

## REMOTE ASSESSMENT CENTRE (AC) VIA CAMMIO

### INSTRUCTIONS TO CANDIDATES

Version 28-06-2022

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## 1. INTRODUCTION

It is essential that you read this document carefully **before** your first Assessment Centre test.

The Assessment Centre tests will take place online via the **Cammio platform** (<https://cammio.com/>).

You will receive 2 invitations for your Assessment Centre tests, namely:

1. **From EPSO:** you will receive an invitation in your EPSO account approximately 1 to 3 weeks before the start of the Assessment Centre indicating the dates and times (Brussels time) of all your Assessment Centre tests. Please ensure that you consult your EPSO account **at least twice a week**;
2. **From Cammio:** you will receive an email invitation for each test approximately 1 week before the date of the test in question. N.B. should you insert the invitation in your email calendar, depending on the time zone settings of your email account, the appointment time **may no longer** be displayed in Brussels time (CET or CEST, as applicable). You must therefore refer only to the schedule in your EPSO account (see point 1 above), or switch the time zone of your email calendar to “Brussels time”.

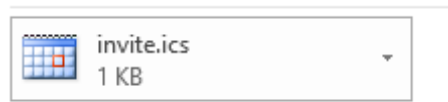
**Avoid** changing your email address during the entire selection process

## 2. TEST INSTRUCTIONS

### 2.1. Before the test

1. The Cammio email invitation:

- a. Add it to your email provider calendar (Outlook, Hotmail, Gmail etc.) by double clicking on the file attached to the invitation, which appears as follow:

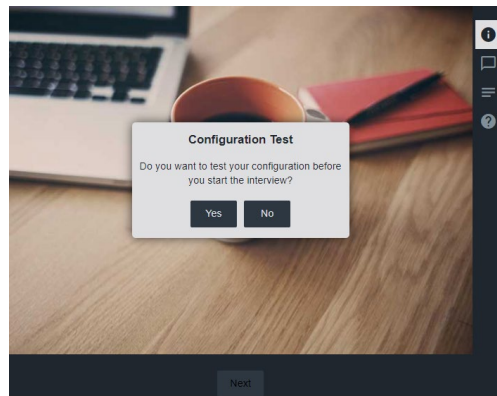


- b. If you have not received the invitation(s) at the latest 3 working days before your test day, you should first check the junk/spam email folders. Please **inform EPSO immediately via email** (see the link “please email EPSO” in the EPSO account invitation letter) if no email was received.
2. Choose a quiet and calm environment, a location/room where you will not be disturbed and where you have a stable internet connection.
  3. Ensure your laptop and mobile device are fully charged.

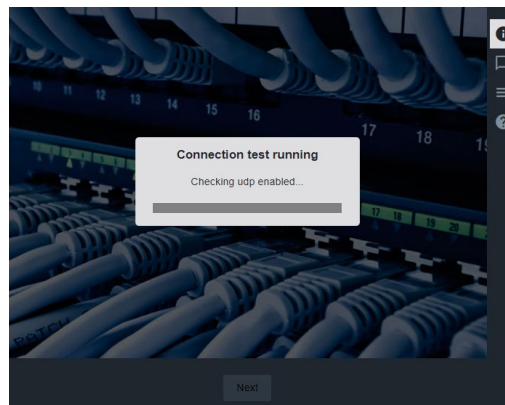
4. Test your internet speed via <https://www.speedtest.net/>. You will need a minimum internet speed of 300 Kbps. It is recommended to use a WiFi or wired connection. Don't forget to close running programs that may be taking up bandwidth. You may need to [clear your browser of cookies](#).
5. Find out more on Cammio:
  - a. check the Cammio video tutorial here:  
<https://vimeo.com/642656714/fe6f185862>
  - b. click the "Start video interview" in your email invitation before the day of the interview
6. Check that your webcam and microphone are working.
7. Use the restroom before the test as you leaving the room during the test is not permitted.
8. If you wear glasses, contact lenses or a hearing aid, be sure to have them with you in the room for the whole duration of the tests.

