

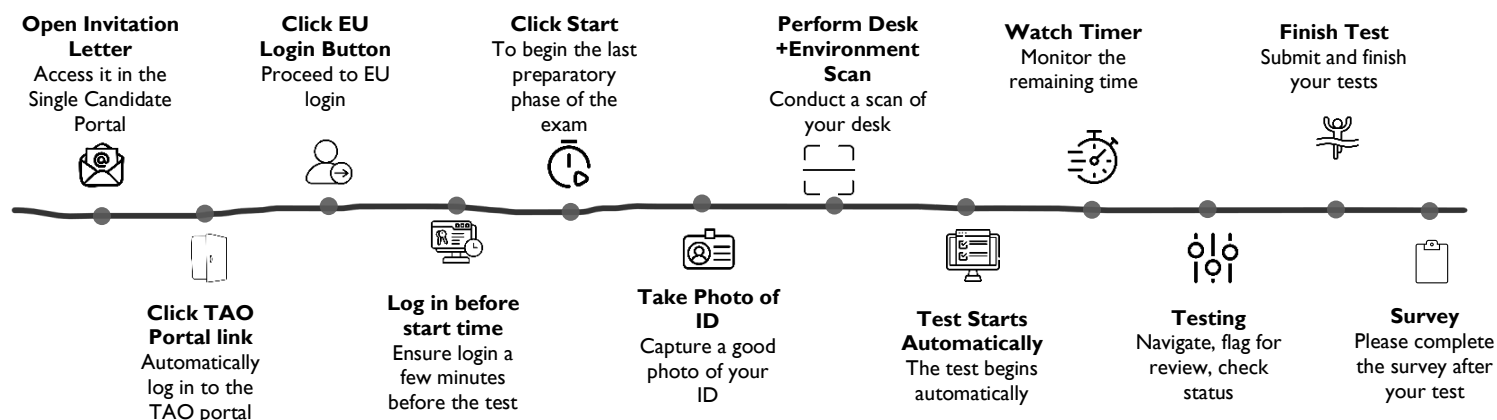
Instructions for online testing (TAO)

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, provided with your invitation email

QUICK INSTRUCTIONS



Read Instructions

It is crucial that you thoroughly review the detailed candidate instructions provided after these quick instructions. Ensure you understand the rules and procedures related to EPSO tests.

TAO SUPPORT



Phone: 00351 211 554 559

**Available during business hours
(9:00-18:00 CET Monday to Friday)**

Email: epsotest.support@intelcia.com

**Responses provided only during business hours
(9:00-18:00 CET, Monday to Friday)**

Technical Setup



- Download Proctorio extension: <https://getproctorio.com/>
- Administrator rights on your computer
- System requirements:
 - Windows 10+ / MacOS 10.15+ / Ubuntu (18.04+) / Chrome (58+)
 - Browser: Chrome/Edge
 - **Note:** Mobile devices/Tablets are **not** supported
- Free RAM: 2GB / Free Disk Space: 250 MB
- Processor: Intel Pentium, Apple M1, Arm
- Upload speed: .092 - .244 Mbps
- Camera + Microphone: Required with Record Video
- Disabled antivirus/Firewall
- No active VPN

Clean Desk Policy



Allowed

- Laptop with charger
- Single screen only
- Mouse and keyboard
- ID document (required)
- Mousepad
- Tissues
- Drink (no label)



Prohibited

- Mobile phones
- Docking station
- Other persons in room
- Headphones/Earbuds and similar
- Writing materials
- Books/notes

Important reminders



⚠ Listed behaviours can lead to disqualification without retesting ⚠

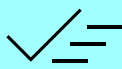
- Incorrect peripheral setup
- Not completing technical prerequisite check
- Missing valid ID
- Not following ID/environment and desk check procedures
- Moving out of camera view
- Another person in room
- Talking or reading out loud
- Using unauthorized devices



You can consult these Instructions as a PDF document at any time during your testing, as an attachment on the TAO platform.

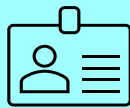
On the day of the test

Before testing:



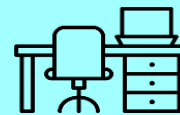
Logging In

Open invitation, click TAO Portal link, click EU Login, log in on time, click start



Identity Check

Perform ID check (with a valid official identity document with photo)



Room & Desk scan

Clear prohibited items. Slowly move camera to scan the room, your desk, under the desk, around your chair, and behind monitor.

During testing:



Navigation Tools

Timer at the top, navigation bar for questions, overview panel for status, bookmark for review



E-Tools

Calculator, scratchpad, zoom in/out, camera view check, accessibility tools



Key Rules

Face visible on webcam, no talking or reading aloud, do not cover face, stay seated, submit test when prompted

After testing:



After testing

Consult finished sections



Survey

Non mandatory survey available after testing. Feedback would be appreciated.

DETAILED INSTRUCTIONS

Content

1	About the platforms.....	6
2	Requirements for testing.....	6
2.1	System Requirements	6
2.2	Personal Identification Documents.....	7
2.3	Environment requirements.....	7
3	Before the test day.....	8
3.1	Taking public tests in TAO.....	8
3.2	Sign in & Check- in- (TAO Portal)	8
3.3	Adding the Proctorio browser extension.....	9
3.4	Mandatory technical prerequisite check	9
3.5	Proctorio Check-in Process.....	10
3.5.1	Before you Begin.....	10
3.5.2	System Diagnostics Test	10
3.5.3	Webcam Image Test	11
3.5.4	Identification	11
3.5.5	Test Environment and Desk Scan.....	12
3.5.6	Exam Agreement	12
4	E-tools	13
4.1	Navigation language preference	13
4.2	E-tools available during your Exam.....	13
4.2.1	Toolbar 1	14
4.2.2	Toolbar 2	14
4.3	Test navigation	18
4.3.1	Multiple Choice Questions.....	18
4.3.2	Flagging Questions for Later Review (bookmark).....	19
4.3.3	Overview Panel	19
4.3.4	Free Text Tool.....	20
4.3.5	Progress information (Timer & Status Warnings)	20
4.3.6	Warnings you may see	21
4.3.7	Special Needs	22
5	TAO Support.....	22
5.1	During the prerequisite period	22
5.2	During the tests	22
5.3	Obligation to inform EPSO	23
6	On the day of the exam.....	23
6.1	Signing in for taking your tests	24
6.2	Finalising the tests.....	25
7	Policies.....	25
7.1	Complaints Policy	25
7.2	Disqualification Policy	26
7.3	Force majeure Policy	26
7.4	Withdrawal Policy	27
7.5	Confidentiality of test content/systems.....	27
7.6	Data protection.....	27

I About the platforms

For this EPSO testing you will use the TAO platform and Proctorio extension at the same time.

- **TAO** is a secure online platform provided by Open Assessment Technologies S.A. (OAT) where you will complete your EPSO competition tests. In TAO you will access your exam/ test sessions, navigate through test questions, use on-screen tools, and submit your answers.
- **Proctorio** (automated online proctoring) is a web browser extension that ensures the integrity of your test. Before TAO opens, Proctorio will run quick checks (browser, ID, environment) and then brings you back to TAO to start your test. The Proctorio toolbar (toolbar 1) appearing on your screen during the exam will also provide you with a zoom function to be used during your exam.
 - Proctorio is not an automated decision-making tool, nevertheless in some cases your exam may be terminated by the system. Once your exam is submitted, your exam administrator (EPSO) will evaluate the data collected by Proctorio before deciding whether a violation has occurred.
 - **You can find more information here: [FAQ | Proctorio](#)**
- **TAO support (Intelcia)** - will support candidates by providing agents they can contact for technical support or any technical issues during testing.

