# eu careers

European Personnel
Selection Office

# Instructions for Online Testing Sessions

Covering CAST and EPSO tests
administered by TestWe

**i** This document contains important information **for the preparation of** your online testing session.

Before your testing session, please make sure that you read thoroughly this document and the detailed instructions provided in the TestWe User Guide, provided with your invitation email from TestWe.

**!** Important: Small differences can occur between this document and the TestWe User Guide, which is for more general use by all candidates tested on their platform. However, the instructions contained in this manual take precedence over any TestWe instructions or guidance document.

Nevertheless, it is still mandatory for candidates to read the instructions provided by TestWe thoroughly.

# Testing day check list

This check list is a summary to allow for a convenient, quick start to your tests. Please read the full instruction manual below to ensure that you are fully prepared for your online testing session and that you are fully aware of the rules and procedures applicable to EPSO tests.

## Before the testing day

- Make sure that you have the correct technical prerequisites and that you have downloaded the correct version of the TestWe application as per the link in your TestWe email.

  Operating systems:
  - Microsoft Windows 10 minimum;
  - Apple OS X 10.13 minimum.
  - An internet connection (Wi-Fi or wired).
  - 1 GB of free space on the hard disk.
  - 4 GB of RAM minimum.

- Complete the technical prerequisite check before the deadline indicated in your invitation letter.

- Synchronise your tests in the TestWe application at least 48 hours before your tests.

- You are strongly advised not to wait until the last moment to complete the technical prerequisite check and the synchronisation of the tests. If you encounter technical issues before the testing day, contact the TestWe support team ONLY via the chatbot.

## On the testing day

Make sure that you meet all the environment requirements and that you have your ID ready (a valid identity document with a photo, e.g. a passport, ID card, etc.).

- Make sure that any firewall/antivirus has been disabled.

- Ensure that you have a live internet connection at the start and the end of your tests.

- Log in to the application a few minutes before the start of the tests.

- Launch your exam, do the identity and environment check, and start your tests.

- Once your tests are finalised, make sure that your exam was uploaded.

- If you encounter technical issues during the tests, contact the TestWe support team during the duration of the testing session ONLY by phone AND inform EPSO via the Single Candidate Portal, within the deadline, attaching supporting documentation as stated in point **4.3. Obligation to inform EPSO**.

  **+32 2 586 07 32 (Belgium)**
  **+33 1 76 41 14 88 (France)**

# Contents

# 1. Prerequisites

## 1.1 Technical and organisational requirements

Operating systems:
- Microsoft Windows 10 minimum;
- Apple OS X 10.13 minimum.
- 1 GB of free space on the hard disk.
- An internet connection (Wi-Fi or wired).
- 4 GB of RAM minimum (8GB recommended).

**Some configurations (for example Windows 10 S, Windows on ARM architecture, smartphones, tablets or Virtual Machines) are not compatible. Please check the exceptions on the TestWe page.**

- Administrator rights on your computer are required. Therefore, the use of **corporate computers is not allowed[1]**.

- **A single screen is required.** Dual-screen configurations are **NOT** permitted for testing (i.e. a desktop with two screens or a laptop with a separate screen). You can use a single external screen with your laptop, connected via a computer screen cable directly to your laptop. In this case you must deactivate the laptop screen and close the laptop. You should also make sure that you have the adapted screen resolution as stated in the TestWe User Guide provided in your TestWe invitation email.
  *Note that, in that case, you will **NOT** be able to use the laptop's integrated camera, keyboard or trackpad.*

- You *cannot* use a docking station.

- You **can** use an USB Multiport.

- Wired mouse, keyboard and numerical keypads are allowed. However, please note that wired pen tablets or any equivalent writing materials are **NOT** allowed.

- Any equipment or device worn in or on the ears is not allowed[2].

- **Wired or built-in webcams and microphones are mandatory and must be kept on/ activated throughout the tests.** It is highly recommended to check the functioning and the audio and video settings of your microphone and camera. The configuration must allow you to complete the environment check, therefore external webcams are recommended for all-in-one workstations and/or difficult to move equipment.

*For any questions related to the technical and organisational requirements, please contact TestWe directly via the chatbot.*

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[1] You may have had the possibility to use your corporate computer in other testing events organised by the same or other test providers. However, for EPSO's selection procedures, this is not a possibility. You can read more about it on our website: Why can't I use my corporate computer for EPSO's online selection tests? | EU Careers (europa.eu)

[2] Candidates who cover their heads for religious reasons will be asked to show their ears during the environment check. During the actual tests, their head and ears can stay covered. Candidates with medical reasons that prevent them from following this procedure are encouraged to contact EPSO's accessibility team as early as possible using the Single Candidate Portal.