## 2.2. During the test

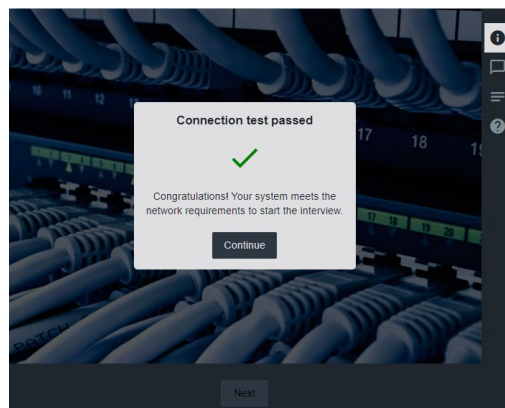
1. Ensure your availability at the time slot allocated to you and log into Cammio **10 minutes before** the appointment (Brussels time).
2. To start an interview click on the button **Start video interview** in the Cammio invitation or on the link in the calendar meeting.
3. You will have to test your **web connection, camera and microphone** before accessing your interview:
  - a. Cammio will prompt you to do a **mandatory** configuration test. Click on "Yes".



b. Wait a few moments for the check up to be enabled.



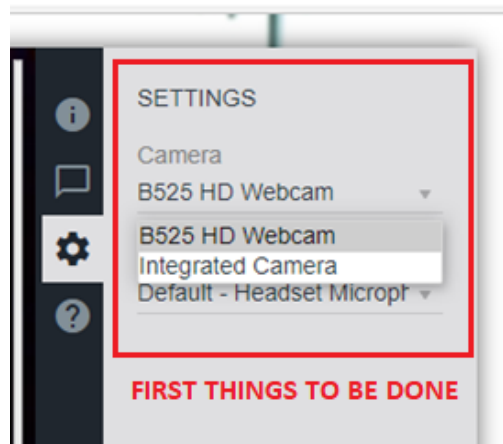
c. Click on "Continue".



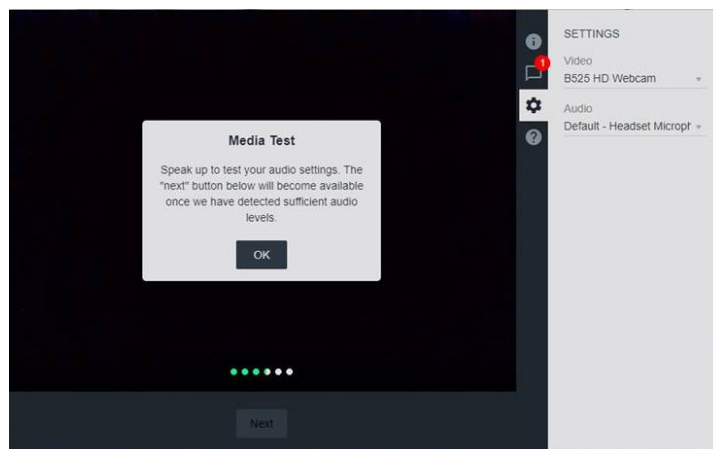
d. If you have 2 cameras / microphones, ensure that you select them correctly.

It is mandatory to:

- **select the camera** to be able to enter the meeting. When the camera is activated you will see yourself instead of the green screen.



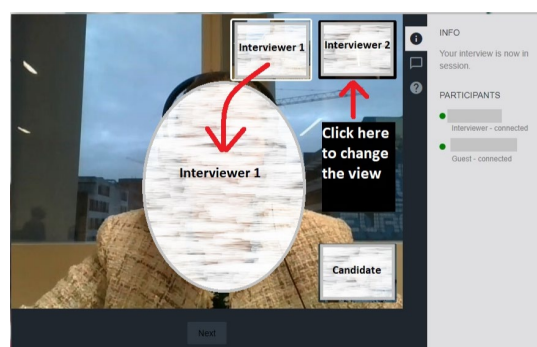
- **activate the microphone** by speaking out loud a few words.



