Digital Question Papers:

Technical Guidance

Contents

Introduction

This document contains step-by-step technical guidance for teachers and lecturers using SQA's Digital Question Papers (DQPs). It details what you need to do for your candidates to allow them to use the DQPs successfully. Appendix 1 provides a DQP Troubleshooting Guide.

The information contained in this guide must be read in conjunction with *Introduction to Digital Question papers: Guidance for Centres* (publication code FA4378) and *Assessment Arrangements Explained: Information for Centres* (publication code: FA6860) on the Assessment Arrangements webpages at www.sqa.org.uk/assessmentarrangements.

Further helpful information can also be found on CALL Scotland's website[1] at http://www.callscotland.org.uk

What will centres receive?

Centres will receive a disc for each DQP requested and approved through SQA's Assessment Arrangements Request (AAR) system.

These DQP discs may hold a number of files dependent on the actual type of examination question paper involved:

- Question & answer (structured) papers will have 2 PDF files of the question paper (1 with spellcheck on, 1 with spellcheck off)
- Question only (unstructured) papers will have 1 PDF DQP file, 2 PDF digital answer books (DABs) (1 with spellcheck on, 1 with spellcheck off) and 1 MS Word digital answer book (DAB)

DQP Experience

Candidates **are expected to be experienced and well practised** in using both the DQPs and the DABs. They should be familiar with all of the techniques required to complete them, for example, using special characters etc. This should be as part of their regular classroom way of learning and producing work.

Centre staff involved in setting up DQP examinations should also be experienced in using the DQPs. There should also be someone else **experienced in using them available** in the event of any staff absence on the examination day.

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1 CALL Scotland is 'Communication, Access, Literacy and Learning (CALL) Scotland' and is part of Moray House School of Education, University of Edinburgh.

1. Technical information on using digital question papers on PCs

1.1 Software and set up requirements for PCs

- [Adobe Acrobat Reader 9 as a minimum](#) is required but the latest version is recommended as Acrobat Reader 9 is no longer supported by Adobe. The latest version of Adobe Reader is available free from http://get.adobe.com/reader/).

  - When installing Acrobat Reader, it may ask if automatic updates are to be installed: decline this because the user may install an update that isn't compatible with any software the candidate may use.

  - Check under 'Preferences' that 'Enable Protected Mode at Start-Up' is not selected to avoid Read-Only copies being created.

- Microsoft Word 2010 as a minimum is required for candidates to type answers for question-only papers onto the [free SQA digital answer book,](#) available at www.sqa.org.uk/digitalquestionpapers. Please note that the MS Word Digital Answer Books will be supplied as doc. files to avoid version compatibility issues.

- A text-to-speech program (optional) is required for candidates who may need to have the paper read out by the computer. There are several programs that can be used. You can find examples and guidance at the CALL Scotland website[2] http://www.adapteddigitalexams.org.uk/Home/.

- A voice recognition program (optional) is required for candidates who need to speak their answers. There are several programs that can be used. You can find examples and guidance at the CALL Scotland website http://www.adapteddigitalexams.org.uk/Home/.

1.2 Setting tools to view on toolbar

Not all the tools are going to be needed, so it makes sense to turn off the ones that aren't going to be used. They can be added again as and when required.

If the **How To** window on the right side of the screen is shown, uncheck the **Show How to Window at Start-up** option to turn this off.

In Adobe Reader XI and below:
- Right-click on the grey toolbar at the top of the screen and select '**Reset Toolbars**'.
- Right-click again on the grey toolbar and in '**Select & Zoom**', choose '**the Select Tool**' and then the '**Hand Tool**'.

In Adobe Reader DC:
- Select '**View**' from the file menu
- Select **'Show/Hide'** then **'Page Controls'**

All references to non-SQA websites in this document provide useful practical and background information. Please note that SQA is not responsible for the content of these websites

- Select **'Show Page Controls'**.

The position of any toolbars displayed on screen can be altered by clicking on the grey lined area and moving it to the desired position.

1.3 Setting up the reading order for text-to-speech

- Go to **Edit** > **Preferences** and click on **Reading**.

- Set the **Reading Order** to '**Infer reading order from document (recommended)**'.

- In **Pages vs Documents**, choose '**For large documents, only read the currently visible pages'**.