## 1.2. Documents

Ensure that the identity document you use (a valid official identity document with a photo, i.e. passport, ID card, etc.) bears your name and photo on the same side. If you fail to prove your identity, you may be disqualified. **It is your responsibility to ensure that your name and photo are clearly visible on the picture you take.**

If your ID does not bear your name and photo on the same side, please upload **one single PDF file showing both sides of the ID AND** inform EPSO accordingly via the Single Candidate Portal. The deadline for uploading this PDF file is **23:59 (Brussels time) on the calendar day following the tests**.

# 2. Before the testing session

## 2.1. Notifications from TestWe

You will receive the following notifications from TestWe by email:

- At the latest 5 calendar days before your exam date, the first message will contain information about your login, a link for downloading the application and a link to the TestWe User Guide.

- If you do not have a TestWe account, you will receive new login credentials.

- If you already have a TestWe account, you will be informed that your existing credentials remain the same. Make sure you have selected 'EPSO' in the drop-down menu in the top right corner of the app.

- The second message from TestWe will arrive shortly after the first email and will contain information about the technical prerequisite check.

- The next message(s) from TestWe will contain a notification about the availability of your tests.

**Do not contact EPSO requesting links for installation, login credentials, the User Guide or if you did not receive the emails referred to above. Only TestWe will be able to provide this information. As regards contacting TestWe, please refer to section 4. Immediate troubleshooting and policies**.

Please note that the email address you have indicated in the Single Candidate Portal is the one which was sent to TestWe and to which TestWe will send all notifications about your tests. If you have issues accessing the email you indicated in the Single Candidate Portal between the date indicated in the letter and your testing date, please notify EPSO immediately via the Single Candidate Portal. You are strongly advised not to wait until the last moment before notifying EPSO.

## 2.2. App version requirements

Please make sure that you use the correct version of the TestWe application, downloadable via the link provided in the email you will have received from TestWe.

If you have already sat a test using the TestWe application, please check the version you have prior to proceeding. In case of doubt, please uninstall the version you currently have on your device and install the new version as indicated in the email from TestWe.

In the event of persistent issues due to conflicting versions, please consult the following document: How to delete hidden files in the operating systems relating to the TestWe application.

## 2.3.  Connection requirements

The TestWe application can work offline during your test session. However, **you must have a live internet connection**:

- The first time you log in;
- When synchronising your 'exam list';
- At the start of your tests, including the identification process;
- At the end of your tests in order for them to be submitted.

Please refer to the TestWe User Guide for more information.

## 2.4.  Mandatory technical prerequisite check

Please download and install the TestWe application (via the link accessible in the email you will receive from TestWe), and perform the **mandatory** technical prerequisite check as early as possible and no later than the date indicated in your invitation letter.

The aim of the technical prerequisite check is to test the compatibility of your device with the application, to help you familiarise yourself with the available functions and with the testing environment. It will not count towards your results.

The technical prerequisite check must be performed on the same computer and with the same setup with all peripherals as used for the actual testing session. It is highly recommended to take the technical prerequisite check at the location chosen for the actual testing session.

Be aware that you are assigned only one technical prerequisite check that you may take **only once** per testing session. However, in exceptional cases which involve technical issues with your device, TestWe could request that you do a second prerequisite check.

**Candidates who encounter technical issues during the testing day and did not perform the technical prerequisite check by the deadline indicated in the invitation letter may not be provided with an opportunity to retest.**

If you encounter any technical issue before the testing day, please contact TestWe, ONLY via the chatbot: https://support.testwe.eu/en/students/.

*Please note that the user interface during your real testing session might look slightly different to what is shown in the demonstration materials, such as in the   TestWe User Guide.*

## 2.5.  Synchronisation of your tests

To access your tests, your 'exam list' will have to be synchronised in the application.

Once you have received the relevant  emails from TestWe, **log into the TestWe application at least 48 hours prior to your testing session**, launch the application with an active internet connection and make sure your tests are visible in the tab 'Exams' under the subsection 'Next exams'. If the tests are not visible 48 hours before your testing session date, please contact TestWe and EPSO as instructed in section 4. Immediate troubleshooting and policies.

