

Instructions for online testing (TAO)

i

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. This document has been sent with your invitation letter.

Quick instructions



1 Open invitation Letter

Access in the Single Candidate Portal



2 Click TAO Portal link

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)

Technical setup requirements



- Download Proctorio extension:
<https://getproctorio.com/>
- Administrator rights on your computer
- System:
 - Microsoft Windows 10+ / Apple MacOS 10.15+ / Ubuntu (18.04+) / Chrome (58+)
 - Browser: Chrome/Edge
 - **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
- Camera + microphone: Required with record video
- Disabled antivirus/firewall

Clean desk policy



✓ Allowed

- Laptop with charger
- Single screen only
- Mouse and keyboard
- ID document (required)
- Mousepad
- Tissues
- Drink (no label)

✗ Forbidden

- Mobile phones
- Docking station
- Other persons in room
- Headphones/Earbuds and similar
- Writing materials
- Books/notes/paper

Important reminders



Risk of disqualification without a retest if any listed condition occurs

- Incorrect peripheral setup
- Not completing technical prerequisite check
- Missing valid ID
- Not following environment and desk check procedures
- Moving out of camera view
- Another person in room
- Talking or reading out loud
- Using unauthorised devices



You can consult these Instructions at any time during your testing, as a PDF attachment on the TAO platform.

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.

Contents

1. About the platforms	7
2. Testing requirements	7
2.1. Peripheral equipment	7
2.2. System requirements	8
2.2.1. Disable Local Proxy Server (Microsoft Windows & Apple MAC)	8
2.3. Personal identification documents	9
2.4. Environment requirements	9
3. Before the test day	11
3.1. Public TAO sessions	11
3.2. Sign in (TAO portal)	11
3.3. Adding the Proctorio browser extension	12
3.4. Mandatory technical prerequisite check	12
3.5. Proctorio check-in process	13
3.5.1. Before you begin	13
3.5.2. System diagnostics test	13
3.5.3. Webcam image test	14
3.5.4. Identification check	15
3.5.5. Test environment and desk scan	15
3.5.6. Exam agreement	15
4. E-tools	16
4.1. Navigation language preference	16
4.2. E-tools available during your test	16
4.2.1. Movable toolbar	17
4.2.2. Fixed toolbar	17
4.3. Test navigation	20
4.3.1. Multiple Choice Questions	20
4.3.2. Flagging Questions for Later Review (bookmark)	20
4.3.3. Overview Panel	21
4.3.4. Free text answer tool (available for some type of tests)	21
4.3.5. Progress information (timer & status warnings)	21
4.3.6. Common Warning Messages and Required Actions	22
4.3.7. Additional breaks in case of special needs	22
5. TAO Support	23
5.1. During the prerequisite test period	23
5.2. During the tests	23
5.3. Obligation to inform EPSO	23

6. Test-day checklist recap	24
6.1. Signing in to take your tests	25
6.2. Finalising the tests	25
6.3. Post exam satisfaction survey	26
7. Policies	26
7.1. Complaints Policy	26
7.2. Test Integrity Enforcement Policy	27
7.3. Force majeure Policy	27
7.4. Withdrawal Policy	28
7.5. Confidentiality of test content/systems	28
7.6. Data protection	28

1. About the platforms

For this EPSO testing 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 complete your EPSO competition tests. In TAO you will access your exam/test sessions, navigate through test questions, use on-screen tools, and submit your answers.
- **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 brings you back to TAO to start your test. The Proctorio toolbar (movable toolbar) will allow you to zoom in and out during your exam.
 - Proctorio is not an automated decision-making tool, nevertheless, in some cases, it might terminate your exam. Once your exam is submitted, EPSO will evaluate the Proctorio data before deciding whether a breach has occurred.
 - **You can find more information here:** [FAQ](#) | [Proctorio](#).
- **TAO support (Intelcia)** will provide agents to support candidates facing technical issues during the prerequisite check and on the testing day.

2. Testing requirements

2.1. Peripheral equipment

Below is a concise overview of the hardware and configuration rules that must be met before a candidate begins a test.

1. **Administrator rights** - You need full administrative rights on the computer or laptop they'll use for testing; corporate-issued devices are discouraged because they typically don't provide those privileges.
2. **Display configuration** - You must use a single display. If you use an external display with your laptop, the lid of your laptop must be closed (this also disables the built-in camera, keyboard, and trackpad).
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, earplugs, headsets, or any comparable audio gear are forbidden.
6. **Security software & time settings** - Firewalls and antivirus programs 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.

2.2. System requirements

Before testing, install the Proctorio extension in a supported browser (see [Section 3.3](#)).

Proctorio uses minimal resources and works on most desktops and laptops, less than 10 years old.

SUPPORTED BROWSERS	SUPPORTED DEVICES	MINIMUM HARDWARE REQUIREMENTS
• Google Chrome • Microsoft Edge	• Microsoft Windows (10+) • Apple macOS (10.15+) • Ubuntu Linux (18.04+) <i>Note: Mobile devices, including phones and tablets, are not currently supported.</i>	• 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

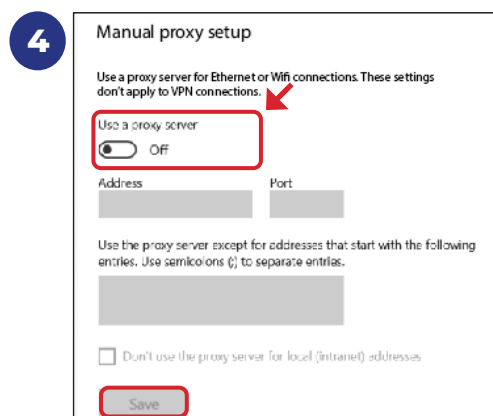
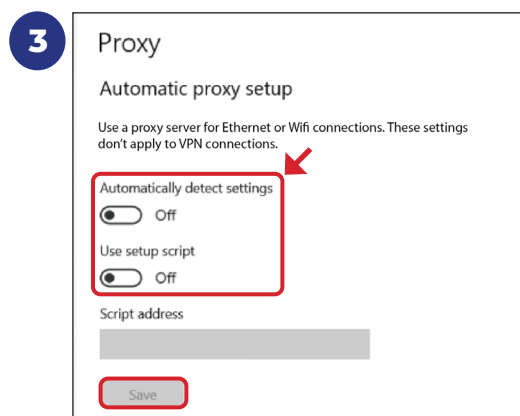
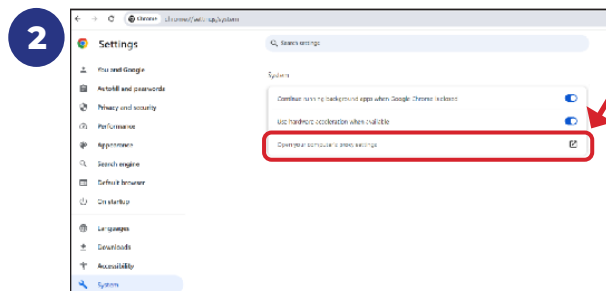
Please visit the Proctorio [Minimum system requirements](#) page for more detailed specifications.

