Digital Question Papers: Guidance for Centres

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Lowden, 24 Wester Shawfair, Dalkeith, Midlothian EH22 1FD
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Introduction

This document contains step-by-step technical guidance for using our Digital Question Papers (DQPs). It details what you need to do so your candidates can use DQPs successfully. There's a DQP Troubleshooting Guide in Appendix 1.

Please note that DQPs are only available as PDF files. Digital Answer Books (DABs) to accompany question-only DQPs are supplied in PDF and Word formats.

The information in this guide must be read in conjunction with *Assessment Arrangements Explained: Information for Centres* (publication code: FA6860). You can find this on our Assessment Arrangements webpages.

You can also find helpful information on CALL Scotland's website[1]

What will we receive?

Your centre will receive a disc or file via our secure site for each exam where a DQP is requested and you have a candidate approved through our Assessment Arrangements Request (AAR) system. To request files via our secure site you must email qpdelivery@qualifications.gov.scot by 29 January 2027.

DQP discs and our secure site may hold a number of files, depending on the type of examination question paper involved:

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

DQP experience

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

All our DQPs are published on our digital question papers webpage after the exam diet along with the DABs. To ensure candidates are exam ready we recommend that they practise using these resources and not locally produced versions created via third party software.

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.**

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

1 Using digital question papers on PCs

1.1 Software and set up requirements for PCs

Adobe Acrobat Reader DC as a minimum is recommended because earlier versions are no longer supported by Adobe. The latest version of Adobe Reader is available free from the Adobe website.

- 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 the software that the candidate may use.

- Check under '**Edit**'>'**Preferences**':

  - At '**Security (Enhanced)**' that '**Enable Protected Mode at Start-Up**' is not selected to avoid Read-Only copies being created.
  - At '**JavaScript**' that '**Enable JavaScript**' is selected, otherwise auto-SCN numbering will not work (see section 4.4).

- Microsoft Word 2010 as a minimum is required for candidates to type answers for question-only papers onto the free Qualifications Scotland digital answer book, available on our digital question papers web page. **MS Word Digital Answer Books will be supplied as .docx.**

- Updated versions of both PDF and Word DABs will be available from our Digital Question Papers page from mid-January 2027.

- MS Word spellcheck must be disabled on devices if the candidate has not been authorised by Qualifications Scotland to use it.

- MS Word predictive text, grammar checking and autocorrecting must be disabled on devices (you can find basic control of this in **File**>**Options**>**Proofing**).

- Candidates that need to have the paper read out to them using software should do this using a text-to-speech program (optional). You can find examples and guidance at the CALL Scotland website[2]

- Candidates that need to speak their answers should use a voice recognition program (optional). There are several programs that can be used. You can find examples and guidance at the CALL Scotland website

- You must use the desktop version of Adobe to change the background colour.