2 Requirements for testing

2.1 System Requirements

Before testing, you must first add the Proctorio extension to a compatible browser (see 3.3. *Adding Proctorio* section). Proctorio requires minimal system resources and is compatible with most desktop and laptop devices less than 10 years old.

Supported Browsers	Supported Devices	Min Hardware Requirements
• Google Chrome • Microsoft Edge	• Windows (10+) • macOS (10.15+) • Ubuntu (18.04+) Note: Mobile devices, including phones and tablets, are not currently supported.	• Free RAM: 2 GB • Free Disk Space: 250 MB • Processor: Intel Pentium, Apple M1, or ARM • Upload Speed: .092 - .244 Mbps • Camera: Required with Record Video • Microphone: Required with Record Audio

Please visit Proctorio [Minimum system requirements](#) page for more detailed specifications.

- Administrator rights on your computer are required. Therefore, **the use of any corporate equipment is not allowed.**
- **A single screen is required.** Dual-screen configurations are **NOT** allowed 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.

*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 a USB Multiport.
- Mouse, keyboard and numerical keypads are allowed. However, please note that wired pen tablets or any equivalent writing materials are **NOT** allowed.
- Earphones, earbuds, earplugs and headsets and alike are **NOT** allowed.
- **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.**

2.2 Personal Identification Documents

Ensure that the identity document you use (a valid official identity document with a photo, i.e. passport or ID card) 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.**

2.3 Environment requirements

Please ensure that:

- you take the online tests alone and in a quiet and well-lit room,
- close all open applications and tabs prior to testing,
- 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 must message or call OAT during the tests to resolve a technical issue. **Important:** Your muted phone cannot be on your desk but may be in your environment, that means it should be at a reasonable distance and clearly well out of reach from your workstation. The call to Helpdesk Support must be made being seated in front of your camera.
- 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,
- 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, headset or alike.

On your desk you may have only your laptop/computer with its charger, a mouse and keyboard, one external screen, an identification document, a mousepad, a label-free drink, and two standard-size, plain white tissues.

If you try to open an additional browser tab during testing, the testing extension (or testing software) will automatically close that tab.

During exams, you may drink water/beverages from a clear, unlabelled container only.

Your device feeds, namely audio, video and screen, are recorded and will be analysed by the service provider, Proctorio, to identify any suspicious behaviour that may occur during the tests. The list of potential incidents is submitted to EPSO and the Selection Boards 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 test results.

Your exam will be terminated automatically in the following cases:

1. You revoke camera or microphone permissions.
2. The exam page becomes unresponsive or stops working properly (the exam page's background script stops functioning normally)
3. You connect an extra screen (only one display is allowed).
4. You try to download a file during the exam.
5. You are disconnected from Proctorio for more than 2 minutes (internet disruption).
6. You try to modify the exam page (for example, by opening developer tools).
7. You close or reload the exam tab.
8. You change your network connection during the exam.
9. You use a proxy connection during the exam.
10. You navigate away from the exam page (for example, you use CTRL+ALT+DEL or open Task manager).
11. You uninstall the Proctorio extension.
12. You revoke permission of screen recording.
13. You exit full screen mode (when full screen is required).

These requirements are applicable to all candidates.

3 Before the test day

3.1 Taking public tests in TAO

Public tests allow candidates to familiarize themselves with TAO tests. Public assessments are anonymous and do not produce results.

Disclaimer: They may not fully reflect all EPSO testing features.

Steps to access public tests:

1. In the TAO login page, select **Public Sessions**.
2. In the **Public sessions** tab, press **Start** to begin a test.
3. In the user info menu, select **Log Out** to redirect to the TAO login page. Candidates taking public assessments are anonymous within the Portal.

The screenshot shows the 'Log in to TAO' page. It has fields for 'Username' and 'Password', both with 'Type here' placeholders. Below these is a 'Public sessions' link highlighted with a red box. There are 'LOG IN' and 'EU LOGIN' buttons. Below the login section is a 'Public sessions' section with a 'Sample Test - TAO Proctoring' card and a 'START' button.

The screenshot shows a user info menu with a red 'A' icon. It contains the text 'Anonymous', 'My account', and a 'Log out' button with a red icon.

3.2 Sign in & Check- in- (TAO Portal)

Important!

You will have to do a mandatory pre-requisite test before your tests. Log into the [Single Candidate Portal](#) and follow the instructions in your **invitation letter**. Click on the link to the **TAO Portal**. Once you land on the TAO platform, click on the **EU Login** button, which will take you directly to the TAO Portal.

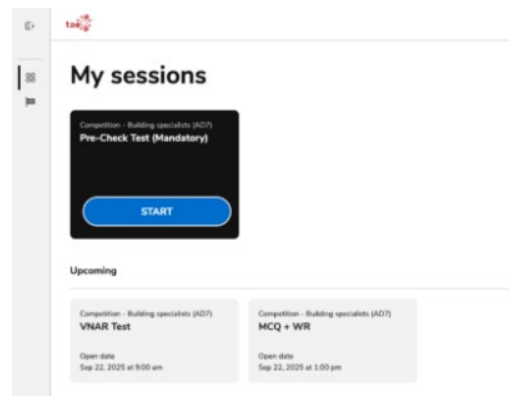
The screenshot shows the 'Log in to TAO' page. It has fields for 'Username' and 'Password', both with 'Type here' placeholders. Below these is a 'Public sessions' link. There are 'LOG IN' and 'EU LOGIN' buttons. A red arrow points to the 'EU LOGIN' button.

If needed, enter your EU Login details. If you have issues with the EU login, please contact the [Candidate Contact Service](#).

On the TAO Platform, the **My Sessions** tab lists all available test sessions:

- **Upcoming test sessions** appear greyed out until their scheduled starting time.
- When active, click **Start** to begin.
- Start your **pre-requisite test** session from the “My Sessions” tab in the TAO portal (please refer to the timing indicated in your invitation letter).

If you do not yet have the Proctorio browser extension installed, follow the instructions displayed on your screen. (See Instructions 3.3)



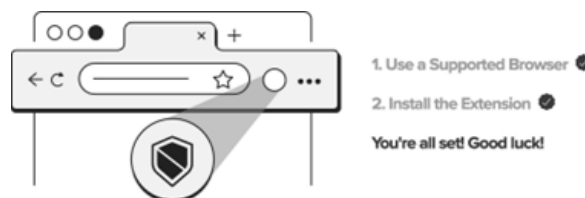
Exams will become active only at their scheduled start date and time. If the exams appear greyed out, please reload the page to ensure proper visibility and functionality.

⚠ If you do not see the pre-requisite test session, please inform EPSO immediately via the [Single Candidate Portal](#).

Please check the upcoming test sessions available in your TAO portal before your exam date. If you notice any discrepancies (languages, field), inform EPSO without delay ([link](#)).

3.3 Adding the Proctorio browser extension

1. Open a supported browser: **Google Chrome or Microsoft Edge**.
2. Go to <https://getproctorio.com/> and follow the onscreen prompts to install the Proctorio extension.



When the Proctorio browser extension is installed, it might use your computer's default language for instructions; if your language is not available, it will revert to English.

3.4 Mandatory technical prerequisite check

Before starting the prerequisite check, ensure that all other applications are closed and perform the mandatory technical prerequisite check as early as possible, but no later than on the date specified 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 competition. After completing the prerequisite check, you may not be automatically redirected back to the TAO website; simply reload the correct page or click the browser's back/return button to return manually.

If you see an X button on your screen in the browser bar during the testing or prerequisite check, do **not** click it—doing so will exit full screen mode and immediately end your session without any warning, after which you would **not** be able to re-enter.

If a notification appears during the exam, do **not** click on it—any interaction will eject you from full screen mode, close the testing session instantly without warning, and you will be unable to re-enter, resulting in automatic exclusion.

