

### **ContentProducer Item Writer Guidance**

June 2021

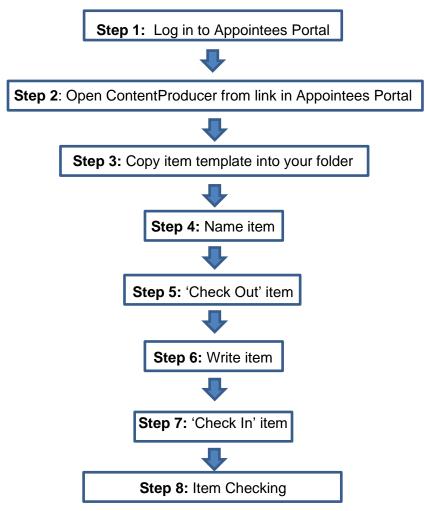
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# **Item Writing Overview**

Item Writers write items online using ContentProducer. Your contract will contain Item Specification(s) detailing the requirements of each item you are contracted to write. Each Item Specification will correspond to an item template (pre-formatted Word document) in ContentProducer. An overview of the basic Item Writing process is detailed below:



#### **Key Contacts**

Activity	Contact	Telephone/e-mail
Appointee Portal access		app.portal@sqa.org.uk
and log in		0345 213 6831
Using ContentProducer		das.helpdesk@sqa.org.uk
Graphic and Shutterstock queries	Graphic Artists	artwork.requests@sqa.org.uk
Subject-specific queries	Principal Assessor	
General support & advice	Qualifications Manager Qualifications Officer	

# **1. Getting Started**

Please ensure that your computer meets the following specification to run ContentProducer:

HDD Storage	1GB of free space
Operating system	Operating system should be either:
	Windows 7
	Windows 8
	Windows 8.1
	Windows 10
.NET	Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET
	Framework 4.0
Microsoft Word version	A full licenced version of:
	Microsoft Word 2007
	Microsoft Word 2010
	Microsoft Word 2013fla
	Microsoft Word 2016
Internet Browser	Microsoft Edge
Connectivity	Broadband
Screen resolution	1280 by 1024

An Apple computer with a MAC operating system must meet the specification above, **and must have a Microsoft Windows environment for ContentProducer to run.** This means that the operating system must have:

- a licensed/legal copy of Microsoft Windows 7 (or later) installed
- an Intel CPU (in order to run Microsoft Windows)
- Microsoft Word 2007 or later installed onto the Microsoft Windows environment

The simplest way of installing Microsoft Windows on a MAC is to use a product like VirtualBox. This is a free application (downloadable from <u>www.virtualbox.org</u>) which allows you to create a virtual drive on your MAC which will allow Windows to be installed within the MAC operating system as if it was on a separate PC.

If you would prefer to start Windows when booting up the computer then you should use Boot Camp as provided by Apple. Instructions on installing and setting this up can be accessed from <u>https://www.apple.com/uk/support/</u>

# 2. Log In – Appointees Portal

The Appointees Portal is a secure online portal that allows you to view and maintain your personal details and is also where you will access ContentProducer.

To access the Appointees Portal please use the url below:

https://appointees.sqa.org.uk

▶ Enter your email address and password and click Login:

SQ	A Appointee	es	Email	
	-			
	ne to the new look and feel S Your username has been cha	QA Appointees	Password	
email a				
			Forgot password? Login	
Secure services	Information	Contact	Help using SQA Connect	

Click on the link to 'Content Producer' to open the ContentProducer homepage:

1

SQA appointees Key Dates	SC Appointees Updates Publications and Resources Co	ntact Q Logout
welcome Test		
_ /		
	Your services	
Content Producer	QA Secure Service View details of your verification selections.	Results Services Submit exceptional circumstance and post-results service requests.
My Profile Page		

**Note:** the first time you click on this link you will be asked to install the ContentProducer application.

# 3. ContentProducer – Homepage

Your homepage will look like this:

CP ContentPro	ducer (Writer mode)	for property 1	P			100 mar 100		- 0 <b>X</b>
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	oose an Appoin	ntment Pr	oject	<b>_</b>	Open Proj	oct		
	ISIT Advanced Trigher				Open Proj	ect		
Му	Contracts			Ę	CRefresh My	Contracts		
	Write							
	Item Specification Number	Contracted	Still to create	Currently being checked	Changes required	Banked		
	6	10	10	0	0	0		
	7	10	10	0	0	0		
1								

Your My Contracts table shows how many of each item you have been contracted to write, and how many you have still to create.

When you have finished writing an item, the Checkers can start their work and the figures in your My Contracts table will change.

