

## IT REQUIREMENTS FOR PASSING EPSO'S REMOTELY PROCTORED TESTS

### All you need to know!

#### Introduction

Transition to remotely proctored testing for all EPSO competitions is a strategic choice endorsed by its Management Board (EPSO's interinstitutional governing body).

Our objective is to be faster and more modern, while contributing to the EU's 'green policy' and ensuring cost efficiency.

This is an evolutionary development bringing EPSO in line with current international standards for large-scale staff selection procedures.

#### First, some basic terminology

##### What is a remotely proctored test?

A remotely proctored test is an online test administered and monitored by a proctor who is located remotely.

##### What is a proctor?

A proctor is usually someone who supervises or monitors students during an exam. In the context of EPSO's remotely proctored tests, the primary role of a proctor is to supervise and monitor candidates to ensure that they comply with the test regulations and do not use any deceitful means to pass the test.

#### About this information note

This information note will provide you with **targeted information** about the type of digital environment, including the **core IT requirements**, necessary for running EPSO's remotely proctored tests (see the table below for all the details).

You may always consult [Prometric's website](#) for additional information and assistance on these IT requirements.

More detailed information and instructions will be sent to candidates once they apply successfully to one of our competitions.

Your digital set-up must meet the following requirements:

Corporate computers	<p><b>You will NOT be able to use corporate computers unless you have so-called 'administrator rights'.</b></p> <p>Firewalls and/or other security settings in corporate computers may restrict your ability to launch the ProProctor App, even if the System Readiness Check mentioned above is successful. <b>Please read EPSO's explanatory note for more details:</b> <a href="#">Corporate computers and online tests   EU Careers (europa.eu)</a></p>
Devices	<p><b>You must use only a laptop or desktop computer for your test.</b></p> <p><b>Taking the test via a mobile phone or tablet is not possible.</b></p> <p><b>Wired and wireless mouse and keyboard are allowed.</b></p>
Operating System	<p><b>Windows 8.1 or higher   Mac OS 10.13 or higher*.</b></p> <p><b>*MacOS Ventura 13.0 to 13.2.1 is not supported. If you use one of these versions, please upgrade to MacOS Ventura 13.3.1 or higher.</b></p> <p><b>Other operating systems such as Chrome OS, Linux based distributions, Android, iPad OS, iOS, etc. as well as Virtual Machines and cross-OS compatibility programmes or emulators, such as WineHQ, Cedega, CrossOver by CodeWeavers, etc. are not supported.</b></p> <p><b>Please note that iPad/Android tablets are not supported currently.</b></p> <p><b>Microsoft Surface</b> or similar can be used only when configured in laptop mode.</p>
Power source for your computer	<p><b>You must plug your computer into a power source directly, unattached from a docking station.</b></p>

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

<p>Camera</p>	<p><b>You must take the test using a movable web-camera.</b></p> <p>When using a <b>desktop</b> computer: you must have an external web-camera with a connecting USB cable. You can hold the web camera and show all the corners of your room to the readiness agent/proctor.</p> <p>When using a <b>laptop</b>: you can use either the integrated web-camera or an external web camera. When using the <b>integrated web-camera</b>, you can pick up the laptop and rotate it to show the room for inspection by the readiness agent/proctor.</p> <p><b>Why is this required?</b> In order to ensure a seamless security check, and to provide a 360° view of your testing environment, including both above and under your desk, a movable web-camera is needed.</p>
<p>Web Browser</p>	<p>Current version of <b>Google Chrome</b>.</p>
<p>Internet Connection Speed</p>	<p><b>Download speed:</b> 5.0 Mbps or greater</p> <p><b>Upload speed:</b> 1.0 Mbps or greater</p>
<p>Wi-Fi Connection</p>	<p><b>Please position your device where you can receive the strongest signal.</b></p> <p>For the best experience, <b>please use an Ethernet cable to connect directly to the router</b>, and make sure there is no additional load on your Wi-Fi connection from other users such as streaming videos, music, or games.</p> <p>Lack of signal strength during your test may cause you to lose connection to the ProProctor App.</p>

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