

# USER GUIDE



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## TAKING A REMOTE EXAM



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For any question,  
you can contact us  
through this

[link.](#)

Support is available  
at this link, and you  
need to write to the  
chatbot at the  
bottom right of the  
page.



A close-up, shallow depth-of-field photograph of a person's hand typing on a silver laptop keyboard. To the left of the laptop is a white ceramic coffee cup on a matching saucer. The scene is set on a dark wooden table. The right half of the image is overlaid with a semi-transparent purple-to-pink gradient.

# BEST PRACTICES FOR TESTWE

# Best practices for TestWe

## 1. Days before your exam

- Download and install TestWe **at least 1 week before your first exam**.
- If you lose your **credentials**, click here: [Link](#) and click On [Forgotten password?](#) in the lower right, then access the application.
- Make sure you are equipped with a **functional webcam**.
- Make sure your screen **resolution** is adapted so that no icons or buttons are hidden on your interface.
- Make sure your device is set to the correct time and date.
- You must imperatively have an **internet connection** for the first time of your login, the **synchronization** of your exam list, the **starting** of your exam and the **sending** of your exam papers. You can be offline during your exam.

## 2. The day of your exam

- Take you exam on the same computer you took the **technical prerequisite** on and send your submission through this same computer.
- On the day of the test, please **log in** to TestWe **10 minutes** before your exam.
- Deactivate your firewall and antivirus before launching TestWe.
- You will need your **ID document** next to you to start the exam.
- You must have a **charger** with you in case of any battery issue during your exam.



# YOUR TESTWE BEGINNINGS

# Your TestWe beginnings

## a. Installation

Starting from the welcome email received in your inbox (check your spam folder) :



Mac OS 10.15(minimum) :

- ➔ click and drag the logo in the Applications folder
- ➔ open the Applications folder
- ➔ click on TestWe



Windows 10(minimum) :

- ➔ follow the installer's instructions
- ➔ Make sure you have **administrator rights** or that you have the admin password in order to be able to install and launch TestWe.



We **are only compatible** with the **operating systems** from the previous **list**.

*If your computer system is not included in our list, we advise to get ahold of one as soon as possible in order to be able to take your exams.*

## Minimum system requirements :

- 4GB of RAM (8GB recommended).
- 2GB of free space.

## b. Opening TestWe

Please **connect to the internet**.

Log in with your credentials received in your welcome email.

## c. Synchronizing your exam list

**Log in** to TestWe at least **5 days before your exam**: open the software with an internet connection and make sure your exam(s) show in « Next exams ».

## d. Technical prerequisite test

- ! Go through your technical prerequisite test at least **1 week prior to the exam**. This test allows us to verify the compatibility of your device with our app. The test is **MANDATORY**.

