it is best practice to not update their systems mid-session until their preferred browser and operating system is confirmed to be supported.

RM Results' policy is to:

- Test the pre-release beta version of each supported operating system and browser to check compatibility with RM Assessor at the earliest practical date.
- Update system requirements in this document from time to time to:
 - o Advise when a new browser or operating system will or has become supported, or
 - o Provide early notification where a new browser or operating system will not be supported.

Top 5 Tips for the Best Marking Experience

1. 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.
 2. Ensure that your computer meets or exceeds the recommended specification.
 3. Close software applications or browser windows that you are not using. Closing these can free up memory and processing power to achieve a better marking experience.
 4. Check that your bandwidth is sufficient for your needs, for example using www.speedtest.net, and ensure that connectivity used by others allows you sufficient bandwidth for RM Assessor.
 5. Set background activities that will consume bandwidth or processing power, for example software updates, to run at a time when you are not using your computer for marking.
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