

Remotely proctored testing

In order to take the test remotely, you will have to complete the following steps in this exact order:

1. BEFORE BOOKING: Check the system/environmental requirements

Your digital set-up must meet the following requirements:

Corporate Computers	<p>You must NOT use corporate computers unless you have so-called ‘administrator rights’.</p> <p>Firewalls and/or other security settings in corporate computers may restrict your ability to launch the ProProctor App, even if the System Readiness Check mentioned above is successful.</p>
Devices	<p>You must only use a laptop or desktop computer for your test.</p> <p>Taking the test via a mobile phone or tablet is not possible.</p> <p>Wireless mouse and keyboards are allowed.</p> <p>Wired numerical keypads are allowed.</p>
Operating System	<p>Windows 8.1 or higher Mac OS 10.13 or higher.</p> <p>IMPORTANT:</p> <p>Please note that the following systems or software versions are NOT supported:</p> <ul style="list-style-type: none">• MacOS Ventura 13.0 to 13.2.1• Other operating systems such as: Chrome OS, Linux based distributions, Android, iPad OS, iOS, etc. as well as Virtual Machines and cross-OS compatibility programmes or emulators, such as WineHQ, Cedega, CrossOver by CodeWeavers, etc.• iPad/Android tablets <p>Microsoft Surface or similar can be used only when configured in laptop mode.</p>
Power Source for your computer	<p>You must plug your computer directly into a power source, unattached from a docking station.</p>
Monitor	<p>A single monitor is required.</p> <p>Dual-monitor configurations are NOT permitted for testing (i.e. a desktop with two monitors or a laptop with a separate monitor).</p>

	<p>You can use a single external monitor with your laptop. In that case you must connect a computer monitor cable directly from your external monitor to your laptop and close the laptop screen. Please note that in this case you will NOT be able to use the laptop's integrated camera, keyboard or trackpad.</p>
Screen Resolution	<p>Graphics and text are designed for a single 19-inch or larger monitor displaying at 1920 x 1080 resolution. Therefore, this is the recommended display resolution.</p> <p>The minimum resolution required is 1024 x 768.</p> <p>Text size must be 100%.</p> <p>Why is this so important?</p> <p>Smaller monitors and monitors at lower resolution will reduce image clarity and require additional scrolling throughout your test. Additionally, if your settings are not correct, you will not be able to view the test as a split screen, with the PDF viewer docked on the left side, without having to adjust the zoom settings (+/-). Your view to the text box might also be obstructed.</p> <p>Please click here to learn how to check the screen resolution setup on a Windows or Mac system.</p> <p>We advise you to read the following webpage for further details: https://ehelp.prometric.com/proproctor/s/article/PPL-TECH013-PDF-Docking-For-Case-Exhibit-Based-Exams?language=en_US.</p>
Audio Hardware	<p>A functioning microphone is required. Consult this link to learn how to troubleshoot your settings during the test, if needed.</p> <p>Please make sure that the volume is loud enough prior to connecting as you will NOT be able to adjust the volume once you launch the ProProctor App.</p> <p>Working speakers are required.</p> <p>Wired headphone and microphone are allowed.</p> <p>Earphones/earbuds and wireless/Bluetooth headsets are not allowed.</p>
Camera	<p>You must take the test using a web-camera.</p>

	<p>When using a desktop computer: you must have an external web-camera with a connecting USB cable.</p> <p>When using a laptop: you can use either the integrated web-camera or an external web camera.</p> <p>Why is this required? In order to ensure a seamless invigilation of your exam.</p>
Web Browser	Current version of Google Chrome.
Internet Connection Speed	<p>5.0 Mbps or greater download speed.</p> <p>1.0 Mbps or greater upload speed.</p>
Wi-Fi Connection	<p>Please position your device where you can receive the strongest signal.</p> <p>For the best experience, please use an Ethernet cable to connect directly to the router, and make sure there is no additional load on your wi-fi connection from other users such as streaming videos, music, or games.</p> <p>Lack of signal strength during your exam may cause you to lose connection to our system (your exam).</p>

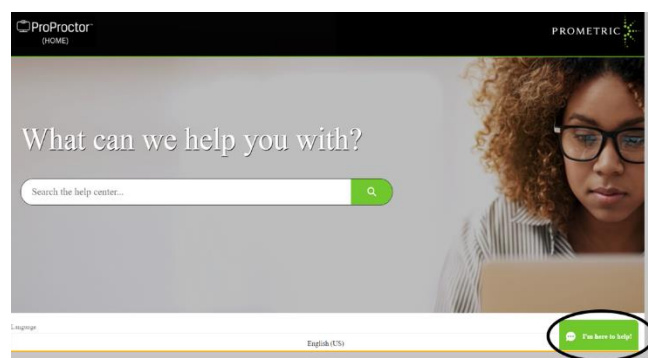
See [Prometric website](#) for additional information and assistance on the ProProctor System requirements.