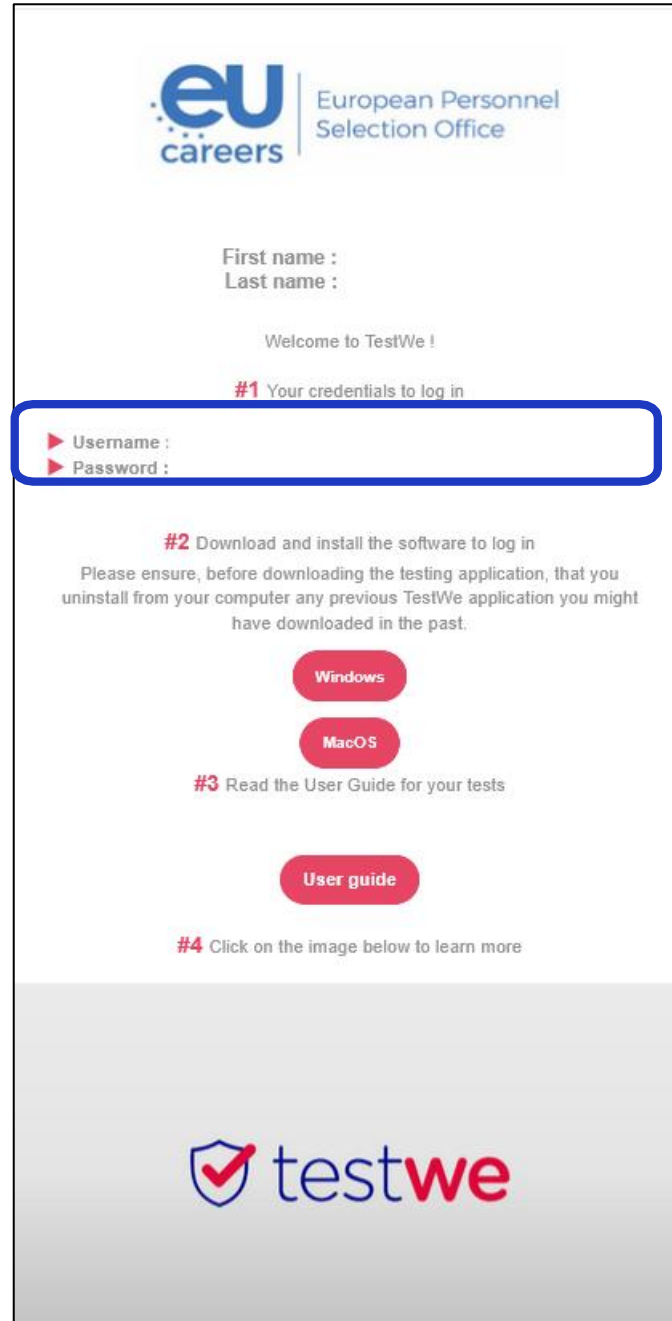


A woman with long brown hair, wearing a light-colored button-down shirt, is sitting at a desk and looking at a laptop. Her hand is resting on her chin, and she has a thoughtful expression. The background is a wooden wall with horizontal slats.

# **YOUR EXAM: STEPS TO TAKE ON YOUR TEST DAY**

## a. Log in to the software

**1** You can find your credentials in your welcome email.



**eu careers** | European Personnel Selection Office

First name :  
Last name :

Welcome to TestWe !

**#1** Your credentials to log in

▶ Username :  
▶ Password :


**#2** Download and install the software to log in  
Please ensure, before downloading the testing application, that you uninstall from your computer any previous TestWe application you might have downloaded in the past.

**Windows**  
**MacOS**

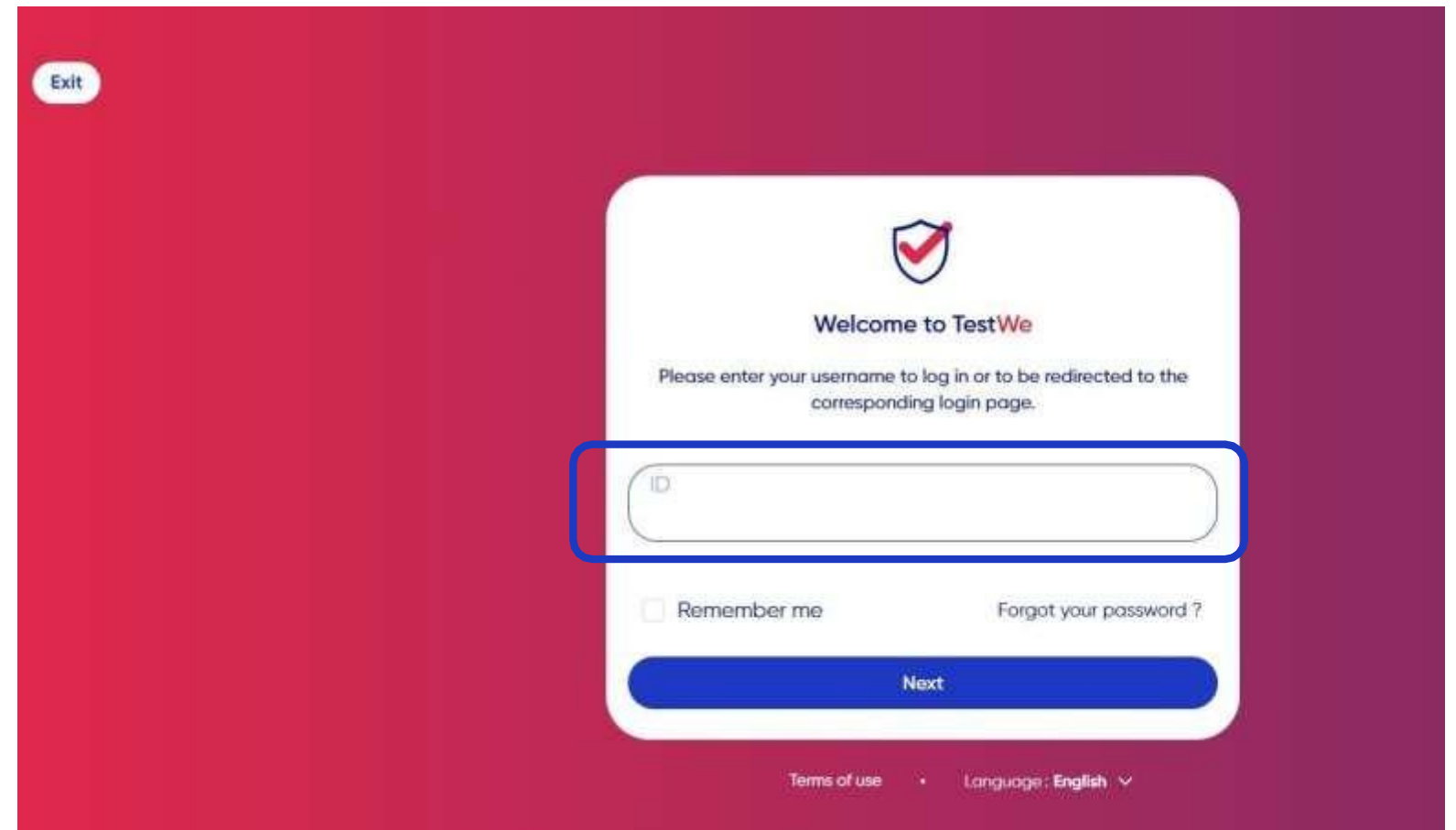
**#3** Read the User Guide for your tests

**User guide**


**#4** Click on the image below to learn more

 testwe

**2** Insert them in the relevant field in the software to log in to TestWe.



**Exit**



Welcome to TestWe

Please enter your username to log in or to be redirected to the corresponding login page.