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

Exam takers must disable any web proxy before testing

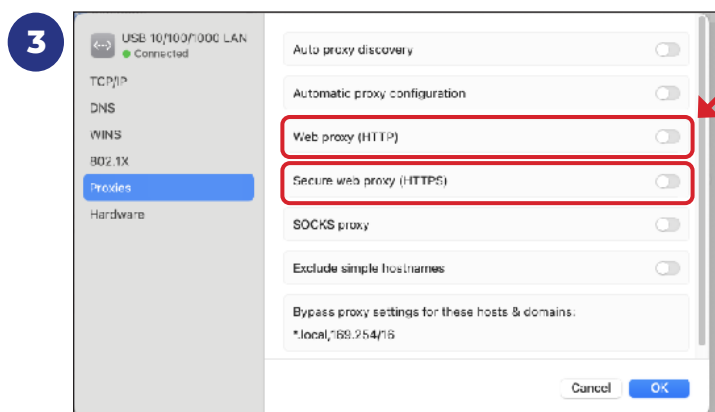
Microsoft Windows users:

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**
3. Toggle off **Automatically detect settings** and **Use setup script** on the Automatic proxy setup area; click **Save**
4. Toggle off "**Use a proxy server**" in the Manual proxy setup area; click **Save**
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)**; then restart your browser



2.3. 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, upload a single PDF containing images of both sides and notify EPSO through the [Single Candidate Portal](#). You must upload the document by 23:59 CET on the calendar day after the tests, otherwise you risk disqualification.

2.4. Environment requirements

These requirements are applicable 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,
- ✓ only use a webcam that faces you for the whole duration of the tests, and
- ✓ are not interrupted for the entire duration of the tests.

During the tests, **do not engage in any of the following behaviours**, as this may lead to **the invalidation of your test session and/or disqualification**:

- ✗ use any additional device such as a mobile phone, another computer, tablet, smartwatch, docking station, extra webcam, etc. The sole exception is contacting support for a technical problem. During the test, your muted phone must stay off the desk, positioned at a reasonable distance and out of reach from your workstation. When you need to call the Helpdesk, you may stand up and go to pick up your phone. You must return to your seat without delay. When calling the Helpdesk, remain seated in front of the camera during the entire call.
- ✗ speak aloud or read aloud any test questions or answers.
- ✗ allow anyone else to be present or enter in the room.

- ✘ leave the computer or alter your posture so that your face is no longer visible to the webcam.
- ✘ stand up.
- ✘ consult books, notes, or any other reference material.
- ✘ keep writing tools such as pens or paper on the desk.
- ✘ take handwritten notes.
- ✘ cover your face, for example with your hands.
- ✘ wear or use earphones, headphones, earplugs, headsets, or similar audio devices.

On your desk you may only have your laptop or computer together with its charger, a mouse and keyboard (if they are separate; mouse and keyboard can be wireless), one external display, your ID (such as an ID card or passport), a mousepad, a label-free drink (water or other clear beverages), and two plain white tissues of standard size. Anything beyond this list is forbidden.

While the test is running you must not open any additional browser tabs. The testing extension or software will automatically close any new tab you try to open and could remove you from the testing session instantly.

Suspicious behaviours:

Proctorio will record all audio, video, and screen activity from your device and analyse recordings to detect any suspicious behaviour. It will inform EPSO and the selection boards for their final decision.

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

Your test will be terminated automatically in the following cases:

- You revoke camera or microphone permissions.
- The test page becomes unresponsive or stops working properly (the test page's background script stops functioning normally).
- You connect an extra screen (only one display is allowed).
- You try to download a file during the test.
- You are disconnected from Proctorio for more than 2 minutes (internet disruption).
- You try to modify the test page (for example, by opening developer tools).
- You close or reload the test 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 revoke permission of screen recording.
- You exit full screen mode (when full screen is required).

3. Before the test day

3.1. Public TAO sessions

You may practice with the public TAO sessions (anonymous, no scores generated). It might not showcase every EPSO feature.

To try one:

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



3.2. Sign in (TAO portal)

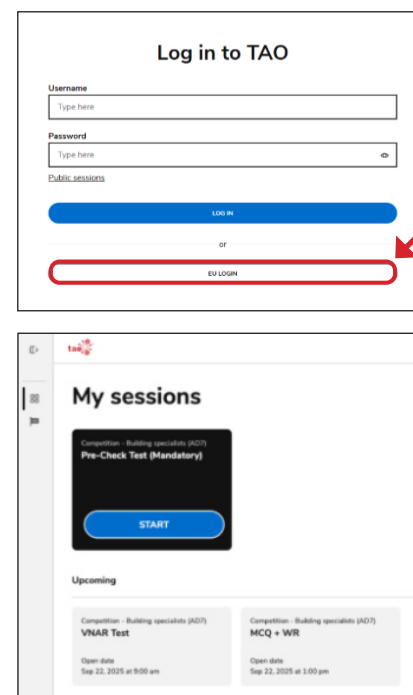
The prerequisite test is mandatory. Follow the instructions in your invitation letter: log into the [Single Candidate Portal](#), click the TAO-Portal link, then press **EU Login**.

Enter your EU Login credentials; if you encounter problems, contact the [Candidate Contact Service](#).

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

- Tests become active only at their scheduled start date/time; if they remain greyed out, refresh the page.
- **Upcoming sessions** appear greyed out until their scheduled start time.
- When a session becomes active, click **Start**.
- Launch your **pre-requisite test** from this tab at the time specified in your invitation.

If the Proctorio browser extension is not yet installed, follow the on-screen prompts (see [Instructions 3.3](#)).