Prometric helpdesk:

Prometric provides helpdesk support for **technical issues prior to testing** via the [Chat link for technical support](#) (eHelp - channel of communication for technical issues).

By using the chat for technical support, you can allow the helpdesk agents to remotely connect to your computer for further troubleshooting to determine an issue.

Click on the chat box on the bottom-right of the page. Please be aware that you will first be directed to an automated response bot and only after you answer the first questions will you be connected to a live support agent.



2. BOOKING AN APPOINTMENT

You must book an appointment to take the remotely proctored computer-based tests. A link to the contractor's booking system will be active in your EPSO account during the booking period indicated in your invitation letter.

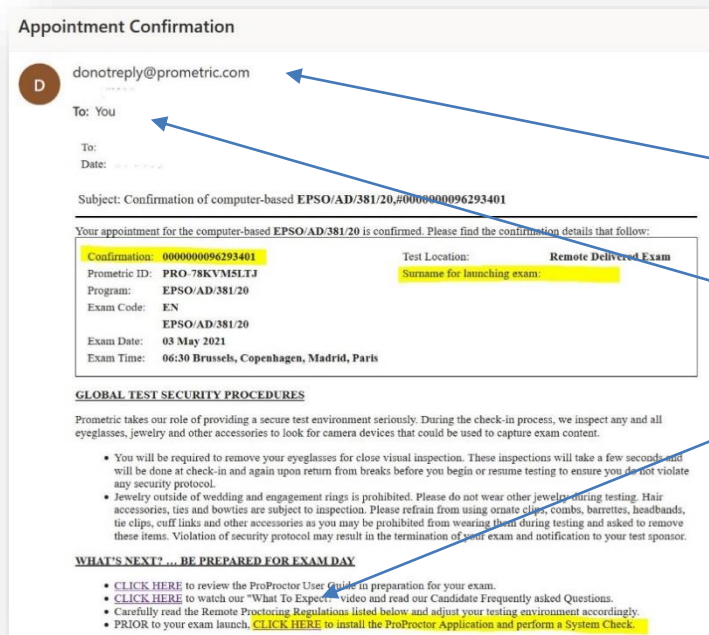
Please note that the appointments in the booking system are shown in 12h format (for example, 03:00 AM is 3:00 in the morning, while 3:00 PM is 15:00 in the afternoon). Make sure you select the correct time slot. In case of doubt, please check your booking confirmation that will be published in your EPSO account where your appointment will be shown in 24h format.

You must complete the booking procedure to the very last screen, remembering to click on the final confirmation button. If you complete the booking procedure correctly, a confirmation number is generated, and an email is automatically sent from our contractor. The email contains a confirmation number needed to launch your exam.

If you have not received the confirmation email, you have either not completed your booking or provided an incorrect email address.

3. AFTER BOOKING AND PRIOR TO YOUR EXAM DAY: Download & Install the ProProctor Application and run an enhanced system check

As soon as you have booked your appointment, you will receive a confirmation email from Prometric (see screenshot below). Please read all the information and follow the instructions carefully.