- Untick '**Use default voice**' and choose a voice for the Adobe Read Outloud tool.
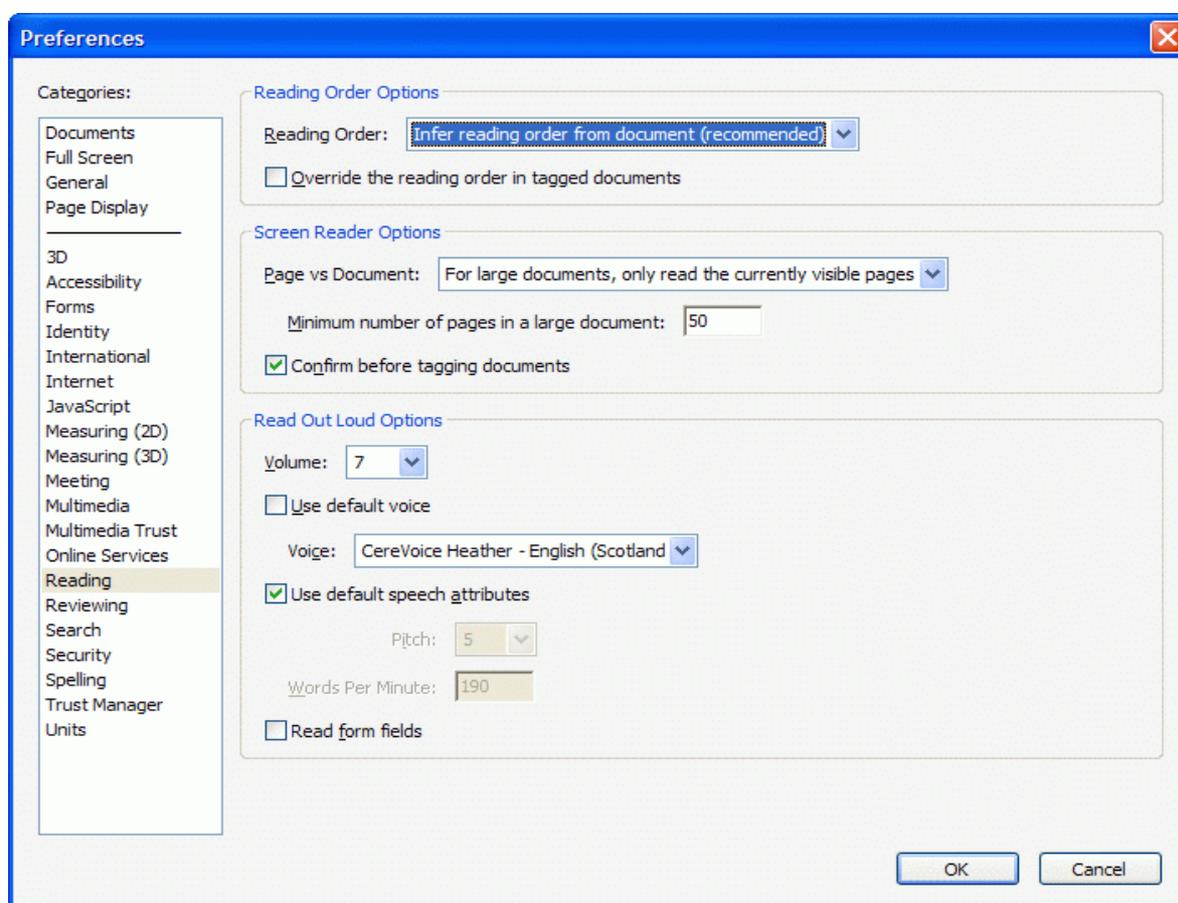
1.4 Adjusting the screen colours

Some users will find the document easier to read if changes are made to the document background and text colours.

PDF main document background DQPs and digital answer books

- Go to Edit > Preferences > Accessibility
- then Replace Document Colours

- tick Custom Colour and click on the Page Background colour box to choose the desired colour
- tick Only change the colour of black text and line art and Change the colour of line art, otherwise some information may not be visible

If the computer has been set up with a specified colour scheme for the user already, you could tick '**Use Windows Colour Scheme**', although this can sometimes be unreliable. You may need to set the document colours in '**Custom Colour settings**' or you could try out the '**High Contrast options**'.

PDF answer boxes/pages background DQPs and digital answer books

- Go to Edit > Preferences > Forms
- then Fields highlight color
- click colour box and selection of colours will appear to select from

Please note that answer boxes/pages are white when being used.

PDF text Colour

To change the colour of all text in the PDF document

- Go to Edit > Preferences > Accessibility
- then Replace Document Colours
- tick Custom Colour and click on the Document Text colour box to select the required colour of text
- tick Only change the colour of black text and line art and Change the colour of line art, otherwise some information may not be visible

MS Word digital answer books

With the introduction of automatic copying of SCNs across the pages of a digital answer book, the following steps need to be followed if a candidate wishes to change the colour of the answer page

- Highlight whole page 'table' by clicking on the 'crossed arrows' icon that appears when the cursor is placed in the answer table/page
  - Go to the menu bar and under 'Table Tools', select '**Design**' and then
  - Select '**Shading**' which will open up a number of colour options.

Additional pages in the selected colour will be created automatically when the cursor scrolls to the next page.

- If the candidate information boxes on the front cover need to be coloured;
  - Click in each box and select either
  - the 'Paint Pot' shading option from the menu bar or
  - '**Format**' from the menu bar and then either selecting a colour from the displayed palette or selecting **'Shape Fill'** for a wider selection.

1.5 Changing text size

The text of a PDF DQP can only be increased by magnifying the entire question paper.

From 2015, question only DQPs have been 'tagged', which enables 'Reflow' of the text allowing magnified text to be displayed within the width of the screen for scrolling vertically (previously magnified text would also require horizontal scrolling).

'Reflow' is enabled via **View > Zoom > Reflow** or by using Ctrl 4.

NB: The PDF answer boxes/pages are fixed, over-filling these boxes with text will result in the text size decreasing. If answer boxes are over-filled, too much is being typed for the mark available. Where answer pages in PDF DABs are over-filled, the candidate needs to tab into the next page. See Troubleshooting at Appendix 1.

1.6 Highlighting fields or answer boxes

DQPs are supplied with answer boxes highlighted by a red border.

Highlighting the form fields or answer boxes can provide additional support for some users. The fields have a colour-fill until tabbed into — they then turn white. If the form fields or answer boxes need to be highlighted differently:

- Adobe Reader 9 — click on the forms button on the left-hand side (it looks like a page with purple boxes) and select '**Highlight Fields**'.
- Adobe Reader X — go to **Edit > Preferences > Forms**

1.7 Setting up an exam network

Where there is a number of candidates sitting the same DQP, we recommend using networked computers with a specific 'exam profile' or 'exam login' for each candidate. The exam profile should:

- Have a folder for each candidate who will be using the DQP facility, and copy the exams (and any digital answer books if necessary) that they will be using into their folder. **Candidate copies must be saved in their respective folders with** '**write access**'

- Only allow access to the network folder where the DQP is located — it must not be possible for the candidate to access any other locations either on the computer or on the network

- Only allow access to those programmes or applications required to complete the exam (normally Adobe Reader and a word processor)

- Prevent access to the wider internet, to USB storage devices, and to Bluetooth or other wireless devices.

Please note that it is the centre's responsibility to ensure that there are no unauthorised files stored on the computer or network and that spell-check/thesaurus facilities, predictive software, access to a calculator program etc, have been disabled unless specifically approved by SQA.

NB Care is required if using a 'read only' folder for the master DQP. Candidate copies must be saved in their respective folders with '**write access'**.