Reporting issues:

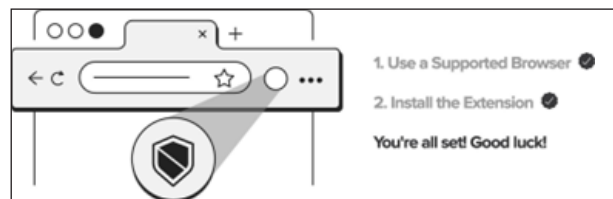
- If the prerequisite session is missing, notify EPSO immediately via the [Single Candidate Portal](#).
- Before your test date, verify that the upcoming sessions (language, field, etc.) match your invitation. Report any discrepancies to EPSO immediately ([link](#)).

3.3. Adding 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.

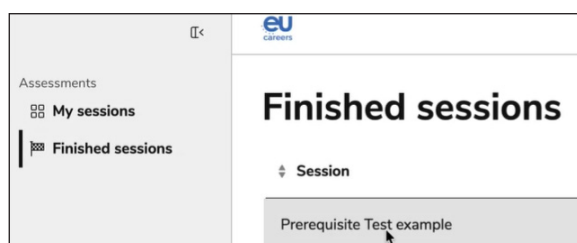
When the Proctorio browser extension is installed, it might use your computer's default language for instructions; if your language is not available, it will revert to English.



3.4. Mandatory technical prerequisite check

Before starting the prerequisite check, close all other applications. Run the mandatory technical check as early as possible – but no later than the deadline in your invitation letter. The check only confirms that your device works with the testing software, lets you explore its features, and familiarises you with the test environment; it does **not** affect the possible outcome of your test.

Perform the check on the **same computer, with the same peripherals and settings** you will use for the actual test, preferably at the location where you will sit. You are only allowed one prerequisite check per competition; it cannot be repeated. After the prerequisite test you need to submit your prerequisite test 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.



Important:

During the check or the test, **do not click an “X” button** in the browser's address bar; doing so exits full screen mode and ends the session permanently. The same applies to any popup notifications—clicking them will also eject you from full screen mode and result in immediate disqualification.

For any technical problems, contact TAO support (all calls and emails are recorded):

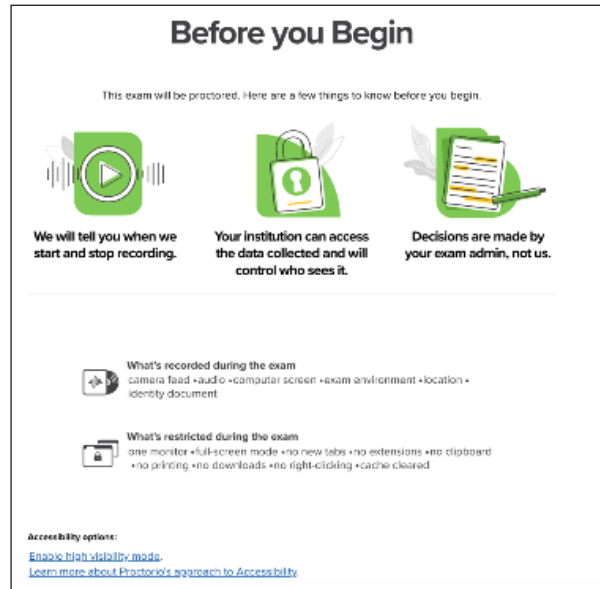
- Phone **+351 211 554 559** (Portuguese number) (Mon Fri, 09:00 18:00 CET, English/French)
- Email epsotest.support@intelcia.com (replies given during Mon Fri, 09:00 18:00 CET, English/French)

3.5. Proctorio check-in process

3.5.1. 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 address the **action-required** warnings (in red) at the bottom of the page.



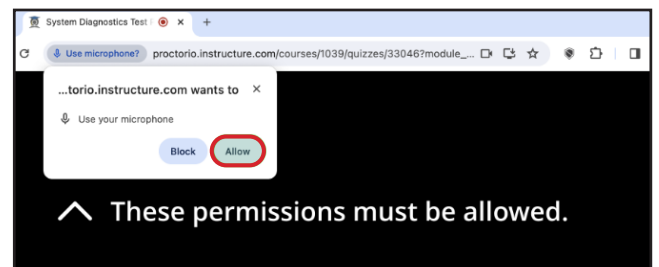
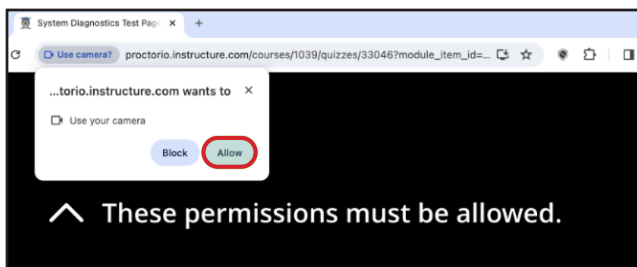
3.5.2. System diagnostics test

The **System Diagnostics Test** page conducts a series of diagnostic tests to confirm your devices and hardware are functioning properly.

It will check your webcam, microphone, Internet connection and desktop environment.

3.5.2.1. Camera & microphone permissions

Please click **Allow** if prompted by your browser, to allow access to your webcam and microphone.



3.5.2.2. Screen sharing permission

To share your screen, you must **first click 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. **Sharing the screen is required for Proctorio to work properly.**

Apple Mac Users:

You may need to first update your **Privacy & Security** settings (in **System Settings**) to allow your browser to record your screen.

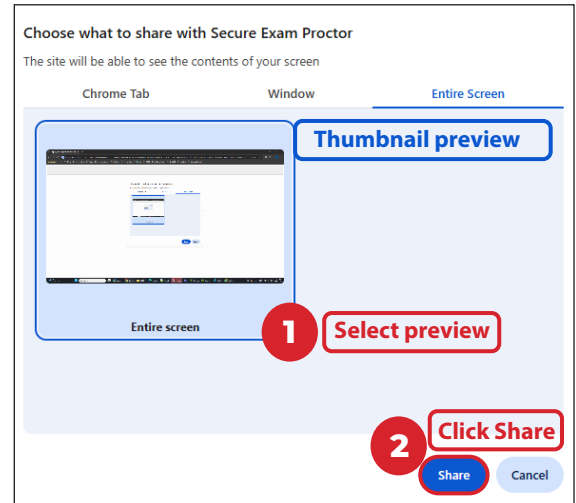
3.5.3. Webcam image test

The **Webcam Image Test** page takes a series of photos to ensure your face is visible.