Select your project from the drop down menu and click Open Project

Choose an Appointment English Advanced Higher English Advanced Higher Geography Higher	Project	Open Project	
My Contracts		C Refresh My Contracts	

You will see the project title appear on the right hand side, in the view known as Solution Explorer:

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					Solution Explorer		<b>4</b> ×
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	)				Solution 'English Advar	nced Higher' (1 project)	
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### 4. Folders and Filters

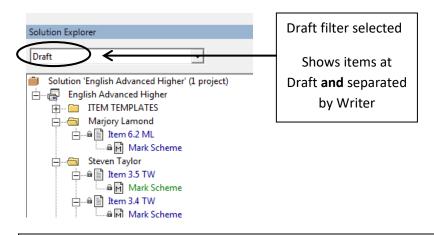
• Click on '+' and '-' to expand or collapse any folder:

Solution Explorer	
All	
Solution 'English Advanced Higher' (1 project)	Folder containing item template(s) for all Item Specifications in your subject area/level
Majory canona	Folder for each Writer

You can also view items using the filters:

Solution Explorer	
All	•
All	
Draft	oject)
Ready for Checking	
Requires Rework	
Graphic Required	
Graphic Amend Required	
Graphic Produced	
Mark Shields	

For example, if you want to see all items at Draft status, select the Draft filter:



Note:

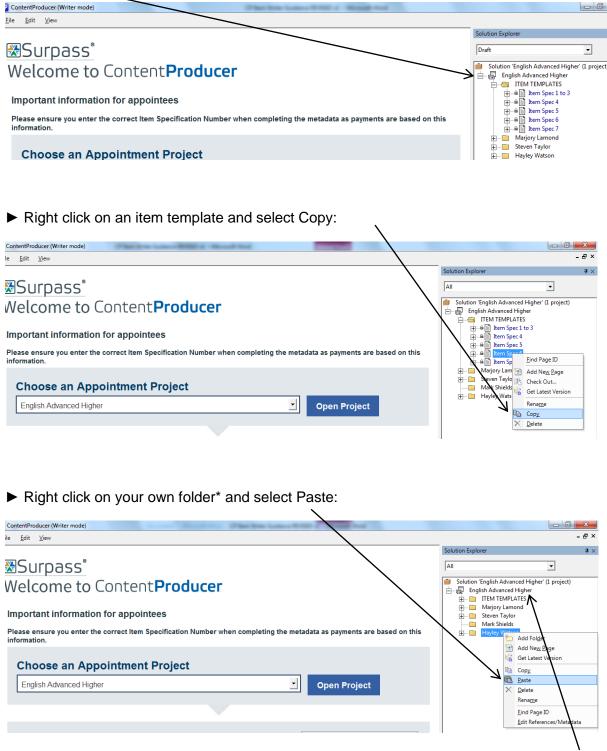
If you filter on Ready for Checking, there will be no results. This is because the Ready for Checking filter is only available to Checkers.

If you have a contract as a Writer **and** a Checker, you can select the 'Check' tab and you will be able to filter on Ready for Checking and see all items you have been contracted to check at this status, **(you won't see any you have written yourself)**.

# 5. Copy a Template

Before you can start writing an item, you need to copy the appropriate item template into your folder.

► Click '+' beside the Item Templates folder to display the contents:



\* If you <u>do not</u> have your own folder already set up then right click on the project title and select Add Folder, type your name, then click OK.

You will be presented with the following message (if appropriate):



► Click Yes if appropriate

► Click '+' beside your folder and you will see that a copy of the item template is now in your folder:

le <u>E</u> dit <u>V</u> iew	-
	Solution Explorer
Surpass <sup>®</sup>	All
Welcome to Content <b>Producer</b>	Solution 'English Advanced Higher' (1 project)
Important information for appointees	item Spec 1 to 3 item Spec 4 item Spec 4
Please ensure you enter the correct Item Specification Number when completing the metadata as payments are based on this information.	Item Spec 5 Item Spec 6 Item Spec 7
Choose an Appointment Project	Marjory Lamond     General Steven Taylor     Mark Shields     Hayley Watson
English Advanced Higher   Open Project	E Copy of Item Spec 6

# 6. Name an Item

Before you add content to an item you must give it a unique name.