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

1.2 PDF documents: 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.

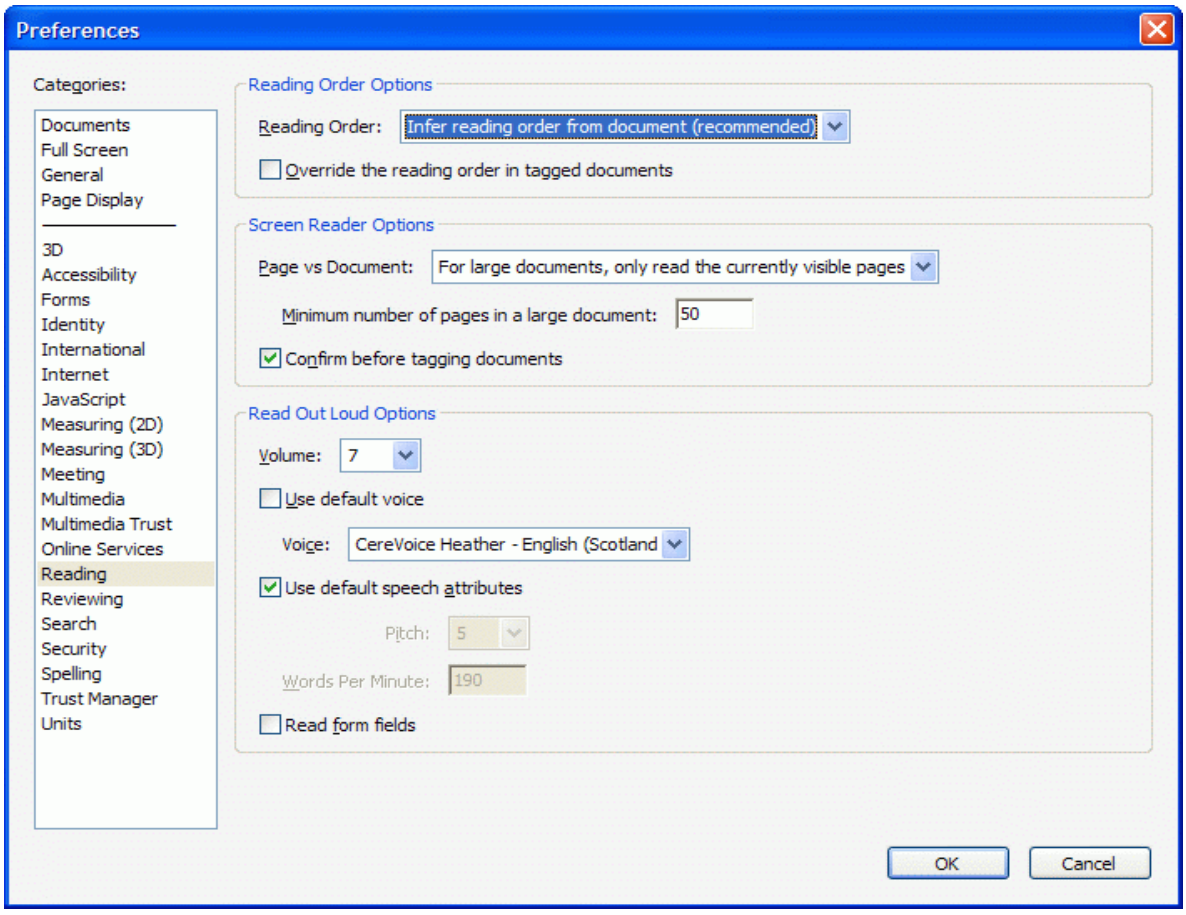
In Adobe Reader DC:

- Select '**View**' from the file menu
- Select **'Show/Hide'** then **'Page Controls'**
- 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 PDF documents: 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)**'.
- At '**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.

1.4.1 PDF DQPs and DABs

a) Whole document background colour

- 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 already been set up with a specified colour scheme ,'**Use Windows Colour Scheme**' can be selected to change colours, 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**'.

b) Answer boxes and pages only background colour

- Go to '**Edit'** > '**Preferences**' > '**Forms'**
- Then '**Fields highlight color'**
- Click the colour box and a selection of colours will appear to select from.

Please note that answer boxes and pages turn white when being typed into. Use option a) above if this not suitable for the candidate.

c) 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

1.4.2 MS Word DABs

a) Whole document background colour

Due to the introduction of automatic copying of SCNs across the pages of a digital answer book, follow these steps if a candidate needs to change the colour of the answer page:

- With the document open go to the menu bar and choose 'Design'
- Select **'Page Color'** and then 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.

b) Text colour

The text colour is controlled by selecting 'Font Color' option under 'Font' in the menu bar.

1.5 Changing text size

PDF DQPs and DABs

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

Question-only DQPs are ‘tagged’, which enables ‘Reflow’ of the text allowing it to be temporarily displayed as a single column that is the width of the document. This reflow view can make the document easier to read on a mobile device or magnified on a standard monitor, without scrolling horizontally to read the text.

You cannot save, edit, or print a document while it is in Reflow view.

In most cases, only readable text appears in the reflow view.

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

NB: The PDF answer boxes and pages are fixed. Over-filling these boxes with text will result in the text size decreasing. The amount of space available is a guide to the length of answer generally expected. If answer boxes are over-filled, it may be that 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.

Word DABs

Text size is adjusted under the ‘Font’ option, in the Tool bar.

1.6 PDF answer box border highlighting

DQPs are supplied with answer boxes or ‘form fields’ highlighted by a red border.

Highlighting the answer boxes or ‘form fields’ 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 DC — go to Edit > Preferences > Forms

1.7 Setting up an exam network

If there are 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 and copy the exams that they will be using (and any digital answer books if necessary) into their folder. **Candidate copies must be saved in their respective folders with** ‘**write access**’. (Ensure ‘Enable Protected Mode at Start-Up’ is not selected to avoid Read-Only copies being created.)

- 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 programs 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 your responsibility to ensure that you have followed all requirements on the ICT Security Checklist unless specifically approved by Qualifications Scotland.