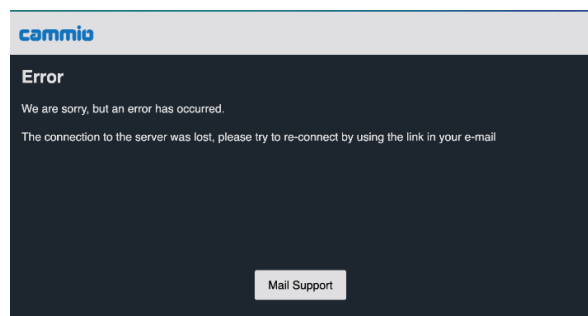
e. Click on "Join"

f. **You will be requested to move your camera around you in order to show that you are alone in the room.**

g. In order to change the view of the Selection Board member, click as shown below:



4. Be ready to switch to Cammio on your smartphone via cellular data connection (3G/4G/5G) if your WiFi/cable connection is lost or becomes unstable during the test.
5. If you **lose the connection on your PC/laptop during an interview**, the following notification will pop up:



To rejoin the meeting, follow this **3 steps approach**:

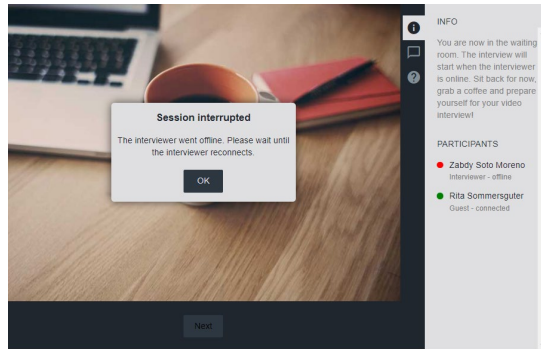
- On your PC/laptop, refresh the page and check if the connection is re-established.
- If the above solution does not work, change the browser on your PC/laptop and rejoin the meeting using the button **Start video interview** in the Cammio invitation or the link in the calendar meeting.
- If you still cannot reconnect, please switch to your smartphone (see details in section 4.2).

In the event you are unable to reconnect to your interview, you must contact Cammio support directly (see details in point 4.3).

6. Any severe technical disruption during the test must be thoroughly justified and brought to the attention of EPSO<sup>1</sup> as soon as the connection is re-established. If technical disruption persists, the test will be terminated and, in suitably justified cases, rescheduled to a later date.
7. The Selection Board members will introduce the test.
8. Listen carefully to the instructions and make sure you understand the questions before you give an answer.
9. If the Selection Board member is disconnected, you will see the following message and you will have to wait for the reconnection of the interviewer in order to proceed:

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<sup>1</sup> See the link "please email EPSO" in your EPSO account invitation letter.



10. At the end of the test, please leave the meeting and check your calendar for the next scheduled test, if any.

### 3. TERMS AND CONDITIONS

By participating in the Assessment Centre stage of the competition, you agree to the following terms and conditions. Any breach of these terms may provide grounds for the Selection Board to terminate your participation in this competition:

1. You understand that there are time zone differences and that you are responsible for your online attendance at the allocated Brussels, Belgium date and time (CET or CEST, as applicable.).
2. The test duration as indicated in the outlook **invitation is approximate** and may be longer or shorter than indicated, the determining factor being any delays incurred due to technical disruption.. The Selection Board is sovereign in the management of the time dedicated to the interview, and this in order to **ensure equal treatment of candidates**.
3. The candidate must ensure that any virtual assistant e.g. Siri, Alexa or any equivalent applications or devices are unplugged/deactivated during the test.
4. On the part of the candidate the following is **not** permitted:
  - a. Pursue any external assistance during the tests;
  - b. Record, save or share any part of the tests by any means;
  - c. Disappear from camera view;
  - d. Engage in hand movements that could be interpreted as sign language;
  - e. Access or attempt to access another site / document online;
  - f. Blur background in Cammio.
5. It is the candidate's responsibility to ensure that the technical requirements are met (please see the Cammio instructions section hereunder).
6. For a better user experience, we recommend using a headset with a microphone

(except the bluetooth headphones, which are not compatible with Cammio).

## 4. CAMMIO INSTRUCTIONS

### 4.1. General instructions

The Cammio website provides **all necessary information** in order to have a smooth testing experience.