► Click on the item name once, or right click on the item and select Rename:

ContentProducer (Writer mode)	and the second se	
le <u>E</u> dit <u>V</u> iew		- 1
	Solution	xplorer
Surpass <sup>®</sup>	All	-
Welcome to Content <b>Producer</b>		ior 'English Advanced Higher' (1 project) English Advanced Higher TEM TEMPLATES
Important information for appointees		🗄 📲 🚺 Item Spec 4
Please ensure you enter the correct Item Specification Number when completing the metadata as payme information.	ents are based on this	i tem Spec 5 i 4 i tem Spec 6 i tem Spec 7
Choose an Appointment Project English Advanced Higher  Open Proj	ject	Mariary Lamond     StevenTaylor     Mark Shields     Hayley Vlatson     End Page ID
	_	Add New Page Check Out
My Contracts	My Contracts	Get Latest Version       Rename       Copy_       X       Delete

► Type in the unique item name

You should use the Item Specification Number as the basis for your item name followed by your initials.
For example, if you are writing 2 x Item Spec 6, the unique name for each item will be:
Item 6.1 HW
Item 6.2 HW

# 7. 'Check Out' an Item

ContentProducer is based on the principle of 'checking in and out' items. If an item is 'checked in' it means it is available to be edited/reviewed. If an item is 'checked out' it means that someone is working on it. An item can only be 'checked out' by one person at a time.

Note: If you double-click on an item, instead of 'checking it out', you will open a READ ONLY VERSION of the item and any changes you make to it will NOT be saved. It is therefore important to ALWAYS Check Out an item that you are working on.

► To begin working on an item, right click on it and select Check Out.

Surpass	
elcome to Content <b>Producer</b>	Solution 'English Advanced Higher' (1 project)     English Advanced Higher     English Advanced Higher     TEM TEMPLATES
portant information for appointees ase ensure you enter the correct Item Specification Number when completing the metadata as payments are based on this ormation.	Marson Lawood
Choose an Appointment Project English Advanced Higher  Open Project	Add New Page ID Add New Page Check Out Check Out Check Out Rename B Copy
	× Delete

Word will automatically open on your computer displaying the item template and the marking scheme template (if applicable) ready for you to start writing. For example:

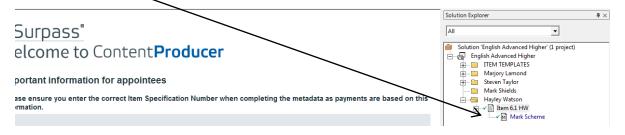
#### Item template

υ.	Insert Q	uestion Here	Insert Marks
0.	insert G	uestion Here	Insert Marks
0.	Insert (	uestion Introduction Here	
	(a) Ins	ert Question Here	Insert Marks
	(b) Ins	ert Question Here	Insert Marks
	(b) Ins	ert Question Here	

#### Marking scheme template

0.	(a)	Insert Answer Here	Insert	Insert Additional Guidance
			Marks	Here
	(b)	Insert Answer Here	Insert	Insert Additional Guidance
			Marks	Here
	(c)	Insert Answer Here	Insert	Insert Additional Guidance
			Marks	Here
	(d)	Insert Answer Here	Insert	Insert Additional Guidance
			Marks	Here
	(e)	Insert Answer Here	Insert	Insert Additional Guidance
			Marks	Here
	(f)	Insert Answer Here	Insert	Insert Additional Guidance
			Marks	Here
	(a)	Insert Answer Here	Insert	Insert Additional Guidance

**Note:** When an item and marking scheme (if applicable) are checked out by you, a green tick will appear beside them:



# 8. Use a Template

Most item and marking scheme templates have been set up as tables within Word with gridlines appearing (as per the screenshots on pages 12 and 13). If you are unable to see the gridlines try the following steps:

#### Word 2010 & 2007

Select Design – Borders – View Gridlines



By viewing the gridlines you will be able to see clearly where to enter text.

#### **General Instructions**

- 1. Add text and the number of marks to your question(s) where indicated. You **must** use the font and size of text already set up in the template. You can however change the **style** of text to bold, italics etc. depending on the emphasis required within the question.
- 2. You can add/remove rows if necessary by highlighting a row, right clicking and selecting either Insert Row or Delete Row.

(b) Ins	ert Answer Here	Insert 1	insert Additional Guida	ince
		Marks	🔏 Cut	
(c) Ins	ert Answer Here	Insert	🗈 Сору	ce
		Marks	Paste Options:	
(d) Ins	ert Answer Here	Insert	🖹 📝 🗳 🛱	ce
		Marks	Incost	
(e) Ins	ert Answer Here	Insert	Insert  Delete Rows	ce

3. To amend the number of answer lines in an item template, highlight an answer line, then right click and select either Insert Rows Above/Below or Delete Rows:

	(b		t Question Introduction Here	
		(i)	Insert Question Here	Inset Trebuchet MS × IA × A * 译 译
7	4			<b>B</b> <i>I</i> ≡ <u>₩</u> · <u>A</u> <u>A</u> · <u>H</u> · <i>I</i>
				Cut Coov
		(ii)	Insert Question Here	Paste Options:
			-	Insert Jolumns to the Left
				Delete Rows Insert Columns to the Right
				Sele <u>c</u> t
ſ	(c	Com	plete the following sentence.	Merge Cells Insert Rows Below
				☐± Distribute Rows Evenly ☐™ Insert Cells
				Distribute Columns Evenly