NB Be careful 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 and auto save set up

You should ensure that, where possible, an auto recover or auto save facility is available and that you tell the candidate about this. You should also advise candidates to save work as they go through the exam. Before printing, candidates should be advised to do a final file save in case there are any issues at printing stage.

For PDFs:

- Click '**Edit' > 'Preferences'** and then select '**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 (shorter times can be selected).

For MS Word documents:

- **'File'>'Options'>'Save'** and set auto recover for maximum of five minutes (shorter times can be selected).

1.9 Spellchecker

This can only be used if the spellchecker has been approved as an assessment arrangement.

We'll provide centres 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').

If a DQP is a question-only paper, we'll also supply a digital answer book: 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. These can also be downloaded from our digital question papers web page.

For PDF DABs with spellcheck enabled, if there is an extended answer, the spellcheck process may be quicker using '**Edit**' > '**Check Spelling**' > '**In Comments, Fields, Editable Text…**' than individual word checks. **F7** is a shortcut for this. This is a matter of preference for the candidate.

In PDF documents an alternative underline colour can be selected for the spellcheck, particularly if you have altered the colours of text or background**,** go to '**Edit' > 'Preferences' > 'Spelling'** and set **'Underline Colour'** as preferred. The underlining can also be turned off at this location. Please note that changes to settings are only active after restarting Adobe. The set spellcheck, ie on or off, cannot be altered.

For MS Word DABs, 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 and used for a candidate where it has been authorised by Qualifications Scotland.

MS Word spellcheck function can be found at the Word document's own toolbar at '**File' > 'Options' > 'Proofing'**. The underlining of spellcheck is also controlled at this location.

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

This is done for:

- PDFs at 'Preferences'>'Spelling'>'Add'
- Word docs at 'File'>'Options'>'Language'

1.12 Entering answers

The size of answer boxes reflects the extent of the expected answer for the available mark.

In **PDF DQP question and answer books:**

- The answer box does not expand, and the size of type reduces if the box is 'overfilled'.
- 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).

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 or answer box is full and the candidate continues to type, the size of the font reduces as more typing is entered onto the page. If the size of the font reduces before the page is filled, check that the Return Key has not added lines below the cursor and, if so, delete them.

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

2 Using tablets for DQPs

For iPads, we recommend PDF Expert for 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 adhere to the requirements set out in the ICT Security Checklist.

Please note: You should ensure that you submit your request for this arrangement for all candidates concerned through the AAR system in the normal way.

CALL Scotland have produced detailed guidance on using iPads for DQPs.

For printing, see section 4.3.

3 Using Chromebooks to access DQPs

Chromebooks may be suitable devices for candidates who want to use a word processor in an examination. To ensure the integrity of the assessment process you must adhere to the requirements set out in the ICT Security Checklist

Chromebooks may be suitable also for candidates who need to view and read Question Only Digital Question Papers (subject to the same security considerations).

For candidates who need to access Question and Answer Digital Question Papers, current tools available on Chromebooks mean that these may not be suitable.

Please see the 'Chromebook and Qualifications Scotland Assessment Arrangements' report produced by CALL Scotland on behalf of Qualifications Scotland for more information and guidance or you can refer to the CALL Scotland website.

4 Additional information

4.1 Text-to-speech software

There are many text-to-speech programs that can be used to read the paper out loud to the candidate. You can find examples and guidance on CALL Scotland's website under 'Reading with Text to Speech'.

4.2 Speech recognition software

Speech recognition software can be used to enable the candidate to record their spoken responses as text. Please read our guidance on using Speech Recognition software in Qualifications Scotland Examinations and assessments.

You can also find examples and guidance on CALL Scotland's website under 'Speech Recognition'.

4.3 Printing

The digital question papers or answer books must be printed out so they can be sent to Qualifications Scotland for marking.

You must test your method of printing before the actual examination.

4.4 Auto copying of SCNs on DQPs and DABs

A candidate's SCN must be recorded on each page. This prevents any loss of learner's typed responses when being submitted for marking, or through the scanning process

The **PDF** version of the answer books 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 only needs to tab once to move to following box or page.

NB For the SCN to be copied on a PDF document, JavaScript must be enabled (see section 1.1).

If a candidate is **using the MS Word version** of the answer book, the following additional steps are required.

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) Replace these zeros with the candidate's SCN, making sure that the brackets (if shown) and the asterisk is **not** deleted eg (123456789*).
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 and 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.

4.5 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 or press **Enter** again to remove the tick.