1.8 Auto Recover/ Auto save set up

Centres should ensure that, where possible, an auto recover/auto save facility is available and that the candidate is advised of this. Candidates should also be advised to save work as

they go through the exam. Before printing, candidates should be advised to do a final file save.

For PDFs:

- Click **Edit > Preferences** and then **Documents**.

- Under Save Settings, select 'Automatically save document changes to temporary file every…', and then type in the time you want to have between saves. The default is to save every five minutes.

For MS Word documents:

- **File>Options>Save** and set auto recover for max of 5 mins.

1.9 Spellchecker

This can only be used where the spellchecker has been approved as an assessment arrangement and agreed by SQA.

Centres will be provided with a single disc containing two versions of each PDF DQP requested: one with the spell checker enabled (file 'Spellcheck on') and one with the spell checker disabled (file 'Spellcheck off').

Where a DQP is a question-only paper, a digital answer book will also be supplied: two versions of the PDF answer book (one with the spell check enabled and one with the spell check disabled) and one MS Word answer book.

As the MS Word spellcheck setting is determined by the candidate's PC, you must ensure that the PC's MS Word settings are correct for each candidate and that the spellcheck is only set & used for a candidate where it has been authorised by SQA.

MS Word spellcheck function can be found at the Word document's own toolbar at **File>Options>Proofing**.

In PDF documents an alternative underline colour can be selected, particularly if you have altered the colours of text or background**,** go to **Edit > Preferences > Spelling** and set **'Underline Colour'** as preferred. The set spellcheck cannot be altered.

1.10 Spelling: English UK

To choose the spelling dictionary:

- For PDF documents, go to **Edit > Preferences > Spelling > English (UK**). Uncheck others if not needed. If other languages are needed, choose **Up** or **Down** to set the order of importance, then click **OK.**

- For MS Word documents go to **File>Options>Language** and ensure **English (UK) is** the default.

1.11 Spelling: Modern Languages

If a modern language exam is being sat, and a bilingual dictionary has been installed by the centre with SQA agreement, select that language as well, but ensure that English (UK) has been moved **up** above any foreign languages.

1.12 Entering answers

- The size of answer boxes reflects the extent of the expected answer for the available mark. In PDF DQP question/answer books, the answer box does not expand, and the size of type reduces if the box is 'overfilled'.

- In the PDF answer book, each page is set as a single answer box and responses do not 'flow' onto the next page. Candidates must TAB or click into the next page to continue. If the page/answer box is filled and the candidate continues to type, the size of the type reduces as more typing is entered onto the page. If the size of type reduces before the page is filled, check that the Return Key has not added lines below the cursor, if so delete them.

- In the MS Word version of the answer books, the text will 'flow' over to an additional page.

1.13 Entering text in PDF answer boxes

- Click in an answer box and type the answer.
- Press the **TAB** key to move to the next answer box, or click on the next box with the mouse, and type in the details.
- To move to the next page press the **TAB** key.
- Press **SHIFT TAB** to move back a field (but always check that the TAB key has taken you to the correct place on the paper).

2. Technical information on using tablets for DQPs

This section gives guidance and step-by-step instructions on using DQPs on tablets.

For iPads, PDF Expert is recommended for use with the DQPs. For other tablets, you should seek advice from your IT support team.

To ensure the integrity of the assessment process when using a tablet, you must ensure the following steps are taken

- the tablet is cleared of any stored data
- the tablet cannot access unauthorised files or applications stored on the tablet, internet or other electronic devices that could connect with the tablet
- the wi-fi is set to OFF
- the Bluetooth settings are turned off
- the candidate does not have the password to access the centre wi-fi or to other wi-fi networks
- if the tablet is 3G/4G capable, that the SIM card has been removed

Please note: It is the centre's responsibility to ensure that all access to non-exam networks and spell-check/thesaurus facilities, predictive software etc, has been disabled. You should

also ensure that you submit your request for this arrangement for all candidates concerned through the AAR system in the normal way.

3. Additional Information

3.1 Text-to-speech software

There are many text-to-speech programs that can be used to enable the paper to be read out to the candidate by the tablet. You can find examples and guidance on their use on CALL Scotland's website at **http://www.adapteddigitalexams.org.uk** under 'Reading with Text to Speech'.

3.2 Speech recognition software

Speech recognition software can be used to enable that candidate to record their spoken responses on screen. Please read the SQA guidance on using Speech Recognition software in SQA Examinations and assessments. You can also find examples and guidance on its use on CALL Scotland's website at **http://www.adapteddigitalexams.org.uk** under 'Speech Recognition'

3.3 Printing

The digital question papers and/or answer books must be printed out so they can be sent to SQA for marking. Since the tablet must not have access to the general school wi-fi network, an alternative method of printing the completed DQP or digital answer books is required.

For **iPads** there are two methods:

- using an AirPrint printer in the examination room so that the iPads can print direct using a secure wi-fi
- connect the iPad with secure wi-fi to a Mac or PC with a printer attached, and send the paper to the computer for printing (this requires an app such as Printopia or Presto)

To do this, the iPad must be configured to only connect with the printer and must maintain its block on access to the internet and other networks.

For other tablets please seek advice from your IT Support.

Windows 8 (desktop OS) tablets should be able to print direct to a USB printer. Some Windows 8 RT tablets and Android tablets do have USB ports but can only print with them if they have printer drivers for that particular printer. You must test this before the actual examination.

CALL Scotland have produced detailed guidance on using iPads for DQPs. This can be accessed at **http://www.adapteddigitalexams.org.uk/User-Guide/iPad/**

3.4 Auto Copying of SCNs on DQPs & DABs

In response to requests from centres, the **PDF** version of the answer books have now been enabled to automatically copy the candidate's Scottish Candidate Number (SCN) from the front cover to all pages of the print-out. When the candidate enters their SCN on the front cover of a PDF document, the SCN will automatically be copied into the header of all the following pages. The candidate will <u>now only need to tab once</u> to move to following pages.

However**, if a candidate** is **using the MS Word version** of the answer book and **wishes** to use this function, please note there are additional steps required. These are outlined below.

