

# EU Careers Computer-Based Tests Manual



June 2015



## Contents

1. [Booking](#)
2. [Rescheduling/Cancelling](#)
3. [Sitting the tests](#)
4. [Useful links](#)



## 1) Booking

- You must book a date to sit the computer-based tests.
- A message in your EPSO account will tell you when you can book the tests, with a link to the booking site.
- This link will only be activated during the booking period.
- If you fail to book within the specified period, your application will be considered withdrawn.
- You will be able to choose the country, centre, date and time of your tests, according to availability.
- When the link is activated 'click here to book'
- If you encounter technical problems during the booking procedure please contact Prometric directly using the appropriate toll-free number (at the end of this manual) or the e-mail address: [epsu\\_en@prometric.com](mailto:epsu_en@prometric.com).



## FACE A BIGGER CHALLENGE

EUROPA > EPSO > On line Registration

In case of booking problems please call +31 320 239 575

Choose the country in which you would like to schedule your appointment, or the country in which you've already scheduled your appointment, then click Next.

Country:  
BELGIUM

Select the country where you would like to sit the tests

Reset Next >

### Test Center Selection

To find the closest location(s), please enter a preferred address, city/state, or ZIP/postal code where you would like to schedule your appointment in the search box below.

brussels

e.g., "1501 Clinton St, Baltimore, MD" or "Paris, France" or "90210"

Click here in order to select an appointment

- A** [8126: BRUSSELS SELOR FORNAX LAB 1, BELGIUM](#)  
SELOR, FORNAX 1,  
BISCHOFFSHEIMLAAN  
BOULEVARD  
BISCHOFFSHEIM 15  
BRUSSELS  
[Schedule an Appointment](#)  
[Get Directions](#)  
(~0mi)
- B** [8160: AMSTERDAM, NETHERLANDS](#)  
Fulbright Center  
Westerdoksdiik 215  
Amsterdam  
[Schedule an Appointment](#)  
[Get Directions](#)  
(~108mi)
- C** [8061: LUXEMBOURG LAB 1, LUXEMBOURG](#)  
PROMETRIC  
65 AVENUE DE LA GARE,  
8TH FLOOR, RIGHT  
DOOR  
LUXEMBOURG  
[Schedule an Appointment](#)  
[Get Directions](#)  
(~116mi)

You can refine your search here



Click here to receive instructions on how to get to the test centre



## Date and Time Selection

The appointment duration is 2-hour(s) and 00-minutes.

Select an available month and click the 'Go' button. When the calendar(s) appear, select an available date and then time.

Find available seats in a 3 month period.  Find available seats for a specific day.

April 2014

< Back Next >

After you have clicked on "Schedule an Exam", you will be transferred to this page.

Click "Go" to be transferred to the calendar

## Date and Time Selection

The appointment duration is 2-hour(s) and 00-minutes.

Select an available month and click the 'Go' button. When the calendar(s) appear, select an available date and then time.

Find available seats in a 3 month period.  Find available seats for a specific day.

April 2014

Select an available date

April 2014						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2014						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2014						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Select an available time

09:00 AM
11:00 AM
01:00 PM

If the available dates and times are not suitable to your schedule, please choose a different month and click the 'Go' button or choose [another Test Center](#) that may offer more convenient appointment options.

< Back Next >

Select the day and time of your appointment and click next to go to the next screen



## Additional Information

The name used to schedule your appointment must exactly match the name shown on your identification. At a minimum, the identification must be a valid, government-issued ID that shows your name in the English alphabet, your signature and your photograph. Additional identification policies may apply; please check with your sponsoring organization for details.

Before proceeding, please provide the following information.

