EN

European Personnel Selection Office

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 this document thoroughly.

427-26 V1

Quick instructions

1 

Open invitation Letter

Access in the Single Candidate Portal

2 

Click TAO Portal link

Automatically log in to the TAO portal

3 

Click EU Login Button

Proceed to EU login

4 

Log in before start time

Ensure login a few minutes before the test

5 

Click Start

To begin the last preparatory phase of the exam

6 

Take Photo of ID

Capture a good photo of your ID

7 

Perform Desk +Environment Scan

Conduct a scan of your desk

8 

Test Starts Automatically

The test begins automatically

9 

Watch Timer

Monitor the remaining time

10 

Testing

Navigate, flag for review, check status

11 

Finish Test

Submit and finish your tests

12 

Survey

Please complete the survey after your test

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)

Essential information

Before the testing day

- **Read all documentation thoroughly, including the Notice of Competition and the instructions below** Failing to follow these instructions or complete mandatory steps could jeopardise your participation in the test or the admissibility of your potential complaints.
- **Complete all prerequisite tests** [1]

On the testing day: what is required, allowed or forbidden

Warning: What might cause the system to terminate your test or might lead to the invalidation of your test session and/or your disqualification:

- Proctorio disconnected for more than 2 minutes
- Network connection changes during the test
- Behaviours marked with an '*' in the table below

✔ REQUIRED

- A plugged-in desktop or laptop
- Camera & microphone with permission to record
- Valid ID document
- Completed technical prerequisite tests[1]
- Completed room & desk checks
- Administrator rights on your computer
- Disable any web proxy
- Install Proctorio extension: https://getproctorio.com/
- Grant permission to record screen
- Stay within camera view for the entire duration of the test (face visible on camera)
- Stay seated

✔ ALLOWED

- Laptop with charger
- Mouse and mousepad
- External keyboard
- USB multi-port adapter
- Tissues (2 max)
- Clear drink (transparent container without label)
- External numeric keypad

✖ FORBIDDEN

- Connecting second/extra screen*
- Mobile phones on the desk or within direct reach
- Docking station connected or 'in-use'
- Any other unauthorised device
- External calculator
- Other persons and pets in testing room
- Headphones/earbuds/earplugs and similar
- Writing materials (pens/ books/notes/ paper)
- Attempting to download a file during the test*
- Closing or reloading test tab (even if page is unresponsive)*
- Exiting full screen mode when full screen is required* *(i.e. attempting to modify, refresh or navigate away from the test page)*
- Using a virtual machine
- Revoking permissions for recording*
- Covering your face, for example with your hands
- Uninstalling Proctorio extension
- Talking or reading aloud

The list might differ if EPSO has approved special accommodations for your test.
Make sure to know what derogations you have been granted.

1 Highly recommended: you can still test if you have not completed the prerequisite tests, but your technical complaint could be dismissed for it.

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 photo identity document)

Room & desk scan

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

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 appreciated.

Technical Requirements & TAO Support

Minimum technical setup requirements

- **System requirements:**
  - Microsoft Windows 10+ / Apple MacOS 10.15+ / Ubuntu (18.04+) / Chrome (58+)
  - Browser: Google Chrome 148+/Microsoft Edge148+
  - Note: Mobile devices/tablets are not supported
- **Free RAM:** 2GB / Free Disk Space: 250 MB
- **Processor**: Intel Pentium, Apple MI, Arm
- **Upload speed**: .092 - .244 Mbps
- **Disable** antivirus, firewall, VPN and web proxy

Technical support: TAO support

- **Phone: +351 211 554 559** (9:00-18:00 CET Monday to Friday). We recommend that you save this number to your contacts. During the test, if you need to call for support, pick up your phone and return to your seat right away. Remain seated in front of the camera during the entire call and put your phone away again once the issue is resolved.
- **Email:** epsotest.support@intelcia.com (only to report issues during prerequisite tests - not during testing) Replies sent only between 9:00 and 18:00 CET, Monday to Friday
- **Support staff languages:** English and French
- All calls and emails are **recorded.**
- EPSO does not reimburse any telephone charges.

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1. General information and requirements

1.1. Platforms

For this test 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 access and complete your tests.
- **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 bring you back to TAO to start your test**. More information here: FAQ | Proctorio**

1.2. Technical requirements

1.2.1 Testing equipment

1. **Desktop PC or laptop**: You must use a computer (desktop PC or laptop). The system **cannot** technically support mobile devices, including phones and tablets.
2. **Display configuration:** You must use a single display. If you use an external monitor with your laptop, the lid of your laptop must be closed (be aware that this also disables the built-in camera, keyboard, and trackpad, for which you will need other solutions).
3. **Docking stations:** Docking stations are forbidden. A USB multi-port adapter may be used instead.
4. **Input devices:** Allowed: mouse, keyboard, numeric keypad. Forbidden: wired pen tablets or any similar writing devices.
5. **Audio accessories:** Earphones, earbuds, headsets, or any comparable audio gear are forbidden. Please note that earplugs are also forbidden.
6. **Security software & time settings:** Firewalls and antivirus programmes must be disabled. Ensure the system's date time matches your current time zone.
7. **Keyboard layout:** Verify that the keyboard layout supports the test language before starting the test.
8. **Network check**: Run the connection test from the exact location, network, and device you will use on the exam day. Use a wired connection or strong, uncontended Wi-Fi and avoid shared, public, or heavily-used networks.
9. **Bandwith check**: Stop streaming, downloads and pause VPNs. Disconnect other devices sharing your internet connection and ensure no one else on your network uses heavy bandwith during the exam.

