YOUR APPLICATION WAS VALIDATED. CONGRATULATIONS!
Next step: Remotely Proctored Testing

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.

EPSO is supported in this endeavour by an external contractor, Prometric, based in Ireland.

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 GUIDANCE NOTE

This guidance note will provide you with general information about so-called ‘live remotely proctored testing’, i.e. with the presence of a human proctor.

More detailed information and instructions will be sent to candidates before the start of their selection tests. This public guidance note does not replace those more specific instructions.

BESIDES READING THIS PUBLIC GUIDANCE NOTE CAREFULLY, WE ALSO ADVISE YOU TO READ THE PROPROCTOR GUIDE BY PROMETRIC.
BOOKING AN APPOINTMENT

You must book an appointment to take the remotely proctored tests. A link to the external contractor's booking system will be active in your EPSO account during the booking period indicated in the invitation letter.

The appointments in the booking system appear in the 12-hour format. For example, 03:00 AM means 3:00 in the morning, while 03:00 PM is 3:00 in the afternoon (15:00); 12:00 AM is midnight (24:00) and 12:00 PM refers to noon/midday. Please make sure to select the correct time slot.

You must complete the booking procedure to the very last screen. Do not forget to click on the final confirmation button.

After having booked your appointment successfully, follow the instructions contained in your confirmation e-mail from Prometric to download the ProProctor application.

HOW DO I KNOW IF I HAVE BOOKED MY TESTING SLOT CORRECTLY?

If you completed the booking procedure correctly, Prometric will send you a confirmation e-mail automatically. This e-mail will contain a confirmation number, which you will need later to launch your exam.

If you have not received the confirmation e-mail, there are two possible reasons:

(a) You did not complete your booking correctly;

(b) You provided an incorrect e-mail address.

BEWARE OF PHISHING SCAMS. CHECK THAT THE E-MAIL ADDRESS IS FROM PROMETRIC.COM. MAKE SURE YOU ARE THE ONLY RECIPIENT. YOU CAN HOVER YOUR MOUSE OVER THE LINK TO ENSURE IT DOES NOT RE-DIRECT TO AN UNKNOWN SITE.
THERE ARE 3 COMPULSORY STEPS TO BE COMPLETED BY ALL CANDIDATES

1. The system readiness check

2. Download of the ProProctor application

You will be asked to enter your confirmation number (available in your confirmation e-mail) and the first 4 characters of your surname. Follow the instructions provided on screen.

PLEASE NOTE THAT ANY SPACE BETWEEN THE FIRST 4 CHARACTERS OF YOUR SURNAME COUNTS AS A CHARACTER.

Read also EPSO’s note on the core IT requirements for remotely proctored testing.

3. Launch of the Mock Exam (Demonstration)

Copy/paste the link: https://rpcandidate.prometric.com/Home/LaunchExam1 into the Google Chrome browser.

You will be redirected to https://rpcandidate.prometric.com/ProProctor where you will be prompted to perform a few simple steps.

After completing the readiness system check and the mock exam, you can exit the application by clicking ‘Exit Application’.

CANDIDATES WHO DO NOT COMPLETE THIS ENHANCED SYSTEM READINESS CHECK, INCLUDING THE MOCK EXAM, ON TIME, AND WHO EXPERIENCE TECHNICAL ISSUES RELATED TO LAUNCHING THE EXAM ON THE DAY OF TESTING, WILL NOT BE PROVIDED WITH AN OPPORTUNITY TO RETEST.

1 Be Cyber Aware! Check that the link matches this one before clicking.
FINALLY, IT’S EXAM DAY!

STARTING YOUR EXAM

To launch your remotely proctored test you must COPY the link at the bottom of your booking confirmation e-mail and PASTE it into Google Chrome browser (see image below).

![Image](https://example.com/launch_exam.png)

**Figure 1 – Finding the link to launch your exam**

You should launch your exam at least **15 minutes** before the scheduled start time to complete the inspection of your testing environment. **Make sure you have your ID card ready.**

On the portal website, click “Launch Exam”. You will need to enter your confirmation number and surname name (only 4 characters) from above, then click “Find Exam”. Click “Launch” to begin your exam.

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**DO NOT LAUNCH YOUR EXAM EARLIER THAN 30 MINUTES BEFORE THE START OF THE EXAM.**

**IF YOU NEED SPECIFIC ACCOMMODATION ON YOUR EXAM DAY, PLEASE CONTACT EPSO AS SOON AS POSSIBLE & NOT LATER THAN THE DEADLINE FOR APPLICATION VIA OUR CONTACT FORM:** [EUROPA.EU](https://europa.eu)

Questions/Problems? Read EPSO’s guidance note on troubleshooting.

Read also EPSO’s guidance note on the core IT requirements.
CHECKING IN ON THE DAY OF YOUR EXAM

THE SECURITY CHECKS

During this process, you will meet a Prometric readiness agent who will guide you through 3 security checks before launching your exam:

1. The ID check;
2. The 360° environmental inspection;
3. The candidate person check.

The communication with the readiness agent (as well as with your remote proctor), including the tutorial and the exam interface, will be in your communication language.

THE LANGUAGE INDICATED IN THE ‘CONFIRM DETAILS’ PAGE CORRESPONDS TO THE COMMUNICATION LANGUAGE AND NOT TO THE LANGUAGE OF YOUR TESTS. THE LANGUAGE(S) IN WHICH YOU WILL TAKE THE ACTUAL TESTS WILL BE INDICATED IN YOUR INVITATION LETTER.