**The tests as well as the ID and environment checks will be ready for launch only on the date and at the time indicated in the invitation letter**.

## 2.6.  Training and Equipment test

For additional practice, you can follow the practice test available in the 'Training' section of the TestWe application bar:



You can also test your equipment and internet connection before launching the test by going to the 'Equipment check' section:



**Please note that this is a sample test and the structure and/or sequence of the sections might be different in your actual testing session. Refer to your invitation letter for the exact structure and sequence of your testing session.**

## 2.7.  Navigation in TestWe environment

For additional information about the user interface and navigation, please consult the 'Navigation on TestWe' document linked to your invitation letter.

# 3. Day of your tests

## 3.1. Environment requirements

Please ensure that:

✅ you take the online tests alone and in a quiet and well-lit room;

✅ **for the whole duration of the tests you only use a webcam that faces you;**

✅ you are not interrupted for the entire duration of the tests.

During the tests **you are not allowed to**:

❌ use any other device (e.g. mobile phone, other computer, tablet, connected watches, docking stations, additional cameras, etc.). The only exception is if you have to call TestWe during the tests to resolve a technical issue.
*Important: Your muted phone may be in your environment in case you need to use to call TestWe for troubleshooting, but it should be at a reasonable distance (2-3 metres away) and clearly well out of reach from your work station;*

❌ talk or read out loud exam questions and replies;

❌ have other people present in the room;

❌ move away from the computer during any of the tests or change your position in such a way that your face would no longer be visible via the computer's webcam (you may move away from the computer only during the designated breaks, if any, between the tests);

❌ stand up;

❌ consult any books, notes or other materials;

❌ have writing material, like a pen and paper on your desk during the tests;

❌ take notes;

❌ cover your face (for example, with your hands);

❌ use/wear earphones, headphones, earplugs or a headset.


On your desk, you may only have your laptop/computer with a charger, wired mouse and keyboard, identification document, a mousepad and two standard size unpacked white tissues without any pattern.

Water is allowed during your exams. No other beverages are permitted. All water must be in a clear or transparent container and all labels must be removed.

Your device feeds, namely audio and video, are recorded and will be analysed by the service provider, TestWe, to identify any suspicious behaviour that may occur during the tests. The list of potential incidents is submitted to EPSO and the Selection Board, if any, for decision. **Any behaviour detected during your tests that contravenes the requirements stated above, may lead to your exclusion from the competition or the invalidation of your tests.**

**These requirements are applicable to all candidates. If you have a disability or a medical condition which might prevent you from meeting them, please contact EPSO's accessibility team as soon as possible** via the Single Candidate Portal.

## 3.2. Starting and taking your tests

Before you launch the TestWe application, **please ensure that any firewall or antivirus on your computer has been disabled** and confirm that your computer's date and time settings match your current time zone.

For tests where typing is required**,** please check your keyboard settings, and ensure that you are able to type in the language of the tests **before launching the tests.**

After logging in, click on "launch the exam". The identity and environment check process will start. You will be required to prove your identity, check your equipment and record the environment 360º around you, along with the immediate surroundings of your workstation, and conduct a brief physical check (see the TestWe User Guide that you will have received in the email from TestWe).

You should log into the application **a few minutes before the scheduled start time** so that you can ensure you are ready to launch the testing session. Make sure you have your identity document ready.

**An important point to note is that:**

- An incorrect ID and environment check does not prevent candidates from taking the tests. TestWe will perform an image check and provide EPSO with the outcome at a later stage. Incorrect ID and environment checks may lead to the invalidation of candidates' results.

- The time needed for your identity and  environment check before the tests does not count as part of the time allocated for each test.

- The recording of the environment can only be performed once, and that the test automatically starts a few seconds after finalising the environment check.

- No agent will be available to assist you during the verification process as it is fully automatic. Please ensure that you follow all the instructions on the screen and in the TestWe User Guide. Non-compliance may lead to the invalidation of your test results.

-  No tutorial on navigating the exam's interface is included in the tests. Please refer to the 'Navigation on TestWe' document linked in your invitation letter.

- During the tests it is possible to use shortcuts such as "copy and paste" or "cut and paste". However, EPSO advises against using these shortcuts as it could lead to technical disruptions for which you will be held responsible.

- A certain time delay, for example when entering text or using the calculator, can appear and is due to the security software of the TestWe app.

