CROWDMARK STUDENT GUIDE

Crowdmark is an application for handing in your work and receiving marks for tests and online assignments. Online grading tools like Crowdmark are designed to help your instructors and teaching assistants collaborate better on grading, so they can return outcomes to you more efficiently.

Crowdmark is FIPPA compliant (i.e., it follows provincial policy) and its data is stored securely in Canada.

What will I use it for?

Your instructor may have you use Crowdmark for any of the following:
- Handing in scans of paper-based assignments, quizzes, or exams
- Completing fully online assignments, quizzes, or exams
- Viewing grades and written feedback for your work

What do I need to use Crowdmark?

1. A supported web browser
   Crowdmark runs in your web browser and supports using Chrome, Edge, Firefox, or Safari.

2. A Crowdmark student account
   A Crowdmark account will be created for you after your instructor enrols you in a Crowdmark course.

Tips
- You can access Crowdmark by logging in to https://app.crowdmark.com/sign-in/mcmaster, once you've received and verified your Crowdmark account. Select the option to sign in with email.

How do I use Crowdmark?

You will first verify your Crowdmark account and set a password. Then you can participate in the course activities your instructor assigns within Crowdmark.

Verify your Crowdmark account

A Crowdmark account will be created for you after your instructor enrols you in a Crowdmark course. Please wait to receive an email from Crowdmark before you try signing in initially. Once you've verified your account for one McMaster course, you should not need to do it again.

1. You will receive an email from Crowdmark when your instructor first distributes an assignment (for fully online work) or returns a graded test (for paper-based work). Once you receive this email, click whichever link you see:
   Sign in and go to assignment for new assignments
   Sign in and view grades for graded tests

2. When you access Crowdmark for the first time, you will need to verify your account by "claiming" it. Click Claim my account.

3. Another email will be sent to the email address associated with your account. Click Claim my account in the new email that arrives.

4. Enter your full name, set a password, accept the terms of service, and click Claim my account for a final time.

5. You will be taken to the assignment or test linked from the original email.

Tips

- If you accidentally create an account ahead of time, you will not see any courses, tests, or assignments right away when you sign in. You will also need to make sure that you are accessing Crowdmark with the same email address that your instructor has used to enrol you.

- If you can't see your course, assignment, or test and believe this is an error, you can try troubleshooting by following the Crowdmark instructions for accessing assignments and grades.

Group Assignments

Instructors can set up their assigned assessments to allow for group submissions. Instructors can form the groups of students *or* students can create their own groups. Any member of the group can submit on behalf of the group and a single group assessment will be graded. To avoid collisions, we recommend that only one group member submits. All students in the group will receive a copy of the graded feedback in their Crowdmark portfolio.

1. Once the assignment has been distributed, students will receive an email with a link to view the assignment.

2. If the Instructor hasn't formed groups, students can do this themselves at the start of the lab. This is relevant when working with a partner that might change from lab to lab. Only one of the group members needs to create the group and does so by clicking on the box at the top of the assessment that states "Select Group Members" and typing in the names to add. Students will be able to add or edit group members before submitting.

3. Students can only add members who have not already been added to another group. Once a student is added to a group, the submission page is shared among the group members and any member can submit work on behalf of the group.

4. Students will receive an email notification that they have been added to a group by a particular user.

5. The **submission log** is accessible to students in their portfolio by clicking on the link under the **Status** column. The log includes the addition or removal of group members and submission activity for each individual user.

6. Once a group assignment has been submitted, students will **not** be able to edit the group members. Students will need to contact their instructor to make any changes to group members after submission.

Submit Work with Crowdmark

Whether your instructor has asked you to hand in an assignment, quiz, or exam, Crowdmark will list your work as an assignment on the course page.

1. Go to https://app.crowdmark.com/sign-in/mcmaster and log in using your McMaster email.
   - You may need to click **Authorize** to give Crowdmark permission to access your account.

2. Click the **course** to access your **assignments** and then click the assignment you want to complete.

3. Read the instructions carefully, taking note especially if this assignment will be timed. For a timed assignment, when you are ready, click **Start the assessment now**.

4. Complete the assignment. You will answer any multiple-choice or textbox questions on the screen, but you can answer other types of questions on paper or in an application like Word, unless your instructor has specified otherwise.

   - Each question that can't be answered on the screen will require a separate file upload, so please complete these file-based questions on a separate piece of paper or digital page, and label each answer with the question number.

5. Crowdmark accepts PDF files (up to 25MB) and JPG or PNG image files (up to 12MB). Save, scan, or photograph any file-based answers into one of these accepted types.

6. For each file-based answer, click the dotted box **upload area** to add your file.

7. Make adjustments to any file uploads, as needed:
   - To rotate a PDF page or image, click the **magnifying glass icon** on top of the file preview, then click **Rotate page** until you are satisfied, and click **Done**.

- To remove a PDF page or image, click the **x icon** on top of the file preview.

8. Once you are satisfied with all your answers, click **Submit pages for evaluation**.

9. Once the submission finishes uploading, scroll down the page and review your submission to make sure everything was uploaded correctly.
   - So long as time remains before the due date passes or the timer runs out, you can click **Edit and resubmit** to make changes, then click **Resubmit for evaluation**.

Tips

- Optimize your files as best you can before submitting them to make sure your instructor and teaching assistants can view your work properly. Crowdmark offers tips for preparing your images for upload.

- You can resubmit work up until the due date passes or the timer runs out. Once the due date has passed or timer runs out, your submission will be locked in so that your instructor and teaching assistants can begin grading.

- Crowdmark will email you when your instructor chooses to use Crowdmark for returning grades, and you can access your grades and feedback using the link in the email or following the instructions for reviewing work in the section below.