The SCN box on the front page of the answer book will have nine zeros and an asterisk and may be enclosed within grey brackets ie **(000000000*)**

a) You or your candidate will have to replace these zeros with the candidate's SCN, making sure that the brackets (if shown) and the asterisk are **not** deleted eg (123456789*). Then

b) Go to Page 2 of the answer book and place the cursor in the grey footer area and double click. This will open the Headers & Footers option.

c) Place the cursor at the start of the zeros to the left of the footer area and whilst it is blinking, press F9.

d) The candidate's SCN will now appear in the footer of every subsequent page other than the final page

e) If the candidate **wishes** to add the SCN to the final page, the cursor should be moved to the footer in the last page and step 'c' above should be repeated.

3.5 Tick boxes in question papers

You can answer 'tick box' questions by clicking on the box, or, if you tabbed to the box by pressing the **Enter** key. To change the answer, click again to remove the tick.

3.6 Multiple choice questions

- Many papers have 'tick boxes' where a click of the mouse is used to choose the answer, but some papers require the correct answer to be underlined or circled on the paper using a pen or pencil. If using a DQP, you have two options:

  – use the paper copy provided with the DQP to indicate the answers

  – mark the answer on the DQP, using Adobe Reader Comment and Markup tools (see section 4.9 below)

Remember: Some question papers contain an objective test (multiple choice), but you cannot complete the answer grid as part of the DQP or digital answer book. You must answer on the paper copy in **blue or black ink (not gel pens**). The exams affected are:

- National 5 Biology, Chemistry and Physics
- Higher Biology, Chemistry, Human Biology and Physics
- Advanced Higher Biology and Chemistry

4. Changing the PDF page display

4.1 Zoom in or out

Zoom out/in Fit page width Fit whole page

Use the **zoom** buttons if you need to zoom in or out on the paper.

- To fill the screen use **Page Width** or press CTRL+2.
- See the whole page use **Fit Page** or press CTRL+0.
- Choose **View > Page Display > Single Page** (not 'continuous') to see a page at a time. Or try **Two Up/Two Page View** to see two pages at a time.
- To get back to 100%, click on the arrow to the right of the magnification level and choose Actual Size.

4.2 Moving between pages — manually

- To get to the top of each page, use the arrows on the toolbar or right and left arrow keys on the keyboard.
- To scroll up or down the page:
  - use the Scroll Bar
  - use the Space Bar to move down a screen at a time
  - press the page up/down keys (you need to click outside any answer box for this to work)

4.3 Moving between pages — using 'Bookmarks'

Bookmarks' are added to DQPs to make it easier for candidates to navigate through the DQP. The Bookmark option is located on the menu option on the left of the screen and when selected, a listing of all the sections or questions in the document is shown for the user to click on to go to the selected section.
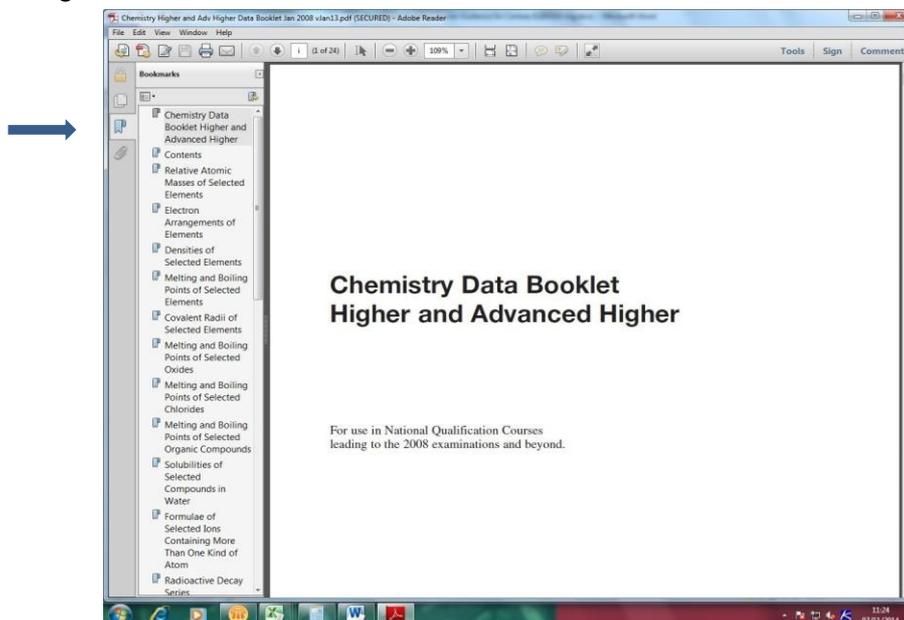
4.4 Page view

Click on the Page View icon at the left side of the page to see thumbnails of each page (or click **View > Navigation Panels > Pages**, or press F4 and click the Page View icon). This can be useful to help you go quickly to a particular page in the document.
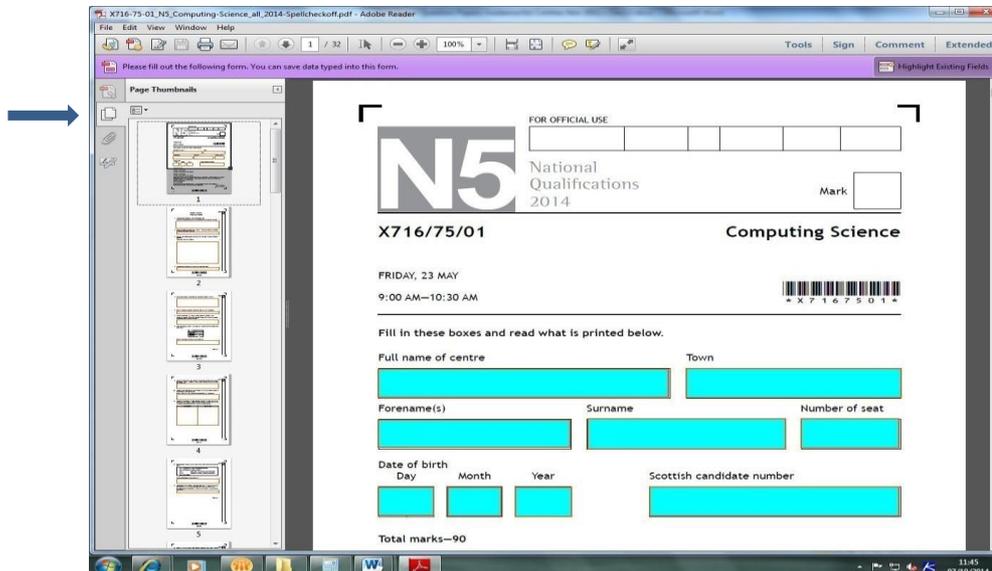
4.5 Viewing separate reading and question papers together

