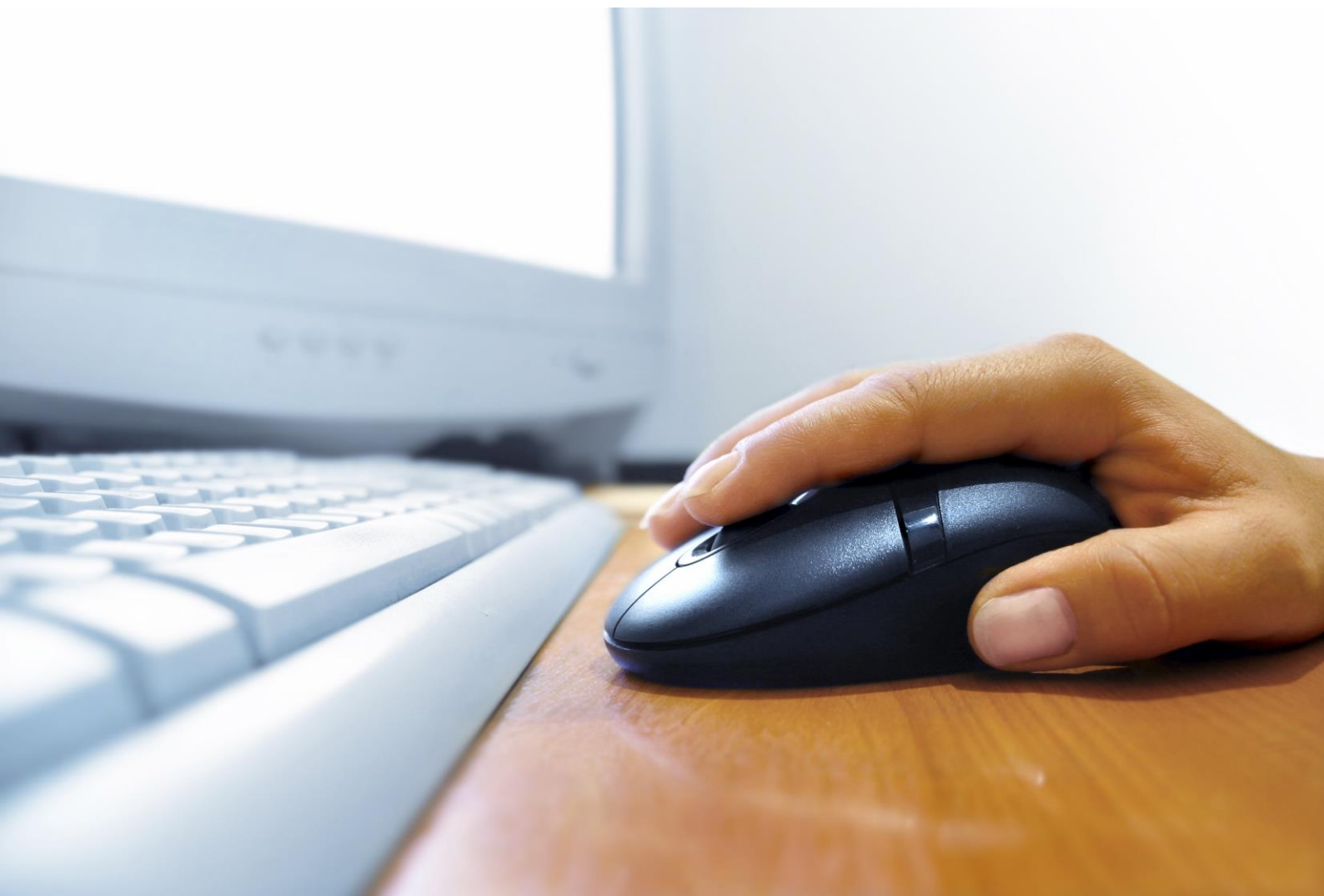


Online Application Manual



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Disclaimer: Please note that the Notice of Competition/Call for Expression of Interest and the General rules governing Open Competitions/General Rules governing Contract Agent Selections establish the legal framework for each selection procedure. This manual is only designed to provide additional guidance.



