Remotely proctored testing

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

1. <u>BEFORE BOOKING: Check the system/environmental requirements</u>

Run a System Readiness Check via this link: https://rpcandidate.prometric.com/ on the laptop/PC and at the location you will use to take the test **as soon as possible but certainly before the booking period starts.**

Your office or home setting must meet the following requirements:

Laptop/PC Power Source	Please plug your device directly into a power source, unattached from a docking station.
Screen Resolution	1024 x 768 is the **minimum** resolution required.
Operating System	Windows 8.1 or higher | Mac OS 10.13 or higher
Audio Hardware	Working speakers and microphone required, wired headphone and microphone allowed.
Web Browser	Current version of Google Chrome (**No other web browsers are supported**)
Internet Connection Speed	0.5 mbps or greater
Wi-Fi Connection	Please position your device where you can receive the strongest signal. 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. Lack of signal strength during your exam may cause you to lose connection to our system (your exam).

Important information:

➢ **Firewall** and/or security settings may restrict your ability to launch the ProProctor application even if the System Readiness Check mentioned above is successful. You should therefore NOT **use corporate laptops** or any computers for which you do not have administrator rights.
➢ To ensure a seamless security check-in process, you are required to take the test using an undocked computer with a movable web-camera (and provide a 360° view of your environment both above and under the desk).
   o When using a **desktop** computer, you must have an external web camera with a connecting USB cable. You can hold the web camera and show all the corners of your room to the readiness agent (see point 4.3).
   o When using a **laptop,** you can use either the integrated web camera or an external web camera. In the case of integrated web camera, you can pick up the laptop and rotate it to show the room for inspection by the readiness agent.
➢ Your laptop/PC should have a functioning microphone. Please make sure that the volume is loud enough prior to connecting to the exam **as you will not be able to adjust it once you launch the application.**

➢ You must use only a laptop or desktop computer for your exam. Taking the tests via a mobile phone or tablet is not possible. No dual-monitor configurations are permitted for testing (i.e.: a desktop with two monitors or a laptop with a separate monitor).

See Prometric website for additional information and assistance on the Pro-Proctor System requirements.

Prometric helpdesk:

Prometric provides helpdesk support for **technical issues prior to testing**:

(i) The toll free* phone line number for international support in **English** is +1-800-226-7958. Available 13:00 - 00:00 (Brussels time) 7 days per week.
The toll free* phone line number for international support in **French** is +1-800-795-3926. Available 14:00 – 00:00 (Brussels time) from Tuesday to Saturday.

   * *Please check with your telecom provider.*

(ii) Chat link for technical support
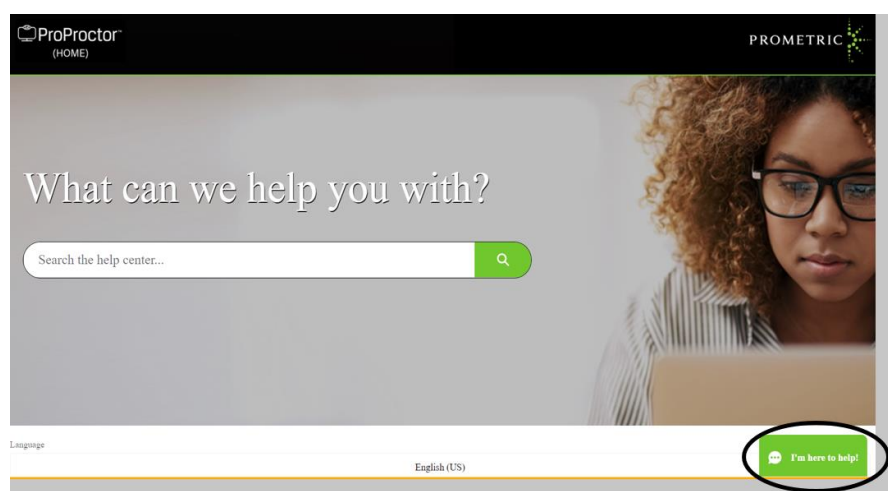
2. BOOKING AN APPOINTMENT

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 24h format (for example, 02:00 is 2 am and 14:00 is 2 pm). Make sure you select the correct time slot.