Tips for Success:

Test in a **well-lit area**. Avoid sitting with a window or other bright source of light positioned behind you. Strong background lighting 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.



3.5.4. Identification check

The **Identification Card** page captures an image of your photo ID.

Place your ID in front of the camera so it fits inside the green frame. Proctorio will try to auto-detect and photograph it:

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.

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**.

3.5.5. Test environment and desk scan

EPSO requires a video scan of your workspace to verify that no unauthorised materials are present. The scan should last 20 – 60 seconds.

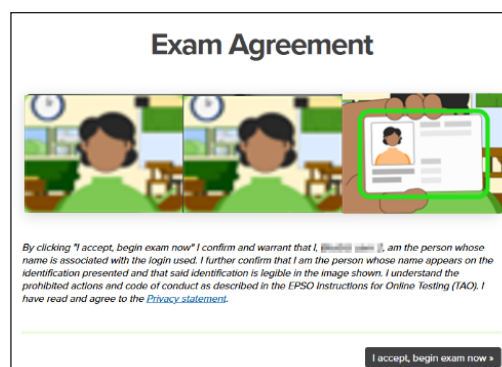
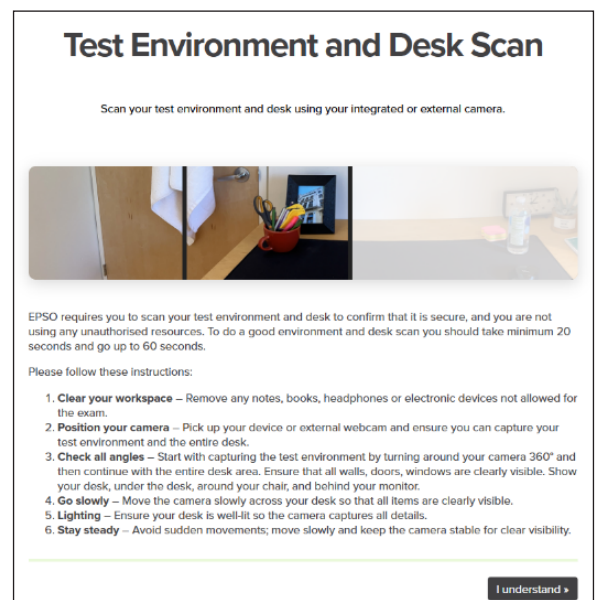
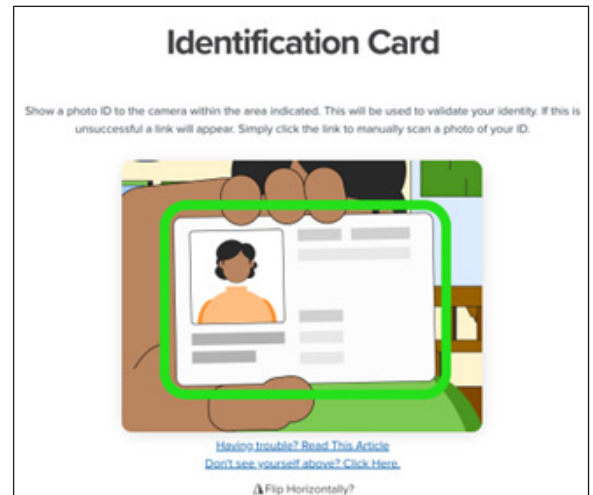
1. **Clear your workspace** – Remove all notes, books, headphones, and any forbidden electronics. Also remove any personal items that could reveal religion, politics, lifestyle or orientation.
2. **Set up the camera** – Use your built-in or an external webcam, so it can capture the entire desk and surrounding 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.

When you begin the environment scan, an information page and timer appear. After roughly 20 seconds a “I’m done. Continue” message will appear; you may add a few more seconds if needed, but do not exceed 60 seconds. This leaves sufficient time to read the introductory page for both the prerequisite check and the actual test.

3.5.6. Exam agreement

Before beginning the test, you must accept the Exam Agreement terms.

This is the last step before the test starts.



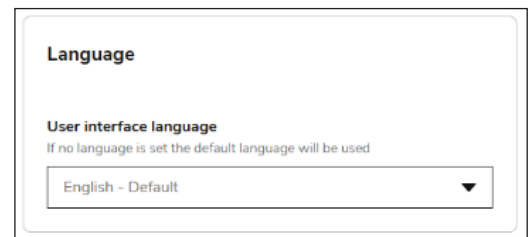
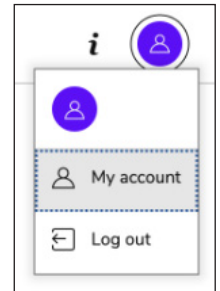
4. E-tools

4.1. 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 menu that displays, 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 browser to see the changes.

Once a new language has been selected, it will be displayed throughout the TAO portal.



4.2. E-tools available during your test

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

- from the **movable toolbar**
- from the **fixed toolbar** 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 displayed on the right of the screen.
(see [4.2.1](#)):

Fixed toolbar, displayed on the top right of the screen
(see [4.2.2](#)):



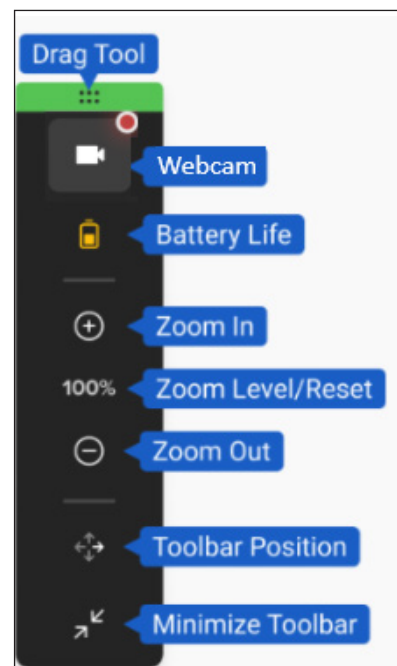
Important Information

- These tools are provided solely to **assist you** during the test.
- 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 test day.

Please note that any configuration you create during the prerequisite test will not be saved for the actual test; you will need to set up your preferred tools again once the real test begins.