- 4. You should use the columns set up in the templates. Do not add/remove any columns (as this will affect the layout of the Question Paper and final marking scheme).
- 5. When you have finished working on an item/marking scheme select File → Save or use the Save icon on each document:

File Home	Insert Page Layou	References	Mailings	Review	View	MathType	Places	Design	Layout	
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Then click the Close icon in the right-hand corner:

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**Note:** If you select Save and see a box like this, it means that you have a **READ ONLY** version of the document open and you will **not** be able to save any changes.

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Save as type: Authors:		Thumbnail						

- Click Cancel and Close the Word document.
- Right click on the item you want to work on and select Check Out (see page 12).

# 9. 'Check In' an Item

When you have finished writing an item, i.e. you have completed the question(s) and marking scheme (if applicable) you **must** 'check in' the item. Before you 'check in', make sure you have saved all Word documents and closed Word.

If you do not 'check in' the item, the item will become locked and unavailable to others.

Right click on the item and select Check In:		
ion for appointees the correct Item Specification Number when completing the metadata as payments are based on	Aleve Taylor     Aleve Taylor     Aleve Taylor     Aleve Taylor     Aleve Taylor     Aleve Watson     Aleve Watson     Aleve Watson	1
opointment Project	Mark	Eind Page ID Add New Page Check In Get Latest Version
gher _ Open Project		Preview Page Undo Checkout Rename
<i>€</i> Refresh My Contracts	_	Edit References/Metadata Edit Relationships Refer to PA

You will be presented with the following screen:

Check-In	UCREF	1000	
Workflow:	Item Specification:		
Draft		<u>+</u>	
Comments:	$\wedge$		
			*

Click on the drop-down menu under Workflow and select an appropriate status

Status	When to select this
Draft	If you have not finished writing the item and want to work on it again later
Ready for Check	When you are finished writing the item and marking scheme, and they are ready to be checked by the Checkers
	Note: when you select this status you will no longer be able to check out the item to make any changes.
Graphic Required	When the item contains a graphic
Graphic Amendment Required	When an item has been checked in as 'Graphic Produced' but now requires further changes

#### ► Click OK.

At this point, the item and the marking scheme (if applicable) are 'checked in'.

**Note:** If you select **Ready for Check**, you will be asked to select the Item Specification number from the next drop down menu

Norkflow:		Item Specification:		
Ready for Check	_	<b>4</b> 6 7	•	
Comments:		7		
Item History				
Author	Time / Date ·	Comment	Workflow Status	Changed References
IW15 Brown	19/08/2013 09:38:51		Draft	

► Select the correct Item Specification number and click OK

The item and marking scheme (if applicable) are now checked in and your My Contracts table will update. For example, here is your My Contracts table **after** you have selected 'Ready for Check' for one item:

Contracts				C Refresh My	Contracts
Write				_	
Item Specification Numb	er Contracted Still to	create Curr	ently being check	ed Changes required	i Banked
6	10 1 9	9	1 15	0	0
7	10 1	0	0	0	0
				<u> </u>	
	Still to Create ha	as		Currently be	eing
	decreased by 1			checked has	s increase
L				by 1	

# 10. Refer an Item to the Principal Assessor

If you require some guidance during your item writing you can refer your item to the Principal Assessor.

To refer an item to the Principal Assessor, the item **must be checked out.** 

▶ Right click on the item and select Check Out:



To write a comment for the Principal Assessor, click the point in the item where you wish to add the comment then:

#### Word 2010 & 2007

Select Review - New Comment:



► Type in your comment:



► Save via the File menu (or use the Save icon) then click on the Close icon:

ABC (1) Constant of the second	ABC 123 IS Word Translate Langua Count	ae New Delete Previous Next	Final: Show Markup -	Previous	1 & 1
Danafian		Comment •	Track Changes + IN Reviewing Pane +	Accept Reject	Compare Block Restrict + Authors - Editing
	Language	Comments	Tracking	Changes	Compare Protect
	You read an article Les <mark>vacances</mark> scola	in a French magazine abo aires, sont-elles	ut the summer holidays.	Comm	ent [MM1]:

- ▶ If the item has a marking scheme, save and close the marking scheme
- Right click on the item and select Refer to PA