1) Your EPSO account

- You can create your EPSO account via the [EU Careers website](#).
- You can only have one EPSO account. You may be excluded at any stage of the selection procedure for having more than one account. Please [contact us](#) if you are not sure.
- If you have forgotten your login and/or your password, you can retrieve them following the procedure described in Annex I.
- Before creating your account you will be asked to agree to our privacy statement on personal data protection. For a copy of the privacy statement see Annex II.
- You will need to provide certain [personal data](#) when creating your EPSO account.

2) Change of personal data

- If you need to change your personal data, such as name, date of birth or citizenship please do so first in your EPSO account **and** then send **within** five working days by email (EPSO-PERS-DATA@ec.europa.eu) or fax (+32 229 79 617):
 - a) a short summary of your request (including your old and new details); **and**
 - b) a copy of an official document justifying the change (e.g. copy of your passport, national identity card, legal decision, etc.).
- The change will become visible in your EPSO account once your request has been validated by EPSO.
- It may take up to 15 working days to treat your request so please refrain from sending us any identical requests and/or reminders.
- Any request to change personal data which is not complete will be denied.



3) Online application form

- Before starting with your application, make sure that all the details in your EPSO account are up-to-date.
- Read the Notice of Competition/ Call for Expression of Interest **and** the General rules governing Open competitions/ General Rules governing Contract Agent Selections to make sure you meet all the eligibility requirements.
- You will find the link to apply on the [EU Careers website](#) once the registration period opens.
- Leave yourself plenty of time to complete your application, as it requires considerable work. The responsibility to validate your application before the deadline is entirely yours.
- You must complete your application in the language specified in the Notice/Call.
- As the application environment is currently only available in English, French and German, please refer to this [overview](#) for instructions in all EU official languages.
- You should **only** copy/paste from a pure text file (.txt), using a simple word processor (e.g. NotePad on Windows, TextEdit on Mac OS X) to avoid inserting unnecessary spaces or incompatible characters.
- Avoid using the 'forward' or 'back' browser buttons to move through the application form and when moving between different application forms in your EPSO account (for example to access data from your previous applications) but use the on-screen buttons instead.
- EPSO's systems support the most commonly used Internet browsers. If you encounter issues, please consider changing the browser first before contacting us. The use of mobile devices to fill in the application form is not recommended.
- As soon as you start your application, you will receive an application number. Please always mention this number in your correspondence with EPSO.



4) Additional features

Self-evaluation tests

- Before applying, you may be asked to complete a questionnaire and/or some interactive sample tests.
- The 'EU Career, My Career?' questionnaire will help you to determine whether a career in the EU institutions is for you. This test should help you understand whether you are likely to meet the high standards required of an EU official.
- The **self-assessment tests** are a simulation of the computer-based tests you will sit in the first stage of the selection procedure, and may include:
 - verbal reasoning
 - numerical reasoning
 - abstract reasoning
 - situational judgment
 - language comprehension tests
 - professional skills tests
- These tests are not eliminatory and EPSO does not record or use the results.
- If your selection procedure does not include self-assessment tests, but you are interested in finding out more, you can find a selection of [sample tests](#) on our website.

Talent screener

- For certain selection procedures you will be required to answer some additional detailed questions about your qualifications and experience.
- This information will be used by the Selection Board as they decide which candidates to invite to the Assessment Centre.



5) Further information

- Check your EPSO account **at least twice a week** during the selection procedure.
- You can view your application form at any time, by going to your EPSO account.
- If you have applied for a contract agent selection procedure, you may be contacted by the recruiting services via the email address provided in your EPSO account.
- Additional information about the selection procedure and information about the timing of the different stages will be available and regularly updated on EPSO website.
- For any other questions, please refer to the '[contact us](#)' section on our website. Please note that it might take EPSO up to 15 working days to provide a reply.



ANNEX I - Retrieve your username (login)/password

The procedure below will guide you through the steps to take in case you forgot your username (login) and/ or your password to your EPSO account.

Forgot your username (login)?