- You can take a picture of your paper using the camera on your phone or other digital camera and upload the image file to Crowdmark. You can also use a scanner app. The scanner app allows you to create a PDF. There are several scanner apps that you can use. You can find them through the [Google Play Store](#) or the [Apple App store](#). Here are a few free scanner apps to try:
  - [CamScanner](#)
  - [Adobe Scan](#)
  - [Microsoft Office Lens – PDF Scanner](#)
  - [Turbo Scan](#)

- It is easiest to upload your files on a laptop/desktop computer. Crowdmark is not optimized for mobile devices.

- If you take a photo and want to upload it without a scanning app, save your photo as one of these formats: .png, .jpg, .jpeg
  - Recent iPhones and iPads save photos as HEIC files, which can't be submitted in the exam.
  - To resolve, resave the image in an acceptable format by emailing the photo to yourself using the iPhone or iPad Mail app, which will automatically convert it to a .jpg.
  - Save the new .jpg image to your Photos folder or the desktop, not Google Drive, so it's easy to find.
  - You can also [update the settings on your phone](#) to capture in JPEG and not HEIC.
  - **Note:** Changing or editing the filename does not update its format.

- Make sure you know where your files are saved on your phone/computer and how to access them! Saving them to a cloud storage such as Google Docs, Dropbox, OneDrive, etc. or emailing your files to yourself can make them easier to access from multiple devices.

- You should name your documents with the names of the questions the file contains and the page number if there are multiple pages for one question. For example, a file name for the first page of the third question that has two pages of written work could be: **Q3Page1**.
  If you answered multiple questions on one page (e.g. questions 3, 4 and 5 on one page) your file name could be: **Q3-Q5.**

- Depending on the speed of your internet trying to upload every page at once can be very slow. If you are running into problems with uploading, first try uploading just a few pages at a time. You can submit and resubmit pages to Crowdmark as many times as needed up to the due date

Submit Tables and Graphs from Excel

Microsoft 365 (including Excel) is available free to every registered McMaster student and can be accessed via this link: https://office365.mcmaster.ca/

Throughout the year you will be using Excel to record data, perform calculations, and generate output graphs. Unfortunately, submitting your work from Excel to Crowdmark is not a simple cut and paste.

If you want to submit your **entire Sheet of data** (e.g. raw data, calculations, tables, graphs, etc. all together):
1. Go File → Save as Adobe PDF. Select **Sheet(s)** for the Conversion Range and **Fit Worksheet to a single page** for the Conversion Option. You can add multiple sheets or convert to actual size depending on the amount of data you have.
2. Click Convert to PDF and save the file to your computer. Be sure to name the file so it matches the Crowdmark question.
3. Upload the PDF file to Crowdmark.

If you want to submit **a table or selected data** but not the entire sheet of data:
1. Use your cursor to highlight the table or data in the worksheet.
2. Go File → Save as Adobe PDF. Select **Selection** for the Conversion Range and **Fit Worksheet to a single page** for the Conversion Option.
3. Click Convert to PDF and save the file to your computer. Be sure to name the file so it matches the Crowdmark question.
4. Upload the PDF file to Crowdmark.

If you want to submit **a chart** but not the entire sheet of data:
1. Use your cursor to highlight the chart by clicking on it.
2. In Windows, right click then Save as Picture and save the file to your computer in JPG or PNG format. Be sure to name the file so it matches the Crowdmark question. (You can right-click on a

Mac computer by using the control button, two-finger tapping your trackpad, or connecting an external mouse to your device.)

3. Upload the image file to Crowdmark.

Troubleshoot issues with handing in Crowdmark work

If something goes wrong while you are trying to submit your assignment, you will usually see an error message. Both you and your instructor have access to a [Crowdmark log of all actions you have taken to submit](#) the assignment, so your instructor will know you had issues. However, you can try to resolve these yourself.

General error
A general error is usually temporary and happens when something interfered with the upload. You can try the following:
1. Use a different Internet connection.
2. Switch to a computer if you are submitting from a mobile device.
3. Disable extensions/add-ons in your browser, update your browser to the latest version, or try a different browser.
4. Reduce the sizes of the files you are uploading.
5. Re-save the files to a different compatible format (PDF, JPG, or PNG).
6. If none of these steps solve the problem, contact support@crowdmark.com and include the error message, the file you're trying to submit, and the browser and operating system you're using.

Incorrect file type / File size is too big
Crowdmark accepts PDF files (up to 25MB) and JPG or PNG images (up to 12MB). Save, scan, or photograph your answers into one of these accepted types. Select a lower quality for your scanner or camera if your files were too big.

PDF text appears garbled
After uploading to Crowdmark, sometimes PDF files do not look as expected, particularly if they include special characters like those found in LaTeX markup language or diagrams. Export the PDF pages as JPG or PNG images instead. This conversion will flatten the text and ensure that the formatting is maintained.

Pages are missing
Re-save your files to a different compatible format (PDF, JPG, or PNG) and try submitting again.

Photo rotation is wrong
If you've submitted an image from a mobile phone, the rotation data may be sent incorrectly. Switch to a computer instead and try rotating the image there, then upload the new image to Crowdmark.

1. Go to https://app.crowdmark.com/sign-in/mcmaster and log in using your McMaster email.
2. Click the **course** to access your test and assignments and then click any **test** or **assignment** with a status of "Graded".
3. On the grades page, you will be able to see your total score and your score for each individual question. Any additional markup and written feedback will be accessible as well.

Tips

- **Crowdmark will email you if and when your instructor chooses to use Crowdmark for returning grades**, and you can access your grades using the link in the email or following these instructions.

- **You can download a copy of your marked test or assignment by using the print option** at the top of the grades page and choosing a PDF format as the output instead of a printer.