4.6 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 5.9)

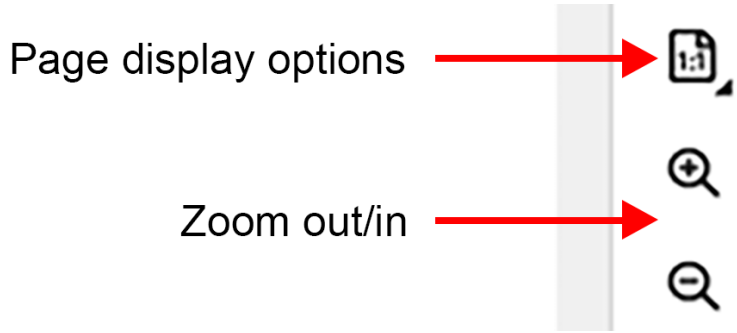
Remember: Some question papers contain an objective test (multiple choice), but you cannot complete the answer grid as part of the DQP or digital answer book. You must answer on the paper copy in **blue or black ink (not gel pens**). The exams affected are:

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

5 Changing the PDF page display

5.1 Zoom in or out

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 Page View** to see two pages at a time.
- To get back to 100%, click on the navigation button and select Actual size.

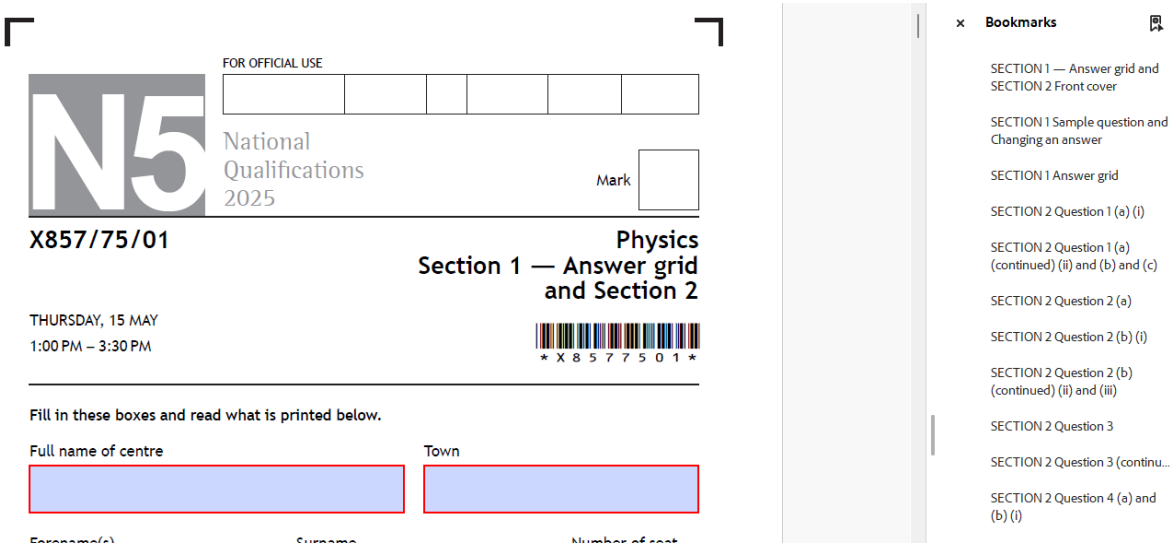
5.2 Moving between pages — manually

- 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 or down keys (you need to click outside any answer box for this to work)