For any technical issues, please reach out to TAO support by phone at +351 211 554 559 (available during business hours 9:00-18:00 CET, Monday to Friday in English and French)

or by email at epsotest.support@intelcia.com

(responses provided during business hours 9:00-18:00 CET, Monday to Friday in English and French).
All calls and emails will be recorded.

3.5 Proctorio Check-in Process

3.5.1 Before you Begin

The “Before you Begin” page lists all the **exam settings** and describes any **action required** to start the exam, such as closing additional browser tabs or disconnecting a secondary screen.

If you are unable to click **Continue**, please address the action-required warnings (in red) at the bottom of the page.



3.5.2 System Diagnostics Test

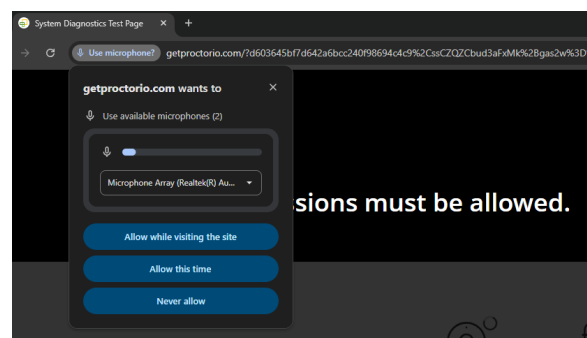
The **System Diagnostics Test** page conducts a series of diagnostic tests to confirm your device and hardware are functioning properly.

It will check your Webcam, Microphone, Internet connection and Desktop environment.



Camera & Microphone Permissions

Please click **Allow** if prompted by your browser, to allow access to your webcam and microphone.

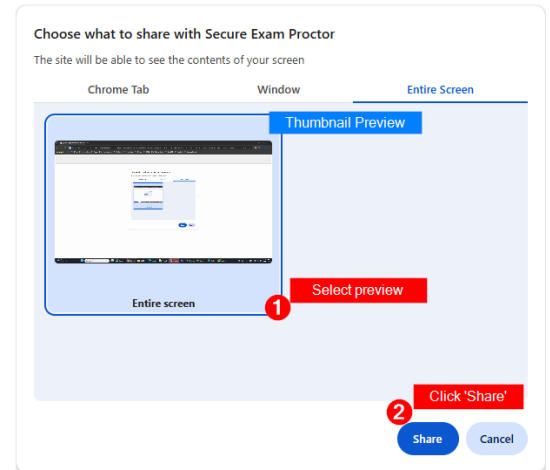


Screen Sharing Permission

To share your screen, you must **first click the preview image** in the pop-up window; and then click **Share**. If you do not see the share screen pop-up window, check behind your browser window. **Sharing the screen is required for Proctorio to work properly.**

Mac Users:

You may need to first update your **Privacy & Security** settings (in **System Settings**) to allow your browser to record your screen.



3.5.3 Webcam Image Test

The **Webcam Image Test** page takes a series of photos to ensure your face is visible.

The image test may fail if the room is too dark, your face is unevenly lit or partially obscured, or the background lighting is too bright. If you wear glasses, you may need to remove them for the webcam image test, you can wear them again once this Webcam Image test is over.

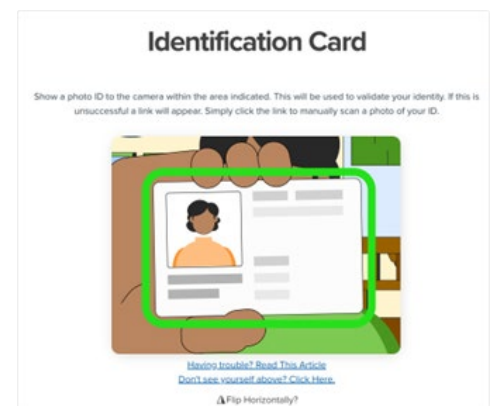


3.5.4 Identification

The **Identification Card** page is used to capture an image of your photo ID.

Position your photo ID within the frame displayed on your screen. By default, Proctorio attempts to auto-detect and photograph your ID. Follow these steps:

1. Hold your ID in front of your camera and centre it within the visible green frame.
2. Adjust the position of your card until a solid green frame appears around the entire card.



If the automatic ID scan fails or issues arise, you can manually scan your ID through a guided process that captures a photo via the webcam. If the image or text is blurry, please use the **Retake** option.

3.5.5 Test Environment and Desk Scan

Scan your **test environment** and desk using your integrated or external camera.

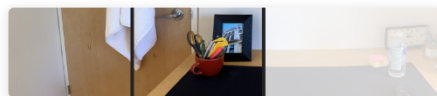
EPSO requires you to scan your test environment and desk to confirm that it is secure, and you are not using any unauthorised resources. To do a good environment and desk scan you should take minimum 20 seconds and go up to 60 seconds.

Please follow these instructions:

1. **Clear your workspace** – remove any notes, books, headphones or electronic devices not allowed for the exam.
2. **Position your camera** – pick up your device or external webcam and ensure you can capture your test environment and the entire desk.
3. **Check all angles** – start with capturing the test environment by turning around your camera 360° and then continue with the entire desk area. Ensure that all walls, doors, windows are clearly visible. Show your desk, under the desk, around your chair, and behind your screen.
4. **Go slowly** – move the camera slowly across your desk so that all items are clearly visible.
5. **Lighting** – ensure your desk is well-lit so the camera captures all details.
6. **Stay steady** – avoid sudden movements; move slowly and keep the camera stable for clear visibility.

Test Environment and Desk Scan

Scan your test environment and desk using your integrated or external camera.



EPSO requires you to scan your test environment and desk to confirm that it is secure, and you are not using any unauthorised resources. To do a good environment and desk scan you should take minimum 20 seconds and go up to 60 seconds.

Please follow these instructions:

1. **Clear your workspace** – Remove any notes, books, headphones or electronic devices not allowed for the exam.
2. **Position your camera** – Pick up your device or external webcam and ensure you can capture your test environment and the entire desk.
3. **Check all angles** – Start with capturing the test environment by turning around your camera 360° and then continue with the entire desk area. Ensure that all walls, doors, windows are clearly visible. Show your desk, under the desk, around your chair, and behind your monitor.
4. **Go slowly** – Move the camera slowly across your desk so that all items are clearly visible.
5. **Lighting** – Ensure your desk is well-lit so the camera captures all details.
6. **Stay steady** – Avoid sudden movements; move slowly and keep the camera stable for clear visibility.

I understand »

⚠ Important Notes on the Test Environment and Desk Scan

Please check your surroundings and remove any items that could inadvertently reveal sensitive information about you—such as religious symbols, political materials, or items reflecting personal lifestyle or orientation—before starting the room scan.

When you start the **environment scan**, an information **page** will already appear on your screen and the **timer will start running**. After about **20 seconds**, a message saying “I’m done. Continue” will appear.

You may still take a few more seconds to complete your scan, but it is **recommended not to exceed 60 seconds**.

There will be **enough time remaining to read the introduction page** both in this prerequisite test and during your actual exam.

3.5.6 Exam Agreement

Before the test is started, the Exam Agreement terms must be accepted.

This is the final pre-check page before starting your exam and initiating the exam timer.

Exam Agreement



By clicking “I accept, begin exam now” I confirm and warrant that I, **[Name]**, am the person whose name is associated with the login used. I further confirm that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the EPSO Instructions for Online Testing (IAC). I have read and agree to the [Privacy statement](#).