**ID**

☐ Remember me [Forgot your password ?](#)

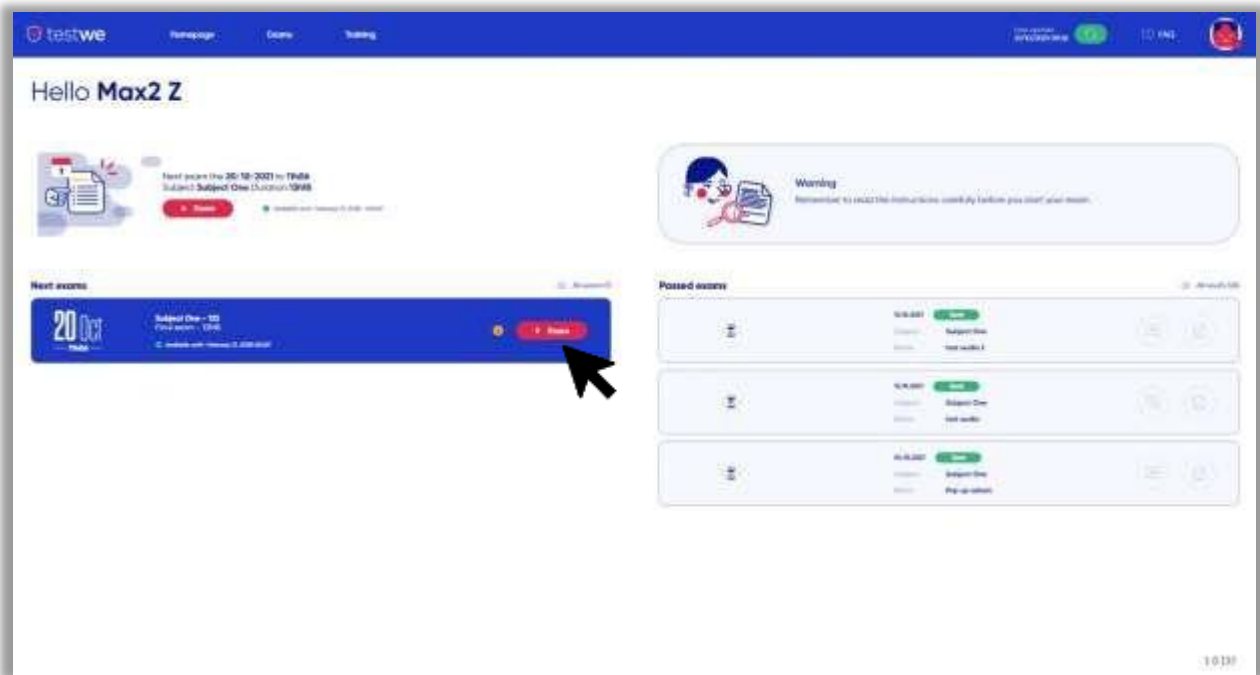
**Next**

[Terms of use](#) • [Language : English](#) ▼

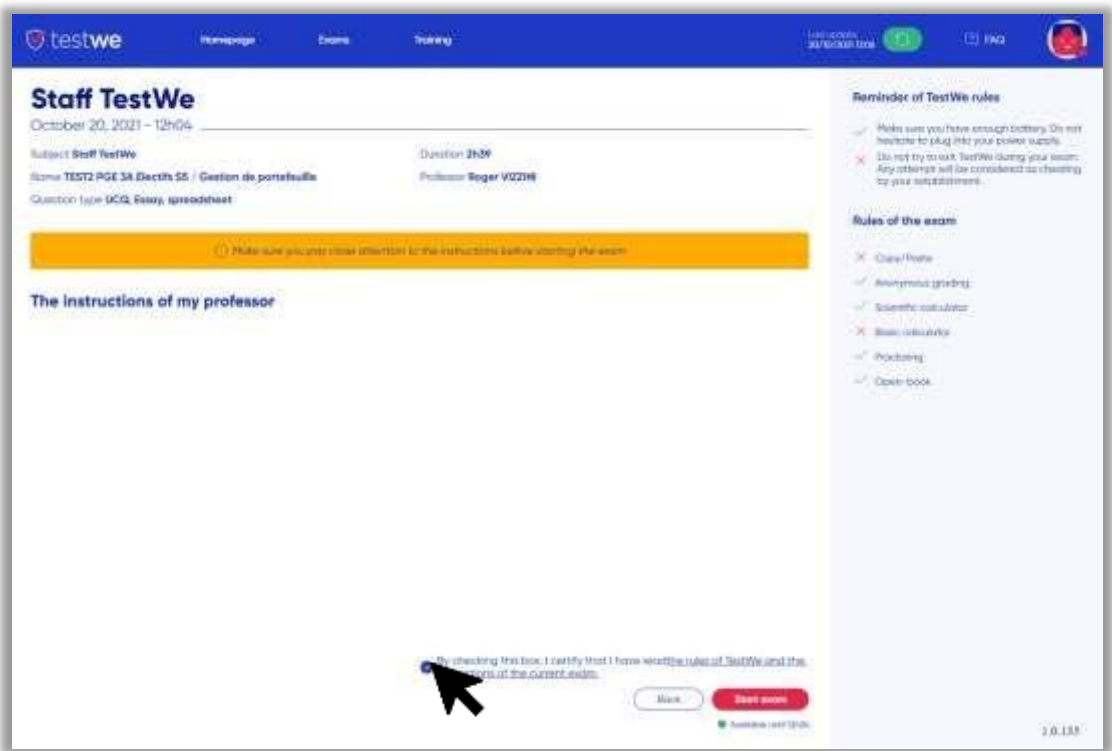


# b. Start your exam

1 Click on the exam to access it.



