

Brussels, 24 June 2026
EPSO/NR/OS/ 6867241

**REPLY TO NIELS BRACKE, PRÉSIDENT UNION SYNDICALE SERVICE PUBLIC EUROPÉEN,
USB**

**Subject: Request for access to online testing applications (TestWe and TAO) on work
computers**

Dear Mr Bracke,

Thank you for your letter of 28 May 2026 concerning competition EPSO/AD/427/26 (AD5 Graduates) and the possibility of accessing the online testing platform on corporate computers.

We fully appreciate that EU staff might want to participate in EPSO competitions using their EU institution's devices. After thorough consideration, I regret to inform you that it is impossible for the current AD5 Graduates competition for the reasons detailed below.

Technical requirements and examination integrity

For this competition, EPSO relies on a combination of TAO platform and the Proctorio remote proctoring solution. Our service provider's technical requirements are standard within the online testing industry and are necessary to:

- ensure the correct functioning of testing applications;
- provide a secure testing environment;
- protect the integrity and confidentiality of test content; and
- safeguard the fairness of the competition process.

EPSO communicates these requirements to candidates through the instructions for online testing and the EU Careers website.

General considerations

Equal treatment: EPSO's mission is to attract a diversity of candidates and so competitions are open to all eligible citizens, whether they are staff members of EU institutions or external candidates. In this context, EPSO does not design or organise competitions around the technical environment of any particular institution or category of candidates.

Reputation: Facilitating access to specific testing tools on corporate laptops exclusively for internal candidates presents a serious reputational risk for the EU. It could be perceived as providing an institutional advantage that is not available to external candidates.

Corporate policy: Corporate devices are intended for professional activities and not private purposes such as participation in external competitions.

For these reasons, EPSO does not favour the systematic use of institutional laptops as a testing solution for internal candidates.

Institutional autonomy

Decisions concerning software installation, approval or whitelisting on corporate devices fall within the responsibility of the respective institutions' IT services and are therefore outside of EPSO's remit.

a. Corporate responsibility in case of malfunctions

Some institutions might refuse to grant the access to avoid engaging their corporate responsibility in case of corporate laptop malfunctions during the tests.

b. Consistency of candidate experience

EPSO must provide all candidates with a fair and reliable testing environment. Reliance on corporate devices cannot guarantee a consistent candidate experience, as access to the testing platform may depend on institution or company-specific IT policies, security configurations and approval procedures that are outside the control of EPSO and its testing providers. For this reason, corporate institutional devices cannot be considered the primary or intended testing solution for open competitions.

c. Complex and lengthy technical process

To assess the feasibility of enabling access to TAO and Proctorio on corporate devices, IT services of the institution concerned would have to conduct a comprehensive technical and security review. This review would cover, among other aspects, technical compatibility, cybersecurity requirements, data protection considerations and interaction with existing security controls, including antivirus and firewall configurations.

Given that each institution operates its own IT infrastructure, security policies and approval procedures, the outcome, scope and timing of any such assessment could vary considerably from one institution to another. It is however certain that no assessment could be completed before the testing phase of the AD5 Graduates.

Conclusion

The requested measures cannot be implemented for the AD5 Graduates competition. The combination of equal-treatment considerations, the need to respect institutional responsibilities regarding IT environments, and the absence of a guaranteed and consistent candidate experience across institutions make it impossible to introduce such changes within the timeframe of the current competition.

We thank you for your understanding and cooperation.

Yours sincerely,

(e-signed)
Olivier SALLES

Enclosed: Annex on technical explanations

Annex – Technical explanations

1. TestWe

Please note that EPSO no longer uses TestWe for open competitions. The application is currently used only for Contract Agent selection procedures.

In the past, the European Commission (DG HR) requested the whitelisting of TestWe for the purpose of internal competitions. As a result, Commission staff were able to use Commission-managed devices for EPSO competitions whenever the version of TestWe approved by the Commission corresponded to the version deployed by EPSO.

The approval and maintenance of such whitelisting arrangements remained the responsibility of the institution concerned and depended on its internal IT policies and procedures.

2. TAO and Proctorio

TAO is a web-based testing platform and does not require the installation of dedicated testing software on the candidate's device. However, remote proctoring functionalities provided through the Proctorio browser extension must be installed and operational in order to access proctored examinations.

As with many remote testing solutions, the proper functioning of the testing environment may be affected by certain local security configurations, including antivirus software, firewall settings, virtual private networks (VPNs), browser security policies and device management tools. Such configurations may restrict access to functions required for the examination, such as the webcam, microphone, screen-sharing capabilities or secure communications with the testing platform.

To protect the integrity of the testing environment and examination content, Proctorio requires exclusive control of certain browser functionalities during the examination session. For this reason, the extension may prevent the launch of an examination where other browser extensions or software configurations are detected that could interfere with the secure operation of the testing environment.

During technical trials conducted by EPSO and its contractor, it was observed that certain centrally managed browser extensions deployed on Commission-managed devices could not be disabled by end users. In such circumstances, the Proctorio extension was unable to initialise correctly, preventing the examination from being launched.