1.2.2 System requirements

1.2.2.1. Administrator rights

You need full administrator rights on the computer or laptop you will use for testing; corporate-issued devices are not recommended, because they typically do not provide those privileges.

1.2.2.2. Install Proctorio

Before testing, install the Proctorio extension in a supported browser (see Section 2.1). Proctorio works on most computers less than 10 years old.

1.2.2.3. Supported browsers

SUPPORTED BROWSERS	SUPPORTED DEVICES	MINIMUM HARDWARE REQUIREMENTS
• **Google Chrome 148+** • **Microsoft Edge 148+**	• **Microsoft Windows (10+)** • **Apple macOS (10.15+)** • **Ubuntu Linux (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 the Minimum system requirements page **Requirements | Proctorio** for more detailed specifications.

1.2.2.4. Disable Local Proxy Server (Microsoft Windows & Apple MAC)

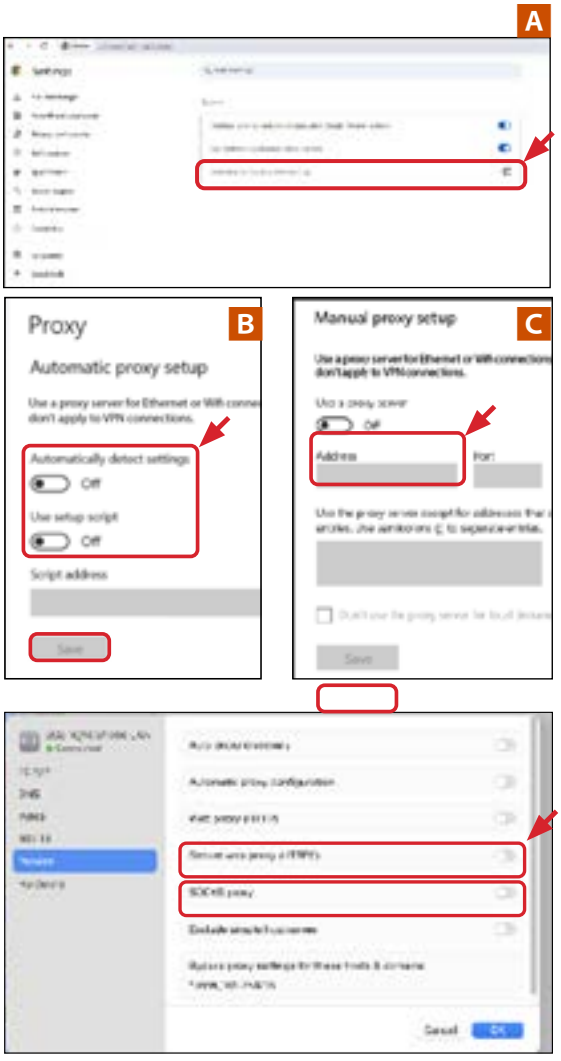
You must disable any web proxy before testing.

Microsoft Windows users:

1. Enter "**Chrome://settings/system**" in the browser address bar (alternatively, click **More** in the top right) select **Settings > System**
2. Select **Open your computer's proxy settings** A
3. Toggle **off Automatically detect settings** and **Use setup script** on the Automatic proxy setup area B; click **Save**
4. Toggle **off** "**Use a proxy server**" in the Manual proxy setup area; click **Save** C
5. Close Settings and **restart your computer**

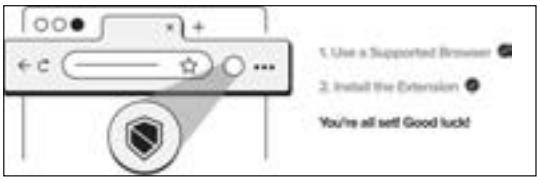
Apple MAC users:

1. Enter "**Chrome://settings/system**" in the browser address bar; press **Enter**.
   Alternatively, open your browser's **More** (or **Settings**) menu located on the right and select **Settings**; then, enter "**Proxy**" in the settings search bar
2. Select **Open** your computer's proxy settings
3. Turn off both **Web Proxy (HTTP)** and **Secure Web Proxy (HTTPS)** D; then **restart your browser**



2. Before the testing day

2.1. Install the Proctorio browser extension



Open a supported browser: Google Chrome or Microsoft Edge.

Go to **https://getproctorio.com/** and follow the onscreen prompts to install the Proctorio extension.

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

2.2. Prepare your personal identification documents

Make sure the identity document you submit (passport or ID card) shows both your name and photo on the same side. If the document does not have them together, you must prepare and upload a single PDF containing images of both sides and notify EPSO through the Single Candidate Portal (Single Candidate Portal - Instructions | EU Careers) by 23:59 CET on the calendar day after the tests, otherwise you risk invalidation of your test session and/or disqualification.