- Open both papers
- Move between them by clicking the Window menu and then choose the paper, or press ALT W then 1 or 2
- click **Window > Cascade** and then size and position the files
- OR choose **Window > Tile** and arrange the papers either vertically or horizontally.
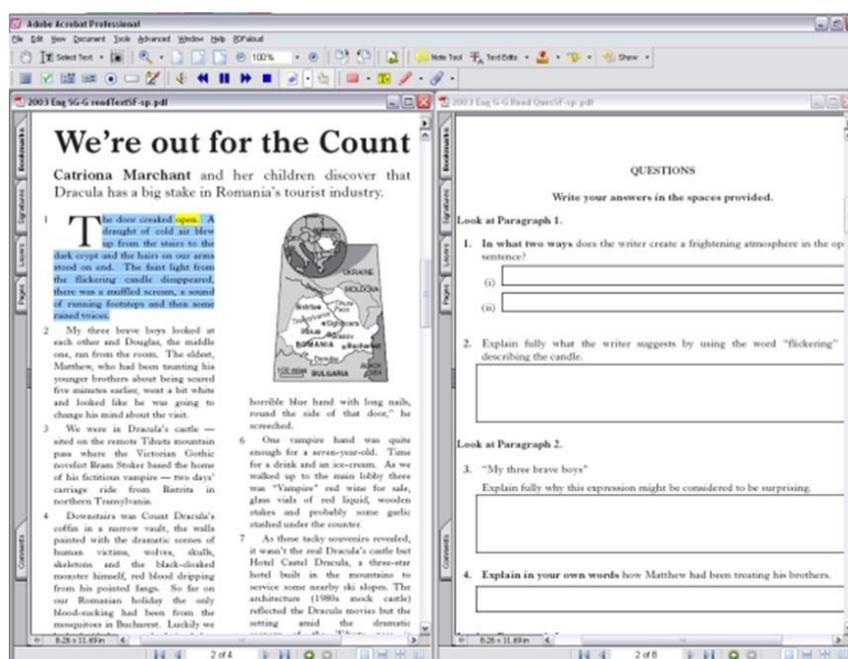
4.6 Page Rotation

If there are diagrams or graphics on the page, it may be helpful to rotate pages: select **View > Rotate View** then either **Clockwise** or **Counter clockwise**.

4.7 PDF papers — using equations, maths and scientific symbols

Unlike other subjects' answer boxes in the PDF papers which only accept 'Plain Text', maths and science PDF papers' answer boxes are set as 'Rich Text Fields' (RTF) to enable the typing of equations or symbols as well as the use of drawing tools.

Options for writing maths and science expressions when using DQPs are:

- On the hard copy paper provided for each candidate, hand-write the expressions etc.

- On the PDF digital paper, hand-write using the pencil tool in Adobe Reader or your tablet app.

- Write the expression using an equation editor such as Efofex, then copy and paste into the digital paper; Efofex FX Equation (http://www.efofex.com/) is preferred by CALL Scotland due to its ease of use. Free licences are offered for pupils with disabilities.

- On the Word answer book, insert symbols into answer boxes from the Windows Character Map or from a sheet of symbols that you can download from the CALL web site (http://www.adapteddigitalexams.org.uk/FAQs/).
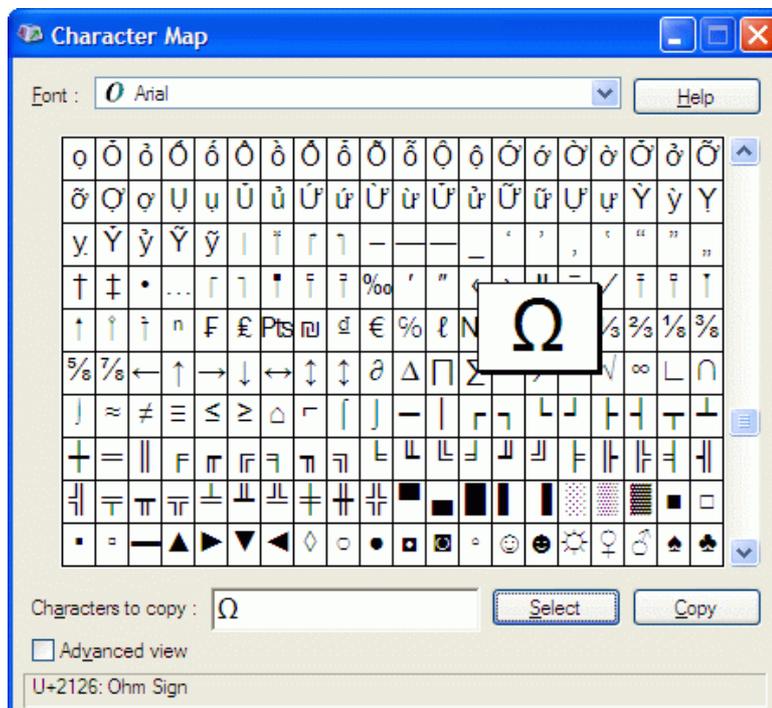
CALL Scotland have produced guidance on their website on the options available.