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.

Click here for instructions on how to book, reschedule or cancel your remotely proctored test.

3. **AFTER BOOKING AND WELL BEFORE THE DAY OF THE EXAM:**
   Download & Install the ProProctor Application

As soon as you have booked your appointment, you will receive a confirmation email from Prometric (see screenshot below). Please read all the information carefully and follow the instructions to **download the ProProctor application**. Do not wait for the day of the exam to do so!
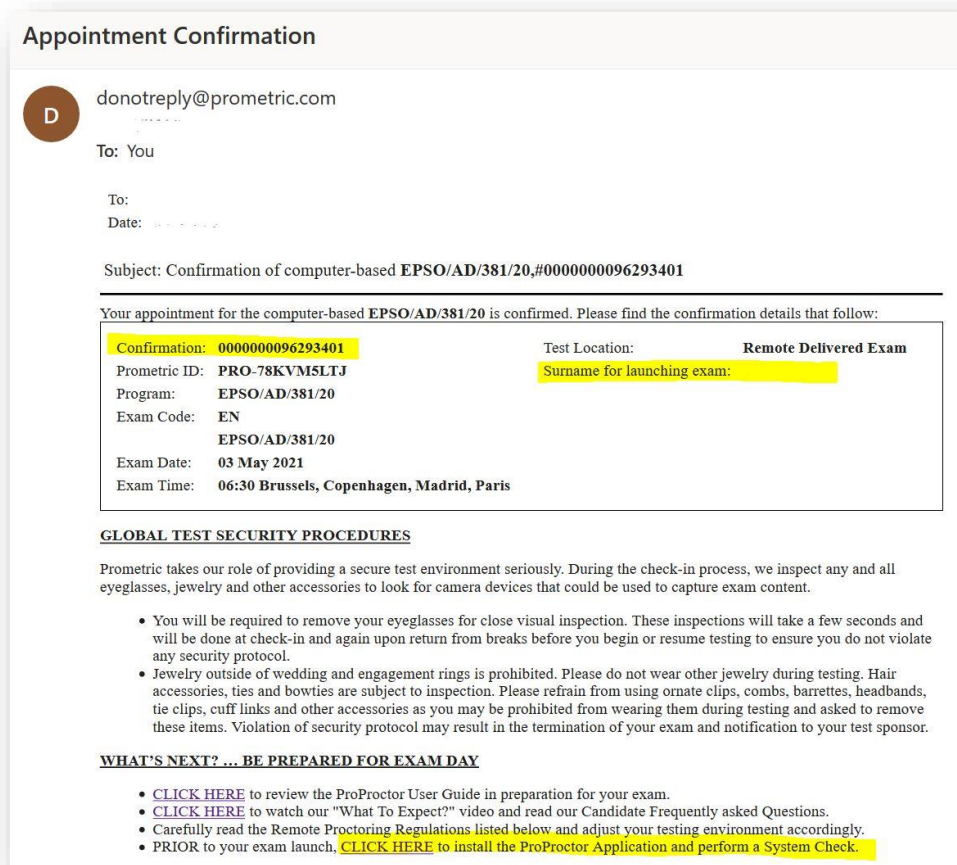
You will need to rerun the system readiness check and then download and install the application, which will deliver your exam. You will be asked to enter your **confirmation number** and **first 4 characters of your surname** from your confirmation email. *Please note that any space in the first 4 characters of your surname counts as a character.*
Follow the instructions provided on screen.

Additional information on the download and installation of the Pro-Proctor Application for:
* Windows
* Mac OS (see also Appendix of the ProProctor Guide)

See contact details for Prometric helpdesk support in point 1. above.

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 inspection of your testing environment. Make sure you have your ID card ready.

On the portal website, click "Launch Exam". You will need to enter your confirmation number and 4 first characters of your surname and then click "Find Exam". Click "Launch" to start your exam.