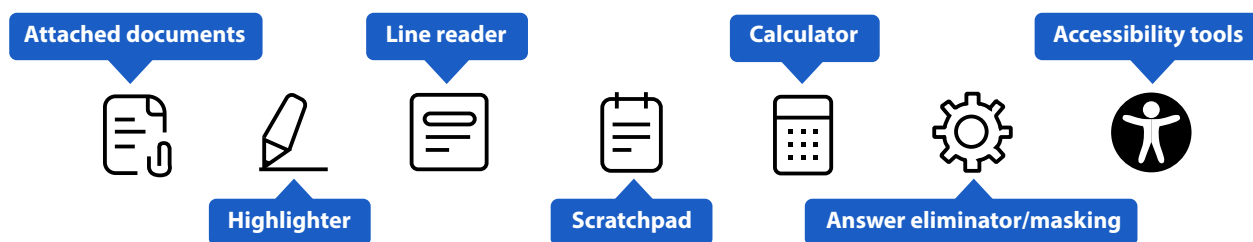
4.2.1. Movable toolbar

- **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 a laptop is not plugged in):
 - Green: Full or nearly full charge
 - Yellow: Medium Charge
 - Red: < 33% charge remaining; plug in your device
- **Zoom In**
- **Zoom Out**
- **Position:** Change toolbar position and orientation
- **Minimize:** Reduce toolbar size to free up more screen space



4.2.2. Fixed toolbar

Tools you may see in this toolbar:



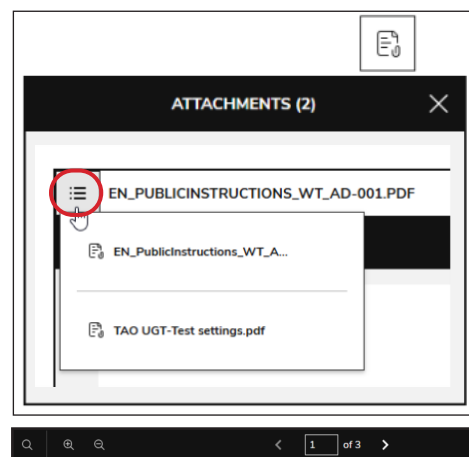
4.2.2.1. Attached documents

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.

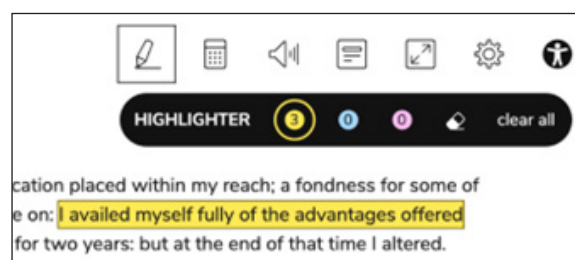
The viewer provides navigation tools such as text search, zoom in/out, and page jump controls.



4.2.2.2. 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).

4.2.2.3. Line Reader

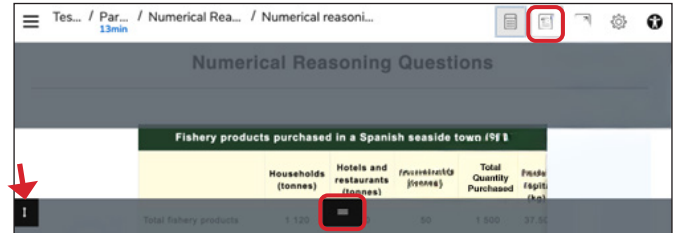
The Line Reader helps you to focus on one line of text at a time.

This is useful when working with long passages or dense information.



Click the **Line Reader** icon in the toolbar to activate it.

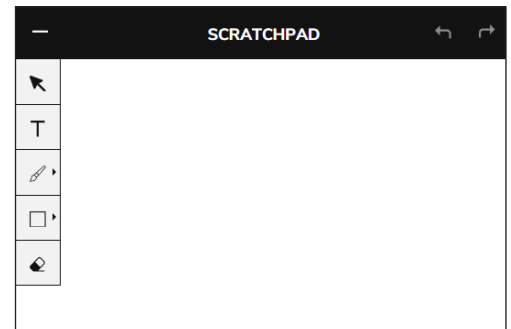
- A horizontal strip will appear over the text. Text not in the strip will be greyed out.
- Use the two-ended **arrow icon** on the left side to **make the strip larger or smaller**.
- Use the **lines icon** in the middle to **move the strip up or down** the page.



4.2.2.4. 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



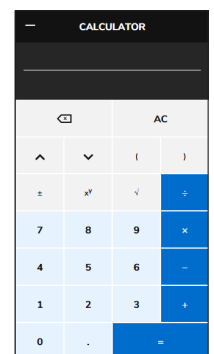
You can resize, expand or reposition the scratchpad window. Press “enter” to start a new line.

4.2.2.5. Calculator

You may use your keyboard or the calculator buttons to type and input values and expressions.

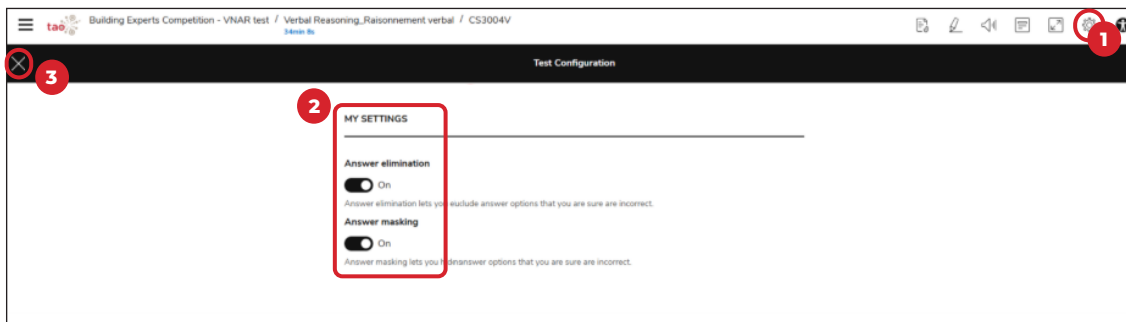
- Input the numbers and press **the equal sign or Enter key** to obtain the result.
- Review previous operations by using the icons:  
- Use the dot (.) as the decimal separator, the comma (,) is not supported as separator
- To relocate the calculator on your screen, drag and drop at the calculator header.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

Click on the  icon to close the calculator.