2 Read the rules and instructions of the current exam, and click on « Start exam ».



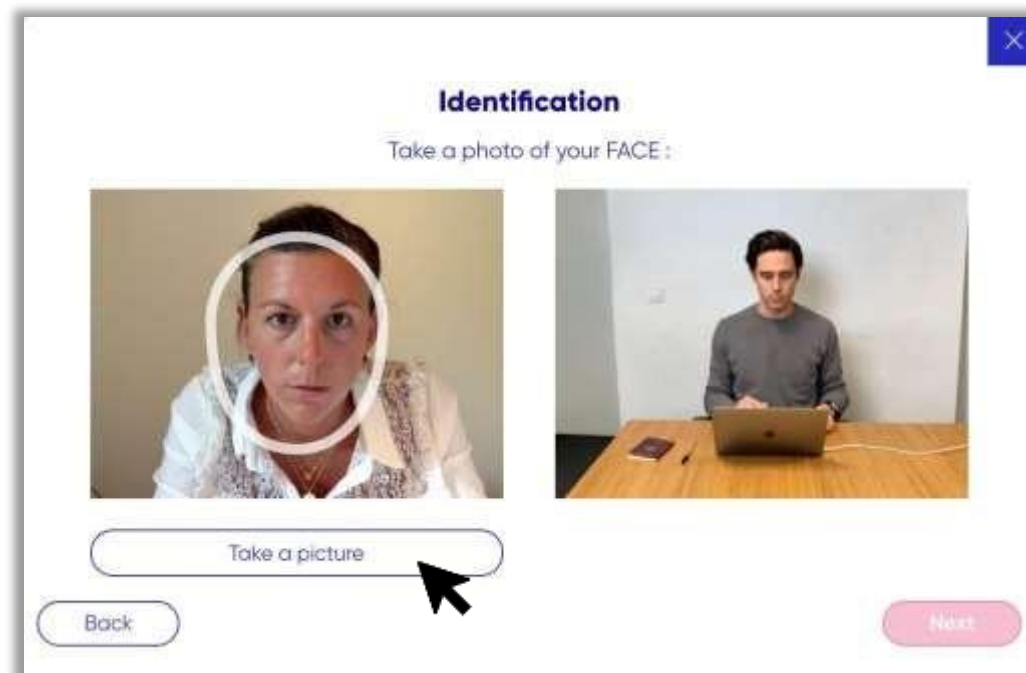
All your files and documents will automatically be closed as soon as you start your exam session.