If you have issues connecting to the exam, please contact Prometric technical support solely via this link.
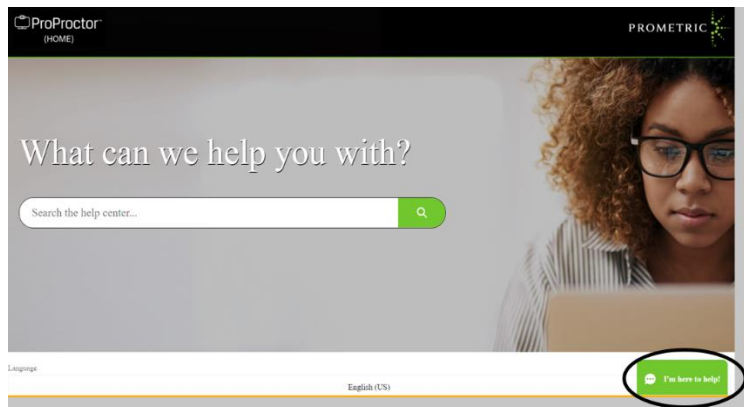
4.2. Checking in – ID check

➢ **Image Capture**: You will be asked to take a photo of yourself. Make sure the image clearly shows your face and is not blurry.

➢ **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.

4.3. Security check

During this process, you will meet a Prometric Readiness Agent that will guide you through three security checks before launching your exam.

➢ **Candidate detail confirmation:** The Readiness Agent will confirm your name, email address and exam details (competition number: EPSO/../../..) with you via video chat.

➢ **360° environmental inspection:** The Readiness Agent will ask you to provide a 360º view of your environment using your webcam. They will also ask you to scan your work surface using your webcam.

- Testing location must be indoors (walled – not glass walls), well lit, with a closed door and free from background noise and disruptions.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results 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 will 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 put away all personal items.
- Two tissues are permitted at workstation but must be inspected prior to start of exam.

➢ **Candidate person check:** Your Readiness Agent will ask you to stand up to do a 360º scan of your person. This scan will include (but is not limited to) conducting a sleeve, pocket, and glasses check. Additionally, you will be asked to turn all pockets inside out, including showing any back pockets on pants. In order to expedite the check-in process, please remember to empty your pockets prior to the visual check.

- You will be required to remove your eyeglasses for close visual inspection to ensure they do not contain any recording device. Jewellery outside of wedding and engagement rings is prohibited. Hair accessories, ties and bowties are subject to inspection. Please refrain from having ornate clips, combs, barrettes, headbands, tie clips, cuff links and other accessories as you may be prohibited from wearing them during testing and asked to remove these items. Violation of security protocol may result in the termination of your exam, which will be duly notified to EPSO.
- You will be required to raise your pant legs above your ankles, empty and turn all pockets inside-out and raise shirtsleeves above your wrists prior to every entry into the online test.
- If you have long hair that covers your ears, you will be asked to pull your hair back to ensure that you are not using any device which could provide an unfair advantage (such as a wireless earbuds).

These inspections will take several minutes and will be done at the check-in and again upon return from any break before you resume testing to ensure you do not violate any security protocol.

4.4. Taking the exam

Now you are ready to take your online remotely proctored exam. Although you will not see a Prometric Proctor, they will monitor you throughout the testing process and will be available to provide assistance at any point during your exam. Using the LIVE PROCTOR feature on the right of your screen, you can speak with or send a message to your Proctor if you need help.

During the exam, no objects are allowed on your desk (except for 2 tissues that will be inspected prior to the start of the exam).