2.3. Check out how to use the tools (see annex I)

The TAO platform provides various tools and features to support you during the test. Make sure you know how to use them. The full list and description is in Annex I below.

2.4. Sign in (TAO platform)



Follow the instructions in your invitation letter: (1) log into the Single Candidate Portal **A**, (2) click the TAO-platform link, (3) click EU Login, (4) enter your EU Login credentials.

On the TAO platform, the My Sessions tab shows all test sessions **B**:



- Upcoming sessions appear greyed out.
- Tests and prerequisites check sessions become active only at their scheduled start date/time; if they remain greyed out after the scheduled start time, refresh the page.
- When a session becomes active, click Start.
- Verify that the upcoming sessions (language, field, etc.) match your invitation.
- Launch your prerequisite test from this tab at the time specified in your invitation.

Reporting issues: If you encounter issues or notice discrepancies, reach out TAO support immediately, should your problem not be resolved, inform EPSO via the Single Candidate Portal.

2.5. Complete the prerequisite tests

Perform checks on the **same computer,** input devices, **and settings** you will use for the actual test, ideally at your exam location. You can only do the prerequisite tests **once per competition** unless your invitation letter states otherwise. Do it as **early** as possible and before the deadline in your invitation letter.

The check only confirms your device works with the testing software, lets you explore its features, and helps you get familiar with the test environment. No score is recorded.

For any **technical problems**, contact TAO support.

If you do not complete the prerequisite test before the testing session and subsequently experience technical issues during the session, any related technical complaint will be dismissed.

Quick guide prerequisite tests

1. **Before you begin**
   Goes through the test settings.
2. **System diagnostics test**
   Checks permissions for microphone, webcam and screen sharing.
3. **Webcam image test**
   Verifies that your face is visible.
4. **Identification check**
   Capture a good photo of your ID.
5. **Room and desk scan**
   Conduct a scan of your environment.
6. **Submit prerequisite tests**

2.5.1 Before you begin

The "Before you Begin" page lists all the test settings and describes any action required to start the test, such as closing additional browser tabs or disconnecting a secondary screen. If you are unable to click **Continue**, please follow the instructions in red at the bottom of the page.



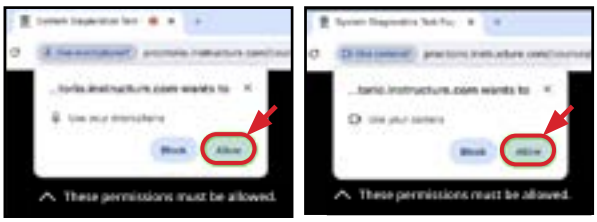
2.5.2 System diagnostics test

The System Diagnostics Test page conducts diagnostic tests to confirm your devices 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 camera and microphone.



Screen sharing permission

Sharing the screen is required for Proctorio to work properly.

To share your screen, you must first click on the preview image in the pop-up window; and then click **Share**. If you do not see the share screen pop-up window, check if this window is in the background. Apple MAC Users: You may need to first update your Privacy & Security settings (in System Settings) to allow your browser to record your screen.

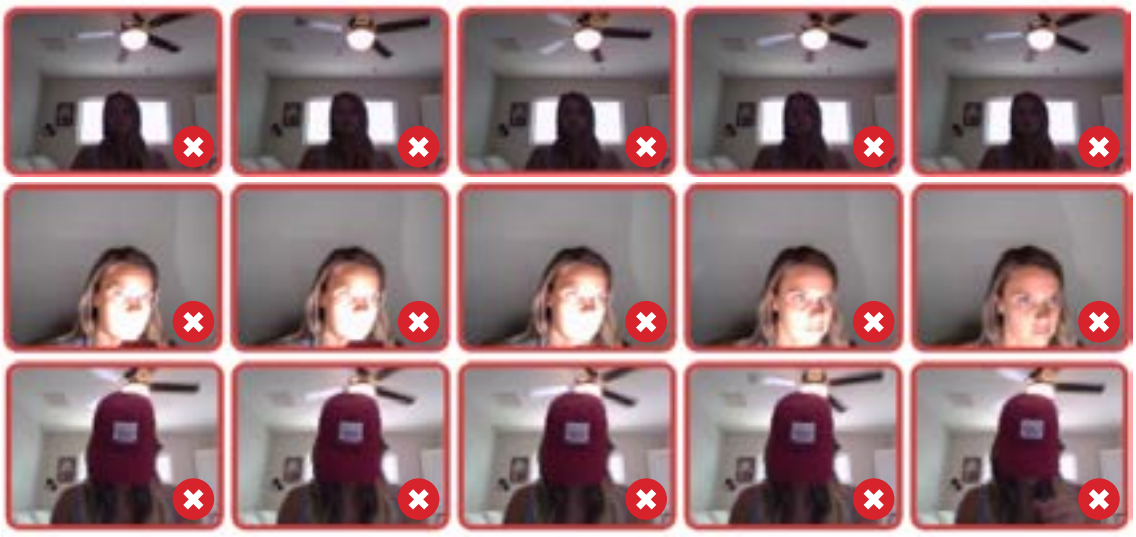


2.5.3 Webcam image test

The Webcam Image Test page takes a series of photos to verify if your face is visible:



- Test in a well-lit area. Avoid sitting with a window or any other bright source of light positioned behind you. It can make your face appear dark and undetectable.
- Confirm your face is centred and evenly lit. If some or all your face is too dark or too bright, then try to reposition yourself or the lighting.
- Remove any unnecessary head coverings, such as hats, headphones, or glasses. If you require reading glasses, temporarily remove them, or try adjusting your position to reduce any lens glare.