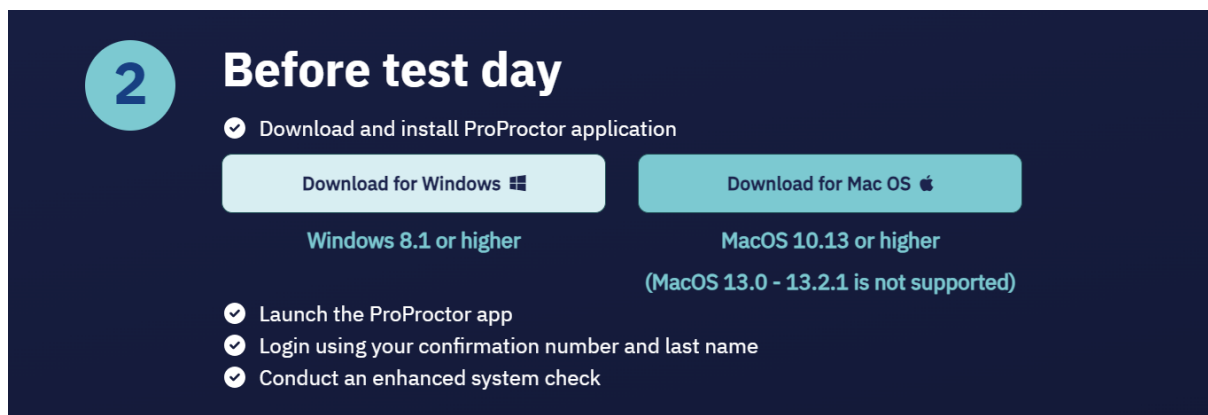
PHISHING ALERT

Beware of phishing scams: Check the email address is from prometric.com

Check you are the only recipient

You can hover your mouse over the link to ensure it doesn't re-direct to an unknown site

Click on the link: <https://eu-rpcandidate.prometric.com> (use Google Chrome as browser):



1. **Download ProProctor Application**

2. **Launch the application:** You will be prompted to enter your confirmation number and first 4 characters of your surname from your confirmation email. Please note that any space in the first 4 characters of your surname counts as a character.

3. **Conduct an enhanced system check**

PLEASE NOTE: If you require technical support before your exam, please click on this link: <https://ehelp.prometric.com/proproctor> More details available [here](#). Only Prometric Helpdesk can help you in case of technical issues. If Prometric cannot find a timely solution, **please arrange to take the test from another computer which meets the IT requirements** indicated in the instructions attached. If you do so, please repeat the enhanced readiness check and demonstration exam on this computer, by the deadline indicated.

4. **DAY OF THE EXAM**

4.1. **Starting your exam**

To launch your proctored exam, you have to COPY the link (at the bottom of your booking confirmation email) and PASTE into Google **Chrome**. **You must adjust your volume prior to entering the test environment, as you will not be able to do so once you have launched the application.**

You should launch your exam 15 minutes before the scheduled start time so that you can complete the check-in. Make sure you have your ID card ready.

Enter the ProProctor application. You will need to enter your confirmation number and 4 first characters of your surname and then click 'Take my exam'.

Do not launch your exam earlier than 30 minutes before the beginning of your exam.

If you have issues connecting to the exam, please contact Prometric technical support solely via this link.

Click on the chat box on the bottom-right of the page. Please be aware that you will first be directed to an automated chat bot and only after you answer the first questions will you be connected to a live support agent. (see point 1 – Prometric Helpdesk)



4.2. Checking in – ID check

- **ID Capture:** Please present your ID card to the camera. You will then be required to take a photo of your ID.
An original, valid (unexpired), government issued photo & signature-bearing identification is required in order to take the exam. If the photographic ID provided does not bear a signature, further proof of identity bearing a signature must be provided, such as driving license, bank card/credit card. Your personal details on the above-mentioned documents must be identical to those in your EPSO account.
- **Image Capture:** You will be asked to take a photo of yourself. Make sure the image clearly shows your face and is not blurry.
- **Photo verification :** The system will run an ID and photo comparison.

4.3. Candidate detail confirmation

The System will prompt you to confirm your name, email address and exam details (competition number: EPSO/../../..) via a dialogue box.

Please note that the language indicated in the ‘Confirm Details’ page corresponds to the **interface language** and not to the language of your tests.

Confirm Details	
00:01:53	
 European Personnel Selection Office 	
Last name:	GRATION
First name:	My
Test Name:	Junior Professionals Programme
Language:	English
Are the details above correct?	
<input checked="" type="button" value="Confirm"/> <input type="button" value="Cancel"/>	
Prometric	

4.4. Testing environment requirements

- The testing location must be indoors (walled –not glass walls), well lit, with a closed door and free from background noise and disruptions.

If taking an exam from a company office, windows and/or glass doors must be covered or contain etched glass to eliminate distractions and prevent outside viewing. If testing from a personal space (home office, hotel, etc.) you should cover windows to eliminate distractions and prevent outside viewing.

- Your exam session will be recorded. You are encouraged to remove, hide or cover any object or display in your background that you would not wish to appear in the recording.
- No third party may be present in the room or enter the room for the duration of the exam (including during the break). If this occurs, your exam will be terminated / invalidated.
- Your workstation and surrounding area must be free of pens, paper, electronic devices etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate work area should be present during your exam session.
- Do not have your laptop connected to a docking station anytime during the setup of your exam. This can cause connectivity issues.
- Make sure to clear your workspace and surrounding area and put away all personal items.
- Tissues (only white, with no pattern) are permitted at the workstation.
- Water is allowed during your exams. No other beverages are permitted. All water must be in a clear or transparent container with a lid or cap. All labels must be removed. Violation of security protocol may result in the termination/invalidation of your exam.