Required fields are marked with an asterisk (\*)

* First (Given) Name:	ZZDEMO
* Last (Family) Name:	ZZDEMO
* Date of Birth:	01/01/1978
Last Name At Birth:	LAST NAME AT BIRTH
* Email Address:	<input type="text"/>
* Validate Email:	<input type="text"/>
Home (Evening) Phone:	<input type="text"/>

< Back   Next >

Please fill in and confirm your e-mail address

## Appointment Verification

To complete your appointment, you must:

1. Verify your appointment information
2. Press the "Complete Appointment" button

Name:	ZZDEMO ZZDEMO
Program Name:	EPSO/AST-SC/01/14 AST SEC
Appointment Name(s):	<ul style="list-style-type: none"><li>• EPSO/AST-SC/01/14</li></ul>
Test Center Code/Site Name:	8126 - BRUSSELS SELOR FORNAX LAB 1, BELGIUM <a href="#">Test Center Info, Driving Directions</a>
Test Center Address:	SELOR, FORNAX 1, BISCHOFFSHEIMLAAN BOULEVARD BISCHOFFSHEIM 15 BRUSSELS BEL
Test Center Phone #:	31 320 239 540
Appointment Date:	28 Apr 2014
Appointment Time:	9:00 AM
Appointment Duration:	2:00

Prometric has a firm commitment to protecting your privacy. We will not disclose, to third parties, any specific personal identifying information about you without your permission.

By clicking the "Complete Appointment" button below, you agree to all terms and conditions related to payments, reschedules, cancellations, refunds and other policies set forth by your sponsoring organization.

< Back   Complete Appointment

Verify and confirm your appointment details



## Appointment Complete

Thank you for scheduling with Prometric.

Please save the information by either printing this page or writing it down.  
Your appointment request has been confirmed with the following confirmation number(s):

Confirmation Number: 8800000002413040

 [Print Confirmation](#)  [Print Receipt](#)  
 [E-mail Receipt](#)

<b>Name:</b>	ZZDEMO ZZDEMO
<b>Address:</b>	
<b>Program Name:</b>	EPSO/AST-SC/01/14 AST SEC
<b>Appointment Name(s):</b>	EPSO/AST-SC/01/14
<b>Test Center Number:</b>	8126 - BRUSSELS SELOR FORNAX LAB 1, BELGIUM <a href="#">Test Center Info</a> , <a href="#">Driving Directions</a>
<b>Test Center Address:</b>	SELOR, FORNAX 1, BISCHOFFSHEIMLAAN BOULEVARD BISCHOFFSHEIM 15 BRUSSELS BEL
<b>Test Center Phone #:</b>	31 320 239 540
<b>Appointment Date:</b>	28 Apr 2014
<b>Appointment Time:</b>	9:00 AM
<b>Appointment Duration:</b>	2:00
<b>Price:</b>	0.00 USD
<b>Balance:</b>	0.00 USD
<b>E-mail:</b>	delyth-sian.evans@ec.europa.eu

**Print your appointment details**

### [Payment Summary](#)

You will receive an e-mail within 15-minutes containing your appointment confirmation details. Please check your spam folder if you do not receive your confirmation email. Update your email security filters to allow emails from emailconfirmations@prometric.com

The Prometric website, [www.prometric.com](http://www.prometric.com), is available 24 hours a day, seven days a week for you to reschedule, cancel or confirm your appointment.

Thank you,

Prometric



- You will automatically receive a confirmation email from the test providers.
- You can re-print your appointment confirmation within the [booking management system](#).
- Within 48 hours you will also receive a confirmation letter in your EPSO account.
- You must print this letter and bring it with you to the test centre, along with proof of your identity (see chapter 3 of this manual for details).
- If you encounter technical problems during the booking procedure please contact Prometric directly using the appropriate toll-free number (at the end of this manual) or the e-mail address: [epsos\\_en@prometric.com](mailto:epsos_en@prometric.com).



## 2) Rescheduling

- Rescheduling is only allowed for certain selection procedure and not for the case study or translation tests.
- If allowed, you can only reschedule during the booking and testing periods, subject to availability and the following conditions:
  - you can only choose from available places offered - no further availability will be added;
  - you can choose a different test location;
  - you must reschedule at least 48 hours before the time of the original test appointment;
  - no rescheduling (including for exceptional circumstances) is allowed during the last week of the testing period;
  - you cannot select a new appointment which is less than 48 hours from the time of rescheduling;
  - you must complete the rescheduling procedure until the last screen (until then, your original appointment will remain valid);
  - you must print and bring the new booking confirmation to the test centre, with proof of your identity.

### Exceptional circumstances

- In exceptional circumstances (such as a serious illness, birth of a child, death of a spouse, child, parent, brother or sister) EPSO may authorise rescheduling (subject to availability).
- You will be informed as soon as a decision has been taken, but please note that only duly substantiated and truly exceptional circumstances will be taken into account.
- You should [contact EPSO](#) immediately, providing all relevant documentary evidence (e.g. a medical certificate) and your candidate number.