THE READINESS AGENT MAY NOT BE AWARE OF YOUR TEST LANGUAGE COMBINATIONS. IN CASE OF DOUBT, YOU ARE REQUIRED TO PROCEED WITH THE EXAM.

IN THE UNLIKELY EVENT THAT THE ACTUAL TESTS ARE LAUNCHED IN AN INCORRECT LANGUAGE, YOU SHOULD CONTACT EPSO AS SOON AS POSSIBLE AND IN ANY CASE WITHIN MAXIMUM THREE (3) CALENDAR DAYS AFTER THE DAY OF THE TEST.

TAKING THE EXAM

Now you are ready to take your online remotely proctored exam. Although you will not see the proctor, they will monitor you throughout the testing process and will be available to provide appropriate assistance at any point during your exam.

The structure of the exam will be indicated in the invitation letter.

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2 For the CAST-P and JPP selection procedures this notification must be done within (1) calendar day. Read here the Call for Expressions of Interest for CAST-P
All instructions in the tests, including the tutorial, introductory screens, and survey will be in your communication language.

You will take the tests in the languages selected in your application form. You can check these languages in the top left corner of your invitation letter. Those languages may be different from the language of the proctor and/or of the test environment.

THE LANGUAGE OPTIONS CANNOT BE CHANGED ONCE THE APPLICATION FORM HAS BEEN SUBMITTED.

DURING THE EXAM, IF YOU ARE NOT ABLE TO VIEW THE EXAM AS A SPLIT SCREEN WITH THE PDF VIEWER DOCKED ON THE LEFT SIDE, PLEASE USE THE ZOOM SETTINGS (+/-) AVAILABLE ON THE TOP LEFT OF THE SCREEN TO ADJUST THE VIEW (SEE THE FIGURE BELOW).

![Zoom settings to adjust the view](image)

Figure 2 - Zoom settings to adjust the view

FOR SOME QUESTIONS YOU MAY HAVE TO SCROLL DOWN TO SEE THE WHOLE QUESTION AND ALL THE SUGGESTED ANSWERS.

USING THE LIVE PROCTOR FEATURE ON THE RIGHT OF YOUR SCREEN, YOU CAN SPEAK WITH OR SEND A MESSAGE TO YOUR PROCTOR IF YOU NEED ASSISTANCE.

YOU MUST REMAIN FULLY VISIBLE FOR THE DURATION OF THE EXAM.
TUTORIAL

Before you start the exam there will be a tutorial on how to navigate the system and answer the tests.

Once you have finished the tutorial press "Start the test".

PLEASE MAKE SURE TO PAY CAREFUL ATTENTION TO THE TUTORIAL. AS THE TEST ENVIRONMENT AND NAVIGATION SYSTEM ARE EXPLAINED IN DETAIL IN THE TUTORIAL, CANDIDATES ARE DEEMED TO BE AWARE OF THESE FEATURES.

BREAKS AND ENDING THE TESTS

You should complete all the tests.

There may be a scheduled break at a specific point during the tests. The exact timing is communicated in the invitation letter and can vary from one selection procedure to another.

DO NOT INADVERTENTLY END YOUR BREAK BY CLICKING ON THE 'RESUME TEST' BUTTON (SEE FIGURE BELOW) AS THIS WILL TRIGGER THE START OF THE NEXT TEST.

Figure 3 - Resume Test button
DO YOU NEED TO LEAVE THE ROOM DURING A SCHEDULED BREAK?

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

Make sure to be back 10 minutes before your break ends, as you will need to perform a new check-in before the second part of your exam can start.

Upon your return from the break, notify the proctor who will pause the break in order to perform a new security check. Once the new check-in is completed, you will have to stay seated in front of your computer and wait for the end of the break to start your next test.

IF YOU RETURN FROM THE BREAK WITH A DELAY, WHEREBY YOUR NEXT TEST HAS ALREADY STARTED, THE EXAM WILL ONLY BE PAUSED TO PERFORM THE SECURITY CHECK. THE TIME LOST DUE TO YOU BEING LATE CANNOT BE RECOVERED AND YOUR TEST CANNOT BE RESTARTED FROM THE BEGINNING.

TESTING SURVEY

At the end of the tests, you will be asked to complete a short optional survey relating to your testing experience. The survey is not scored.

THIS SECTION SHOULD NOT BE USED TO MAKE COMMENTS/OBSERVATIONS ON TECHNICAL ISSUES OR REQUESTS FOR NEUTRALISATION OF QUESTIONS.

AFTER THE TEST

You will receive a certificate of attendance by e-mail after completing the test.
DATA PROTECTION

All personal data you provide when booking or taking your remotely proctored tests will be processed according to the applicable EU data protection rules, in particular:


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**The Data Protection Record DPR-EC-01159.1** concerning selection, by competition, of permanent staff for the European institutions or for Community bodies, offices, and agencies.

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**EPSO AND ITS CONTRACTOR DO NOT COLLECT ANY BIOMETRIC DATA IN THE CONTEXT OF ORGANISING REMOTELY PROCTORED TESTS.**

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*EPSO, Outreach & External Relations, 14 June 2023*