

Step by step to the e-EQE

It is strongly recommended to test your equipment and follow the steps 1 to 14 well in advance before the EQE as well as completing the Mock 3 flow.

I. Before the e-EQE

1. Read the user guide and all other documentation available on the [EQE website](#).
2. Set up your PC system accordingly (PC, screen, camera microphone, printer – if used)
 - ➔ If your microphone is muted/off you will have problems with taking the entry picture before each flow.
3. Set up your Wiseflow account (DO NOT change your user name)
 - ➔ You can add further email addresses to your Wiseflow profile
4. Set up your Zendesk account (DO NOT change your user name)
 - ➔ If you have not yet received an e-mail for creating an account (check your spam folder), contact the Secretariat via helpdesk@eqe.org.
5. Log-on to Wiseflow and open a flow from the flow information page
 - ➔ Be sure to select the correct flow
 - ➔ Close all other apps/programmes on your computer and disable any screensaver programme as this will avoid many technical issues
6. Install the LockDown Browser (requires admin rights)
 - ➔ Alternatively use your own laptop / PC instead of company hardware. The Secretariat cannot solve issues with admin rights/firewalls/screen saver or other company settings.
7. Adjust your equipment or settings if needed
 - ➔ During Mock exams, use the “Exit” button to leave the flow if you wish to return at a later stage within the overall flow duration
8. Use the Mock exams to test the editor and how to open and navigate within the assignments
 - ➔ Refer to the [FAQ](#) and "[Tips for candidates](#)" to see what you can do and what you should not do regarding formatting during the EQE
9. Start the LockDown Browser
10. Take your entry image
 - ➔ You must take an entry image holding up your ID/passport next to your face. Please refer to point 4.1 of the "[Tips for candidates](#)".
11. Set up the voice detection
12. Log on to Zendesk via external resources button
 - ➔ After a certain period of inactivity in Zendesk you may be disconnected automatically, simply press the “reconnect” button.
13. Select and open the assignment in the preferred language
 - ➔ If you want to open the assignment in another language either open it in a separate tab or refresh the browser if the second assignment is not displayed in the desired language (see “Tips for candidates”)
14. You must press the “Go to hand in” button to submit your answer.

II. On the day of the e-EQE

Before the start of the examination (flow):

15. Log-on to Wiseflow well in advance, i.e. 1 hour before the official start
 - ➔ Be aware that the examination times are indicated in CET.
16. Check your camera and microphone are enabled / unmuted
17. Enter the respective flow at least 30 minutes before the official start
18. Open and print the additional material (printable parts of an examination paper)
 - ➔ Printable documents will be available about 20 minutes before the start of the respective flow (a browser refresh may be required).
 - ➔ You cannot print once you have entered the LockDown browser.

At the starting time of the examination (flow):

19. Start the LockDown browser
20. Take your entry image
 - ➔ You must show your ID/passport next to your face at the beginning of each flow. Once approved the photo cannot be re-taken.
21. Set up the voice detection
22. Log on to Zendesk via external resources button
23. Open assignment in the preferred language
 - ➔ See point 13
24. Type your answer in the editor or, in case of the pre-examination, tick the respective circles
25. Use the Zendesk chat function to contact your invigilator only if needed
 - ➔ to notify the invigilator of an unscheduled break (where applicable) or in case of issues
 - ➔ If you can no longer enter the locked environment, log-on to Zendesk directly in your internet browser (bookmark Zendesk in advance) to contact the invigilator

At end of the examination (flow):

26. When you have finished or the examination time is up press the “go to hand-in” button and confirm “hand-in” to submit your answer.
 - ➔ Hand-in is not automatic.
27. Verify that your answer has been handed-in
 - ➔ In the flow information page, check that the hand-in area is green and ticked off.
28. View or download your answer
 - ➔ In the flow information page, and only after the official end time of the flow. The cover page available there is not relevant for the EQE.
29. During a scheduled break in-between parts of a paper or during an unscheduled break, stay logged-in to Wiseflow