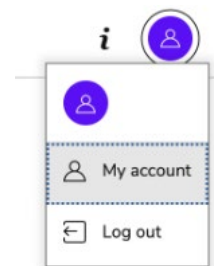
I accept, begin exam now »

4 E-tools

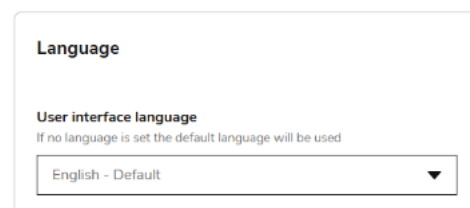
4.1 Navigation language preference

Navigation language preference can be changed by following these steps *before* entering a testing session:

1. In the top-right corner select the circular button. In the menu that displays, select **My account**.
2. Change the language in **My User Settings** tab
3. Select **SAVE CHANGES** to save any changes to your account.
4. **Reload** your browser to see the changes.



When a new language is selected, that language will display throughout the TAO portal.

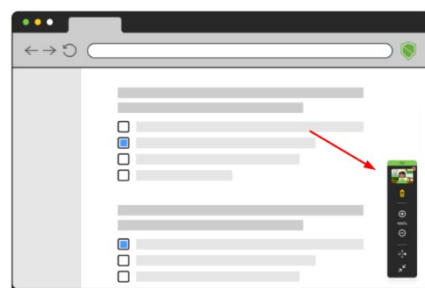


4.2 E-tools available during your Exam

During the test, you will have several **e-tools** to help you work with different types of questions (e.g. multiple choice, numerical, or text-based questions).

- All tools are available either:
 - from the Exam toolbar (**Toolbar 1**)
 - from the **On-screen and accessibility toolbar (2)** at the top-right of your screen
- Click on the tool icon to activate it. An **outline around the icon** means it is active.
- Click again to deactivate it.

Toolbar 1 displayed on the right of the screen. (see 4.2.1)



On-screen and **Toolbar 2** (see 4.2.2)

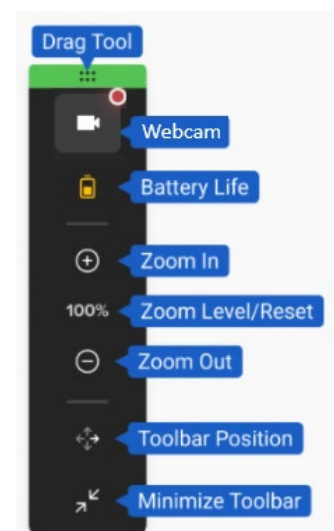


Good to Know

- These tools are here to **support you** during the test.
- They only affect how the test appears on your screen — they **do not change scoring**.
- You can turn tools on or off at any time.
- Use the **prerequisite test** to try every tool in advance, so you know which ones help you most on the test day. Please remember that whatever you set-up during the prerequisite test will not be retained during the exam, it is just for trying out testing. You will have to repeat the set-up once you start the actual exam.

4.2.1 Toolbar 1

- **Drag Tool:** Click and drag to relocate the toolbar.
- **Webcam:** Regularly check your camera view to confirm your face is fully visible; click the camera view to hide.
- **Battery Life** (displayed only if a laptop is not plugged-in):
 - Green: Full or nearly full charge
 - Yellow: Medium Charge
 - Red: < 33% charge remaining; plug in your device.
- **Zoom In**
- **Zoom Out**
- **Position:** Change the position and orientation of the toolbar.
- **Minimize:** Reduce the size of the toolbar to free up more screen space.



4.2.2 Toolbar 2

Tools you may see in this toolbar:



Attached Documents



Highlighter



Line Reader



Scratchpad



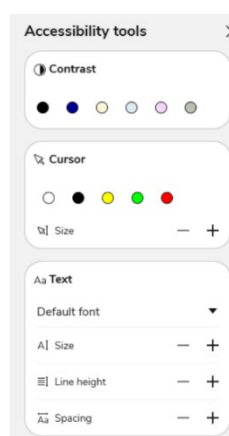
Calculator



Answer
Eliminator/Masking)



Accessibility tools
(Contrast, Font & Spacing,
Pointer)



4.2.2.1 Attached documents



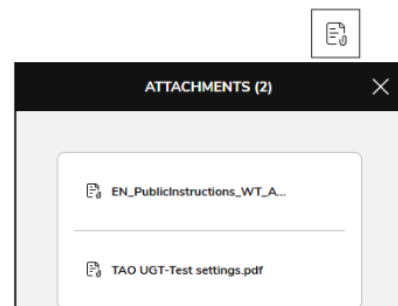
You can consult these Candidate Instructions as a PDF document at any time during your testing, as an attachment on the TAO platform.

Some tests or test parts may include one or more text documents attached as reference materials.

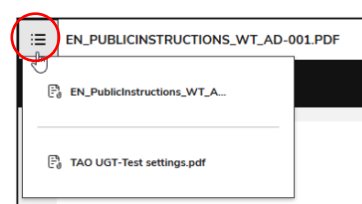
If only one file is attached, clicking the attachment icon will display its content on the right half of the screen.

If multiple files are attached, clicking the attachment icon () will display a list of file names. You can then click on the file you wish to open, and its content will be displayed.

Once selected, the file content will be displayed on the right half of the screen.



You can click the three-line icon next to the displayed file name to open the list of files again and select another one.



When the file content is displayed, you can use several tools to **navigate** through it, such as text search, zoom in/out, jump to a specific page.

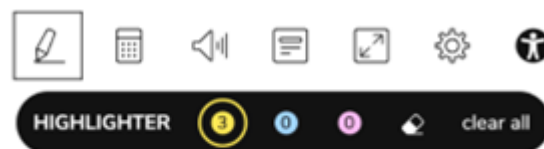


4.2.2.2 Highlighter



The Highlighter lets you **mark parts of text** in a question.

- Click the **pencil icon** (top-right) to open the tool.
- Select text and choose a highlight colour.
- To remove highlights:
 - Use the **eraser tool** to clear one part, or
 - Click **Clear All** to remove everything.



cation placed within my reach; a fondness for some of
e on: **availed myself fully of the advantages offered**
for two years; but at the end of that time I altered.

Your highlighting will only be visible to you (and not to the markers)

Note: Highlighter cannot be used in text contained in an image.

4.2.2.3 Line Reader

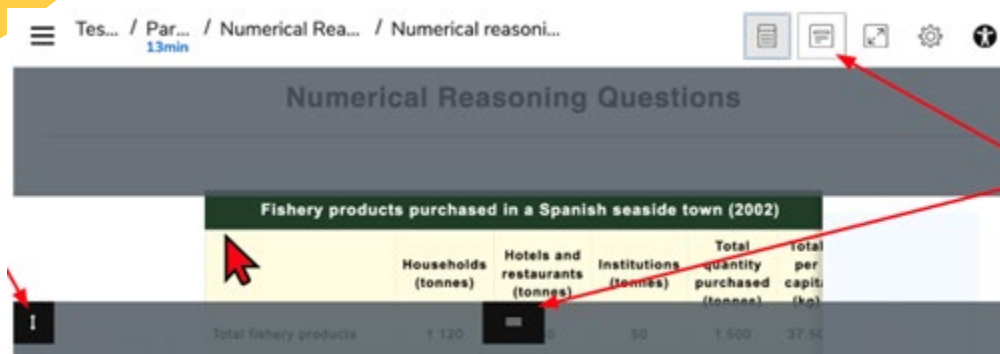


The Line Reader helps you to **focus on one line of text at a time**. This is useful when working with long passages or dense information.



How to use it:

- Click the **Line Reader icon** in the toolbar to activate it.
- A horizontal strip will appear over the text. Text not in the strip will be greyed out.
- Use the two-ended **arrow icon** on the left side to **make the strip larger or smaller**.
- Use the **lines icon** in the middle to **move the strip up or down** the page.