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.**
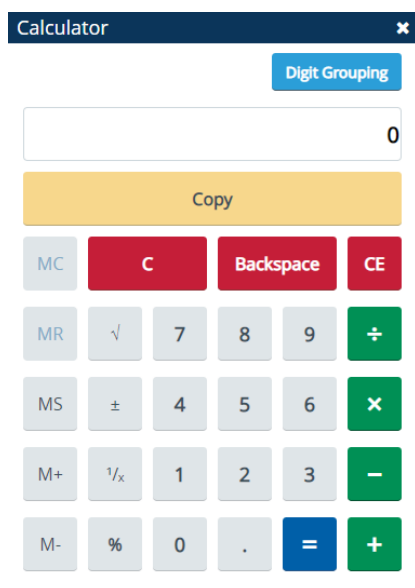
The "Copy" button should not be used in the context of an EPSO exam.
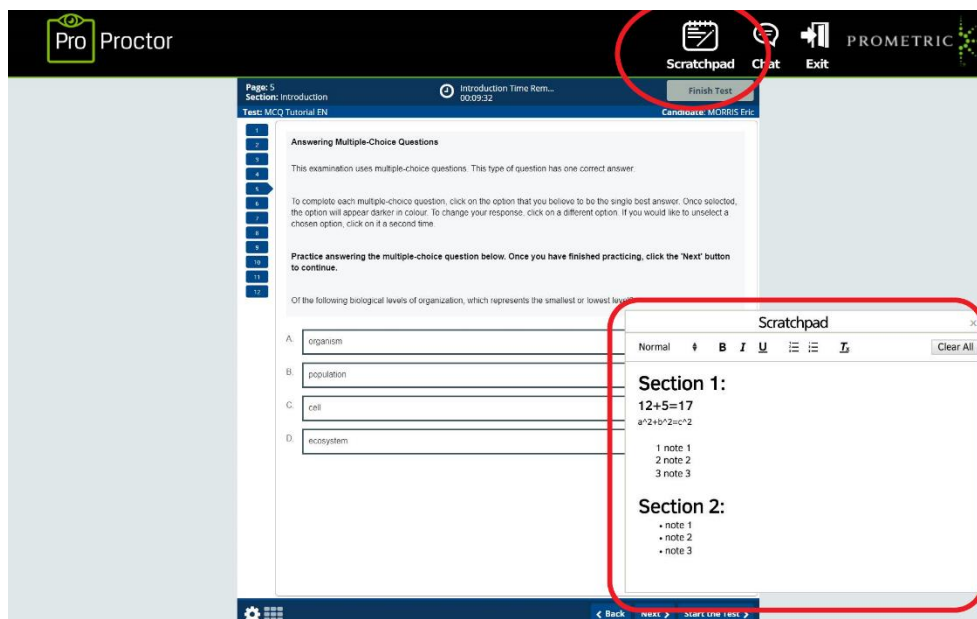
You must be fully visible for the duration of the exam and leaving the camera view while the exam is in progress is strictly prohibited and may result in terminating your exam.

All instructions in the tests, including the tutorial, introductory screens, and survey will be in your second language. You will take the tests in the languages selected in your application form. You can check these languages in 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 10-minute 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.

You should inform the Proctor of your intention to leave the room during the break and wait for their approval and instructions.

You can leave the room only during this scheduled break, but make sure to be back on time as you will need to perform a new check-in.

Upon your return from the break, notify the Proctor who will pause the break in order to perform a new security check.

Once the check-in is completed, you will have to stay seated in front of your computer and wait for the end of the break to start your next test.

If you return from the break with a delay, whereby your next test has already started, the exam will only be paused to perform the security check. The time loss accounted to you being late can however not 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-minutes 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.

4.5. 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. The testing period may be extended should the need arise.

5. Technical & organisational issues

Should an issue occur during testing, please ensure that you:

- alert the Proctor via the LIVE PROCTOR feature (when in the exam) or a Prometric agent via the chat link to resolve the issue and request that the incident be logged in writing **AND**
- notify EPSO within 3 days after the test in writing via the online contact form with a brief description of the problem encountered.

I got disconnected from my exam / readiness agent / proctor. What should I do?

If you are disconnected or if you encounter a technical problem during your exam and you are requested by the Proctor to relaunch 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 on the top. 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, but are not limited to outerwear, hats, food, drinks, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.
- Eating, drinking, 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.
- Moving around within the location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.
- Candidates are required to be professional, civil, and respectful at all times while testing.

- All tests are continuously monitored by video and audio recording.
- The Remote Proctor (RP) and/or Security Agent (SA) is authorized to dismiss you from the test session for a violation of any of the Testing Regulations, including exhibiting abusive behaviour towards the RP or SA. EPSO will be notified if you are found to 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 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.

7. Test content

Please read below information related to the content of your exam:

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.
Attention: please disregard contact information on page 10.
For rescheduling of an EPSO exam follow instructions in Point 2. above.