REMTELY PROCTORED TESTING
HOW TO TROUBLESHOOT BEFORE AND DURING THE EXAM?

GETTING TECHNICAL HELP PRIOR TO TESTING

You can always consult Prometric’s helpdesk for technical issues prior to testing.

Chat link for technical support (this is the preferred channel of communication for technical issues; it is available in EN and FR).

Click on the chat box on the bottom-right of the page “Chat with an Expert” (see image below).

First, you will be directed to an automated response bot. After you answer the first questions you will be connected to a live support agent¹.

Figure 1 - Prometric Helpdesk interface

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: QUESTION | CAREERS WITH THE EUROPEAN UNION (EUROPA. EU)

IF YOU REQUIRE TECHNICAL SUPPORT BEFORE YOUR EXAM, INCLUDING DURING THE LAUNCH OF THE SYSTEM READINESS CHECK AND MOCK EXAM, PLEASE CLICK ON THIS LINK: HTTPS://EHELP.PROMETRIC.COM/PROPROCTOR/S/?LANGUAGE=EN_US. MORE DETAILS AVAILABLE HERE. ONLY PROMETRIC HELPDESK CAN HELP YOU IN CASE OF TECHNICAL ISSUES.
IF PROMETRIC CANNOT FIND A TIMELY SOLUTION, PLEASE ARRANGE TO TAKE THE TEST FROM ANOTHER COMPUTER, WHICH MEETS THE CORE IT REQUIREMENTS. IN THAT CASE, PLEASE MAKE SURE TO REPEAT THE ENHANCED READINESS CHECK AND MOCK EXAM ON THIS OTHER COMPUTER, BY THE DEADLINE INDICATED.

TECHNICAL & ORGANISATIONAL ISSUES DURING THE EXAM

EPSO and its external contractor make everything possible to avoid technical and organisational disruptions. However, those cannot be excluded completely. In that case, please make sure to:

- Alert the proctor via the Live Proctor feature (in the exam) or Prometric’s technical support via the chat link to resolve the issue and request that the incident be logged in writing;

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- Notify EPSO within three (3) calendar days after the test in writing, via the online contact form with a brief description of the problem encountered: Contact us | EU Careers (europa.eu).

IF YOU WERE UNABLE TO LAUNCH YOUR EXAM OR IF YOU EXPERIENCED TECHNICAL ISSUES DURING YOUR EXAM, YOU SHOULD ALSO ATTACH SUPPORTING DOCUMENTATION TO SUBSTANTIATE YOUR ATTEMPTS TO RESOLVE THE ISSUE (E.G. COPY OF THE CHAT DISCUSSION WITH THE TECHNICAL SUPPORT, OR THE TICKET NUMBER RECEIVED FROM THE TECHNICAL SUPPORT). YOU SHOULD PROVIDE EPSO WITH THIS SUPPORTING DOCUMENTATION AS SOON AS POSSIBLE AND IN ANY CASE WITHIN THREE (3) CALENDAR DAYS¹ FROM THE DAY YOU TOOK YOUR TEST¹.

THE OBLIGATION TO INFORM BOTH PROMETRIC AND EPSO APPLIES IN ALL CASES INCLUDING WHEN THE CONTRACTOR ASSURES ANY FOLLOW-UP.

ANY REQUESTS NOT ESCALATED TO THE PROMETRIC TECHNICAL SUPPORT VIA THE CHAT LINK AT THE SCHEDULED TIME OF THE EXAM, REQUESTS LACKING RELEVANT SUPPORTING DOCUMENTATION, OR REQUESTS SUBMITTED AFTER THE DEADLINE, WILL BE DECLINED.

¹ 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.
COMPLAINTS LINKED TO THE ISSUES IDENTIFIED BELOW WILL NOT BE GROUNDS FOR RETESTING:

- Inability to obtain an automatic split screen configuration during an essay-type test (with the assignment PDF on one side and the text editing box on the other) if this is due to a display resolution and scale which does not match the requirements included in our instructions above;

- Use of a corporate laptop or a computer for which the candidate does not hold administrator rights;

- Incorrect keyboard setup: Please take note of the keyboard-related details included in the instructions;

- Wrong manipulations such as using key combinations or shortcuts; or inadvertently exiting the exam by clicking the finish button;

- Misconduct such as leaving or hiding the camera view without notifying the proctor; leaving for the break without informing the proctor;

- Inability to read carefully the instructions received with the formal invitation, related to starting the exam, performing the security check, etc., the language of the exam and that of the exam interface, the information to be confirmed to the proctor (name, surname, e-mail address, competition name, etc.);

- Failing to contact Prometric exclusively via the chat link. Using any other channel like a toll-free number, a contact form on Prometric’s website, etc. will not be considered as acceptable means of escalation;

- Failing to provide supporting documentation, in particular failing to provide a Helpdesk ticket number.

WHEN YOU CLICK ON THE CHAT LINK FIRST YOU WILL BE DIRECTED TO AN AUTOMATED RESPONSE BOT, WHICH WILL THEN CONNECT YOU TO A LIVE SUPPORT AGENT. CANDIDATES SHOULD NOT HANG UP UNTIL ASSISTANCE IS RECEIVED AND A TICKET NUMBER PROVIDED.
I HAVE BEEN WAITING IN THE QUEUE FOR MY PROCTOR FOR QUITE SOME TIME. WHAT SHOULD I DO?

A readiness agent should be with you soon. Please continue to wait unless you receive a specific error message.

Should you receive a specific error message, please contact technical support immediately.

IF YOU HAVE BEEN WAITING FOR MORE THAN 30 MINUTES AND ARE STILL UNABLE TO CONTACT A PROCTOR, THEN YOU MAY LOG OUT AND RELAUNCH THE EXAM AGAIN. YOU SHOULD WAIT AT LEAST TWO (2) MINUTES (120 SECONDS) BEFORE RELAUNCHING THE APPLICATION. ANY ATTEMPTS TO RECONNECT EARLIER WILL RESULT IN YOUR EXAM BEING BLOCKED AND YOU WILL NOT BE ABLE TO START OR TO RESUME TESTING.

I GOT DISCONNECTED FROM MY EXAM/READINESS AGENT/PROCTOR. WHAT SHOULD I DO?

If you are disconnected or if you encounter a technical problem during your exam and you are requested by the proctor to relaunch your exam:

- Wait for 3-4 minutes after disconnection. In any case, you should wait at least two (2) minutes (120 seconds) before relaunching the application. Any attempts to reconnect earlier will result in your exam being blocked and you will not be able to resume testing.
- Reboot your desktop/laptop computer.
- Run the system check and ensure all the checks are ‘pass’.
- Re-launch your exam using the “Launch exam” button on the top. You must go through the whole check-in process again. However, your exam will start from the point where it was disconnected.

IN CASE YOU ARE GETTING A SPECIFIC ERROR MESSAGE, PLEASE CONTACT TECHNICAL SUPPORT FOR FURTHER TROUBLESHOOTING.

FOR CASE STUDY, WRITTEN TEST IN THE FIELD AND TRANSLATION/REVISION/PROOFREADING TESTS, CANDIDATES ARE ADVISED TO ALLOW FOR MORE TIME IN CASE OF UNEXPECTED DELAYS. DEPENDING ON THE NATURE OF THE ISSUE, THE EXAM SCHEDULE MAY BE IMPACTED AND COULD EXCEPTIONALY RESULT IN DELAYS OF UP TO SEVERAL HOURS.

EPSO, Outreach & External Relations, 14 June 2023