**Don't forget to save all your work before launching your exam on TestWe.**

## c. Identify yourself

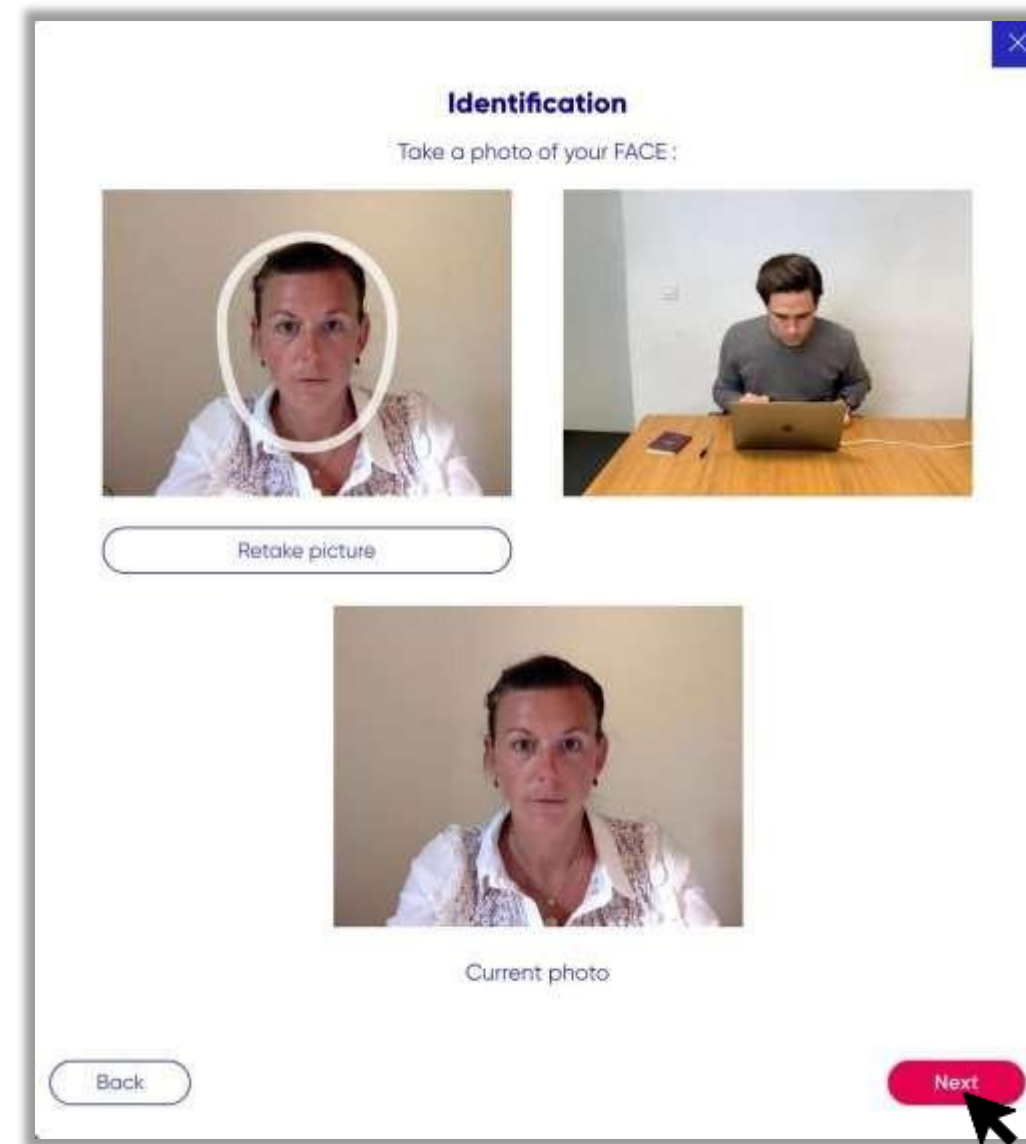
1

Take a photo of your face through your webcam.



2

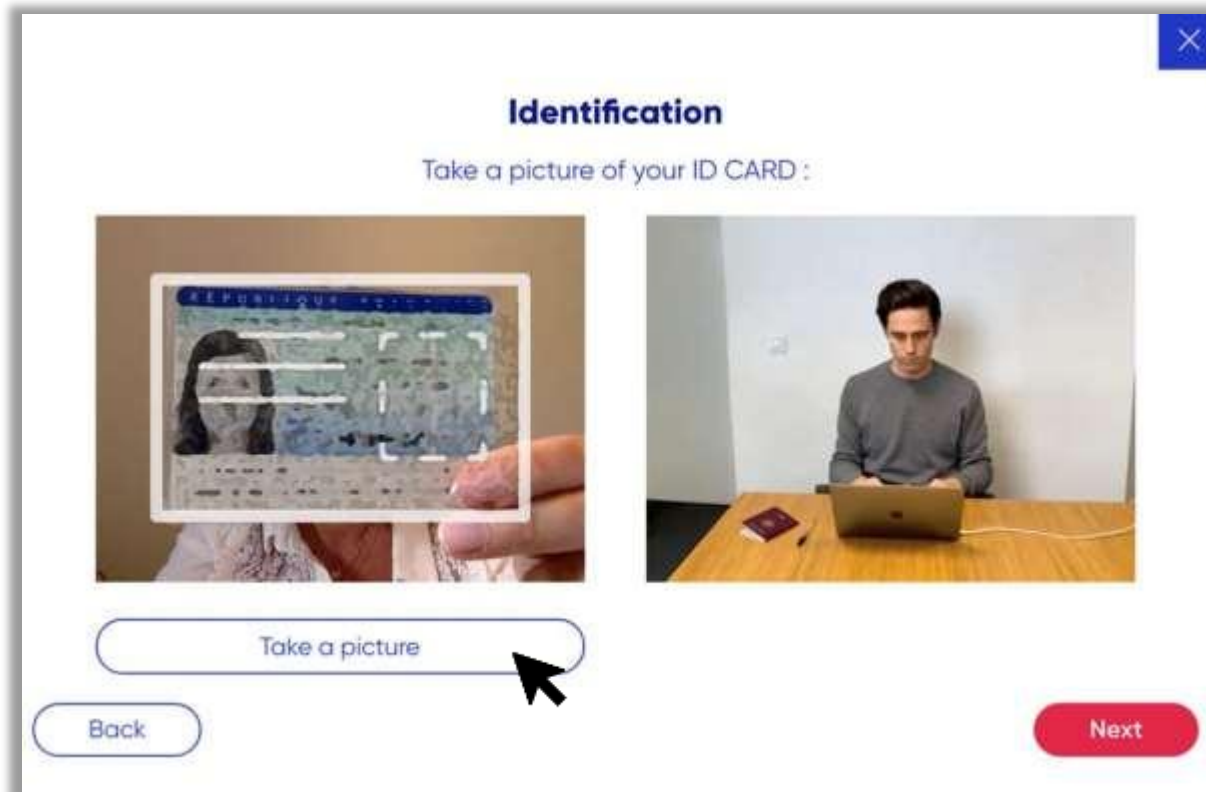
Validate the picture.