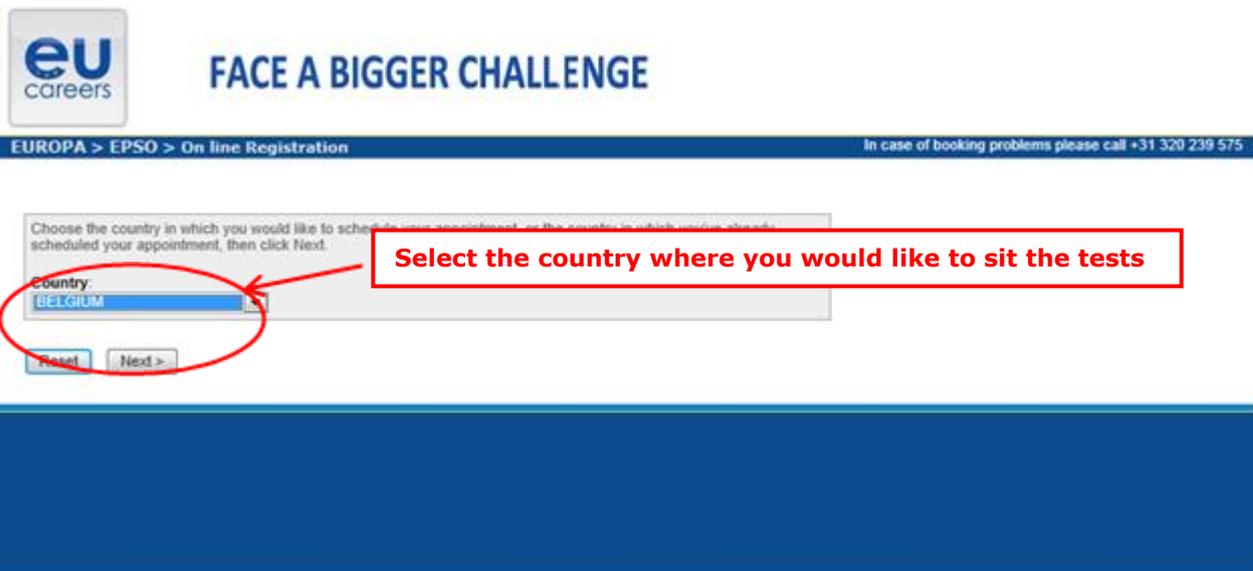
## Cancelling

- If you decide not to take the tests, you should cancel your appointment to free your seat for another candidate.
- You can cancel online up to 48 hours before the time of your original test.
- Cancelling your appointment will end your participation in the selection procedure. This action is irreversible.

## How to cancel or reschedule

Go to the [booking management system](#) via the link in the confirmation message in your EPSO account.

If you encounter technical problems during the rebooking procedure please contact Prometric directly using the appropriate toll-free number (at the end of this manual) or the e-mail address: [epsos\\_en@prometric.com](mailto:epsos_en@prometric.com)



The screenshot shows the 'EUROPA > EPSO > On line Registration' page. At the top left is the 'eu careers' logo, and at the top right is the slogan 'FACE A BIGGER CHALLENGE'. Below this is a navigation bar with 'EUROPA > EPSO > On line Registration' on the left and 'In case of booking problems please call +31 320 239 575' on the right. The main content area shows a form with the instruction: 'Choose the country in which you would like to schedule your appointment, or the country in which you sit the tests. scheduled your appointment, then click Next.' Below this is a dropdown menu labeled 'Country:' with 'BELGIUM' selected. A red circle highlights the dropdown menu, and a red arrow points to it from a red-bordered box containing the text 'Select the country where you would like to sit the tests'. Below the dropdown are 'Reset' and 'Next >' buttons.





### Schedule an Appointment

Schedule your appointment in real time and receive immediate, on-screen and e-mail confirmation.



### Reschedule or Cancel an Appointment

Select a new Appointment date and time or cancel your appointment and see immediate confirmation of your change.



### Appointment Confirmation/Receipt Reprint

View and print a confirmation with all details of your appointment.