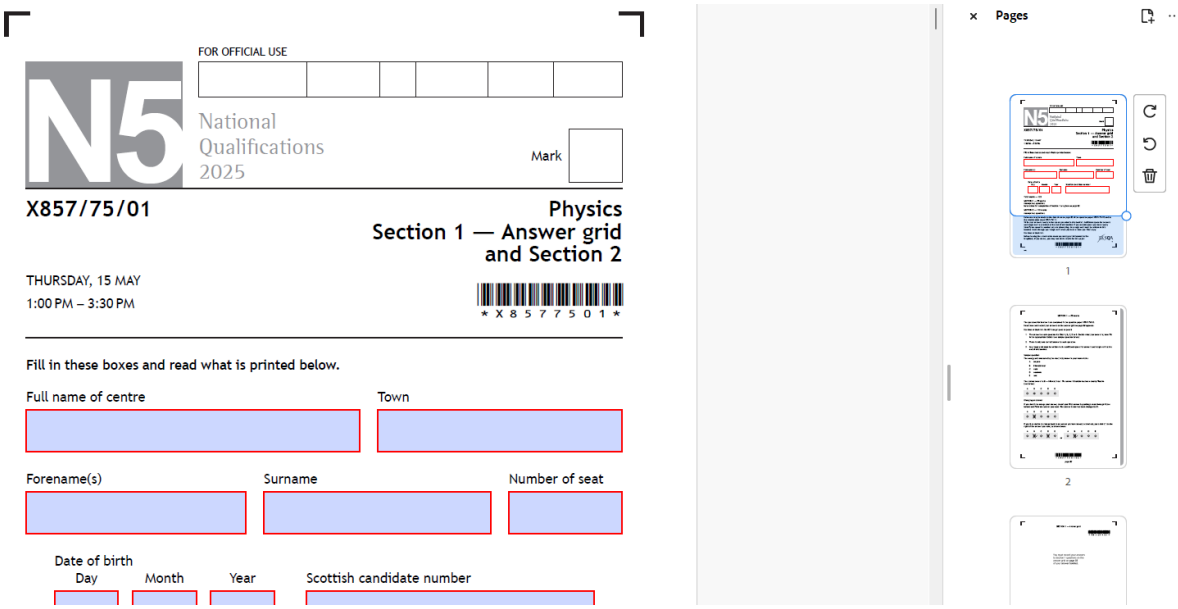
5.3 Moving between pages — using 'Bookmarks'

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 right 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.



5.4 Page view

Click on the Page View icon at the right 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.



5.5 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.

5.6 Page rotation

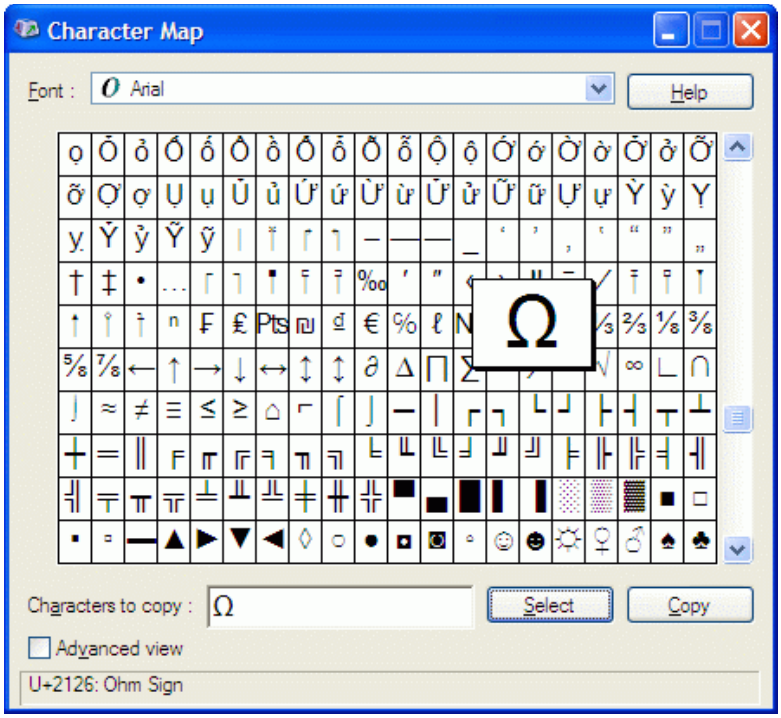
If there are diagrams or graphics on the page, it may be helpful to rotate pages: select **View > Rotate View** then either **rotate view right** or **rotate view left**. Alternatively use the rotate button on the right hand side of the page.

5.7 PDF papers — using equations, graphs, 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, and completing graphs 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 is preferred by CALL Scotland due to its ease of use.
- On the Word answer book, insert symbols into answer boxes from the Windows Character Map. Information on how to use this is available on the CALL website.



CALL Scotland have produced guidance on their website on the options available.

5.8 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

- All Tools > Measure Objects > Measuring Tools

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

To measure using a ruler

- Click on the distance tool.
- 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.