## d. Verifying your identity

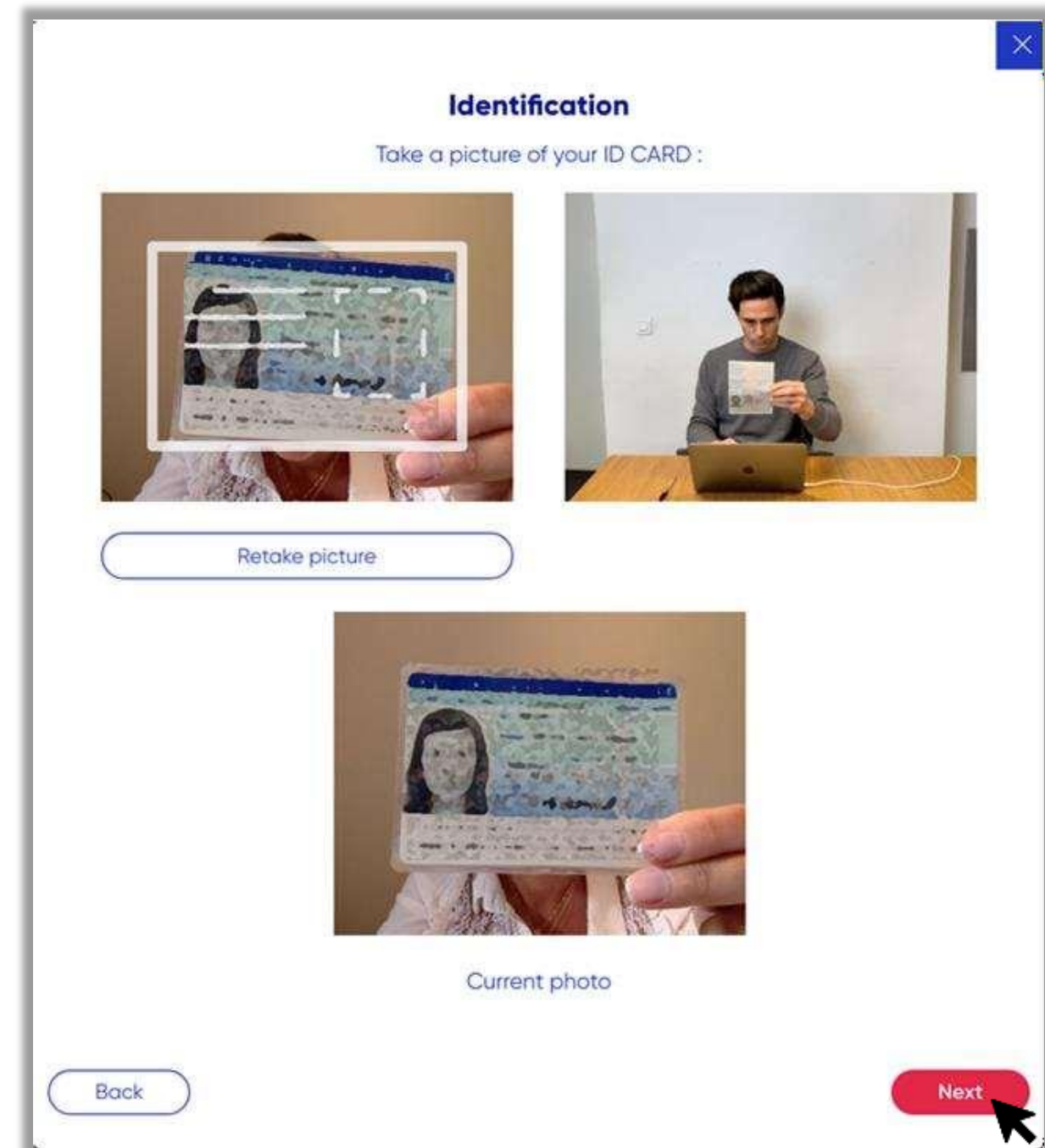
1

Position your ID card in the dedicated frame and take a picture.