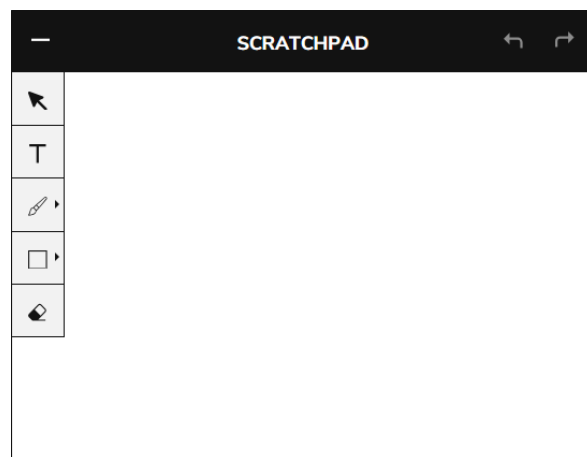
4.2.2.4 Scratchpad



If the scratchpad has been enabled, you'll see the scratchpad icon on the top right corner of your screen. Click on it to open it. A window with the scratchpad in it will appear on your screen, as shown below.

There are three main tools available, you can write and draw on the scratchpad, incorporating any of the shapes and lines provided into your notes. These tools are:

- Text Tool** : Used to write plain text. When selected, a text box appears in which you can write. This is represented by the T icon on the left-hand side.
- Brush Tool** : Used for drawings. When selected, you can sketch freehand on the Scratchpad. This is represented by the paintbrush icon on the left-hand side.
- Shape Tool** : Provides shapes. When selected, you can use rectangles, ellipses and lines in your notes. This is represented by the square icon on the left-hand side.



You can move items around on the scratchpad using the **Select Tool (arrow icon)** or delete them using the **Erase Tool (eraser icon)**. The scratchpad can be re-sized and moved around your screen as you please. If the text runs out of the scratchpad window, you can enlarge the window or use Enter to start on a new line.

4.2.2.5 Calculator



You may use your keyboard or the calculator buttons to type and input values and expressions.

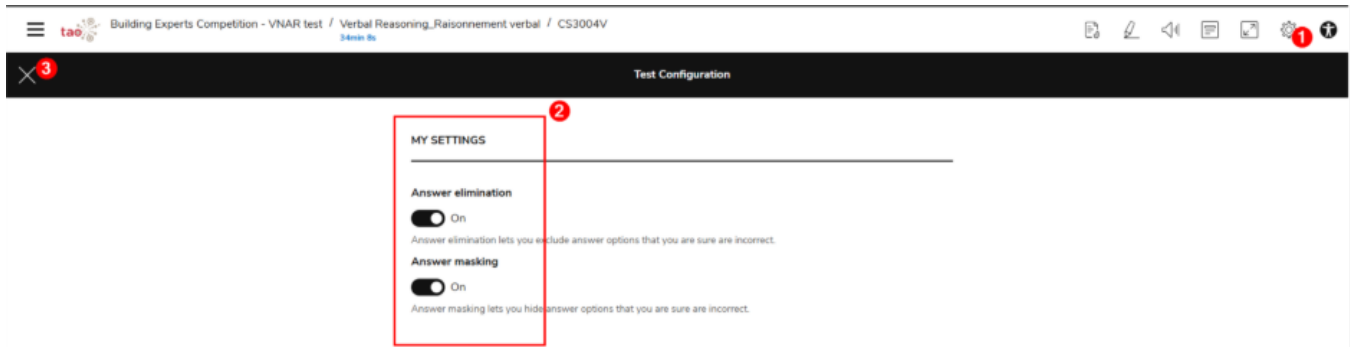
- Input the numbers and press the **equal sign (not Enter key)** to obtain the result.
- Drag and drop at the calculator header to relocate the calculator on your screen.
- You can resize the calculator in height and width.
- Click on the icon to close the calculator.



4.2.2.6 Answer Elimination and Answer Masking



To activate the Answer Elimination and Answer masking tools available for multiple choice questions, follow the steps displayed in the image:



The **Answer Elimination** helps you to **cross out options you think are not the right choice** in multiple-choice questions.

How to use it:

- Open the **gear menu** on the right side of the toolbar.
- Select **Answer Elimination** to activate it.
- Click on an answer choice to strike it through by using this icon:
- Click again on the option to remove the strike-through.

Which city is the capitol of Massachusetts?

Springfield	Aa
☐ Boston	Aa
☐ New Bedford	Aa

The **Answer Masking** tool lets you **hide answer options** so you can focus only on the ones you want to consider.

How to use it:

- Open the **gear menu** on the right side of the toolbar.
- Select **Answer Masking** to activate it.
- Click on an answer choice to cover (mask) it.
- Click again to unmask it.

Use Answer Masking when you prefer not to see distracting options while solving a multiple-choice question.

Choice Interaction

Luxembourg's neighbors

OAT, the company behind the TAO assessment platform, is located in Luxembourg or Lëtzebuerg as it is called in Luxembourgish language, a small country in Western Europe. Which of the following countries share no border with Luxembourg?

[Masked]	Aa
☐ Germany	Aa
[Masked]	Aa
☐ Denmark	Aa

4.2.2.7 Accessibility tools

They can be turned on or off at any time from the **Accessibility** in the toolbar. ()

The available options are:

- **Contrast Themes**
- **Custom Pointer**
- **Text Font & Spacing**

4.2.2.7.1 Contrast Theme

The Contrast tool lets you **change the colour scheme** of the test screen to improve readability.

How to use it:

- Click the **Contrast icon** in the Accessibility menu ().
- Choose from several available colour themes (e.g. high contrast, dark background).
- The screen updates immediately when you select a theme.

To revert these settings, simply click again on the selected colour theme (circled).

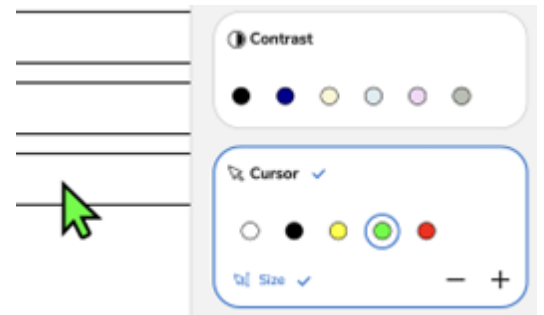


4.2.2.7.2 Customizable Cursor

The Custom cursor tool allows you to **change the size and colour of your mouse cursor**, so it is easier to see.

How to use it:

- Click the **cursor icon** in the Accessibility menu ().
- Use the **plus (+)** or **minus (-)** buttons to make the cursor larger or smaller.
- Select a **colour** to change the cursors appearance.

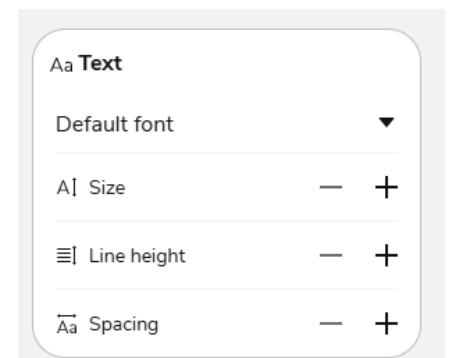


4.2.2.7.3 Text Font and Spacing

This tool lets you **adjust how text is displayed** so it's easier to read.

How to use it:

- Click the **Text icon** in the Accessibility menu ().
- Choose a **font style** from the drop-down menu.
- Use the **plus (+)** or **minus (-)** buttons to adjust:
 - **Font size**
 - **Line height**
 - **Word spacing**
 - **Letter spacing**



4.3 Test navigation

You can always consult the instructions on screen during the test via the attachment's icon () .

4.3.1 Multiple Choice Questions

- You can move freely between questions within the same test part.
- To go directly to a specific question: Click on the **number** of the desired question on the navigation bar.
- To move from one question to the next one: Click on the **arrow button**
- Select an answer and move to another question.