4.8 PDF papers - measuring dimensions on a digital paper

Set the Units of Measurement

- Go to **Edit > Preferences > Units** and set the units that are to be used (eg centimetres)

Bring up the Measuring Tools

- Reader 9: View>Toolbars>Analysis and select the Measuring Tool
- Reader X: View>Extended>Extended Features>Measuring Tools

To stop measuring, press the Esc key on the keyboard.

To measure using a ruler

- Click on the yellow **Ruler button**.
- Then click on the start and finish of the element you want to measure.
- Move the mouse and then click a third time to set where you want the actual measurement indication to be shown.

Using the Measurement Types icons

A The **Measuring Tool** is for measuring the distance between two points.

- Click on the first point and drag the resulting measuring line to the second point and click.
- Click on the line to display actual distance.

B The **Perimeter Tool** is for measuring a set of distances between multiple points.

- Click each point to be measured.
- Then, double-click the last point, or hold the pointer over the last point and click.

C The **Area Tool** measures the area within the line segments that you draw.

- Click points that enclose the area to be measured.

♦ After you have clicked at least three points, click the first point to complete the area measurement.
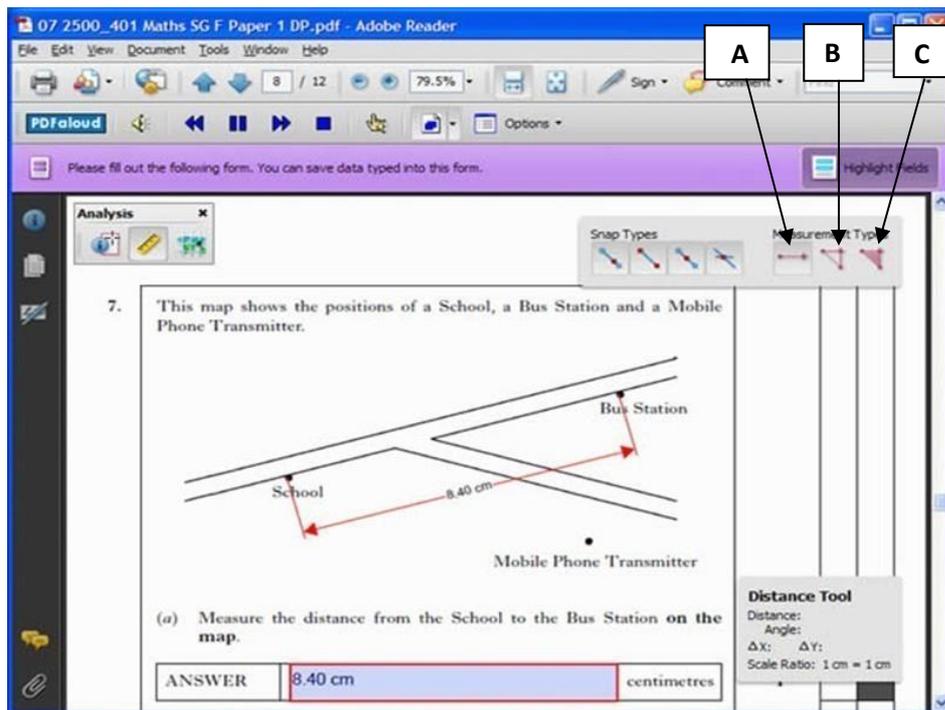
4.9 PDF comment and markup tools (including circling and underlining)

When reading through a paper, **annotations** such as **highlights** and **notes** can be added to the question paper. **Drawing markups** can be used to add diagrams and graphs to the paper using drawing tools — although many students may find it faster and easier to use a pencil on the hard copy of the paper.

- Annotations let you highlight text; add notes and record voice comments.
- Markups allow drawings and text boxes to be added to the paper for printing if the print option 'Document and Mark Ups' is selected.
- Markups can be used to **circle or underline text** (see 4.9.2)

NB: Any such additions will not be printed unless they have been copied into the answer box.

To access the toolbar to use annotations or markups:

- Click **View>Toolbars>Comment and Markup** to show the Comment & Markup toolbar.

Alternatively click **Comment > Drawing Markups** on the toolbar,or **View > Comment > Annotations** or **Drawing Markups.**

The **Comment & Markup** toolbar can either 'float' on top of the exam so you can move it around, or you can drag it to the top of the page and it will 'dock' with the other toolbars.

4.9.1 Annotations

The Reader tools sit at the right hand side of the screen. The screenshot below shows the tool display for '**Annotations**'.
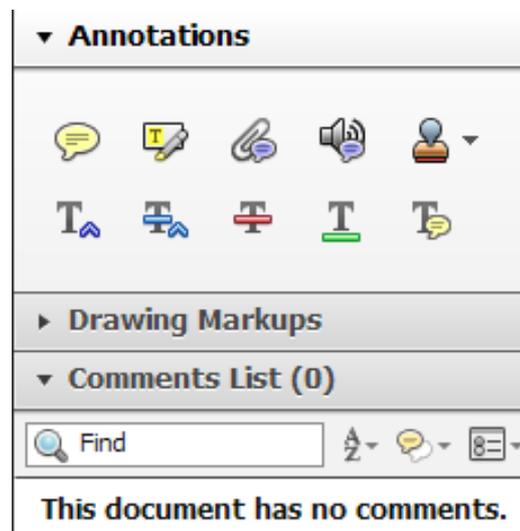
Highlighting

- Highlighting can be used to mark <mark>key</mark> locations or <mark>sections</mark> of the text. Click on the Highlight button, and then select the text to be highlighted.
- To delete the highlight, right-click on the highlight and choose **Delete**.

Notes

Notes can be used on screen to collect ideas and text as you read through a paper. **They will not be printed unless they have been copied into the text of the answer.**

To add a note, either click on the Note Tool or right-click where the Note is to be positioned, and choose **Add Note** (this will only work outside the answer boxes).

To see all notes, click on **Document>Comments>Show Comments List** or clicking on the **Show>Show Comments List** on the toolbar. The notes can then be reviewed and the text in them copied into another application, such as Word, for creating answers.