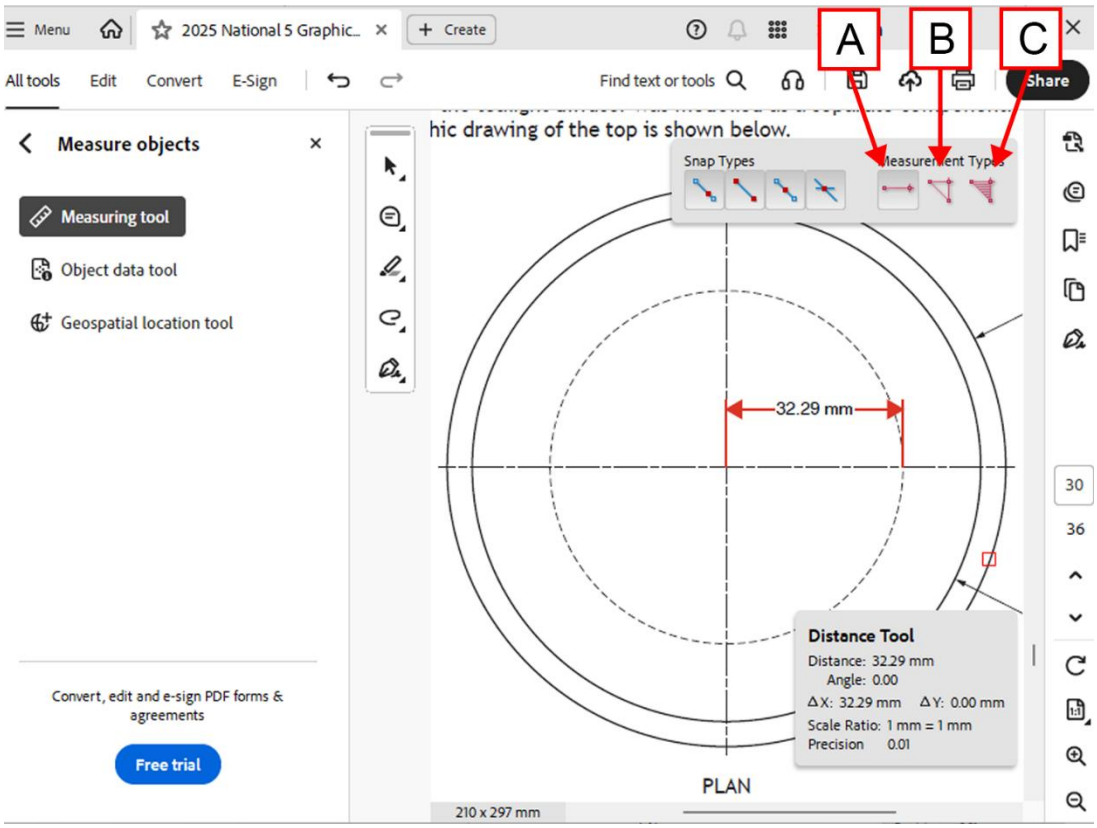
- Click on the first point and drag the resulting measuring line to the second point and click.
- Click on the line to display actual distance.

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.



5.9 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 and add notes.
- 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 5.9.2)

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

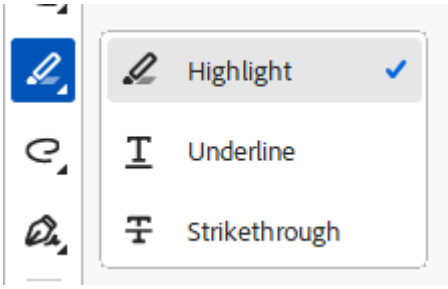
To access the toolbar to use annotations or markups:

- Click **All Tools > Add comments** to show the Comment and Markup toolbar.



5.9.1 Highlighting

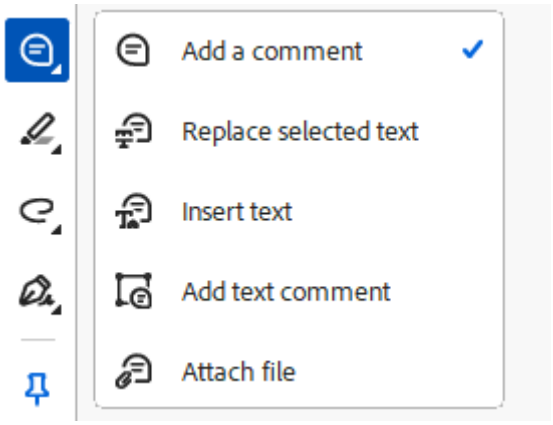
The screenshot below shows the tool display for '**Highlighting**'.



- Highlighting can be used to mark key locations or sections 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**.