2

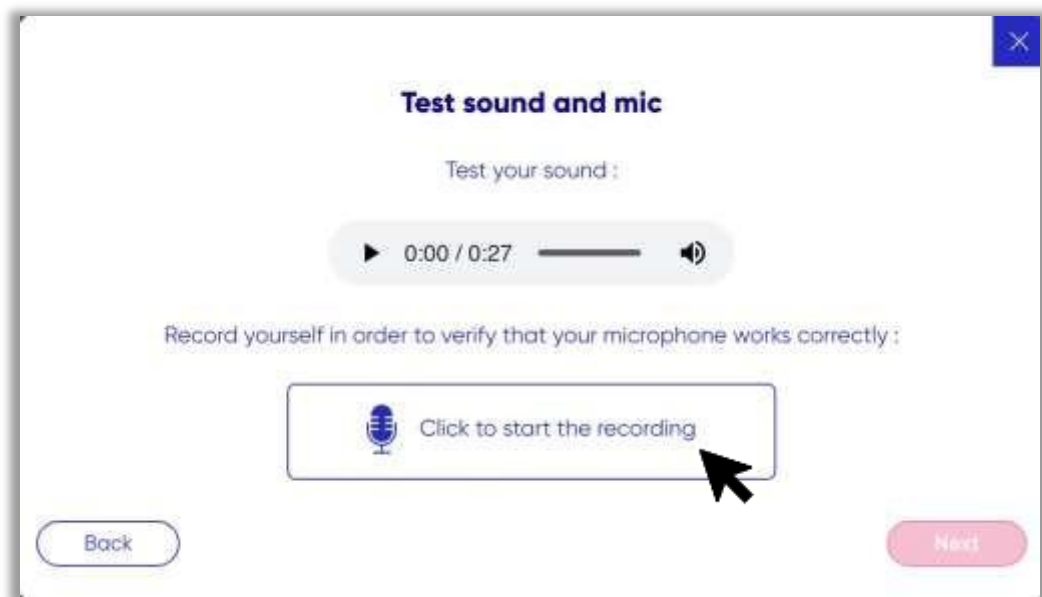
Validate the picture.





## e. Verifying your microphone

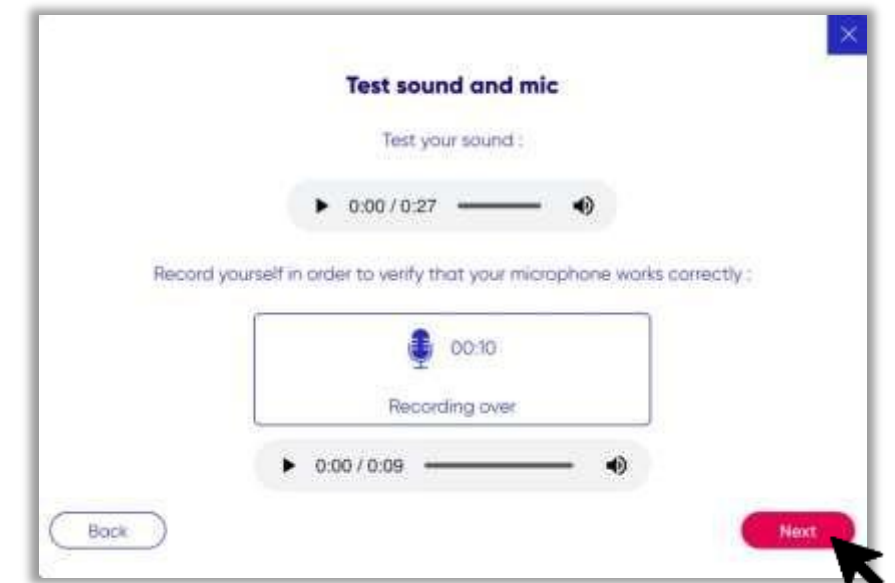
1 Click to record your voice.



2 Click to stop the recording.



3 Click next to validate.



This verification step is only needed if your exam was set up with a microphone proctor.

## f. My 360 environment

- 1** You will be filming consecutively:
- Under your desk
  - Your ears
  - Your surroundings



- 2** Click to stop the recording.