1) Go to:

<https://europa.eu/epso/application/base/?admission/registration/remindusername>

2) Enter your **email address** (see below)

Have you forgotten what your login/username was? Enter below your main email address as saved in your EPSO account and we will send you a reminder.

If you don't remember your main email address in your EPSO account and/or you do no longer have access to this email account, please contact us via

<https://europa.eu/epso/application/base/index.cfm?controller=webform&action=index&usertype=2&lang=en>

An email has been sent with your login information.

3) You will receive an automated email with your username (see below).

From:

To:

Subject: EPSO Account: Your username

Your username is:

Next time when you log in, you can use your user name.

If you want to login to your account now: <https://europa.eu/epso/application/passport/login.cfm>.

[Forgot Password](#) • [Forgot Username](#) • [Help](#) • [Term of use](#) • [Privacy](#)

If you are still having problems

If you are still having difficulty in logging into your account contact EPSO support via [Contact Form](#)

Protect your password

EPSO staff will NEVER ask you for your password via email. You will always sign in via a secure connection, indicated by a little padlock.

***** Please do not reply to this message! *****

Thank you

This is an automated message, if you need to reply, please use this link.



Forgot your password?

1) Go to: https://europa.eu/epso/application/passport/login.cfm?comp_id=

2) Enter your **login** (see below)

Enter your login in the box below, an email with instructions will be sent to you.

An email has been sent with your login information; you have 24 hours to activate your new password.

3) You will receive an automated email with a link to reset your password (see below).

From:

To:

Subject: EPSO Account: You requested a new password

Reset your password with this link. Please note that this link is only active for 24 hours, after which the link will not work and you will need to resubmit the password change request.

[Forgot Password](#) • [Forgot Username](#) • [Help](#) • [Term of use](#) • [Privacy](#)

If you are still having problems

If you are still having difficulty in logging into your account contact EPSO support via [Contact Form](#)

Protect your password

EPSO staff will NEVER ask you for your password via email. You will always sign in via a secure connection, indicated by a little padlock.

***** Please do not reply to this message! *****

Thank you

This is an automated message, if you need to reply, please use this link.

4) Change your password and confirm.

5) You will receive confirmation of the changes.

You have modified your password.



ANNEX II - Privacy statements on personal data protection

Specific Privacy Statement on personal data protection within the framework of an open competition

Within the framework of an open competition all personal data provided by candidates is dealt with in compliance with regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 (http://europa.eu/geninfo/legal_notices_en.htm#personaldata). Before registering, and in accordance with articles 11 and 12 of this regulation, EPSO will provide the candidate with the following information:

Controller identity: Mr Nicholas David BEARFIELD, Director of EPSO.

Purpose(s) of the processing: to organise open competitions in order to select personnel in view of their recruitment by the European institutions; to administratively manage applications and the different stages of these open competitions; to manage and check the exploitation of reserve lists.

Data concerned:

1. Personal data allowing identification of the candidate (family name, first name, name at birth, date of birth, gender, number of identification document, email address).
2. Information provided by the candidate to allow practical organisation of admission tests and all other tests (address, postcode, city, country, gender, telephone and fax number, language for correspondence,).
3. Information provided by the candidate concerning special needs will be stored exclusively in the accessibility cell of EPSO.
4. Information provided by the candidate to allow appreciation of his/her eligibility against the admission criteria fixed by the notice of competition (citizenship, languages, diploma/training: year awarded, title, name of the awarding body, professional experience).
5. Motivation of candidate in applying for the competition.
6. Results of the admission, written and oral tests and of assessment centers, competency passport, also the distribution of overall statistics in order to guarantee transparency.
7. The flagging system is used only for the management of reserve lists in the database of successful candidates.

Obligatory or optional answers: all fields with an asterisk (*) are obligatory. If they are not filled in, registration can not take place.

Legal basis: Staff Regulations of Officials and the conditions of employment of other servants of the European Communities, as fixed by regulation (EEC, Euratom, ECCS) n° 259/68 of the Council, last modified by regulation (EC, Euratom) n° 337/2007; decision N° 2002/620/EC of the European Parliament, the Council, the European Commission, the Court of Justice, the Court of Auditors, the European Economic and Social Committee, the Committee of the Regions and the European Ombudsman of 25 July 2002 establishing the European Communities Personal Selection Office.