Text boxes

Callout and TextBox tools can be used to add comments, numbers or text to diagrams:

- TextBoxes can be used to add numbers or text to diagrams in Mathematics or Science.

- Callouts can be used to label diagrams

In the **Extended Features** option, the typewriter icon also produces a text box.

Remember: Care must be taken in using these features so that any added text does not obscure question text or that it extends beyond the body of the question text and into the page margins.

There is a risk that the marker may miss such an 'expansion'. Ensure that all answers are kept within the limits of the answer box**.**

4.9.2 Drawing lines and shapes (including circling and underlining text)

The Reader tools sit at the right-hand side of the screen. The screenshots below show the tool display for 'Drawing Markups', in Adobe X this is accessed by clicking on 'Comments'.
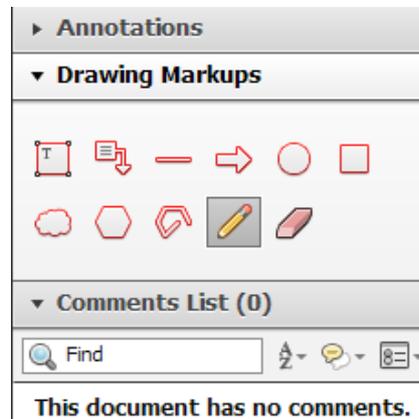

Drawing tools can be used to complete graphs or diagrams, link, **circle or underline text**.

- To draw a **line** on the paper, click on the Line tool, then click on the place where the line is to start, and then click where it is to end.

- To draw shapes, use the Cloud, Arrow, Line, Square, **Circle** and Pencil tools. Click on the tool that is needed, and then click on the page to draw or insert the item.

- For rectangles, squares, ovals and circles, click on the page and, while still holding the left button, drag to size the shape as required. Releasing the button fixes the shape on the page.

- For clouds and polygons, click on the page, then click where a corner or turn is required. To close the final 'gap', double click at the final 'turn'.

- The 'pencil' allows free-form shapes or can be used to write or create symbols.

To delete any line or shape, double-click on the line or shape to highlight it, and then press 'Delete' or use the 'eraser' shown next to the pencil above.

The default line colour is red and, although this is good for viewing on screen, it can be faint when printed out. To choose a different, darker line colour that will be clearer when printed out on a black and white printer, right-click on the line you have drawn, choose **Properties** and then choose a different, darker line colour. Click **OK**.

To make future drawn lines also in the darker colour, right-click on the line again, and choose **Make Properties Default**.
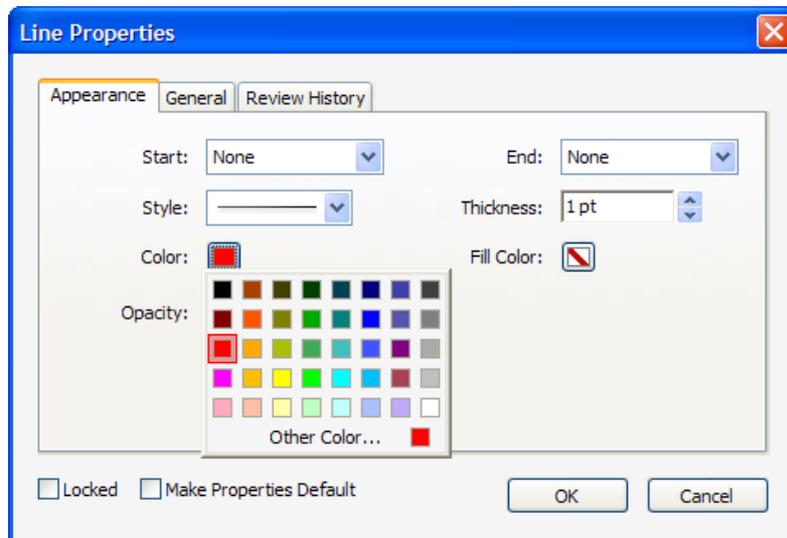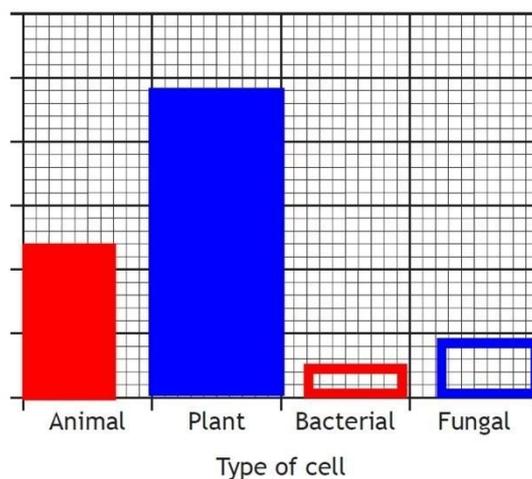

To stop the drawing tool from adding a drawing or line every time you click, press [**ESC**] on the keyboard or click on the Select Tool in the toolbar.

The appearance of an item can be changed — for example, the colour of the text, the thickness of a line, or the fill colour of a shape — by right-clicking on the item, and choosing Properties.

In this example, the Rectangle tool was used to draw the bars on the chart.

On the graph paper below, complete the vertical axis and draw a bar chart to show the average size of the cells shown in the table.