These requirements are standard for all candidates. **If you have a special condition which might prevent you from meeting them, please contact EPSO's accessibility team as soon as possible via our contact form: [Question | Careers with the European Union \(europa.eu\)](#)**

4.5. Taking the exam

Now you are ready to take your remotely proctored exam. You will be monitored and recorded throughout the testing process.

A window with your video will appear on the screen and this box will capture any suspicious behaviour (called 'Unfair Means'- UFM). You will get a warning message the first time each UFM is captured. This video/UFM window can be minimised or be dragged to another area of the screen.

These UFM's will be grouped into different categories :

- **MFD:** Multiple faces detected - more than one face was detected during the exam session
- **FNP:** Face not present - the candidate's face was not detected during the exam session
- **SFL:** Screen Focus Lost – captured when a different browser tab is clicked.
- **FM:** Face mismatch - the candidate's face detected onscreen does not match the face from the facial image capture during check-in
- **PR:** Permission Revoke – camera and/or microphone is removed. This will cause a termination of the AI ProProctor app.
- **OD:** Object Detection - unauthorized objects including electronic devices i.e., a cell phone, tablet, additional devices, paper notes, were detected during the exam session
- **VD:** Voice detected - a voice was detected during the exam session

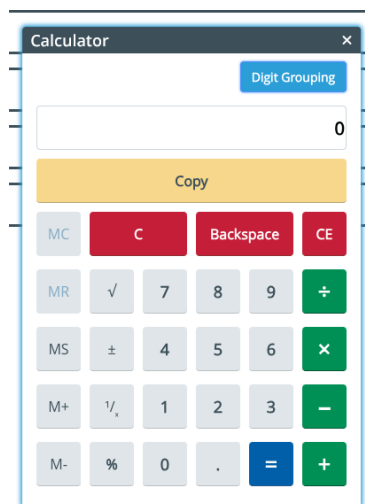
Please note that speaking out loud during the exam is not allowed.

During the exam, no objects are allowed on your desk (except for tissues and one water container), as specified in point 4.4.

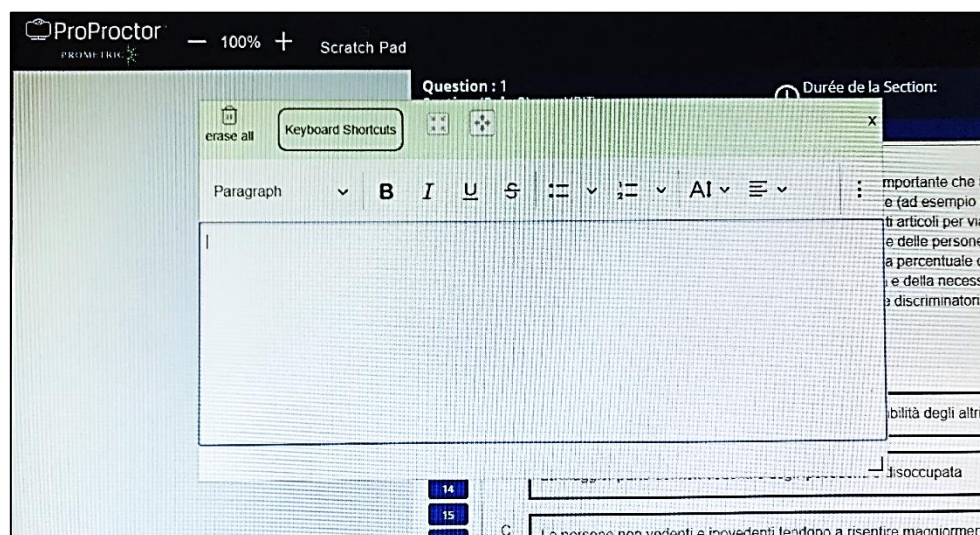
If you need assistance, you will need to use the [eHelp](#) (**Helpdesk Technical Support**) **chat for support**. You find the URL in the header of the ProProctor application. Please note that you will need to exit the application to access [eHelp](#).