Recipients of data: In cases where placed upon the list of successful candidates - also the Institutions in order to be able to offer a post (the Institutions do not receive any information concerning disability). In case of an administrative complaint under Article 90 § 2 of the Staff Regulations and/or a judicial appeal to the EU Courts also the Legal Service of the appointing authority concerned and/or the EU Courts. Staff of OLAF, IAS and the Court of Auditors upon request, and limited to what is necessary for official investigations or for audit purposes.

Processing on behalf of the controller with due respect of Article 23 of Regulation 45/2001: the Selection Boards, private companies.



Legality of processing: processing is necessary for the performance of a task carried out in the public interest on the basis of the Treaties (recruitment of personnel).

Date when processing starts: date of application.

Validity period: for on-line data, 12 months after the recruitment of the selected laureate or until the closing of the reserve list if the person has not been recruited. For candidates (non laureates), on-line data are kept until 12 months after the closure of the candidate's last competition. Non-validated applications: 1 year after closing date. Paper files are filed and kept for 10 years.

Right of access and rectification: by consulting their EPSO Account, each candidate can check their personal details and modify them on-line at any moment, with the exception of their family name, family name at birth, their date of birth and their citizenship for which a formal request must be justified and sent in writing to EPSO via the email address: [EPSO Webform](#). Up until the final validation of the application, it will still be possible for a candidate to modify all of his/her data in the application. After validation no data in the application form can be changed. Regarding the flagging system used in the database of successful candidates, the latter are automatically and individually informed of any change made at the request of the Institutions in their flagging status. The right to rectify is restricted to obvious encoding errors, without any prejudice of the possibility for the Institutions to reserve those successful candidates who correspond to the profiles required, for possible recruitment purposes, during a limited period of time.

Candidates have the right to have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

Specific privacy statement for the selection process of temporary agents

Personal data provided by the candidate during this selection procedure is processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 (http://europa.eu/geninfo/legal_notices_en.htm#personaldata). Under Articles 11 and 12 of this Regulation, EPSO provides the candidate with the following information:

Identity of data controller: Mr Nicholas David BEARFIELD, director of EPSO.

Purposes of processing: to assist the European institutions, Community bodies and departments in the selection of temporary staff by providing a list of suitable candidates who best meet the profile established in the vacancy notice. Each candidate will be informed individually on the progress of the selection process.

Data concerned: those of candidates registered for these selection procedures.

Obligatory or optional answers: all fields are obligatory. If they are not filled in, registration can not take place.

Categories of Data:

- Personal data by which the candidate can be identified and contacted (surname, first name, date of birth, gender, nationality, number of identification document, private address, name and telephone number of a contact person if the candidate is not available).
- Information provided by the candidate concerning special needs will be stored exclusively in the accessibility cell of EPSO.
- Information provided by the candidate during the selection procedure so as to determine whether the candidate meets the profile established in the vacancy notice (European-format CV, accompanied by the necessary supporting documents, particularly educational diplomas and evidence of professional experience).
- Individual information communicated to each candidate on the progress of the selection process.

Legal basis: Staff Regulations of Officials and Conditions of employment of other servants of the European Communities, laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68, as last amended by Regulation



(EEuratom) No 337/2007; Decision No 2002/620/EC of the European Parliament, the Council, the Commission, the Court of Justice, the Court of Auditors, the Economic and Social Committee, the Committee of the Regions and the Ombudsman of 25 July 2002 establishing a European Communities Personnel Selection Office.

Recipients of the data: the department that requested the organisation of the selection procedure. In case of an administrative complaint under Article 90 § 2 of the Staff Regulations and/or an judicial appeal to the EU Courts also the Legal Service of the appointing authority concerned and/or the EU Courts.

Date when processing begins: the date on which the candidate's application file is received.

Time limit for the storage of personal data: a copy of the candidate's application file is stored and archived at EPSO for 5 years.