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iced Higher		,	•	Open Proj	ect	$\mathbf{N}$	Hayley W	n 6.2 H\	<u>Find Page ID</u>
								83	Add Ne <u>w P</u> age Check In Get Latest Version
acts				C Refresh My	Contracts				Get Latest Version Preview Page <u>U</u> ndo Checkout
			L						Rena <u>m</u> e <u>E</u> dit References/Metadata
pecification lumber	Contracted	Still to create	Currently being checked	Changes required	Banked			R	Edit Relationships Refer to PA

You will be presented with the following message:



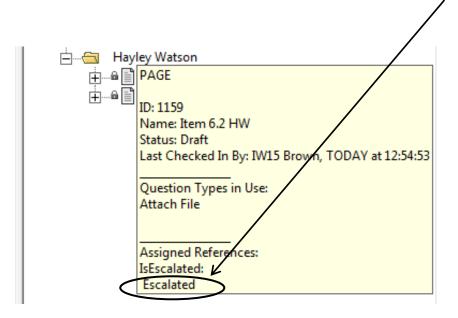
- ► Click OK
- ► Now right click on the item and select Check In:

intees	Steven Taylor
n Specification Number when completing the metadata as payments are based	Hayle Watson
	M Find Page ID
nt Project	庄 🖷 📄 Item 6. 🚁 🔊 Ne <u>w P</u> age
	Check In
Open Project	Get Latest Version
	Preview Page
	J Undo Checkout

Click OK

Your item is now 'checked in' and has been referred to the Principal Assessor.

**Note:** If you hover over the item, you will see that the item is **Escalated**. This confirms that the item has been successfully referred to the Principal Assessor:



#### E-mail Alerts to/from the Principal Assessor

When an item is referred to the Principal Assessor, they will receive an e-mail indicating which item you would like them to look at. The PA will add comments to the item and you will be notified by e-mail when the item has changed to 'Not Escalated' and is available for you to 'check out' and proceed with your writing.

# 11. Add Graphics to an Item

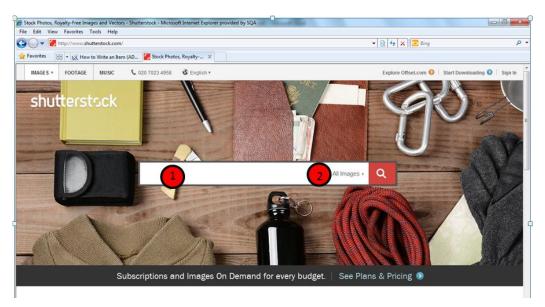
Graphics include illustrations, photographs, line graphs, bar charts, pie charts, diagrams, logos etc. Graphics will be black and white by default. Colour can only be used where it is integral to the Question Paper (e.g. Art and Design, Design and Manufacture).

The two main places you can source graphics from are Shutterstock and SQA in-house artists.

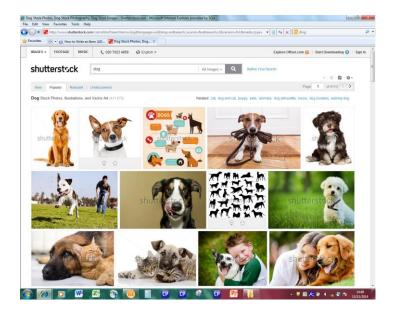
#### Shutterstock

You should initially search for graphics using www.shutterstock.com.

Use the Search field (1) in the same way you would search Google (e.g. by typing 'dog'). You can narrow your search by selecting 'photos', 'illustrations' or 'vectors' in the All Images bar (2)



Once you have clicked the search icon you will be able to view a range of images:



- ► Click on the image you would like to use to open the image web page
- ► Right click on the image and select Copy (or Copy Image)

When you are ready to insert the graphic, ensure the item is 'checked out' and then right click and select Paste to insert the image into your item. You may need to change the alignment or resize the image as appropriate.

► You must then refer the item to the Graphic Artist to be checked by them. You do this by selecting 'Graphic Required' when you 'check in' the item (see page 16-17).

#### SQA In-house Artists

When a generic graphic from Shutterstock cannot meet the needs of a question, you can request bespoke graphs, pie charts, diagrams and illustrations from SQA.

Complex bespoke graphics can take up to two weeks to be created and returned to Writers. This should be taken into account when planning item writing activity.

To request bespoke graphics:

- Type 'Instructions to artist' into the item in red in the place where you would like the graphic to go along with a detailed description of what you need.
- Include a copy of the exact graphic you require or an idea of what you are looking for. Please specify in your description if you need this <u>specific image</u> or <u>something *like* this</u> <u>image</u>. Note: Different methods of inserting an image into an item are detailed in Appendix A.
- Include your phone number in the description if you would prefer the Graphic Artist to call you to discuss the image

If you insert (or request) **any** graphics in your item, remember to select 'Graphic Required' when you check in the item (see page 16-17) so the Graphic Artist can approve the graphic.