Comments

Comments 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.**



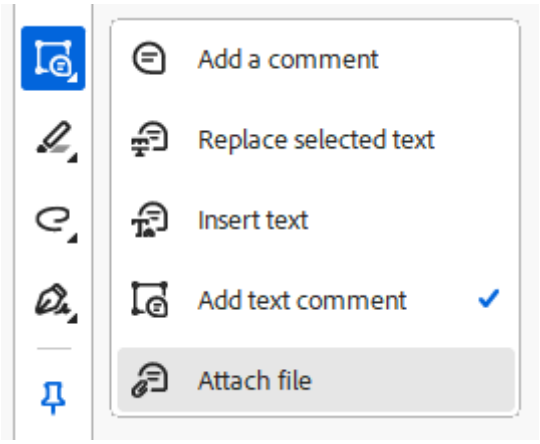
To add a comment, either click on the Comment Tool or right-click where the Comment is to be positioned, and choose **Add Comment** (this will only work outside the answer boxes).

To see all notes, click on **show all comments in the tool bar on the right hand side of the page**. The comments can then be reviewed and the text in them copied into another application, such as Word, for creating answers.

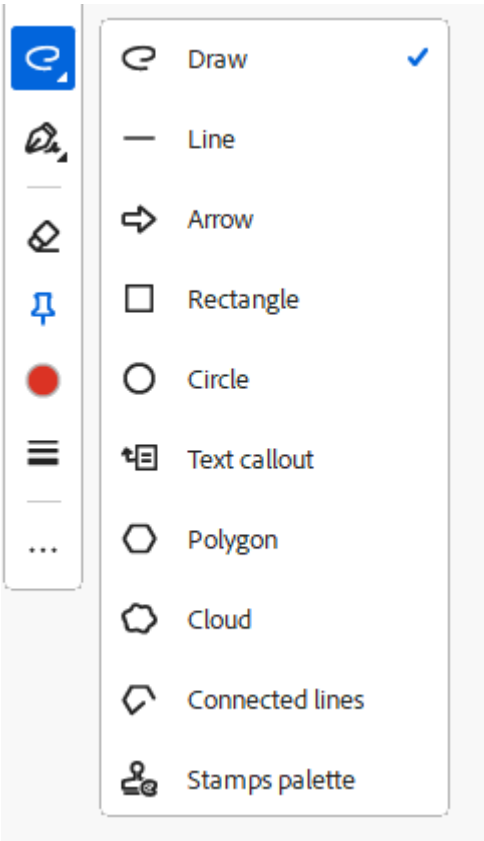
Text boxes

TextBox and Draw Freehand 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.



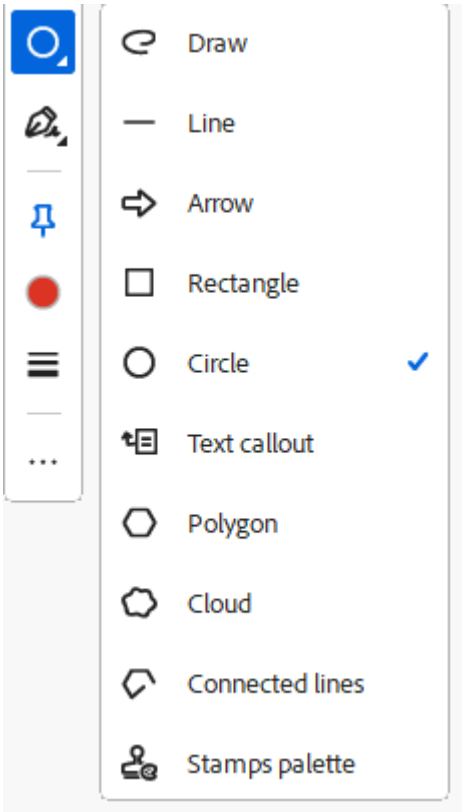
- Draw Freehand can be used to label diagrams



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**.**

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



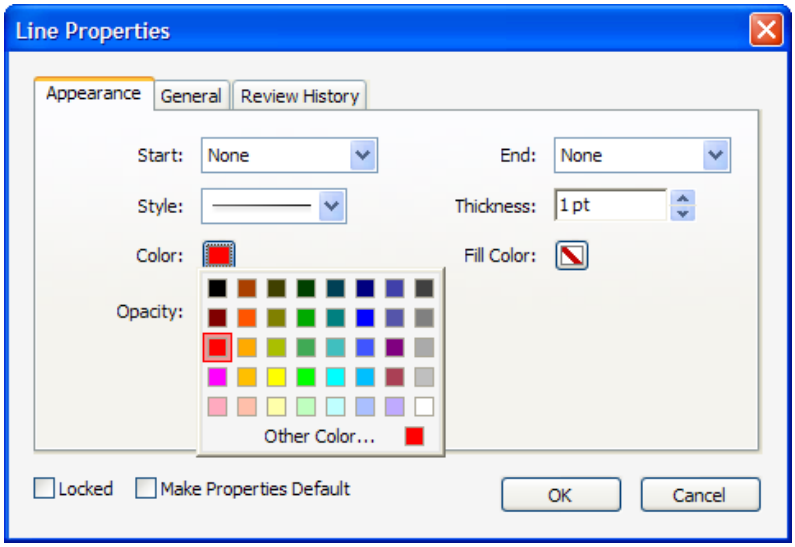
Drawing tools can be used to complete graphs or diagrams, link, **circle or underline text**.