We **strongly** advise you to consult the candidate support page (<https://cammio.com/candidate-support/>) and more specifically the following sections:

1. **FAQ**: this section provides information regarding the process, troubleshooting, interview equipment etc.;
2. **Interview set-up**: tips for a smooth video experience;
3. **Live interview**: this will be the most used interview option by EPSO. It is a classic interview where candidates and assessors interact simultaneously;
4. **Automated interview**: EPSO will use this option from time to time. Candidates can answer video or text questions with a video recording and have the flexibility to conduct their interview on any device and at a time that suits them best within a given period set by EPSO.

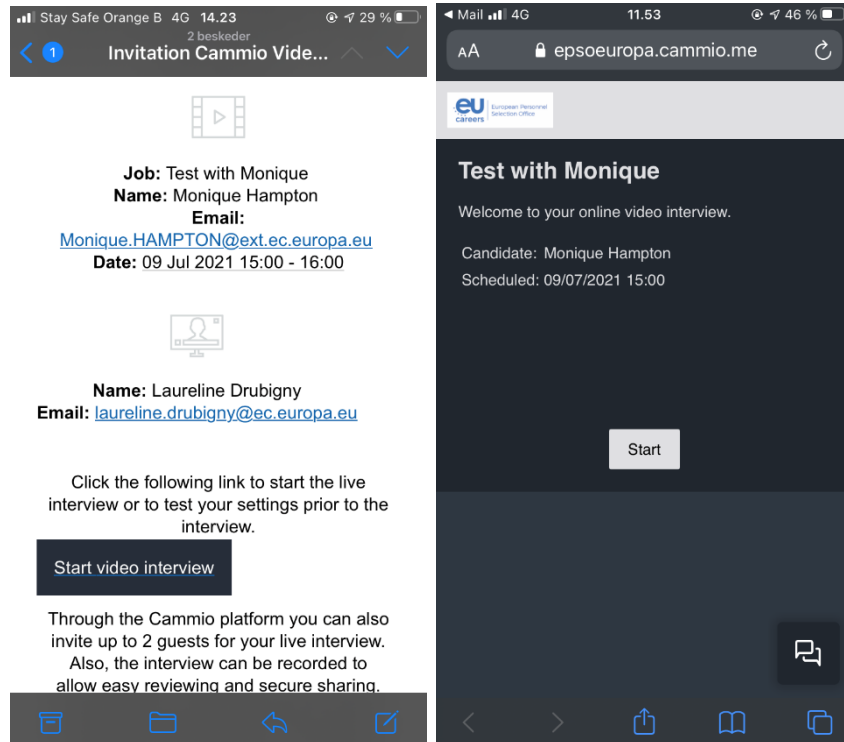
### 4.2. Cammio on smartphone

If your Internet connection is lost/unstable on your PC/laptop (see point 2.2), connect to the interview with your smartphone using cellular data (3G/4G/5G).



To do so, open the invitation email from Cammio on your smartphone and click on the button “Start video interview” or click on the link in the calendar meeting.

It is **highly** recommended to use **Google Chrome for Android devices and Safari for iOS devices**.





You may set Google Chrome as your default web browser as follows:

- On your Android, open Settings .
- Tap Apps & notifications.
- At the bottom, tap Advanced.
- Tap Default apps.
- Tap Browser App > Chrome .

Depending on your smartphone's privacy settings, you may need to access the settings of the web browser and **activate the camera and microphone**.

### 4.3. Cammio contact support


#### 4.3.1. General information

If you experience issues during your interview, click on the 'help' button to access a detailed help section.

For immediate help you can use the Cammio support chat.

Cammio's **automatic (pre-registered Q&As)** chatbot can assist candidates in English, German, Spanish, French, Italian, Portuguese and Dutch.

Cammio's **live** chatbot can assist candidates in English and German:

1. Type your question in the lower right corner by clicking this button  ;
2. A pop up window will appear and it will ask you for your email address;
3. Cammio will resolve your issue as soon as possible and respond to you via email.

You can also contact Cammio support via email [support@cammio.com](mailto:support@cammio.com).

### 4.3.2. Quick help section

Please note that you also have a **quick help section** in the test window on the right side.



In case of withdrawal or illness, please contact **EPSO immediately via email** (see the link "please email EPSO" in your EPSO account invitation letter).

**We wish you a successful participation in the remote Assessment Centre.**