#### E-mail Alerts to/from the Graphic Artist

When the Graphic Artist has created/reviewed the graphic, you will receive a 'Graphic Produced' e-mail indicating that the graphic is ready for you to review.

► To find the item quickly in ContentProducer, use the 'Graphic Produced' filter:

Solution Explorer	
Graphic Produced	Filter on Graphic Produced
Solution 'English Advanced Higher' (1 project)	
	items at this tus are returned

▶ Right click on the item and select Check Out

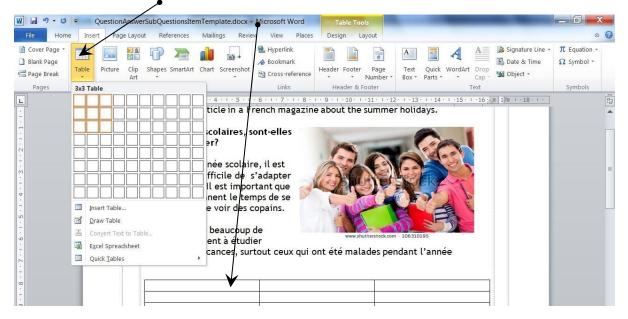
Where you have provided an example/draft graphic the house styled graphic by the Graphic Artist will be provided alongside the example/draft graphic in the item

► If the graphic meets your requirements, delete the example/draft graphic, save and close the item and marking scheme, right click on the item and select Check In, select 'Ready for Check' from the drop-down menu, then click OK (see page 16-17)

► If the graphic does not meet your requirements, insert further instructions to the Graphic Artist within the item in red, save and close the item and marking scheme, right click on the item and select Check In and 'Graphic Amend Required', then click OK (see page 16-17)

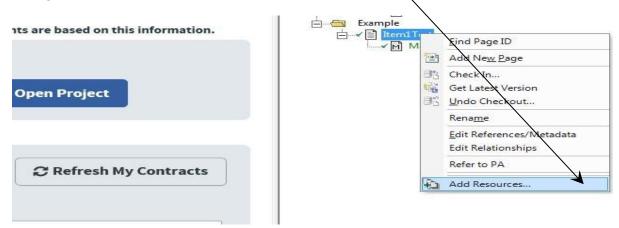
#### 11.1 Include a Table in an Item

Click Insert – Table



#### 11.2 Add Large Files (e.g. Audio) to an Item

▶ Right-click on the item name and select Add Resources: ●



A window opens:

Click the + Add file buttop and this will open your computer

+ Add file	5	Item ID: 1181P1390	E
File Name		Size	
	No files currently attached to this item		
0 Files attached		0 B	

The maximum file size that can added is 50MB.

Browse to find the file you want and select Open.

+ Add file		Item ID:	1181P1390		975	-
	CP Choose File to Upload					×
File Name	CO V Libraries	Music 🔸 Sample Music		← ← Search	Sample Music	۶
	Organize 👻 New folde	r			III • 🗖	0
	Favorites	Music library Sample Music		)6	Arrange by: Folde	•
	Downloads	Name	Contributing artists	Album	# Title	
	🖳 Recent Places 🗉	🔊 Kalimba	Mr. Scruff	Ninja Tuna	1 Kalimb	а
	🔚 Libraries	Maid with the Flaxe	Richard Stoltzman	Fine Music, Vol. 1	2 Maid v	ith the
	Documents	🔊 Sleep Away	Bob Acri	Bob Acri	3 Sleep A	way
	J Music			$\backslash$		
	Pictures			$\backslash$		
	Videos			$\backslash$		
) Files attached	Computer					
	State Assessment Crea			$\backslash$		
	Local Disk (C:) 🔻	<				
	File na	me		→ All Files	(*) *)	•

The file will upload and then be listed on the Add Resources window (this may take a few minutes depending on the size of the file):

+ Add file	Item ID: 1181P1390
File Name	Size
Kalimba.mp3	8.02 МВ 🕢 🔟
1 Files attached	8.02 MB

This process of clicking on + Add file, finding and adding files can be repeated if there are multiple files to be added.

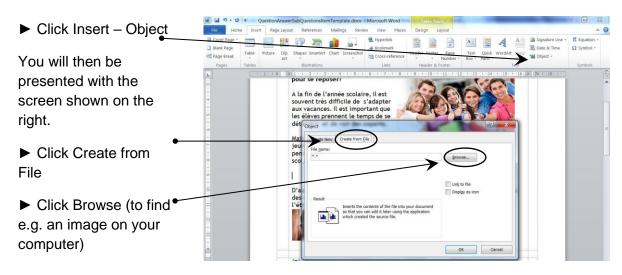
► Click on the Done button at the bottom of the window when finished.