4.2.2.6. Answer Elimination and Answer Masking

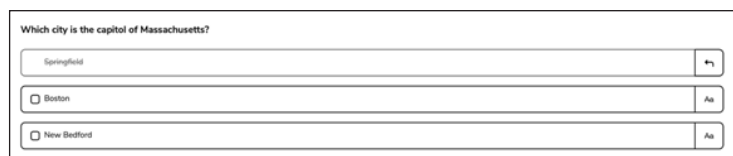
To activate the Answer Elimination and Answer masking tools available for multiple choice questions, follow the steps displayed in the image:



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

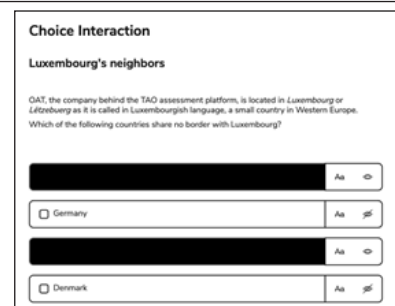
Answer Elimination to cross-out options

- 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



4.2.2.7. Accessibility tools

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

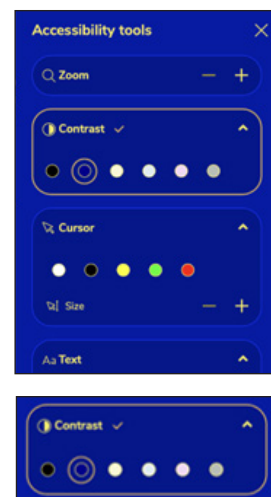
The available options are:

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

4.2.2.7.1. 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).



The screen updates immediately when you select a theme (blue example here).

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

4.2.2.7.2. CUSTOMISABLE CURSOR

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

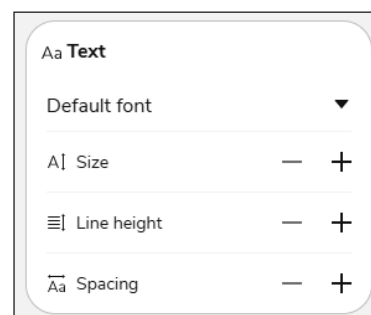
- Clicking the **cursor icon** in the Accessibility menu (👤).
- Use the **plus (+)** or **minus (-)** buttons to make the cursor larger or smaller and
- selecting a colour to change the cursors appearance.



4.2.2.7.3.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 (Aa).
- 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**

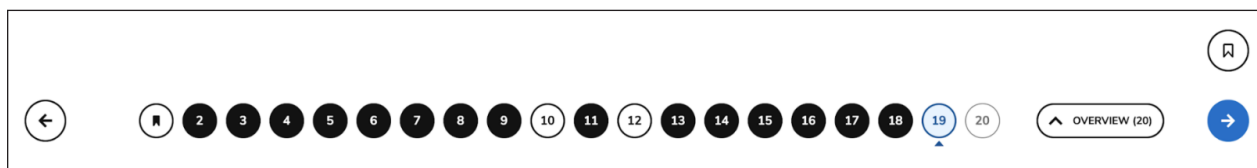


4.3. Test navigation

You can always consult the instructions on screen during the test via the attachment's icon (📎).

4.3.1. 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.



4.3.2. Flagging Questions for Later Review (bookmark)

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

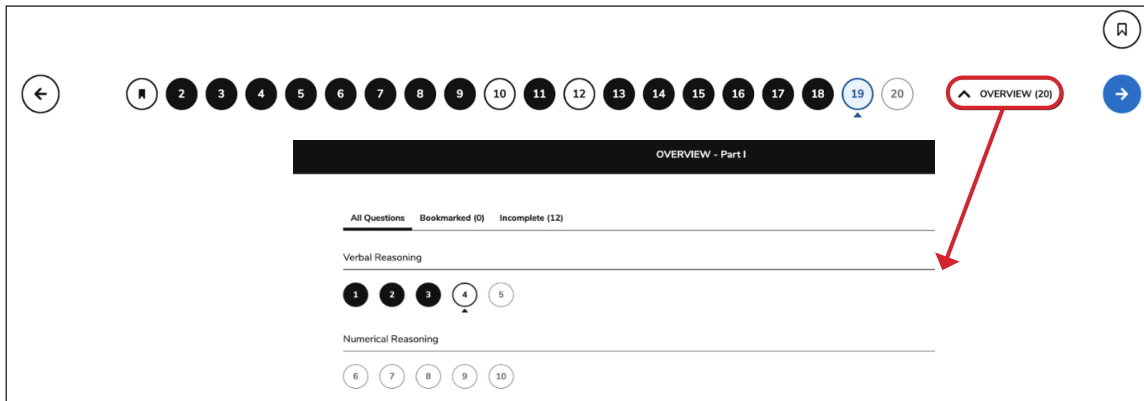
- Each question shows a bookmark icon (🔖). Click it to flag the question; click again to remove the flag. You may bookmark answered or unanswered items.
- To view flagged questions, open the Overview menu from the test navigation bar. In the Overview panel there is a Bookmarked section displaying the 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.

4.3.3. Overview Panel

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

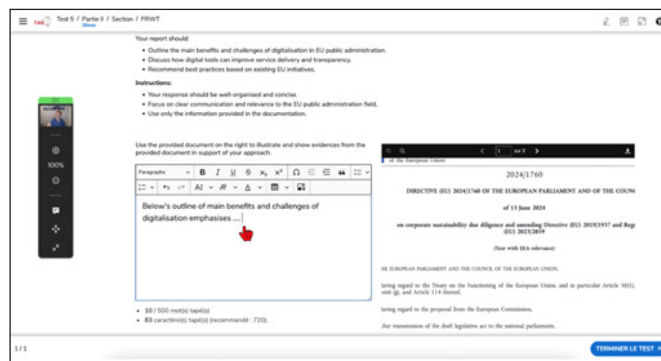
- **Light grey circle** (see Q20): question not yet displayed
- **Black outline only** (see Q10 and 12): Question displayed but not answered
- **White number inside black circle** (see Q1, 3, 4, ...): Answered question
- **Small arrow beneath the number** (see Q19): currently active question

Tap any number to jump directly to that question.