2.5.4 Identification check



The Identification Card page captures an image of your photo ID. Place your ID in front of the camera so that it fits inside the green frame. Proctorio will autodetect and photograph it. The verification is fully automated; follow every on-screen instruction precisely:

1. Move the ID until the whole card is surrounded by the solid green outline.
2. Hold it steady centred within the visible green box.

Troubleshooting: If auto capture fails, use the manual scan option, which guides you through taking a webcam photo. If the picture or text looks blurry, click Retake.

Failing to complete this ID check can invalidate your results on the test day.

2.5.5 Room and desk scan



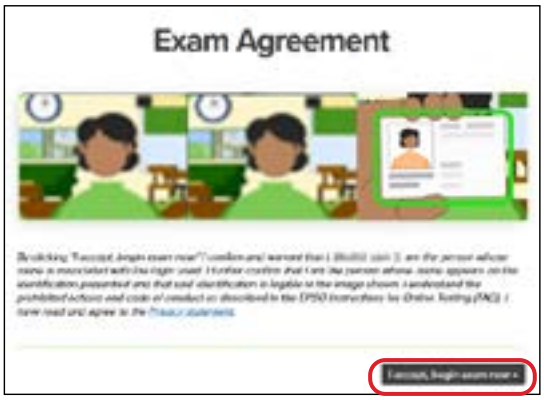
You must make a video scan of your workspace to verify that no unauthorised materials are present (if the video scan captures the presence of unauthorised items, the system will still allow you to proceed with the test, but you risk invalidation of your test session and/or being disqualified for not following instructions). When you begin the scan, an information page and timer appear. The scan should last 20 – 60 seconds. After roughly 20 seconds an "I'm done. Continue" message will appear; you may add a few more seconds if needed, but do not exceed 60 seconds.

1. **Clear your workspace** – Remove all notes, books, headphones, and any forbidden electronics. Also remove any personal items that could reveal religion, politics, lifestyle or sexual orientation.
2. **Set up the camer**a – Use your integrated or an external webcam, so it can capture the entire desk and surrounding space.
3. **Capture all angles** – Start with a slow 360° turn of the camera to show walls, doors, windows, then sweep the desk, the space under the desk, around the chair and behind the screen.
4. **Move deliberately** – Keep the camera steady, move it slowly, and ensure every surface is clearly visible.
5. **Lighting** – Make sure the desk is well-lit, so details are easy to see.

2.5.6 Submit prerequisite tests

After the prerequisite test you need to submit it by clicking "Submit and proceed" to confirm your submission. Your completed session will then appear under "Finished sessions". Once the check is complete, refresh the page or use the browser's back button to return to TAO as you will not be redirected automatically.

2.5.7 Accept “exam” agreement



Before beginning the test, you must accept the Exam Agreement terms. This is the last step before the test starts.

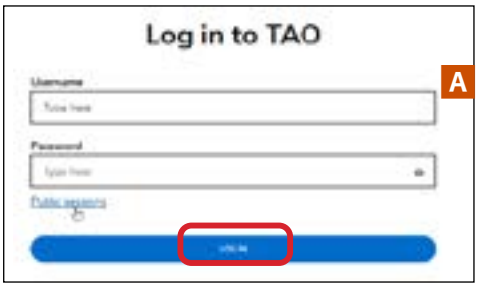
2.5.8 Familiarise yourself with the dos and don’ts

Read section 3.2 attentively.

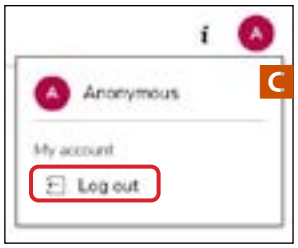
2.5.9 Practice with public TAO sessions

You may practice with the public TAO sessions (anonymous, no scores generated):

1. On the TAO login page choose **Public Sessions**. A
2. In the Public Sessions tab click **Start** to begin a test. B
3. When finished, open the user info menu and select **Log Out** to return to the TAO login page. C







The Public Sessions might not showcase every feature you will encounter in your particular competition.

3. On the testing day

3.1. Sign in to take your test

Follow the same steps as during the prerequisite tests (see 2.4).

Testing sessions already completed will disappear from this view; they are listed under “Finished sessions”.

Troubleshooting: If the test session that you need is not visible, call TAO support and report immediately to EPSO via the Single Candidate Portal.