The item can now be checked in as usual.

When submitting audio you must also record any relevant source/copyright information (see page 28).

#### 11.3 Insert Objects into an Item

Another way to include material that has been sourced from another package (such as Excel or Adobe Reader) is to insert the contents of a file into your item:

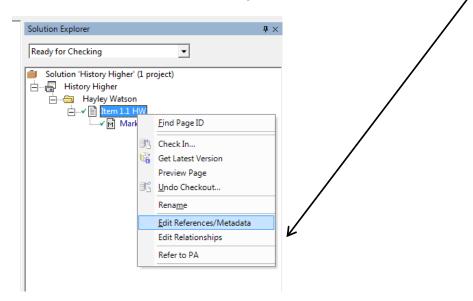


### 12. Add Metadata to an Item

When you have finished writing the item and mark scheme you should enter metadata (reference data) for the item. This information will be recorded ('tagged') against each item and used for the purposes of searching for items in the item bank.

To edit the metadata, the item must be 'checked out' (it must have a green tick next to it and the mark scheme).

▶ While the item is 'checked out', right click on it and select Edit References/Metadata



► You will be presented with a window similar to this:

Name	Value	Туре	Mandatory
IsEscalated		List	No
ItemSpec	1	Text	No
MarkedMetadata		Special	No
QuestionType		List	No
Section		List	No
TotalMark		List	No
YearltemUsed		Integer	No

► To edit the data, click on the name of the reference field to add/edit a value.

Name	Value	Туре	Mandatory	Mandatory At	Disease security a walk of the set	
IsEscalated		List	No		Please specify a value for the reference	
ItemSpec	1	Text	No		Please select a value	
MarkedMetadata		Special	No		Please select a value	
QuestionType		List	No			
Section		List	No			
TotalMark		List	No			
YearltemUsed		Integer	No			

If you are in doubt about which reference fields to complete, contact the Qualifications Manager/Officer or the Principal Assessor for your subject area.

### **13. Record Source/Copyright Information**

If you insert any content or graphics into an item that you have not created yourself, you need to complete a source/copyright form.

Note: You do not need to complete a source/copyright form if you have sourced the image from Shutterstock.

► To complete a source/copyright form, right click on your folder and select Add New Page:



You will be presented with this screen:

CP Add New Page
Page Name: Maximum 80 characters. This field is required.
Item Type :
Question     Question     Fort Cover     Fort Cover     Back Cover     Rubric     Source
Options :
Check out immediately 🗌 Create Mark Scheme
Ok Cancel

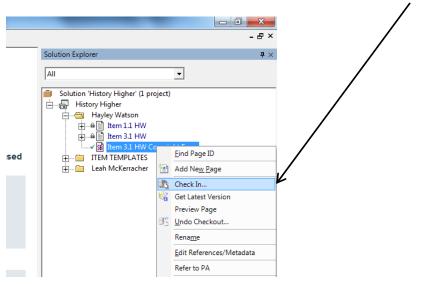
► In the Page Name box, type in the item name that the source/copyright form corresponds to, followed by 'Copyright Form'. For example, Item 6.1 HW Copyright Form 1.

- Click to select Source Booklet
- ► Click OK

The source/copyright form will open automatically for you to complete.

 $\blacktriangleright$  Click File  $\rightarrow$  Save and Close Word.

▶ Now right click on the source/copyright form and select Check In:



► Keep the status of the source/copyright form at Draft and click OK

**Note:** If an item contains more than one source, you should right click on your folder to add another New Page and repeat the steps above.

# **14. Exit ContentProducer**

Before exiting ContentProducer you should ensure that you have 'checked in' any items you have been working on.

► Select File  $\rightarrow$  Exit: CP ContentProducer (Writer mode) File Edit View Ctrl+Q E<u>x</u>it Surpass Welcome to ContentProducer

If you have not 'checked in' an item you will receive a message similar to the example below:

ſ	Page Options
	1 page(s) are checked out in the 'History Higher' project. Would you like to check in these pages now?
	Yes No Cancel

► Click Cancel and proceed to 'check in' the item(s) (see page 16 – 17)

You will be able to tell which items are still checked out to you as they will have a green tick beside them.

**Note 1:** If you select Yes your item(s) will be automatically checked in at their most recent status, without giving you the opportunity to change the status or add comments, and ContentProducer will close.

**Note 2**: If you select No the item(s) will remain checked out to you and ContentProducer will close. The item will become locked and unavailable to others.