For the MCQ tests, within the remote testing environment, you will have at your disposal:

- An on-screen calculator for numerical reasoning tests (see screenshot below) – **no physical calculator is allowed**.



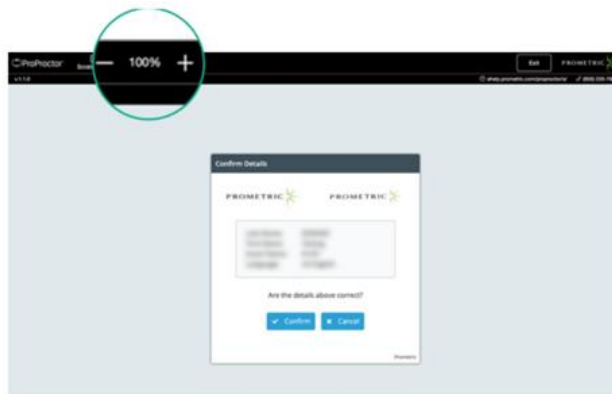
- An [on-screen scratchpad](#) to take notes during the entire exam (see screenshot below) – **no paper and pen are allowed**.



The 'Copy' button should **not** be used in the context of an EPSO exam.

Also please refrain from copying digits from the onscreen calculator to the Scratchpad (and vice-versa) as this feature may cause issues.

For the essay type tests, during the exam, if you are not able to view the exam as a split screen with the PDF viewer docked on the left side, please use the zoom settings (+/-) available on the top left of the screen in order to adjust the view.



You must be fully visible for the duration of the exam and leaving the camera view outside the break is strictly prohibited and may result in disqualification from the competition.

All instructions in the tests, including the tutorial, introductory screens, and survey will be in the language in accordance with the Notice of Competition. You will take the tests in the languages selected in your application form. You can check these languages in the top left corner of your invitation letter. Please note that the language options cannot be changed once the application form has been submitted.

Tutorial

Before you start the tests there will be a tutorial on navigating and answering the tests. As the test environment and navigation within the exam are explained in detail in the tutorial, candidates are deemed to be aware of these functions and as such, no complaints in this regard will be accepted by EPSO.

For some questions you may have to scroll down to see the whole question and all answers. Once you have finished the tutorial press 'Start the test'.

The structure of the exam is indicated in the invitation letter.

Breaks and ending the tests

You should complete all the tests.

There **may** be an optional break at a specific point during the tests. The exact timing is communicated in the invitation letter.

Please ensure that you do not inadvertently end your break (by clicking on the '[Resume Test](#)' button) as this will trigger the start of the next test.

You are allowed to exit the room only during the designated scheduled break. However, during the exam, it is essential that you remain within the camera view at all times. Leaving the camera view during the examination could be deemed as suspicious behaviour and may lead to disqualification from the competition.

Make sure to be back before your break ends.

If you return from the break with a delay, whereby your next test has already started, the time loss accounted to you being late cannot be recovered and your test cannot be restarted from the beginning.

Survey

At the end of the tests, you will be asked to complete a 5 minute optional survey relating to your testing experience. This section is not to be used to make comments/observations on technical issues or requests for neutralisation of questions. The survey is not scored.

4.6. After the test

You will receive a certificate of attendance by email after completing the test.

The test results are not communicated immediately. After the testing window has closed the results are processed by Prometric, sent to EPSO, and approved by the Selection Board. This procedure can typically take a number of weeks.

5. Technical & organisational issues on the day of the exam

Should an issue occur, please ensure:

1. that during the exam you alert Prometric technical support [via the chat link](#) (eHelp) to resolve the issue and request that the incident be logged in writing

AND

- that you notify EPSO within 1 calendar day after the test in writing via [the online contact form](#) with a brief description of the problem encountered.

The obligation to inform EPSO applies in all cases (including when the contractor assures any follow-up).

If you were unable to launch your exam or if you had technical issues during your exam, you should also attach supporting documentation to **substantiate your attempts to resolve the issue** (such as a copy of the chat discussion with the technical support or the ticket number received from the technical support). You should provide EPSO with this supporting documentation **within 1 day from the day you took your test**. Any requests not escalated to the Prometric technical support via [this link](#) (eHelp) **at the scheduled time of the exam**, requests lacking relevant supporting documentation or requests submitted after the deadline will be declined.