3.2. Ensure a valid test session



3.2.1 Prepare your test environment

These requirements apply to all candidates. 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,
- disable all antivirus software and firewalls before the test, as they can block integrated camera/webcam access,
- only use a webcam that faces you for the whole duration of the tests,
- if you cover your head for religious reasons, you need to show your ears during the environment check. During the tests, your head and ears can stay covered. If you have a medical reason preventing you from following this procedure, contact EPSO's accessibility team as early as possible using the online contact form, and
- are not interrupted for the entire duration of the tests.

3.2.2 Required equipment and set-up

- **Valid ID document** (ID card or passport): Proctorio will run an image check (see 2.5.4) and report the result to EPSO.
- **Computer:** Keep your laptop charger plugged in before the test starts. Some laptops show a pop-up when the charger connects; the system may treat this pop-up as a violation and terminate the test.
- **Administrator rights on your computer.**
- **Install Proctorio extension: https://getproctorio.com/**
- **Grant permission to record screen.**
- **Microphone with permission to record**.
- **Camera with permission to record:** the best is to use a computer with an integrated camera. If you use an external camera, ensure it is properly connected and disable the integrated camera, so the system selects the correct device. Do not use virtual cameras or third-party camera managers; they may disable automatically and compromise recording. Keep the camera unobstructed for the entire test.
- **Disable any web proxy, antivirus software and firewalls before the test**, as they can block integrated camera/webcam access.

3.2.3 Equipment allowed

- ✔ Laptop, plugged in and charging
- ✔ Integrated screen of a laptop or one external monitor, only if the lid of the laptop is clearly closed
- ✔ Mouse (wireless included) and mousepad
- ✔ Keyboard (wireless included)
- ✔ Numeric keypad (wireless included)
- ✔ USB multi-port adapter

- ✔ Standard-size white paper tissues (2 max)
- ✔ One clear drink (transparent container without label)
- ✔ Only with prior approval from EPSO: hearing aids

3.2.4 Forbidden actions and equipment (possible disqualification)

Failing to abide by testing instructions may lead to disqualifications based on Point 6(c), Notice of Competition, Annex I. The list might differ if EPSO has approved special accommodations for your test. Make sure to know what derogations you have been granted.

3.2.4.1. Using, wearing or even having the following items on the desk or within your reach during the test may lead to your disqualification:

- ✖ **Mobile phone**
- ✖ **Additional computer or monitor**
- ✖ **Tablet, Smartwatch, smartglasses or any kind of wearable technology**
- ✖ **Docking station**
- ✖ **Additional webcam**
- ✖ **External calculator**
- ✖ Any equipment or device worn in or on the ears
- ✖ Books, notes, or any other reference material
- ✖ Writing tools such as pens or paper
- ✖ Outerwear, headwear or bags
- ✖ Food
- ✖ Any other device or item not explicitly allowed

3.2.4.2. The following actions constitute misconduct and may also lead to your disqualification:

- ⚠ Speaking aloud or reading aloud any test questions or answers
- ⚠ Allowing anyone else to be present or enter the room where you are taking the test
- ⚠ Leaving the computer or the desk, or alter your posture so that your face is no longer visible to the webcam (like standing up).
- ⚠ Covering your face or mouth, for example with your hands, or obstructing camera view
- ⚠ Taking handwritten notes
- ⚠ Eating or smoking
- ⚠ Switching off the microphone or camera
- ⚠ Exhibiting abusive, unprofessional, or disrespectful behaviour toward contractors or EPSO staff at any point in your competition journey.

3.2.5 Assessing suspicious behaviours

For the whole duration of the test, stay seated and within camera view (face visible on camera). Proctorio will record all audio, video, and screen activity from your device and analyse recordings to detect any suspicious behaviour. The recordings will then undergo human review, who will make the final decision.

If your behaviour during the test violates the mandatory instructions described above, you risk having your test session invalidated which may lead to the end of your participation in the competition.

3.2.6 Avoid action that can automatically terminate your test

Proctorio is not an automated decision-making tool, nevertheless, it might terminate your exam automatically and with no possibility to re-enter if you perform one of the following actions, even by mistake:

1. **Actions within your control**

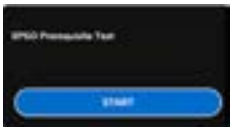
   - You revoke camera, microphone or screen recording permissions.
   - You plug in a charger after the test has started (see 3.2.2).
   - You connect an extra screen (only one display is allowed).
   - You try to download a file during the test.
   - You try to modify the test page (for example, by opening developer tools).
   - You close or reload the test tab or you open an additional browser tab.
   - You change your network connection during the test.
   - You use a proxy connection during the test.
   - You navigate away from the test page (for example, you use CTRL+ALT+DEL or open Task manager).
   - You uninstall the Proctorio extension.
   - You exit full screen mode when full screen is required (for instance by clicking an "X" button in the browser's address bar or clicking on popup notifications).

2. **Actions beyond your control**

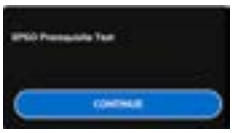
   - You are disconnected from Proctorio for more than 2 minutes (internet disruption).
   - The test page becomes unresponsive or stops working properly (the test page's background script stops functioning normally).
   - Your computer automatically switches to a different network connection.