- 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 Draw, Cloud, Arrow, Line, Square and Circle 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 ‘draw’ allows free-form shapes or can be used to write or create symbols.

To delete any line or shape, right-click on the line or shape to highlight it, and then select ‘Delete’.

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**.

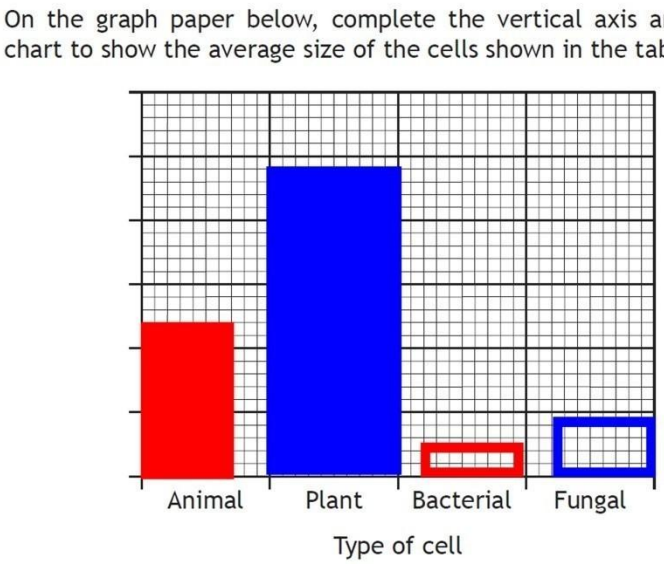
To make future drawn lines also in the darker colour, right-click on the line again, and choose **Make Properties Default**.



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.



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

Appendix 1: DQP troubleshooting

Issue	Solution
DQP won't load	• Check if the CD is damaged; try it on another PC, if still a problem contact Qualifications Scotland on 0345 213 6681 • You will need internet access from non-exam PC to access and download the file from the Qualifications Scotland secure site
DQP is faulty	• Try it on another PC, if still a problem, contact Qualifications Scotland on 0345 213 6681
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, from our Digital Answer Books webpage: or Data booklets from the individual NQ Subject webpages
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 on the Digital Answer Books webpage • Digital Answer Books are loaded to the disc when required
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)
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.
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'.

Issue	Solution
SCN auto-copying: Candidate unable to use this in **PDF** document.	JavaScript must be enabled at '**Edit**' > '**Preferences**' > '**JavaScript**' > '**Enable JavaScript**' box should be checked.
SCN auto-copying: Candidate unable to use this in **Word**.	**NB: Candidate does 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 auto copying 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 and 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.
MS Word DAB not enabling change to colour page display	<u>Cover page</u> • All boxes excluding 'Date of Birth' and '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' and • '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.

Issue	Solution
Computer has crashed	Try to restart and recover docs from autorecover or 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 • Enabling autosave more frequently (eg every minute instead of every 5 minutes) could also help with this Remove any unnecessary programs or files.
No text-to-speech	Check that; • The PC sound is not muted 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
Text-to-Speech function or 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).
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'.
Typed answers are getting smaller in PDF answer booklets	• 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.
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 or table by clicking on 'whole table or cross icon' at top left of table • Right click on 'cross icon' • Select 'table properties' • Select 'row' tab

Issue	Solution
	• Select or check 'Allow row to break across pages' and then select 'OK'. • Save this as the copy to be used.
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 and 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'.**
Not all answers printed	• Check PC memory and formatting of paper • For PDF document, ensure **'Documents and Markups'** selected as above.
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

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CALL have a website dedicated to digital question papers, providing a wealth of advice and guidance to support you and your candidates in using digital question papers.

Phone: 0131 651 6235

Email: call.scotland@ed.ac.uk

CALL Scotland Web