

# FAQ: Xerox App for Remark Test Grading – at Hunter (v1)

## XEROX-REMARK QUESTIONS

### AT THE XEROX MULTIFUNCTION PRINTER DEVICE (MFP)

**Q 1 If I scan the same tests over again, will this overwrite what I have previously scanned?**

This depends on how your user account is configured in the Gravic Remark Cloud web portal.

**Q 2 How do I log into the Xerox App for Remark Test Grading at Hunter?**

At the multifunction printer device (MFP), tap on the Remark Test Grading app, select your name, and enter your PIN. If this is your first time, you can create your PIN with your Remark Cloud credentials available.

**Q 3 How do I log out of my account?**

While at the **Xerox® Connect App for Remark Test Grading** main menu, touch your username in the top left-hand corner, and then touch **Logout**.

**Q 4 How do I log out of my cloud account?**

Click on your name in the top right corner of the page. This will trigger a dropdown menu. Click on “Sign Out.”

**Q 5 For a single test, can I scan the answer sheets and answer keys over the course of several days?**

You can continue to scan answer sheets whenever. The results will be added to the batch of tests that have already been scanned. If the answer key has been scanned, tests will be graded, if not, the tests will be graded once the key has been scanned.

**Q 6 What language does the app support?**

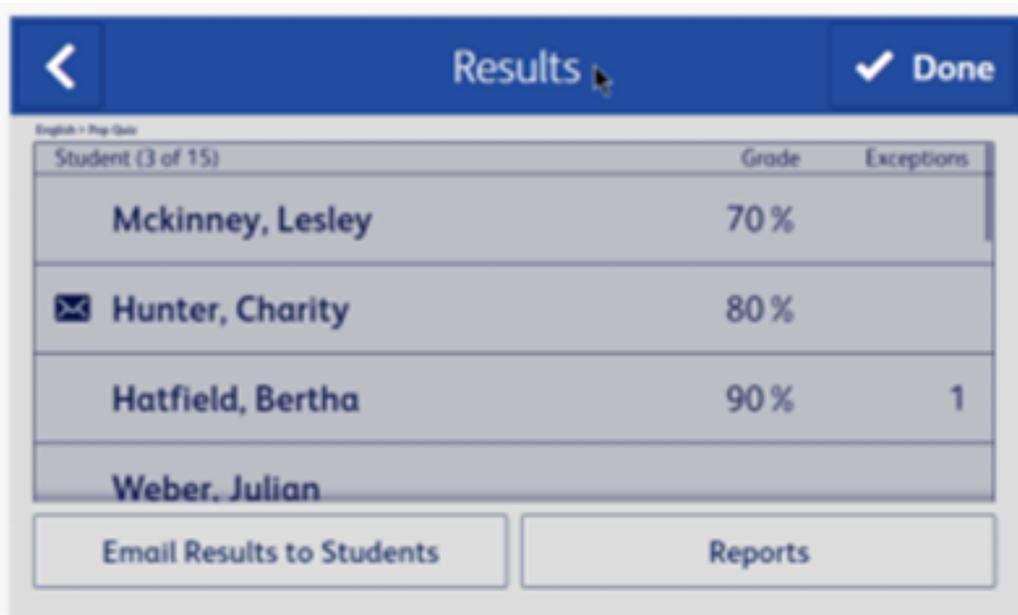
The app supports English and French. Setting your Xerox® device to French will display French text, and will print/email French reports. If your device is set to any other language besides French, it will default to English.

**Q 7 How do I print on A4 or Letter paper?**

This is automatically selected by the application based on your device setup. If your Xerox® device has the preferred paper set to A4 and/or metric, A4 will be automatically selected. Otherwise, it will output Letter.

**Q 8 Why can't I send an email to my students?**

Ensure that all of your students have email addresses in the Gravic portal. If a student has already had their email added, a small mail icon will appear next to the student's name while in the Results section of the app.



**Q 9 How do I see when my subscription expires?**

Log into your Xerox® App Gallery account. There you will see when your subscription expires/renews.