3.2.7 Re-entering a test after automatic termination

If your test session is automatically terminated, first return to the main page of the TAO portal, where your testing session or sessions are displayed. If the "Continue testing" button is active, select it to return to your test.



If the button is no longer active, contact the TAO helpdesk and request manual authorisation to re-enter the test.



The circumstances leading to an automatic termination will be reviewed by human reviewers. Following that review, consequences may be applied in accordance with the applicable Notice of Competition and the General Rules, including in cases of cheating or failure to follow the testing instructions.

3.3. What to do in case of technical issues

3.3.1 Call TAO support

Before entering the test, if you experience any difficulties, restart your computer first. If the problem persists, contact TAO Support.

- expect a short wait; stay on the line until an agent answers, and
- take screenshots only when an agent explicitly requests them and send them from a separate device; but you may not leave the computer testing environment.

Important: If you have several tests in the same selection procedure, having a technical issue in one test does not mean you will have technical issues in the others—you must still attempt to connect to each remaining test. **You may stand up to retrieve your phone. You must then remain seated in front of the camera** for the duration of the call. Once the issue has been resolved, put your phone away and out of reach.



3.3.2 Submit a technical complaint to EPSO

If you wish to complain about a technical issue, in addition to calling TAO support, you must send a formal complaint to EPSO. **For your complaint to be admissible**, it is mandatory for you to have:

- completed the prerequisite test,
- contacted TAO support at the scheduled testing time,
- sent the complaint in addition via the Single Candidate Portal
- complied with all instructions on equipment and set-up,
- sent the complaint in writing with:
  - an explicit reference to this being a complaint (feedback on the testing experience is welcomed for improvement but is not treated as a formal complaint),
  - a detailed description of the issue,
  - supporting evidence, such as:
    - a photo showing your interaction with TAO support (call log or email exchange), or
    - an excerpt from your phone bill that records the call time, duration, and the TAO support number; and
- **sent the complaint, including supporting documents, within the complaint deadline stated in the Notice of Competition**
- EPSO may ask for additional technical proof (e.g., screenshots of your computer configuration or application version) to verify compliance with the instructions.

3.3.3 Retesting

A technical complaint will not automatically lead to a retest. The Complaint Resolution Policy for Testing Events (3. Eligibility to Submit a Complaint - Handling Technical Issues During Testing and Item-specific complaints after testing | EU Careers details the procedure.

If your situation is considered to be sufficiently substantiated and meets the conditions in §4.3 of said policy, EPSO may grant a new testing slot. Taking a retest will invalidate the results of the session affected by technical issues.

4. After testing

4.1. Finalising the test

Your results are continuously saved during your test. 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. Here you can download your certificate, in PDF format, as proof of attendance of the tests you have completed.



4.2. Optional post-exam satisfaction survey

We value your feedback and kindly invite you to take a short survey about your experience. The survey will be available for 72 hours following the day after completion of the test. All responses remain confidential and will help EPSO improve the testing experience.

5. EPSO relevant policies

5.1. Force majeure policy

If an unforeseeable event beyond your control prevents you from taking the test:

- Notify EPSO immediately (no later than the complaint deadline) via the Single Candidate Portal.
- Include your application number and supporting documents (medical certificate, power/internet outage attestation, death certificate, etc.) covering the test date.
- Collective disruptions (natural disasters, large scale internet/server failures) will be considered and appropriate remedial actions taken.
- If a medical certificate cannot be supplied by the deadline, submit it as soon as possible with an explanation for the delay.
- EPSO / Selection Boards will decide on any further steps.

Professional or private obligations (meetings, conferences, business trips, private travel) are not regarded as unforeseeable events beyond the candidate's control.(Please see our website for further information)

5.2. Withdrawing from the competition

5.2.1 How to withdraw?

You must contact EPSO; statements sent directly to contractors are invalid. To withdraw, please submit an official withdrawal statement through the portal's contact form, including your application number, first name, and last name. If the statement is received **very close to the test date**, you may still receive an invitation—ignore any further competition communications.

5.2.2 Consequences of withdrawal

- Withdrawal is unilateral and irrevocable
- Withdrawal does not automatically erase your personal data; processing continues under the data protection provisions (see 5.4).

5.3. Confidentiality of test content and systems

The remote testing platform, its instructions, and all test material are the copyrighted, confidential, and proprietary property of EPSO and/or its contractor.

Any reproduction, distribution, or disclosure—whether verbal, electronic, or written—is strictly forbidden and may result in legal action.

5.4. Data protection

Your personal data collected during remote testing is handled in accordance with:

- Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.
- Data Protection Record DPR-EC-30388 - Selection, by competition, of permanent staff for EU institutions, agencies and bodies.

No biometric data are processed. To protect your privacy, ensure that no objects revealing sensitive personal information (religion, political views, sexual orientation, etc.) are visible during the room scan or monitoring.