#### Once you have exited CP, you must log out of the Appointees Portal.

If you do not log out of the Appointees Portal you will see the following message when you next try to access CP:

XSQA	Jeremy ~
BTL	
There was a problem accessing the BTL site, please see the error below. If you continue experiencing problems please contact the help desk. Your account was not recognised by BTL.	

This means that the system thinks that your account is still in use. In order to resolve this issue, make sure you log out of the Appointees portal and then log back in.

# **15. Item Checking and Rework**

When you move an item to 'Ready for Check' it will become available to the Item Checkers.

You may be invited to attend an Item Checking meeting along with the PA and Item Checkers to discuss items and agree any changes required to your items. Items and comments will be displayed on-screen during the meeting.

If your item is 'banked' during the meeting, there is no further action required by you. However, in some instances you may be required to revise the item in your own time and resubmit it for further checking.

Why has my item been returned?	What should I do?	What happens next?
Amendments are	Locate item under 'Requires	Checkers will review the item
required to the content	Rework' filter (see page 8).	
	'Check out' item, review comments, amend item, 'check in' item and select 'Ready for Check' (see page 12+).	
A graphic needs to be	Locate item under 'Requires	Graphic will be created/amended by
created/amended	Rework' filter (see page 8).	SQA Graphic Artist and you will receive an e-mail informing you of
	'Check out' item, review instructions, 'check in' item	when this has been done.
	and select 'Graphic	Locate item under 'Graphic
	Required' or 'Graphic Amendment Required' (see	Produced' filter.
	page 12+).	Check out item, review graphic, 'check in' item and select 'Ready for Check' so Checkers can review the item

An item could be returned to you for rework for the following reasons:

When amending and resubmitting an item it is important not to delete the comments that have been inserted by the Checkers, as these will be used as a reference point when rechecking your revised item.

# 16. Troubleshooting

Problem 1: My project is not opening / I cannot see Solution Explorer on the right hand side				
Solution: Go to the View menu (top left) and from the list, click on Solution Explorer:				
CP ContentProducer				
<u>F</u> ile <u>E</u> dit <u>V</u> iew				
Welcome Page				
VA / a L Solution Explorer Ctrl+F2				
VVelo Group View Ctrl+F3				
Reference View				
Problem 2: I can see the project, but not my folder / not my work / not the marking scheme				
Solution: Use the + at the side of the project name / folder name / item name to expand the directory beneath it: Solution 'Folder' (1 project) Solution 'Folder Folder Folder UserName BuserName BuserName Mark Scheme				
Problem 3: Saving				
Solution: In order to ensure items are saving you must:				
<ol> <li>'Check out' an item. Double-clicking on an item opens a read only version</li> </ol>				
2. Edit one document at a time.				
3. Have no other documents open in Word other than the one you are editing. Note: if you are copying and pasting from another Word document you need to close the 'source' document before saving the item and closing Word				
4. Select 'Save' rather than 'Save As'. 'Save As' will save the item to your own hard drive not into ContentProducer.				
5. Close Word (not just other documents) before checking in the item.				
6. Ensure you are connected to the internet and not working offline.				

# Appendix A – How to Insert an Image into an Item

1. Copy and paste an image from a website.

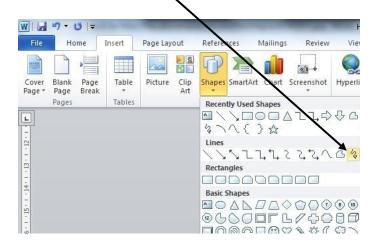
**Note:** if using images from websites, you must complete a source/copyright form (see page 28 – 29).

2. Include a Jpeg of an image you have saved on to your computer by selecting Insert – Picture.

**Note:** Jpegs can be created from an image that you have drawn on paper and scanned in to your computer. They can also be created by you taking a photo of an image that you have drawn on paper.

- 3. Draw an image by hand and scan it in to your computer (creating an Adobe PDF). You can then select Insert Object (see page 26)
- 4. Make a sketch of the image you require in Word by selecting Insert Shapes, then New Drawing Canvas.

If you select the 'scribble' you will be able to sketch what you require:



This will create a very basic hand-drawn image, but there is also the functionality to make images look more professional.

- 5. Insert an image such as a diagram or flowchart using Insert SmartArt.
- Insert a chart in Word by selecting Insert Chart.
   Select the type of chart you want and then click OK.
   An area will appear on the right hand side of the screen for you to enter the data you want the chart to be based on.

- 7. Use the 'Snipping Tool' to capture a screen shot of the image.
  - Click the Start button I.
  - ► In the search box type "Snipping Tool"
  - ► In the list of results click Snipping Tool:



- ► Select the area of your screen that you want to capture.
- ► In your item, right click and select Paste