- In order for the video recordings of your tests to be correctly registered, please follow these precautions:

  - **Deactivate antivirus and firewalls before starting the recording,** as these can potentially block access to your camera.
  - **If using an external camera, ensure it is properly plugged in, and the internal camera is disabled so that the system selects the correct device. Do not use a virtual camera or third-party applications to manage your camera, as TestWe may disable these, potentially affecting video recording.**
  - Ensure your camera is not obstructed to allow for proper visual monitoring throughout the tests.

If the video recording is not correctly registered, this may not automatically result in an opportunity for a retest.

In the event of any technical issues, please consult the **4. Immediate troubleshooting and policies** section.

## 3.3.  Finalising the tests

When you finish the tests, the TestWe application will automatically upload your test results. If you have been disconnected from the internet, or have taken your tests offline as described above, you will have up to 24 hours to connect to the internet to send your tests.

To verify that your tests were synchronised and uploaded, please check the exam tab (1), then 'Passed exams' (2), and verify that next to your exam, the information says 'sent' and is marked in green (3).
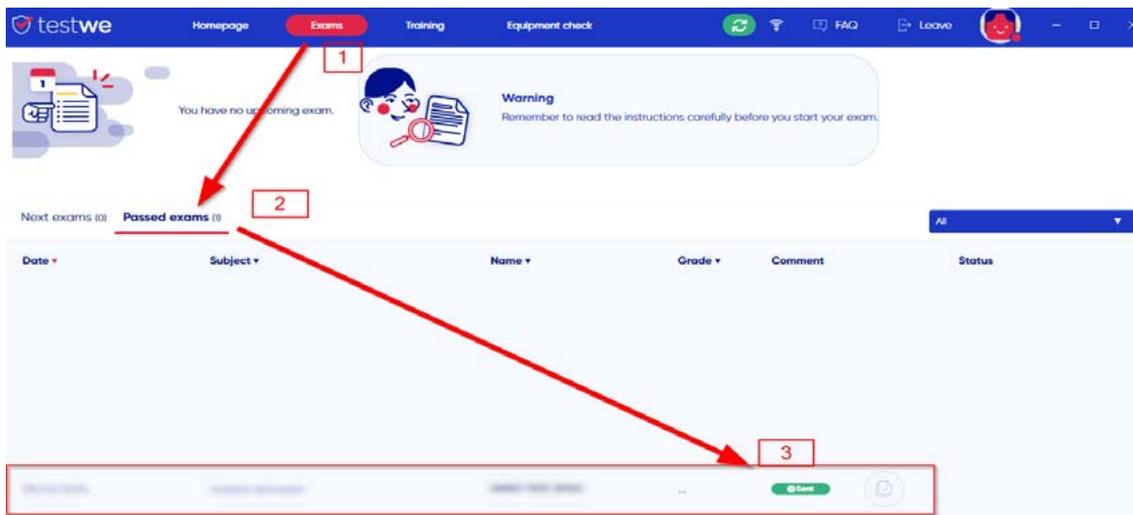


If your tests have not been sent, please consult the **4. Immediate troubleshooting and policies** section.

After validating your test(s), you will receive one automated email per test from TestWe that can also be used as a certificate of attendance. No other certificate of attendance is issued by TestWe or by EPSO.

If you have not completed your test, no certificate will be issued. Test results are not communicated immediately. After the testing period has closed, your answers are processed by the test provider, then sent to and processed by EPSO. This procedure can typically take several weeks in view of the large number of participants in our testing sessions.

# 4. Immediate troubleshooting and policies

## 4.1. Outside the testing period

If you encounter any technical issues when installing the TestWe application or sending your tests, please contact the TestWe support team ONLY via the chatbot.

You may also consult the following document: "How to delete hidden files in the operating systems relating to the TestWe application". This may help you to solve issues relating to conflicting versions of the application, as well as how to see which version is correct.

## 4.2. During the tests

Technical support during the tests is provided ONLY **by phone**.

If you encounter any technical issues while taking the tests, **BEFORE** trying to call TestWe, you **MUST** force the restart of your computer by following the procedure below:

A. Press the on/off button on your computer for at least 15 seconds;
B. Once the computer is off, you can turn it back on and re-open the TestWe application;
C. If the issue has been fixed, you can start/resume the testing session. If the issue persists, you should **IMMEDIATELY** call TestWe.