6. Annex I – TAO testing tools and features

6.1. Navigation language preference

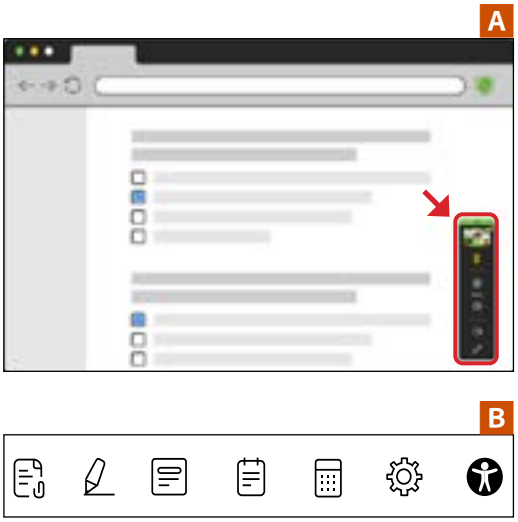


You can change your navigation language preference by following these steps before entering a testing session:

1. In the top-right corner select the circular button. In the drop-down menu, 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 page to see the changes.

Once you select a new language, it will apply throughout the TAO platform.

6.2. E-tools available during your test



During the test, several **e-tools** are available:

- from the **movable toolbar** A
- from the **fixed toolbar** B 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.

Movable toolbar is displayed on the right of the screen. (see 6.2.1):

Fixed toolbar is displayed on the top right of the screen (see 6.2.2):

Important Information

- They modify only the visual presentation on your screen; they have no impact on scoring.
- You may enable or disable any tool at any moment.
- Use the prerequisite test to experiment with each tool beforehand, so you can determine which ones are most useful on the test day.

6.2.1 Movable toolbar

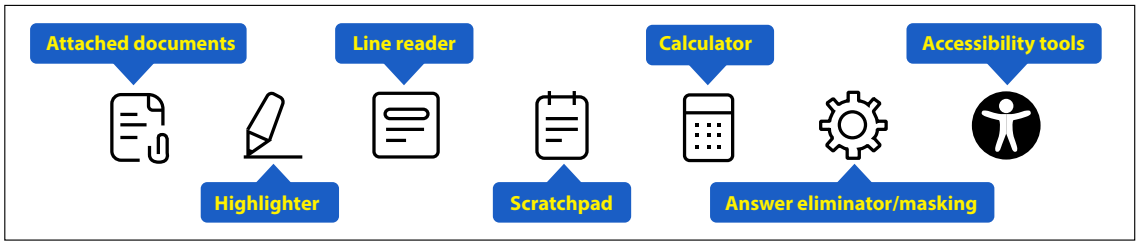


- Drag Tool: Click and drag to relocate the toolbar
- Webcam: Regularly check your camera view to confirm your face is fully visible; click the camera view to hide
- Battery Life (displayed only if your laptop is not plugged in):
  - Green: Full or nearly full charge
  - Yellow: Medium Charge
  - Red: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

6.2.2 Fixed toolbar

Tools you may see in this toolbar:

Attached documents, Line reader, Calculator, Accessibility tools, Highlighter, Scratchpad, Answer eliminator/masking. More details on each of these can be found in 6.4.



6.3. Test navigation

You can check instructions anytime via the "attachment" icon .

6.3.1 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.



6.3.2 Flagging Questions for Later Review (bookmark)

During the test, you can flag any question for later review.

- Each question shows a bookmark icon ( ). Click on it to flag the question; click again to remove the flag. You may bookmark answered or unanswered items.
- To view flagged questions, open the Overview menu from the test navigation bar. In the Overview panel there is a Bookmarked section displaying the total count and a list of all flagged questions.
- From the list you can jump to any bookmarked question, review it, and change your answer before submitting the test.

6.3.3 Overview Panel

The panel lists every question in the current test part and indicates its status: answered, unanswered, flagged, or not yet completed

- **Light grey circle** (see Q20): question not yet opened
- **Black outline only** (see Q10 and 12): Question opened but not answered
- **White number inside black circle** (see Q1, 3, 4, …): Answered question
- **Small arrow beneath the number** (see Q19): currently active question

Click on any number to jump directly to that question.



6.3.4 Free text answer tool (available for some types of tests)

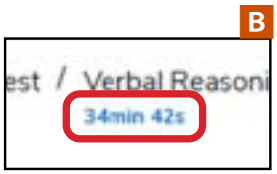
- Click inside the Scratchpad and type your response in the text box.
- This can be a short phrase, a sentence, or a longer essay, depending on the question and instructions.
- You may be allowed to format your response using the options available in the text area toolbar, as well as undo or redo your changes



6.3.5 Progress information (timer & status warnings)



Instructions timer A – As soon as the test launches, one or several pages with instructions will appear, which present a countdown. Take a moment to read the accompanying information thoroughly. Once the time of the instruction page(s) has elapsed, the test will start automatically.



Test timer B – A clock remains visible at the top of the screen for the whole test, continuously showing the minutes and seconds left for the current section.

6.3.6 Common Warning Messages and Required Actions

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. 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 and proceed' 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 'Keep answering' button, as long as 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**. 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 the test' 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.	

6.3.7 Additional breaks in case of special needs

You may be allowed to take some additional breaks during the test, if prior authorisation was given by EPSO (Equal opportunities, Diversity and Inclusion | EU Careers). During these breaks, specific information will be displayed on the screen. Watch the timer. Once the break time ends, the system will automatically move to the next test part.