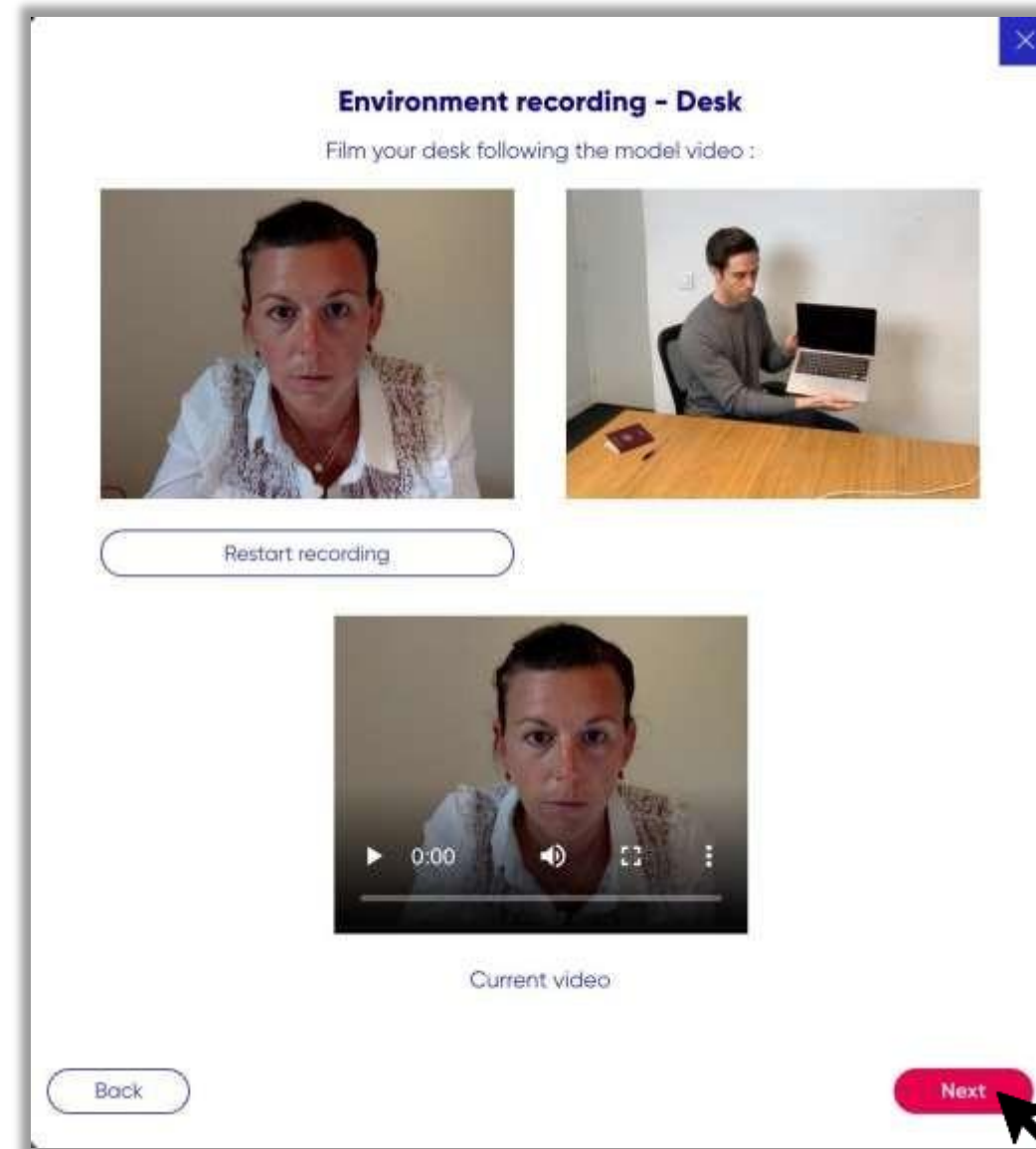


This verification step is only needed if your exam was set up with a 360 environment check.

## f. My 360 environment

3

Click next to validate.



This verification step is only needed if your exam was set up with a 360 environment check.



# Dos and Don'ts



- 1 Your room must be well-lit.



- 2 ID documents and computer **only** on the desk.



- 3 Focus your eyes on the screen during the exam.



- 4 Do not get up and/or do not leave the room during your exam.



# a. Send your exam

1

To submit your exam before the end of the timer:  
Type "1234" in the field provided, then click "Yes, send".

To confirm that you want to send your copy, type 1234 in the box below instead of the greyed out word.

**Warning.** After sending, no turning back is possible.

✓ 1234

Yes, send

No, I want to go back

To submit your exam when the time is up:  
Simply click "End"

The duration of your exam has now elapsed Click End below to return to the home page.

**All the data has been saved successfully**

End

Send copy automatically in 4 seconds

2

Verify the state of your submission. A green bubble must show in which the word « Sent » must appear in order to confirm the successful sending of your exam.

Passed exams			All results (3)	
	23.07.2021	Not realized		
	Subject	Cultures étrangères		
	Name	Le Canada 2		
	22.06.2021	Unsent		
	Subject	Cultures étrangères		
	Name	Le Canada		
	21.06.2021	Sent		
	Subject	Cultures étrangères		
	Name	Culture Canadienne		

**👍 You were connected to the Internet before starting :**  
your exam submission is automatically sent at the end of your session.

**👎 You were not connected to the Internet before starting :**  
Connect to the internet within 24hrs maximum and sent your submission by reopening the software. Your exam will send automatically if an internet connection is detected.