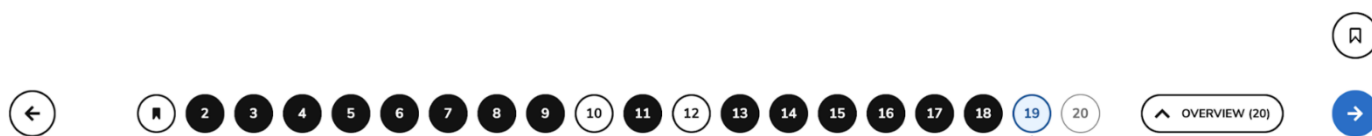
4.3.2 Flagging Questions for Later Review (bookmark)

During the test, you can **bookmark (flag)** any question you want to review later.

- Each question displays a **bookmark icon** (🔖) on the screen.
- Click this icon to **mark the question** as bookmarked.
- If you click the icon again, the bookmark is **removed**.
- You can bookmark both **answered and unanswered** questions.
- **Where to find your bookmarked questions:**
 - Open the **Overview** menu from the test navigation bar (see Overview Panel section).
 - In the Overview, you'll find a section labelled **"Bookmarked."**

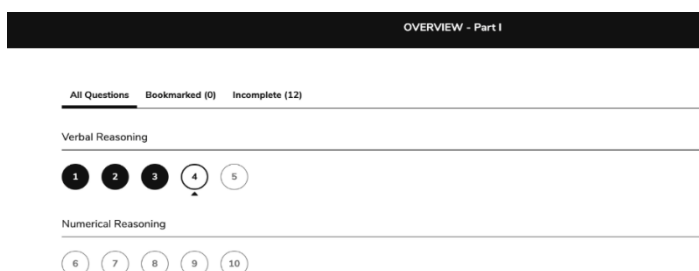
This section shows:

- The **total number** of questions you have bookmarked.
- A **list of all bookmarked questions**, whether answered or unanswered.
- From the Overview, you can **select any bookmarked question** to return to it and review or change your answer before submitting the test.



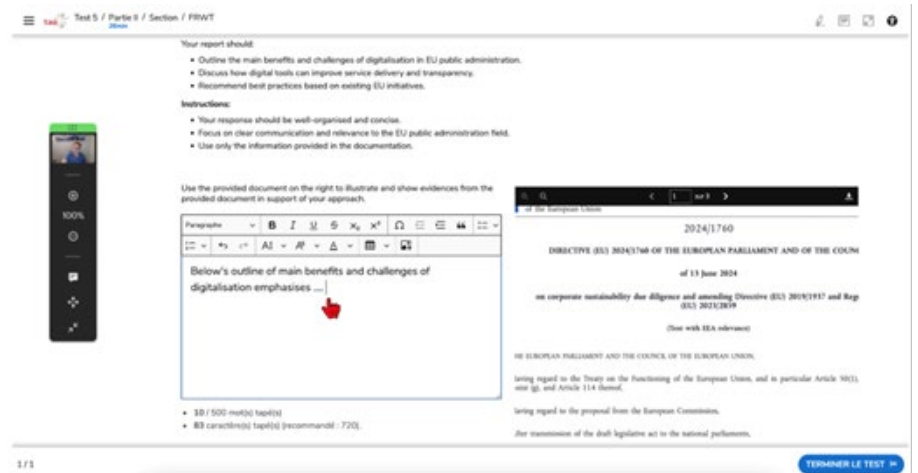
4.3.3 Overview Panel

- Shows all questions in the current test part, with their status:
 - Answered and unanswered items
 - Flagged items
 - Items not completed yet
- Can be opened at any moment during the test by clicking the button "overview" at the bottom right of the test interface. Your answer is considered **submitted** only when you **navigate away from the question**, for example:
 - When you move to another question.
 - When you finish a test part.
 - Or when you complete the test.
- **Question Status indicators in the navigation bar:**
 - **Light grey circle**= not visualized (like questions 19 and 20 in the example)
 - **Black outline only** = visualized, not answered (like questions 13, 14, 17, 18 in the example)
 - **White number on black circle** = answered (like questions 2, 3, 4...)
 - **Small arrow below the number** = the current question (question 19 in the example)
- Click on a number to be re-directed to that question



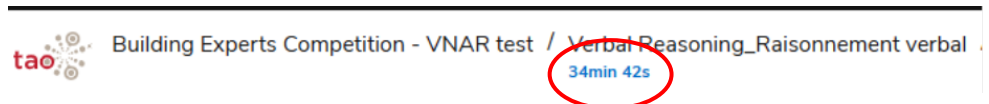
4.3.4 Free Text Tool

- Type your response in the text box.
- This can be a short phrase, a sentence, or a longer essay, depending on the question and instructions.

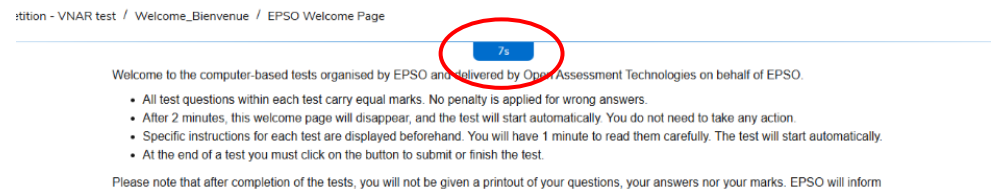


4.3.5 Progress information (Timer & Status Warnings)

The **timer** appears at the **top** of the screen during the whole exam. It shows how much time you have left for the current exam part, and it is displayed in the format of minutes and seconds.



Right before the start of the test, the welcome page will appear with a timer, showing the remaining time to review the information. It is strongly suggested that you thoroughly read this information.



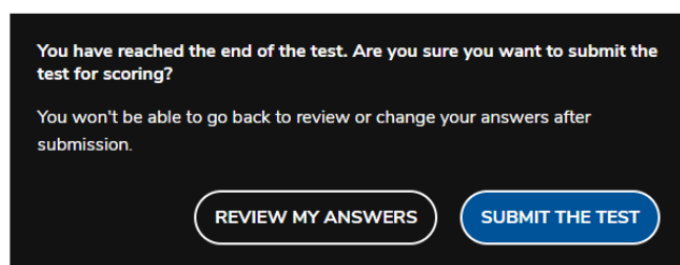
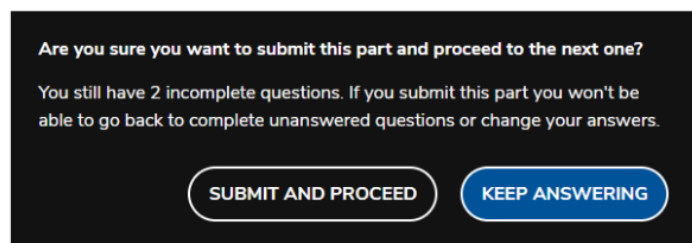
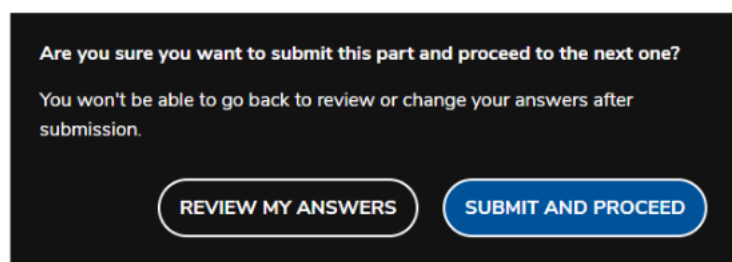
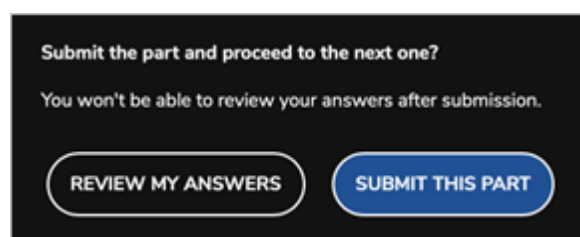
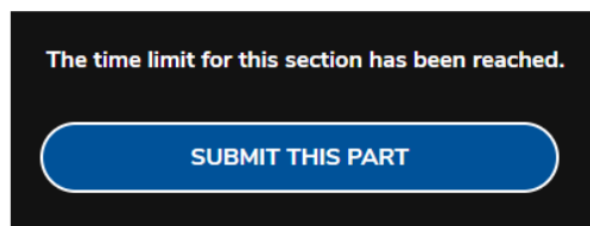
What happens when time runs out