6.4. Tools in Fixed Toolbar in detail

6.4.1 Attached documents



Click on the attached documents icon and you will see:

- **Single attachment** – the PDF opens on the right side of the screen.
- **Multiple attachments** – a list of file names appears.

Select the desired file and it will be displayed on the right side of the screen. While a file is open, you can reopen the list by clicking the three line icon next to the file name and choose another document.

The viewer provides navigation tools such as text search, zoom in/out, and page jump controls.

6.4.2 Highlighter



The Highlighter lets you mark parts of text in a question

(it does not work in images):

- 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.

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

6.4.3 Line Reader

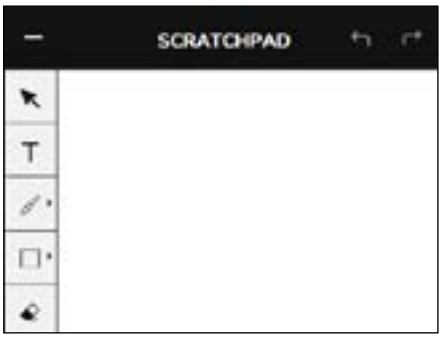


The Line Reader helps you to focus on one line of text at a time. This is useful when working with long passages or dense information.

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.

6.4.4 Scratchpad



If enabled for the test, a scratchpad icon appears in the upper-right corner. Click it to open a window where you can write and draw.

Select tool: to move items
Text tool: to create a text box for plain-text entry
Brush tool: to sketch freehand
Shape tool: to inserts rectangles, ellipses or straight lines
Erase tool: to delete items

You can resize, expand or reposition the scratchpad window. Press "enter" to start a new line.

6.4.5 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 or Enter key** to obtain the result.
- Review previous operations by using the icons: ^ v
- Use the dot (.) as the decimal separator, the comma (,) is not supported as separator
- To relocate the calculator on your screen, drag and drop at the calculator header.
- You can resize the calculator in height and width.

Click on the – icon to close the calculator.

6.4.6 Answer Elimination and Answer Masking

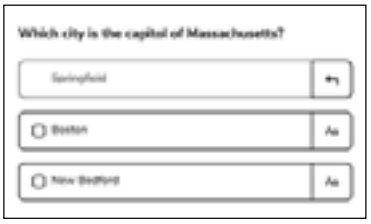
To activate the Answer Elimination and Answer masking tools, follow the steps displayed in the image:

1. Click on the icon to open settings
2. Toggle the options you need
3. Close the menu – your changes are saved automatically



An swer Elimination to cross-out options

- Select **Answer Elimination** to enable the feature.
- Click on an answer choice to apply a strike-through; click the same choice again to remove it



Answer Masking to hide distracting options

- Select **Answer Masking** to turn it on.
- Click on an answer choice to conceal it; click again to reveal it



6.4.7 Accessibility tools



The options can be toggled on or off at any time from the Accessibility button in the toolbar.

The available options are:

- **Contrast themes**
- **Cursor**
- **Text font & spacing**

6.4.7.1. Contrast themes

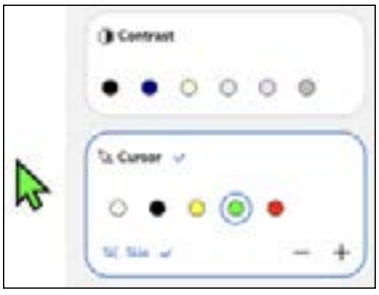


You can **change the colour scheme** of the test view to improve readability by:

- clicking the **Contrast icon** in the Accessibility menu ( ) and
- choosing from several available colour themes (e.g. high contrast, dark background).

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

6.4.7.2. Customisable cursor



You can change the size and colour of your cursor, so it is easier to see, by:

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

6.4.7.3. Text font and spacing



You can **adjust how text is displayed** so it is easier to read by:

- clicking 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**

7. Annex II - Troubleshooting

If you run into technical issues, try these steps before starting your next test to help ensure a smooth experience:

- **Check your device and network**: Make sure your device and internet connection meet the minimum requirements listed in these instructions. If they don't, switch to a different device or network. Remember: Use the same setup for your pre-requisite test that you'll use on test day.
- **Test Your Connection:** Go to websites such as speed.cloudflare.com or speedtest.net to check your internet speed.
- **Disable Background Restrictions**: Restart your device and make sure the following are completely turned off:
  - Background apps
  - VPNs
  - Firewalls
- **Clear Browser Cache:**
  1. Open your browser History/settings menu
  2. Select "Clear browsing data" - go to advanced tab
  3. Uncheck everything except "Cached images and files"
  4. Clear the data and restart your browser
- **Reinstall Proctorio (if you had system check issues):**
  - Click the Extensions icon (puzzle piece) in the top-right corner of your browser
  - Find Proctorio and click Remove
  - Visit getproctorio.com to install a fresh copy
  - Close and reopen your browser
  - Click the Extensions icon again to confirm installation
- **Restart Your Device:** Completely restart your computer and wait until it fully loads before launching the test.

Still having trouble? Contact TAO support—they are here to help!