**Please note that many technical issues are solved by restarting the computer.**

For technical support during the tests, please call the TestWe helpdesk directly on:

**+32 2 586 07 32 (Belgium)**
or
**+33 1 76 41 14 88 (France)**

Please note that you will not be reimbursed for any charges that your local telecom provider may apply.

It is normal to have to wait a few minutes when calling the TestWe helpdesk. Do not hang up. Instead, wait until connected to an agent.

We strongly recommend that you add the helpdesk numbers to your phone contacts before the tests. This will help you to save time.

**Only TestWe is competent to solve technical issues related to their testing platform.**

In cases where multiple tests are scheduled for the same selection procedure, please note that if you experience any technical issues during an online test, it is crucial that you attempt to connect to all other tests for the given selection procedure. Encountering difficulties with one test does not automatically entitle you to rescheduling for the others if you do not attempt to connect or troubleshoot the issue with TestWe. It is therefore important, should you experience technical issues for more than one test, that you call TestWe within the scheduled timeframe of each of the tests, and that you inform EPSO as stated in point 4.3. Obligation to inform EPSO.

## 4.3. Obligation to inform EPSO

Should an issue occur, please ensure that you have notified EPSO in writing within the deadline mentioned in the Notice of Competition or Call for Expression of Interest. Please use only the appropriate Single Candidate Portal and include a detailed description of the problem encountered as well as supporting documents. The obligation to inform EPSO applies in all cases, including when the test provider assures follow-up

If you experience problems launching the application or other technical issue during your tests, you must also attach supporting documentation to substantiate your attempts to resolve the issue, consisting of photo documentation which proves your interactions with TestWe's phone helpdesk OR an extract from your phone company, including the time and duration of the call, as well as the TestWe phone number you called. You must provide EPSO with this supporting documentation within the deadline. Any requests not submitted to the TestWe technical support by phone at the scheduled time of the testing session, requests lacking relevant supporting documentation or requests submitted after the deadline will not be reviewed and will be declined.

EPSO may ask the candidate to provide additional technical documentation such as screenshots of the computer configuration or the application version in order to verify that all the instructions were followed.

Under justified circumstances, EPSO may offer another testing opportunity. In that case, the candidate will be informed by EPSO via email and a new testing session will be arranged directly by the test provider. From that point onwards, please refer to the provider's subsequent correspondence.

In the event that a candidate is unable to take the exam or would like to withdraw from the ongoing selection procedure, the candidate can inform EPSO via the Single Candidate Portal.

## 4.4. Complaints Policy

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

1. Use of a corporate laptop or a computer for which the candidate does not hold administrator rights;
2. Incorrect peripheral setup (external monitors, keyboard, numpad, mouse etc.);
3. Using key combinations or shortcuts;
4. Using the copy-paste or cut-paste function;
5. Submitting your tests before the allocated time runs out;
6. Language of the test and of the test interface;
7. Not connecting on time for the tests or, if applicable, returning late from a break;
8. Contacting TestWe using any other channel than that indicated in the sections above. Please note that you should not contact TestWe via the contact form on the TestWe website or via email;
9. Disconnection due to lack of plugged-in power source;
10. Inability to launch the actual testing session without having completed the

mandatory technical prerequisite test or due to having an incorrect version of the TestWe application installed;

11. No valid identity document.

The Complaint Resolution Policy for Testing Events document, available here, provides detailed information on the procedures to be followed. Candidates are advised to familiarise themselves with its content.

The navigation guide linked in your invitation letter provides detailed information on how to use the functionalities. For the scratchpad and the calculator, make sure that you have read this information very carefully. Both can present some latency which is normal with the current version of the TestWe application. **Therefore, complaints related to the calculator and scratchpad may not automatically lead to a retesting possibility.**

**Important:** If, following the analysis of your complaint and provided it is submitted in accordance with the rules established in point 4.3 of this document, EPSO offers you a retesting opportunity and you decide to sit it, please note that your initial results will no longer be valid.

Feedback on the testing session is appreciated for EPSO to continuously improve operations. However, it will not be considered a complaint, and will not be processed, so please be explicit in your message to EPSO.