**Q 10 Why do I keep getting "Incorrect username and/or password"?**

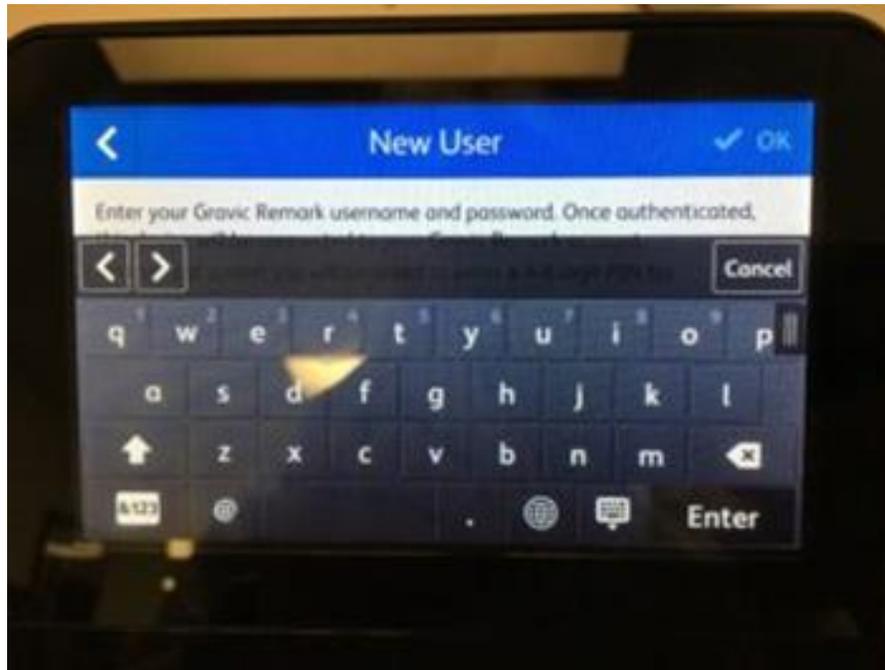
This may be because your username or password has changed on the Remark Cloud Portal. If this is the case, you should remove the user from the Xerox® Connect App for Remark Test Grading and add the user again.

**Q 11 Can I scan multiple answer keys and sheets at the same time?**

Yes. When the scan is complete, you'll be presented with the results for all sheets that you scanned.

**Q 12 Why does a black keyboard automatically appear when I try to add a new user?**

A black keyboard appears when the VersaLink device that the app is running on requires a firmware update. When it appears, you can continue to use the app by touching the Close Keyboard button on the lower right-hand side of the keyboard, beside the Enter button. To fix this issue, you will need to update the device's firmware. Please contact your System Administrator to do so.



**Q 13 I launched the app and the device shows a DNS error?**

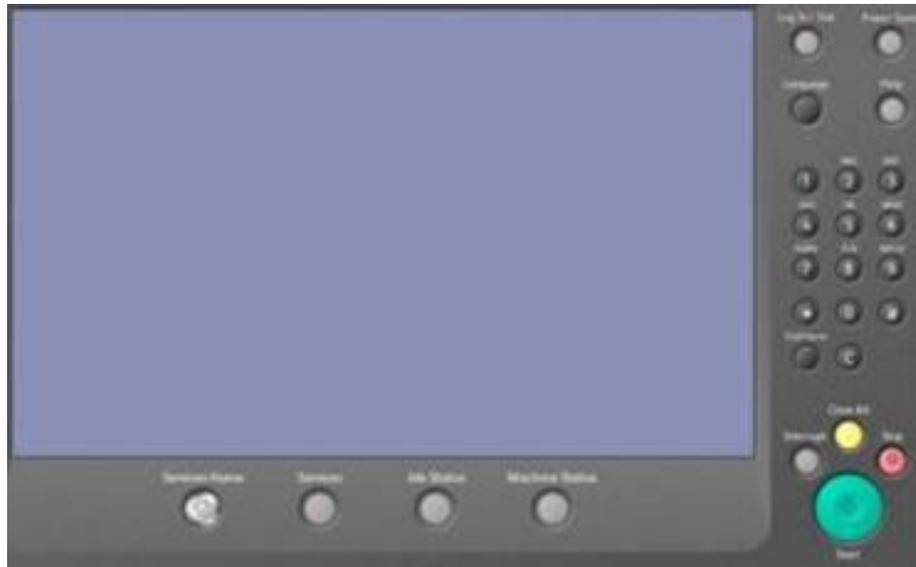
Check your internet and proxy settings on the device. The app requires access to the internet over port 443 and a properly configured DNS server setting. Contact your System Administrator if you need further assistance.

**Q 14 Can I print just a blank answer key and not a student's answer sheet?**

No. You must select at least one student to be able to print the answer key

**Q 15 Why am I getting a blue screen?**

Touching the app's **Try Now** button in the Xerox® App Gallery may result in a blue screen, as displayed below in the screenshot. This happens when your device is running old, outdated firmware. To fix this, update your firmware to the latest version or contact your System Administrator for further assistance.



**Q 16 The document feeds through while grading/scanning but I get an error & and nothing appears in Remark?**

Contact your System Administrator. Please check the User Permission Roles and see if Job Queue is allowed for non-logged-in users. You can also check in Properties -> General Setup -> Extensible Service Setup -> and verify that "Allow Open Access to Job information" is also enabled.