- When the timer reaches zero, a pop-up window appears indicating that your time is up, and you must submit your exam to continue to the next exam part or to end your exam session. Your answered questions will be automatically saved.
- **Make sure you click on the submit button immediately. If you fail to do so, you may risk disqualification.**

4.3.6 Warnings you may see

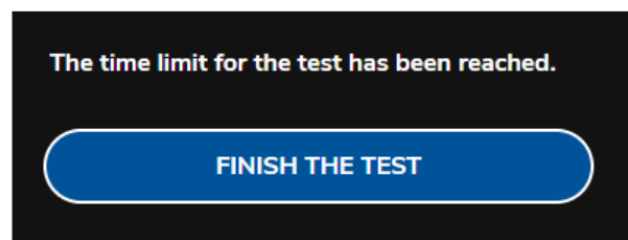
In this section, the most common warning messages that may appear during the test are presented and explained, along with the manual actions you will need to perform.

- This warning message appears when you try to **submit a test part** to move to the next one, and all questions in that test part have already been **answered**. You can go back to review your answers by clicking the 'Review my answers' button, if you still have time remaining. Alternatively, you can confirm your submission by clicking the 'Submit this part' button.
- This warning message appears when you try to **submit a test part** to move to the next one, but there are still **unanswered** questions in the current test part. You can go back to review your answers by clicking the 'Review my answers' button, as long as you still have time remaining. Alternatively, you can confirm your submission by clicking the 'Submit this part' button.
- This warning message appears when you reach the **time limit for the current test part**. You will need to click the 'Submit and proceed' button to proceed to the next test part.
- This warning message appears when you try to **submit the test**, and all questions in the last test part where you are having already been **answered**. You can go back to review your answers by clicking the 'Keep answering' button, if you still have time remaining. Alternatively, you can confirm your submission by clicking the 'Submit and proceed' button.
- This warning message appears when you try to **submit the test**, but there are still **unanswered** questions in the current test part.



You can go back to review your answers by clicking the 'Keep answering' button, as long as you still have time remaining. Alternatively, you can confirm your submission by clicking the 'Submit the test' button.

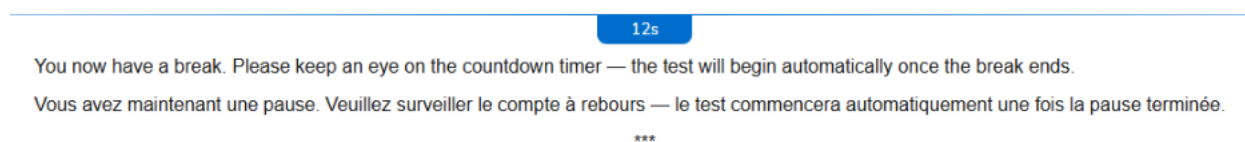
- This warning message appears when you reach the **time limit of your test**. You will need to click the 'Finish the test' button to proceed with the test submission.



4.3.7 Special Needs

You may be allowed to take some additional breaks during the test, if prior authorisation was given by EPSO. During these breaks, specific information will be displayed on the screen. Please be mindful of the timer, as once the break time ends, the system will automatically move to the next test part.

Security check is continuing during the break, you must behave as during the testing.



5 TAO Support

5.1 During the prerequisite period

For any technical issues, please reach out to **TAO support** by phone at +351 211 554 559 (available during business hours 9:00-18:00 CET, Monday to Friday in English and French) or by email at epsotest.support@intelcia.com, (responses provided during business hours 9:00-18:00 CET, Monday to Friday in English and French). All calls and emails will be recorded.

5.2 During the tests

For any technical issues, please reach out to **TAO support** by phone at +351 211 554 559 (available during business hours 9:00-18:00 CET, Monday to Friday in English and French). All calls will be recorded.

If you experience technical issues **before you start your test**, you should **first attempt to restart your computer** before contacting the TAO support.

Call the **TAO support** during the exam if you are unable to start or continue the test. **Only upon a request of an agent**, you may take screenshots and provide them via an email. You will have to use another device to connect to your email, as you cannot leave the testing environment during your test.

EPSO will not reimburse any charges applied by your local telecom provider.

It is normal to experience a short waiting time when contacting the TAO support. **Do not hang up**; please remain on the line until connected to an agent. We strongly recommend that you **save the TAO support number** in your phone contacts before the test to save time and reduce stress.

Only TAO support is authorised to resolve technical issues related to the TAO testing platform.

If several tests are scheduled for the same selection procedure, please note that experiencing technical issues in one test, does not automatically mean having the same technical issue in all. Therefore, you must still attempt to connect to **all other tests** for that selection procedure.

5.3 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**. 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 encounter any other technical issue during your tests, you must provide **supporting documentation** to substantiate your attempts to resolve the issue. This documentation shall include:

- **Photo evidence** showing your interactions with TAO support (via phone or email), **or**
- **An extract from your phone company** indicating the time and duration of the call, as well as the TAO support phone number contacted.

This supporting documentation must be provided to EPSO **within the applicable deadline**.

Requests will be considered **inadmissible and declined** if:

- No prerequisite test performed
- No contact was made with TAO support **by phone at the scheduled time** of the testing session.
- The request **lacks relevant supporting documentation**; or
- The request was **submitted after the deadline**.

EPSO may request additional technical evidence (e.g. screenshots of your computer configuration or application version) to confirm that all instructions were followed.

Under duly justified circumstances, EPSO may offer another testing opportunity. In such cases, candidates will be informed by EPSO via email or through the Single Candidate Portal, and a new testing session will be arranged. From that point onwards, candidates should refer to EPSO's subsequent correspondence.

In the event that you are unable to take the exam or would like to withdraw from the ongoing selection procedure, you **must** inform EPSO [via the Single Candidate Portal](#).

How to communicate in the Single Candidate Portal | EU Careers

Complaints or questions regarding competitions managed via the Single Candidate Portal must be submitted exclusively through the Single Candidate Portal. Questions and complaints submitted via the contact forms on EPSO's website will not be taken into consideration. Only if you cannot access the Single Candidate Portal due to EU Login issues, you may only submit your question via the website contact form.

6 On the day of the exam

Please note the following important points:

- **Incorrect ID or environment checks** will not prevent you from taking the tests. Proctorio will perform an image check and provide EPSO with the outcome at a later stage. However, failure to complete these checks correctly may lead to the **invalidation of your test results**.
- The verification process is **fully automated**. No agent will be available to assist you. Please ensure that you follow all on-screen instructions and these **Instructions** carefully. Non-compliance may lead to the invalidation of your test results.

- We advise you to keep your laptop charger plugged in from the start, as some laptops can generate a pop-up when the charger is plugged in, which may be detected by the system as a violation and might lead to exam termination.
- If you see an X button on your screen during the testing or prerequisite check, do **not** click it—doing so will exit full-screen mode and immediately end your session, after which you won't be able to re-enter.
- If a notification appears during the exam, do **not** click on it—any interaction will eject you from full-screen mode, close the testing session instantly, and you will be unable to re-enter, resulting in automatic exclusion.