## 4.5. Disqualification Policy

Please note that the following may lead to disqualification:

1. Misconduct, such as moving out of sight of the camera or obstructing it;
2. Presence of another person in the room;
3. Not following the correct procedure during the ID check or environment check;
4. Use of personal items while testing. Such items include, but are not limited to, outerwear, hats, food, purses, bags or briefcases, notebooks, watches, cell phones, any equipment or device worn in or on the ears, calculators other than the onscreen calculator in the TestWe application, electronic devices or wearable technology;
5. Smoking, eating and similar activities (except for drinking water);
6. Using written notes, published materials and all other testing aids;
7. Standing up, moving around within the location during the tests, turning off lighting or audio, covering your mouth, speaking loudly, speaking to or receiving aid from other individuals;
8. Engaging in abusive, unprofessional or disrespectful behaviour towards TestWe representatives or EPSO staff.

## 4.6. Force majeure Policy

In the event of force majeure[3] or unforeseen circumstances beyond the candidate's control[4] which prevent them from taking the tests, the candidate must contact EPSO without delay, between the day of reception of the invitation letter, and no later than the complaint deadline stipulated in the relevant Notice of Competition or Call for Expression of Interest.

The candidate must provide their candidate number and present all pertinent documentary evidence, such as medical certificates, service provider's attestations to prove power or internet outages, or death certificates of a close relative, etc. The time period referred to in this documentation should include the test date. Disruptive events that are beyond the control of EPSO or the test provider which may include natural disasters, widespread internet outages, server failures, or other force majeure events that affect multiple candidates simultaneously, will be taken into consideration and the necessary corrective measures will be taken.

In case of proven inability to provide certificates due to a medical condition within the period stipulated above (accident and/or hospitalisation), the candidate should provide the certificate as soon as possible. The time period referred to in such a certificate must include the test date and the delay between the deadline and the date the certificate was provided.

It is important to note that professional commitments (meetings, conferences, business trips) are **NOT considered** to be exceptional circumstances or circumstances beyond the candidate's control. This principle also extends, by analogy, to any travel plans, whether for private or for professional reasons, that may prevent the candidate from sitting the tests.

The candidate's complaint will be submitted to the relevant evaluation body (EPSO Testing Operations unit and/or Selection Board) who will decide on what further action to take.

## 4.7. Withdrawal Policy

Candidates who wish to withdraw from the competition have the possibility to do so via the Single Candidate Portal before the deadline for applications. However, candidates who wish to withdraw from the competition after the deadline for applications must submit an official withdrawal statement via the contact form through the Single Candidate Portal. This withdrawal statement should include all relevant application details, e.g. application number, first name and last name. Should the withdrawal statement be sent too close to the testing date, candidates may still receive an invitation to sit the test and shall not consider any additional information on the competition.

Withdrawal from the competition is a unilateral and irrevocable action. Once submitted, a withdrawal cannot be reversed. This applies regardless of whether the candidate has

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3    **Force majeure** is defined as abnormal and unforeseeable circumstances outside the control of the affected parties, the consequences of which could not have been avoided despite exercising all due care, and that directly prevent one or both parties from performing their obligations.

4    **Personal emergencies**: situations such as the death of a close family member, sudden accidents, or other unforeseen personal emergencies that significantly impact the candidate's ability to participate in the exam. **Medical emergencies**: serious illness, injury or medical conditions that prevent a candidate from participating in the test. In this case, medical documentation must be provided to support the claim

received an invitation to any stage of the selection process or has already participated in tests.

Only EPSO can process withdrawal requests. Statements sent to any contractors will not be considered valid.

Please note that withdrawing from the competition does not automatically result in the deletion of your personal data. Data processing will continue as outlined in point 6 – Data Protection.

# 5. Confidentiality of test content/ systems

The remote delivery platform, guidelines and test content represent the copyrighted, confidential, and proprietary assets or intellectual property of our contractor and/or EPSO.

Any form of communication, dissemination, replication, or transmission of any test part, through any medium (verbal, electronic, written, etc.), for any intent is strictly prohibited. Any reproduction or disclosure of the aforementioned material shall lead to legal action being taken.

# 6. Data protection

All personal data you provide when taking your remotely proctored 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-01157.1 and DPR-EC-01159.2 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 online testing sessions.

# 7. Overview of links

For a clear overview, find below a list of the links provided in this document:

- Digital support required for using the TestWe application Support – TestWe
- The document "How to delete hidden files in the operating systems relating to the TestWe application"
- The TestWe chatbot https://support.testwe.eu/en/students/
- Contacting EPSO: The Single Candidate Portal, the official candidate communication channel.
- Phone numbers to call TestWe's technical assistance (to be used **only** during the time scheduled for the tests) + 32 2 586 07 32 (Belgium) and + 33 1 76 41 14 88 (France)