Please note that complaints linked to the issues identified below will not be grounds for retest:

- *inability to obtain an automatic split screen configuration during an essay-type test (with the assignment PDF on one side and the text editing box on the other) if this is due to a display resolution and scale which does not match the requirements included in our instructions above;*
- *use of a corporate laptop or a computer for which the candidate does not hold administrator rights;*
- *incorrect keyboard setup: Please take note of the keyboard-related details included in the instructions;*
- *wrong manipulations such as using key combinations or shortcuts; or inadvertently exiting the exam by clicking the finish button;*

- *misconduct such as leaving or hiding the camera view; allowing another person to enter the room, returning late from a break: read carefully section 4.4;*
- *candidates not reading the instructions carefully, in particular, the instructions included in **section 4** related to starting the exam, performing the ID check etc., the language of the exam and that of the exam interface;*
- *failing to contact Prometric exclusively [via the chat link – eHelp](#) (see section 5). Using any other channel like a toll-free number, a contact form on Prometric’s website etc... will not be acceptable means of escalation. Candidates failing to provide supporting documentation (a Help Desk ticket number) will not be assisted. Please be aware that when you click on the chat link, you will first be directed to an automated chat bot which will then connect you to a live support agent. Candidates should not hang up until assistance is received and a ticket number provided.*

If, under exceptional circumstances, a test needs to be rescheduled or a candidate retested, the communication between EPSO and the candidate is handled directly by the test provider via email. However, candidates can check at any time, in the EPSO account, the latest testing arrangements by opening the test confirmation message received with the first booking of the test.

[I got disconnected from my exam. What should I do?](#)

If you are disconnected or if you encounter a technical problem during your exam:

- Wait for 3-4 minutes post disconnection. In any case, **you should wait at least 120 seconds before relaunching the application**. Any attempts to reconnect earlier will result in your exam being blocked and you will not be able to resume testing.
- Reboot your desktop / laptop.
- Run the system check and ensure all the checks are pass.
- Re-launch your exam using the ‘Launch exam’ button in the ProProctor application. You must go through the whole check-in process again, however your exam would **start from the point where it was disconnected**.

In case you are getting any specific error, please [contact technical support](#) for further troubleshooting.

6. Remote Proctoring Regulations

6.1. Prohibited Items and Examinee Conduct in the Virtual Test Center

- Unauthorized personal items may not be accessible while testing. Such items include outerwear, hats, food, purses, bags or briefcases, notebooks, watches, cell phones, earphones/earbuds, wireless/Bluetooth headphones, calculators other than the onscreen calculator in the ProProctor application, electronic devices or wearable technology.
- Eating, smoking, and chewing gum are prohibited during the exam.
- Written notes, published materials and all other testing aids are strictly prohibited.
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on the examinee’s chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, raincoats, etc., is not permitted in the immediate testing area.

- Standing up, moving around within the location while testing, turning off lighting or audio, covering your mouth, speaking loudly, speaking to, or receiving aid from other individuals is strictly prohibited.
- Suspicious behaviour observed will be flagged for review. You will be notified in real time of any flags raised during your exam. Your exam might be invalidated by EPSO if a review of the flagged portions of your exam show you have violated Testing Regulations.
- Candidates are required to be professional, civil, and respectful at all times while testing and interacting with Helpdesk agents.
- All tests are continuously monitored by video and audio recording.
- EPSO may terminate/invalidate your exam for a violation of any of the Testing Regulations, including exhibiting abusive behaviour towards our contractor's agents. EPSO will be notified if you have violated any of the regulations during your tests. Any such violation can carry serious consequences.

6.2. Confidentiality of exam content/systems

- The remote proctoring application, computer-based test delivery system, tutorial, exam content, and survey are the published, confidential, and proprietary materials or intellectual property of our contractor and/or EPSO.
- Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is strictly prohibited.
- ANY reproduction or disclosure can carry serious legal consequences.

6.3. Data protection

All personal data you provide when booking or taking your remotely proctored computer-based tests will be processed according to the applicable EU data protection rules, in particular:

- Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC and
- the Data Protection Record DPR-EC-01159.1 concerning selection, by competition, of permanent staff for the European institutions or for Community bodies, offices and agencies.

EPSO and its contractor do not collect any biometric data in the context of organising remotely proctored computer-based tests.

Please read also the attached information:

[Where can I find further information on the tests?](#)

[There was a problem with one of my Multiple-Choice-questions, what can I do?](#)

The above instructions provide an overview of all steps.

Complimentary information is available on Prometric's website, in particular in the [ProProctor Guide](#). Please note that these are more generic guidelines that apply to all

Prometric clients. Please follow these instructions in case of discrepancies with the ProProctor guide.