To ensure that the **video recording** of your test is properly captured:

- **Deactivate any antivirus software or firewalls** before starting the exam, as these may block access to your camera.
- If you are using an **external camera**, ensure it is correctly connected and that your internal camera is disabled so the system selects the correct device. Do **not** use a virtual camera or third-party applications to manage your camera, as these may be automatically disabled and affect the recording.
- Make sure that your **camera remains unobstructed** throughout the test to allow proper visual monitoring.

If the video feed is not correctly recorded, this **will not automatically entitle you to retake the exam**. In the event of technical issues, please consult the **TAO Support** section.

6.1 Signing in for taking your tests

Important!

Following the instructions on the invitation letter, you will need to do a pre-requisite test before your tests. Log into the [Single Candidate Portal](#) and open the **invitation letter**. Click on the link to the **TAO Portal**.

Once you land on the TAO platform, click on the **EU Login button**.

If needed, enter your EU Login details. If you have issues with the EU login please contact the [Candidate Contact Service](#).

The **My Sessions** tab lists all available exam sessions:

- **Upcoming exam sessions** appear greyed out until their starting time.
- When active, click **Start** to begin.

Log in to TAO

Username
Type here

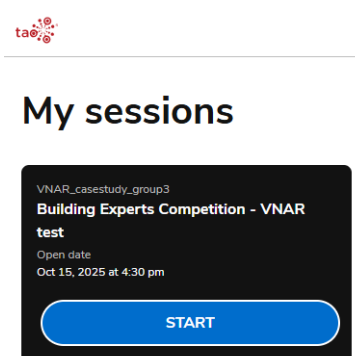
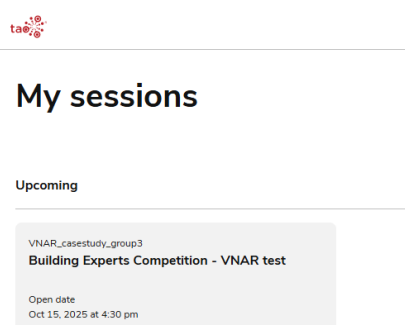
Password
Type here

[Public sessions](#)

LOG IN

OR

EU LOGIN



Sessions that have ended will no longer appear; you can find them in the “Finished sessions” tab.

! If you do not see the test session to which you have been invited, please immediately inform EPSO via the [Single Candidate Portal](#).

6.2 Finalising the tests

Your results are continuously saved during your test.

i Once you finish the test, you will need to login again to the platform using your EU LOGIN and go to the “finished sessions” tab to be able to see the list of sessions completed by you.

The **Finished Sessions** tab () shows all completed sessions, including pre-requisite tests.



Session	Group	Finished at	Status
MCQ + WR	Competition -> [link]	Oct 3, 2025 at 10:58 am	✓ Completed
VNAR Test	Competition -> [link]	Oct 3, 2025 at 10:57 am	✓ Completed
Pre-Check Test (Mandatory)	Competition -> [link]	-	X Not attempted

Certificate of Attendance:

Upon completing your tests, you can view the overview of your finished tests in the 'Finished Sessions' tab and take a screenshot of this overview to use as your certificate or proof of attendance

7 Policies

7.1 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 you do not hold administrator rights.
2. Incorrect peripheral setup (external screens, 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 OAT and/or EPSO using any other channel than that indicated in the sections above. Please note that you should **not** contact OAT via the contact form on the OAT 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 Proctorio extension 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. You are advised to familiarise yourself with its content.

Complaints related to the functionality of the calculator and scratchpad may not automatically lead to a retesting possibility.

Important: If your complaint is analysed and found to comply with the rules outlined in point 4.3 of this document, EPSO may offer you a chance to retake the test. If you choose to take the retest, please be aware that your original results will be invalidated.

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 as such, so please be explicit in your message to EPSO.

7.2 Disqualification Policy

Please note that the following actions are deemed to compromise the integrity of the competition process, in line to Article 6 (d) of the Notice of Competition, Annex I - General Rules:

1. Misconduct, such as moving out camera's view or obstructing it.
2. Presence of another person in the room, testing environment.
3. Failure to follow the correct procedure during the identity and/or environment check.
4. Use of personal items during the test. Such items include, but are not limited to, outerwear, hats, food, purses, bags or briefcases, notebooks, connected watches, mobile phones, any equipment or device worn in or on the ears, calculators other than the onscreen calculator available in the Proctorio toolbar, electronic devices or wearable technology.
5. Smoking, eating or similar activities (except for beverage consumption).
6. Using of written notes, published materials or any other testing aids.
7. Standing up or moving around within the location during the tests, turning off lighting or audio, covering the mouth, speaking loudly or communicating with or receiving assistance from other individuals.
8. Engaging in abusive, unprofessional or disrespectful behaviour towards contractor representatives or EPSO staff.

7.3 Force majeure Policy

In the event of force majeure or other unforeseen circumstances beyond the candidate's control preventing them from taking the tests, the candidate must contact EPSO without delay — starting from the date of receipt of the invitation letter and no later than the complaint deadline specified in the relevant **Notice of Competition**

The candidate must indicate their candidate number and provide all relevant supporting documentation, such as medical certificates, an attestation from the service provider confirming a power or internet outage, or a death certificate of a close relative, etc. The time period referred to in the supporting documentation must cover the test date.

Disruptive events beyond the control of EPSO or the test provider – such as natural disasters, widespread internet outages, server failures, or other force majeure events affecting multiple candidates simultaneously - will be taken into consideration and the appropriate corrective measures will be implemented.

If, due to a medical condition (e.g. accident or hospitalization), the candidate is unable to provide the required certificates within the prescribed timeframe, they must submit the certificate as soon as possible. The certificate must cover the test date and justify any delay between the deadline and its submission.

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 private or professional, that may prevent the candidate from taking the tests.

The candidate's complaint will be examined by the relevant evaluation body (EPSO Testing Development and Delivery unit and/or Selection Board) which will decide on any further action to be taken.

7.4 Withdrawal Policy

Candidates who wish to withdraw from the competition may do so via [the Single Candidate Portal](#) before the application deadline.

After the deadline for applications, candidates wishing to withdraw must submit an official withdrawal statement via the contact form available on the [Single Candidate Portal](#). This statement must include all relevant application details, such as the application number, first name, and last name.

If the withdrawal statement is submitted too close to the testing date, candidates may still receive an invitation to sit the test. In such cases, they should disregard any further information related to the competition.

Withdrawal from the competition is a **unilateral and irrevocable** action. Once submitted, a withdrawal **cannot be reversed**, regardless of whether the candidate has already received an invitation or participated in any part of the selection process.

Only **EPSO** is authorised to process withdrawal requests. Statements sent directly to contractors will **not be considered valid**.

Please note that withdrawing from the competition does **not automatically entail the deletion of your personal data**. Data processing will continue in accordance with point 7.6 – *Data Protection*.

7.5 Confidentiality of test content/systems

The remote delivery platform, related instructions and test content constitute the copyrighted, confidential, and proprietary assets or intellectual property of EPSO and/or its contractor.

Any form of communication, dissemination, reproduction, or transmission of any part of the tests – by any means, (verbal, electronic, written, etc.), for any intent – is **strictly forbidden**. Any unauthorised reproduction or disclosure of the aforementioned materials may result in legal action.

7.6 Data protection

Your personal data processed during the remotely proctored tests are 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 regarding 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 concerning selection, by competition, of permanent staff for the European institutions or for Community bodies, offices and agencies.

EPSO or its contractor do not collect or process biometric data in the context of organising online testing sessions.

To respect your privacy and comply with data-protection rules, ensure your testing environment does not display objects or materials that reveal sensitive personal data (e.g. religion, political views, sexual orientation) during the room scan or exam monitoring.