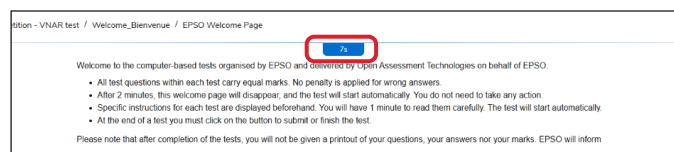
4.3.4. Free text answer tool (available for some type of tests)

- 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.

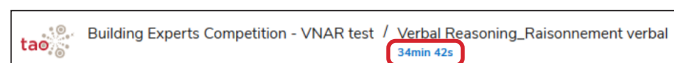


4.3.5. Progress information (timer & status warnings)

Instructions timer – As soon as the test launches, the welcome page presents a countdown. Take a moment to read the accompanying information thoroughly.

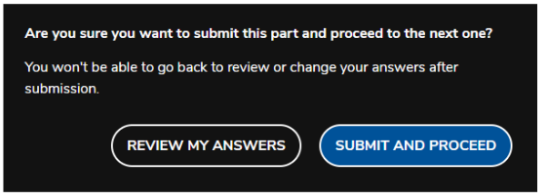
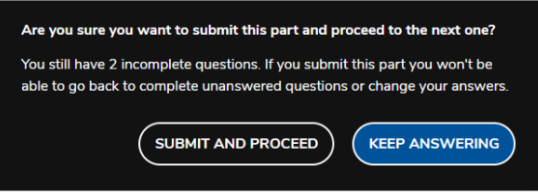
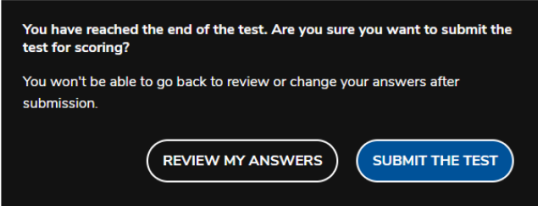
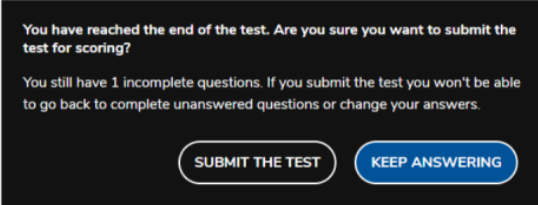


Test timer – A clock remains visible at the top of the screen for the whole test, continuously showing the minutes and seconds left for the current section.



4.3.6. 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.	

4.3.7. 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. During these breaks, specific information will be displayed on the screen. Please be mindful of the timer, as once the break time ends, the system will automatically move to the next test part.

12s You now have a break. Please keep an eye on the countdown timer — the test will begin automatically once the break ends. Vous avez maintenant une pause. Veuillez surveiller le compte à rebours — le test commencera automatiquement une fois la pause terminée. ***

Security checks continue during the break; you must behave as during the testing.

5. TAO Support

Only TAO Support is authorised to handle issues related to the TAO testing platform. Save their number **+351 211 554 559** to your mobile contacts to reduce stress. **Technical support is available Monday to Friday, 09:00-18:00 CET, in English and French.**

EPSO does not reimburse any telephone charges. All calls and emails are recorded.

5.1. During the prerequisite test period

For any technical issue, contact TAO Support by phone **+351 211 554 559** or email epsotest.support@intelcia.com. Availability: Mon-Fri, 09:00-18:00 CET, English and French.

5.2. During the tests

If a problem arises, **first restart your computer**. If it persists, call the TAO Support by phone **+351 211 554 559** (Mon-Fri, 09:00-18:00 CET, English/French).

- 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.

5.3. Obligation to inform EPSO

If any issue arises, in addition to calling TAO support, you must inform EPSO:

- in writing, exclusively via the [Single Candidate Portal](#),
- with a detailed description of the problem,
- with supporting evidence, such as:
 - a photo showing your interaction with TAO support (phone or email), **or**
 - an excerpt from your phone bill that records the call time, duration, and the TAO support number.
- **Everything must be sent by the deadline stated in the notice of competition** (including supporting documents).

Requests and technical complaints will be rejected if:

- You did not complete the prerequisite test.
- You did not contact TAO support at the scheduled testing time.
- You do not provide the supporting documents by the deadline.
- You submit your complaint after the deadline 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.

Retesting: If your situation is sufficiently substantiated and justified, EPSO may grant a new testing slot. You will be notified through the [Single Candidate Portal](#), and further instructions will be provided there.

Withdrawal: To withdraw from the selection procedure or to indicate that you cannot take the test, use the [Single Candidate Portal](#).

Complaints and questions: All inquiries or complaints concerning competitions managed via the [Single Candidate Portal](#) must be submitted exclusively through that portal. Submissions via EPSO's public contact forms will not be considered, except when you cannot access the portal because of EU-Login problems – in that case, you may use the website form as a last resort.

6. Test-day checklist recap

- **ID and environment checks** – Proctorio will run an image check and report the result to EPSO, but failing these checks can invalidate your results. The verification is fully automated; follow every on-screen instruction precisely.
- **Power** – Keep your laptop charger plugged in from the start. Some laptops show a pop-up when the charger connects; the system may treat this pop-up as a violation and terminate the test.
- **Full-screen safety** – If an X button appears in the browser bar during the test or prerequisite check, do not click it. Clicking exits the full-screen mode and ends the session permanently. Likewise, ignore any pop-up notifications; interacting with them will eject you from full-screen mode and cause immediate disqualification.

Video recording:

- **Disable all antivirus software and firewalls** before the test, as they can block built-in camera/webcam access.
- If you use an external camera, ensure it is properly connected and disable the built-in 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.** A faulty video feed will not automatically grant a retake; report any technical problems to TAO support within the given deadlines.

6.1. Signing in to take your tests

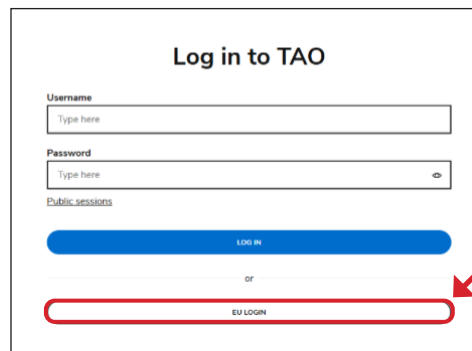
Open the invitation letter in the [Single Candidate Portal](#) and click the TAO-Portal link.