Appendix 1: DQP Troubleshooting

Ref	Issue	Solution
1	DQP won't load	• Check if the CD is damaged; try it on another PC, if still a problem contact SQA on 0345 213 6800
2	DQP is faulty	• You will need internet access from non-exam PC to access and download an e-copy from the SQA secure site
3	DQP needs replaced	
4	There are too many PCs to copy the DQP to in time allowed.	• With the agreement of the Invigilator and in their presence, DQPs can be uploaded and spot-checked up to 1 hour before the exam start time • Consider setting up an exam network • If using a network to install multiple DQPs, check that a 'Read Only' version of DQP **has not been installed** especially if using a 'read only' folder for the master DQP. **Candidate copies must be saved in their respective folders with 'write access'** • Copy the DQP onto pen drives to enable multiple uploading of the DQP • Consider downloading any other approved materials in advance eg digital answer books, Data booklets from SQA's DQP webpage.
5	Is a separate Digital Answer Book required?	• List of current question papers that are 'question-only' and that require a separate answer book can be found at [DAB spreadsheet - exams requiring answer books](#) • Digital Answer Books are loaded to the disc when required
6	MS Word Digital Answer Book isn't the correct spellcheck version	MS Word doc spellcheck version is controlled by local PC setting (see section 1.9)
8	Spelling - English US being used.	Language is set locally. • For PDF documents, go to Edit > Preferences > Spelling > English (UK). • For MS Word documents go to File>Options>Language and ensure English (UK) is the default.
7	Can't input answers to the document	Check that a 'Read Only' version of DQP has not been installed especially if using a 'read only' folder for the master DQP. Candidate copies must be saved in their respective folders with 'write access'.

Ref	Issue	Solution
9	SCN auto-copying: Candidate unable to use this in Word.	**NB: Candidate do not have to use this facility.** However, if they wish to do so, they can type directly into the SCN box on each page. To enable autocopying of SCN in Word the following steps are required; the SCN box on the front page of the answer book will have nine zeros with an asterisk and may be enclosed within grey brackets ie (000000000*) • Replace only the zeros with the candidate's SCN, making sure that the brackets (if shown) and the asterisk are not deleted eg (123456789*). Then • Go to Page 2 of the answer book and place the cursor in the grey footer area and double click. This will open the Headers & Footers option. • Place the cursor at the start of the zeros to the left of the footer area and whilst it is blinking, press F9. • The candidate's SCN will now appear in the footer of every subsequent page. The SCN will only appear on the Marker Grid page if the steps as for 'Page 2' above are followed ie place cursor in footer area of Marker Grid page.
10	Can't input answers to the document	Check that a 'Read Only' version of DQP has not been installed especially if using a 'read only' folder for the master DQP. Candidate copies must be saved in their respective folders with 'write access'.
11	MS Word DAB not enabling change to colour page display	<u>Cover page</u> • All boxes excluding 'Date of Birth' & 'SCN' require clicking in each box, selecting 'Format' from the menu bar and then either selecting a colour from the displayed palette or clicking 'Shape Fill' for a wider selection. • 'Date of Birth' & 'SCN' boxes each require procedure for the answer page below. <u>Answer page</u> • Highlight the answer page (box) by clicking the crossed arrows symbol at the top left of the page (box). • Go to the menu bar and select 'Design' and then • Select 'Page Borders' and then select 'Shading' which will open up a number of colour options. • This will automatically apply to any subsequent pages.

Ref	Issue	Solution
12	Computer has crashed	Try to restart and recover docs from autorecover/autosave folder. '**AutoRecover'** should have been enabled at set up. • Open the files you were working on before the unexpected shutdown • When prompted, click **Yes** to open the files that were automatically saved • Save the files with the same names as the files were originally worked on Remove any unnecessary programs or files.
13	No text-to-speech	Check that; • the PC sound is not muted and/or the sound is not turned down • the volume is turned up on the text reader software • the PC sound card is not faulty • the candidate's headset is not faulty
14	Text-to-Speech function/speed and quantity of text processed is not controllable	• Check speech options of the software as variable control may be possible. • Different software package may be required (see CALL Scotland website).
15	Typed text is being highlighted	• Check that the highlighting function hasn't been enabled on the device. • Select all affected text, then go to local setting (toolbar) and select the Text Highlighting tool, select 'No Color'.
16	Typed answers are getting smaller	• PDF answer boxes sizes are fixed to reflect the expected length of answer. The more text that is typed in, the smaller it gets. • If using a PDF DAB, tab into the next page and then cut and paste text from one page to the other. Delete lines where text was cut from to return remaining text to original size. • If text is reducing in size in the text box or page before filled, check that the Return Key has not added lines below the cursor that require deleted. • Text should not be added outwith the answer boxes.

Ref	Issue	Solution
17	Typed answer scrolling out of answer box and disappearing (MS Word).	By enabling scrolling, text will be recovered. Scrolling is enabled by highlighting the entire answer table as follows: Open book • move cursor to answer page • highlight whole answer section/table by clicking on 'whole table/cross icon' at top left of table • right click on 'cross icon' • select 'Table Properties' • select 'Row' tab • select/check 'Allow row to break across pages' and then select 'OK'. Save this as the copy to be used.
19	No answers printed	• Printer switched on? • Connection confirmed between device and printer? • Correct printer selected? • Document sent to print? **For PDF document** Check (**File> Print** dialogue box and at top right of box, under **'Comments & Forms'**,) that you are printing **'Document and Markups'** and not 'Document' (if 'Document and Markups' not selected, the answers may not be printed). **The level of protection may be causing problems.** From the Adobe Help File: 'The default Protected Mode greatly enhances the security of Reader but can interfere with PDF workflows. To determine if Protected Mode is interfering with printing, temporarily disable it. Right-click the document, and choose Document Properties. Click Advanced, to view if protected mode is enabled To disable protected mode, choose **Edit > Preferences** and click **Security (Enhanced)** on the left. Deselect **'Enable Protected Mode At Startup'**. Close Reader, restart it, and try to print the document again.' **General** If using a network to install multiple DQPs, check that a 'Read Only' version of DQP has **not** been installed, especially if using a 'read only' folder for the master DQP Candidate copies must be saved in their respective folders with **'write access'**
20	Not all answers printed	♦ Check PC memory and formatting of paper ♦ For PDF document, ensure **'Documents & Markups'** selected as above at 14.

Ref	Issue	Solution
21	Printing has come out very small	• Ensure printer option is set to 'Size' and to 'Booklet' • In DQP answer boxes, if the answer overfills the box, the font size reduces. The candidate is typing too much for the answer • In PDF answer books, the pages do not scroll automatically and the candidate has to double Tab to the next page

Acknowledgements