### Locate A Test Center

Quickly and easily find the Test Center that is nearest to you.



### Search for Availability

Search our site calendars for date and time availability.



### Testing Accommodations

Our test centers can accommodate many needs. Schedule and confirm a testing accommodations appointment.



### Bulk Scheduling

Scheduling more than 5 appointments? It's easy with bulk registration.

Select the action you would like to proceed with

## Reschedule or Cancel Appointment

Please enter your Confirmation/Tracking Number:

Confirmation/Tracking Number:

First 4 Characters of Last Name:

Fill in the data as displayed in your confirmation letter

This is your Prometric confirmation number (e.g. 88000000XXXXX). Not your EPSO candidate number)

Name:	ZZDEMO ZZDEMO
Program Name:	EPSO/AST-SC/01/14 AST SEC
Appointment Name(s):	• EPSO/AST-SC/01/14
Test Center Number:	8164 - BRUSSELS SELOR GALAXY LAB 2, BELGIUM <a href="#">Test Center Info</a> , <a href="#">Driving Directions</a>
Test Center Address:	SELOR, GALAXY 2, BISCHOFFSHEIMLAAN BOULEVARD BISCHOFFSHEIM 15 BRUSSELS BEL
Test Center Phone #:	0
Appointment Date:	28 Apr 2014
Appointment Time:	9:00 AM
Appointment Duration:	2:00

In accordance with the policies and procedures set forth by your sponsoring organization, there may be a fee associated with rescheduling or canceling your appointment. If there is a fee, you will be notified of the amount prior to providing a method of payment.

Click here in order to proceed with your rebooking or your cancellation



## 3) Sitting the tests

### Arrival at the test centre

- You must arrive at least 30 minutes before your appointment. We cannot guarantee availability if you are late or if you miss your appointment.
- If, for unexpected reasons, the start of your test is delayed by at least 30 minutes, you may ask the testing centre administrators to be rescheduled to another date.
- For the case study, candidates are advised to plan for a longer stay at the test centre in case of unexpected delays (max. 2 hours). Further information will be given at the test centre itself if needed.
- You may decide whether or not to accept an earlier appointment if offered.

### Identity check

- You must bring to the test centre:
  - your booking confirmation
  - proof of your identity (valid ID with a recent photo and signature, for example: your passport, national identity card, photographic driving licence, national/regional residence permit, military ID card, bank card)
- Your ID details must be identical to your personal details in your EPSO Account.

### Starting the tests

- Once your test is launched, you will be asked to confirm your name. If the test is not in your name, press “No” on the screen and notify an administrator immediately.
- Please note that all instructions in the tests (including the tutorial, introductory screens, survey, etc) will normally be in your second language (may vary for linguist competitions).
- The tests themselves will be in the languages selected in your application form. No changes are allowed after validation.
- You can check the languages selected in the application form in your EPSO account.



- You will be offered the first available seat at the testing centre. The exams are started individually by the testing centre administrators.
- You should complete all of the tests.
- If you encounter a technical problem during the tests please raise your hand to notify an administrator immediately.
- Every work station will have:
  - an erasable note board
  - an erasable marker pen
  - a calculator with basic functions (plus an on-line calculator, if taking numerical tests)
  - disposable earplugs (on request)
- Please check that all equipment works before you start your tests. If something is not working contact an administrator immediately.
- You should not talk in the testing room to avoid disturbing other candidates. If you require assistance, please raise your hand and wait for an administrator.
- For case study or translation tests, please make sure you save your work regularly.
- Please also note that since the exam is not delivered on an MS Office platform, we strongly advise you not to use any MS Office shortcuts (for example, ctrl+x) or the F5 key, as these could lead to the accidental deletion of your written work.

## Tutorial

- Before you start the tests there will be a 5-minute tutorial on how to navigate through the test, including selecting and reviewing answers.
- We strongly advise you to follow the tutorial and will not accept any complaints about the test navigation and environment resulting from not being familiarised with the tutorial.
- Please be aware that for some questions you may have to scroll down to see the whole question and all the possible answers.
- Once you have finished the tutorial and are ready to start the test, please press "END" to start the test.