On the TAO platform, select EU Login and enter your credentials (contact the [Candidate Contact Service](#) if you encounter login problems).

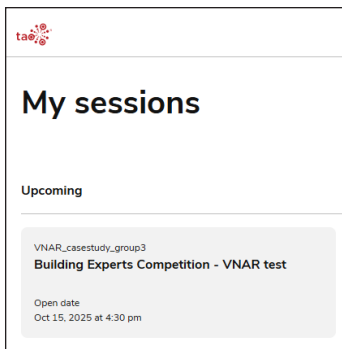
In the **My Sessions** tab you will see all test sessions:

- **Upcoming sessions** appear greyed out until their start time.
- When a session becomes active, click **Start** to begin.
- Ended sessions disappear from this view; they are listed under “**Finished sessions**”.

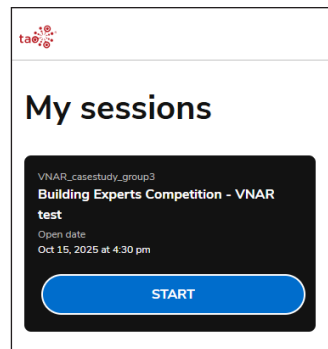
 If the invited session is not visible, report immediately to EPSO via the [Single Candidate Portal](#).



The screenshot shows the 'Log in to TAO' interface. It has fields for 'Username' and 'Password', both with 'Type here' placeholder text. Below these is a 'Public sessions' link. There are two login buttons: a blue 'LOG IN' button and a red 'EU LOGIN' button. A red arrow points to the 'EU LOGIN' button.



The screenshot shows the 'My sessions' page with the 'Upcoming' tab selected. It displays a session for 'VNAR_casestudy_group3' titled 'Building Experts Competition - VNAR test'. The 'Open date' is 'Oct 15, 2025 at 4:30 pm'. The session is greyed out.



The screenshot shows the 'My sessions' page with the 'Active' tab selected. It displays the same session for 'VNAR_casestudy_group3' titled 'Building Experts Competition - VNAR test'. The 'Open date' is 'Oct 15, 2025 at 4:30 pm'. A blue 'START' button is visible.

6.2. Finalising the tests

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.

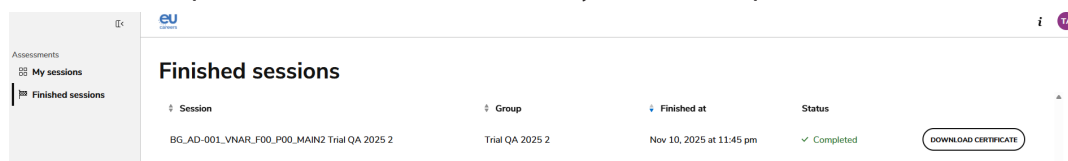
The **Finished Sessions** tab () shows all completed sessions, including pre-requisite tests.



Session	Group	Finished at	Status
MCQ + VR	Competition - vnar-test-2025-10-15	Oct 3, 2025 at 10:58 am	✓ Completed
VNAR Test	Competition - vnar-test-2025-10-15	Oct 3, 2025 at 10:57 am	✓ Completed
Pre-Check Test (Mandatory)	Competition - vnar-test-2025-10-15	-	✗ Not attempted

Certificate of Attendance:

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.



Session	Group	Finished at	Status
BG_AD-001_VNAR_F00_P00_MAIN2 Trial QA 2025 2	Trial QA 2025 2	Nov 10, 2025 at 11:45 pm	✓ Completed

6.3. 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.

7. Policies

7.1. Complaints Policy

A complaint will **not** automatically lead to a retest if it concerns any of the following:

- Use of a corporate laptop or a device without administrator rights.
- Improper peripheral setup (extra screens, keyboards, numpad, mouse, etc.).
- Use of keyboard shortcuts or key combinations.
- Copy-paste / cut-paste actions.
- Submitting the test before the allotted time expires.
- Chosen Language of the TAO platform interface.
- Late login or, when applicable, late return from a break.
- Contacting TAO support/EPSO through any channel other than those specified (no TAO website form or email during testing).
- Power loss because the device was not plugged in.
- Inability to start the test without completing the mandatory technical prerequisite check
- Inability to start because the wrong Proctorio extension version is installed.
- Lack of a valid identity document.

The **Complaint Resolution Policy for Testing Events** (available via the link in the notice) details the procedure. Complaints about the calculator or scratchpad do not automatically trigger a retest.

If a complaint meets the conditions in [§4.3](#), EPSO may offer a retake; accepting it will

invalidate the original results. Feedback on the testing experience is welcomed for improvement but is not treated as a formal complaint – be explicit if you intend to lodge a complaint.

7.2. Test Integrity Enforcement Policy

The following actions breach test integrity (Article 6(d), Notice of Competition, Annex I) and may lead invalidation of your test session:

- Obstructing or moving out of the camera's view.
- Having another person present in the testing environment.
- Failing the identity/environment check procedure.
- Using personal items (outerwear, hats, food, bags, notebooks, smartwatches, phones, ear wearables, external calculators, any other electronic or wearable device).
- Smoking, eating, or similar activities (beverages are exempt).
- Consulting written notes, published material, or any testing aid.
- Standing up, moving around, turning off lights/audio, covering the mouth, speaking loudly, or communicating with anyone.
- Exhibiting abusive, unprofessional, or disrespectful behaviour toward contractors or EPSO staff.

7.3. 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 candidate 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 medical certification cannot be supplied by the deadline, submit it as soon as possible with an explanation for the delay.
- The Evaluation Body (EPSO Testing Development & Delivery unit and/or Selection Board) 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.

7.4. Withdrawal Policy

- Before the application deadline: withdraw via the [Single Candidate Portal](#).
- After the application deadline: submit an official withdrawal statement through the portal's contact form, including 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.
- Withdrawal is unilateral, irrevocable, and processed **only** by EPSO; statements sent directly to contractors are invalid.
- Withdrawal does not automatically erase your personal data; processing continues under the data protection provisions (see [§7.6](#)).

7.5. Confidentiality of test content/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.

7.6. Data protection

Your personal data collected during remote testing is handled in accordance with EU regulations, notably:

- **Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions.**
- **Data Protection Record DPR EC 01159** for staff selection competitions.

No biometric data are collected. 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.