Right of access and right to rectify data: candidates can inform EPSO of any change to their personal data by post. If the need arises, and following a request in writing accompanied by a copy of some form of identification, candidates may obtain a copy of their personal data as encoded by EPSO.

At any moment, candidates have the right to notify the European Data Protection Supervisor (edps@edps.europa.eu).

Specific Privacy Statement on personal data protection within the framework of the selection process of contract agents

Within the framework of this selection procedure all personal data provided by candidates is dealt with in compliance with regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 (http://europa.eu/geninfo/legal_notices_en.htm). Before registering, and in accordance with articles 11 and 12 of this regulation, EPSO will provide the candidate with the following information:

Controller identity: Mr Nicholas David BEARFIELD, Director of EPSO.

Purpose of the processing: to assist the European Institutions and where applicable, regulatory agencies with the selection of contract agents by providing them with a valid database of candidates, as recruitment is the responsibility of the Institutions concerned. Individual decisions at any stage of the selection process are sent to each candidate via their EPSO Account.

Data concerned: those of candidates registered for selection processes of contract agents.

Obligatory or optional answers: all fields with an asterisk (*) are obligatory. If they are not filled in, registration can not take place.

Categories of data:

- Personal data allowing identification of the candidate (surname, first name, name currently used, date of birth, gender, number of identification document, private address, email address).
- Information provided by the candidate within the framework of this selection procedure to allow appreciation of the candidate's profile defined by the call for expression of interest (citizenship, education and training, professional experience, languages, commitments from the candidate to adhere to any security checks, other details).
- Information provided by the candidate concerning special needs will be stored exclusively in the accessibility cell of EPSO.
- "Individual information communicated to each candidate, via the EPSO Profile, concerning the selection process, also, distribution of overall statistics in order to guarantee transparency.
- The flagging system is used only for the management of the database of successful candidates.

Legal basis: Staff Regulations of Officials and Conditions of employment of other servants of the European Communities, as fixed by Regulation (EEC, Euratom, ECSC) No 259/68 of the Council, last modified by



Regulation (EC, Euratom) No 337/2007; Decision No 2002/620/EC of the European Parliament, the Council, the European Commission, the Court of Justice, the Court of Auditors, the European Economic and Social Committee, the Committee of the Regions and the European Ombudsman of 25 July 2002 establishing the European Communities Personnel Selection Office.

Recipients of data: the services in charge of recruitment within the Institutions and in regulatory agencies. In case of an administrative complaint under Article 90 § 2 of the Staff Regulations and/or an judicial appeal to the EU Courts also the Legal Service of the appointing authority concerned and/or the EU Courts.

Date when processing starts: date of registration.

Retention period: 3 years for the database of successful candidates. If a database is extended beyond the three-year period EPSO will post a notice on its website. Candidates may view these notices by visiting the webpage at http://europa.eu/epso/success/index_en.htm.

The information necessary for the creation of an EPSO Account (used name, first name, email address and password) is kept by EPSO for one year after the expiry date of the validity of the database. This data may be reused to register for other contract agent selections.

Right of access and rectification: by consulting their EPSO Account, each candidate can check their personal details and modify them on-line at any moment, with the exception of their name, their date of birth and their citizenship for which a formal request must be justified and sent in writing to EPSO via the email address: [Webmaster form](#). Up until the final validation of the application, it will still be possible for a candidate to modify his/her data. After this, only such personal data which allows for the identification of the candidate may be modified. The right to rectify is restricted to obvious encoding errors, without any prejudice of the possibility for the Institutions or regulatory agencies to reserve those successful candidates who correspond to the profiles required, for possible recruitment purposes, during a limited period or time.

Candidates have the right to have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

You may not create more than one EPSO account. Do not create a new EPSO account if you have one already. If you do not abide by this rule you will be excluded from the competitions/selection procedures you have applied for via those accounts.

By clicking below you agree to abide by this rule and acknowledge that you have been informed about the processing of your personal data, as described above.

I have been informed how my personal data will be processed and I agree to abide by the rule regarding EPSO accounts.