## Breaks and ending the tests

- You may be offered an optional break (maximum 10 minutes), at the end of which the tests and timing will automatically restart.
- Please note that this break is set between test b) and c).
- You may restart the tests at any time during the break by clicking "END".
- If you leave the test room at any other time during the tests, no extra time will be added.
- If you wish to finish the tests early, you may leave the room in silence after notifying an administrator.
- You must sign in and out each time you enter and leave the test room.

## Survey

- At the end of the tests, you will be asked to complete a survey relating to your testing experience.
- This survey is optional and does not count towards the marking of your tests. If you do not wish to complete the survey, click "END".
- Please do not use the survey to comment on the content of the tests or on any technical issues you might have experienced. For technical issues, please notify Prometric at the testing centre and send an email to EPSO.

## Neutralisation of questions

- Should you have a serious doubt about the content of a test question please contact EPSO's [Candidate Contact Service](#) within ten calendar days of your tests clearly stating the circumstances and your candidate number.
- Please refer to section 3.4.2 of the [general rules governing open competitions](#) for more information on the neutralisation of questions.



## After the tests

- A certificate of attendance will be issued at the test centre once you have completed the tests.
- Test results are not given at the test centres.
- EPSO will inform you of your marks after the completion of the testing period (normally 3-5 weeks), including any additional time necessary for special accommodations and possible neutralisation of questions.

## General rules

- Anyone failing to respect the following rules of conduct will be excluded from the test room and subsequent stages of the competition.
- You should follow instructions given by staff at all time.
- You must also follow the Prometric Testing Center Regulations (available at the test centre).
- Each test session is invigilated and videotaped.
- Food and drinks are allowed only in the waiting room/area and not in the test room. Please note that no refreshments are provided at the test centres.
- You must complete the tests without any aids or equipment other than those provided by the test centre.
- All prohibited items (for example, watches, paper and pen, books, notes, instructions, briefcases, bags, calculators, computers, laptops, tablets, mobile phones, MP3 players, cameras etc) must be left in the lockers provided and switched-off (for any items which produce sound).
- Any clothing or jewellery items allowed to be worn in the test room must remain on your person at all times. Removed clothing or jewellery items must be stored in your locker.
- Neither Prometric nor EPSO can accept any responsibility for loss or damage to property that is brought into the test centre.



- It is strictly forbidden to make copies of test questions, to remove them from the test centre, or to make the test questions publically available. All questions remain the property of EPSO.
- Smoking is strictly forbidden.
- Any rude, abusive, derogatory or threatening behaviour towards staff or other candidates may lead to your exclusion from the competition.

## 4) Useful links

- Check the Notice of Competition for a full description of the computer-based tests for your selection process.
- To help prepare for the tests check out the [training and support](#) pages on the EPSO website.
- To familiarise yourself with the testing environment see Prometric's [demo](#).
- Sign up for news and updates, or ask any questions on your specific selection procedure at [www.eu-careers.info](http://www.eu-careers.info)
- If you encounter technical problems during the booking procedure you can contact Prometric directly using the appropriate toll-free number (below) or the e-mail address: [epsos\\_en@prometric.com](mailto:epsos_en@prometric.com).
- For any other questions on the selection procedure or your personal file you can contact EPSO's [Candidate Contact Service](#).



Country	Number
International	0031 320 239 575
Austria	0800 201 768
Belgium	0800 80293
Bulgaria	00800 1104423
Croatia	0800 222 354
Cyprus	800 91198
Czech Republic	800 900 549
Denmark	8060 0064
Estonia	800 0044 235
Finland	0800 97543
France	0805 54 03 72
Germany	0800 101 5487
Greece	00800 4414 0600
Hungary	06 80 981 361
Ireland	1800 882 168
Italy	800 917 585
Latvia	800 2565
Lithuania	8800 30392
Luxembourg	0800 26701
Malta	800 62442
Netherlands	0800 020 0951
Poland	00800 4411 842
Portugal	800 207 477
Romania	0800 894557
Slovakia	0800 004 493
Slovenia	0800 80871
Spain	900 811 189
Sweden	201 701 533
United Kingdom	0800 028 2146

*Disclaimer: please note that the Notice of Competition and Rules Governing Open Competitions set down the legal framework for each selection procedure. This manual is only designed to provide additional guidance.*

