

e-EQE Candidate Information Compilation

11-02-2021

This compilation comprises all documents for candidates published on the EPO e-EQE website to serve as a single point of reference.

Please note that this document only comprises information that has been published on the EPO e-EQE website up to 11-02-2021.

Please refer to www.epo.org/learning/eqe/e-eqe.html for the most up-to-date versions of the documents and for French and German language versions.

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Munich, 28 January 2021

Part I: Requirements for the e-EQE 2021

Preamble

This document defines the requirements necessary to take the EQE online (e-EQE).

A flow refers to a sequence of processes and events associated to an examination that include writing and submitting the answer to an examination paper or a part thereof.

1. Your environment

- The room must be suitable for an examination in terms of light, temperature and noise.
- Room doors must remain closed during the examination.
- Please cover any see-through wall or door in the room through which another person might be able to see your screen.
- Any window, mirror or other shiny or glossy surface or parts of these which are located behind you (i.e. facing the screen) must be covered.
- There must not be any light source pointed at the camera from behind you (image must be clean).
- The background behind you in the image must not have any portraits with faces visible to the camera.
- Listening to the radio or playing any other sound or music is not allowed.
- Standard, non-electric/non-electronic desk accessories are allowed (notepad, pens, pencils, etc.).
- Apart from the computer system (screen, keyboard, mouse, etc.), router and printer needed to take the examination, no other electronic devices (e.g. calculators, digital watches, smartphones and smartwatches) are permitted unless explicitly allowed by the Examination Secretariat in advance.
- You may use any printed materials, e.g. books, and any documents you consider useful for answering the examination papers.
- Food, drink and medicines are allowed.
- You must be alone in the room. No other person is allowed to be in or enter the room during the examination.

2. Hardware

- The microphone must capture the sound around you and must be connected and active throughout the examination.

- The camera should be positioned centred above or below the frame of the active screen, but not more than 5 cm away from it. The camera is to be oriented to show a frontal portrait image of you when you are looking at the screen. It must not be covered at any time.
- You are not allowed to use earphones, headsets or other, non-electronic noise-cancelling devices, such as earplugs.

3. Accessing the online examination environment

- Set up your Wiseflow and Zendesk accounts (see User Guide and other information provided on the EQE website). Do not edit your personal details (name, telephone number and existing email address) of your Wiseflow and Zendesk accounts.
- You must generate your access credentials for Wiseflow and Zendesk and keep them confidential. Do not let anyone else access your personal accounts.
- At the beginning of the examination, log on to Zendesk from the external resources of the LockDown browser. Do not mute the sound of the chat.

4. Starting the examination (flow)

- Prepare your desk with books and any further material you might want to use, and log on to Wiseflow 60 minutes before the examination start time.
- If you wish to print any examination papers, where possible for the flow in question, do so as soon as these are available and before launching the LockDown browser.
- Take the entry image when prompted, ensuring that your entire face is visible, and approve it.
- You will be prompted to perform audio verification before you can access the flow.
- Then immediately launch the LockDown browser. The LockDown browser launch procedure must be completed no later than 15 minutes after the examination start time.
- If you are late due to exceptional circumstances, you may still take the examination. However, you must provide evidence of those exceptional circumstances immediately after the examination. The Examination Secretariat reserves the right to disqualify you from the examination on assessment of the circumstances.

5. During the examination (flow)

- During the examination, you may leave the room only for scheduled breaks and, in those papers that allow you to do so, unscheduled breaks.
- You must remain in view of the camera during the examination, except for the breaks mentioned above.
- Unscheduled breaks are only possible during paper A, paper B, the two parts of paper C and part D2 of paper D, and only after 30 minutes have passed from the official examination start time.
- You must inform the invigilator via the chat function when you take an unscheduled break and when you return to your desk e.g. "I take an unscheduled break" and "I'm back from the unscheduled break". You do not have to wait for authorisation from the invigilator before leaving your desk. Make sure you leave the system/browser running.
- During an unscheduled break, you are considered to be offline.

- You must not take any material or documents from your desk with you during an unscheduled break.
- Your face must be visible at all times during a flow and must never be covered. Eyewear is allowed but only for correcting or aiding vision.
- You must not contact any other person during the examination except the invigilator where necessary.

6. Finishing the examination (flow)

- You can finish the examination before the end time by submitting (handing in) your answers.
- Once the examination end time is reached, you will no longer be able to write and/or edit your answers. You must then immediately submit your answers and close the LockDown browser.
- If you submit your answers or decide to quit the examination within the first 30 minutes of the examination start time, you must not close the LockDown browser, leave the room or move out of the camera's field of view until after the first 30 minutes have passed.

Part II: WISEflow user guide for EQE candidates

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1. Introduction

WISEflow is the digital examination platform that has been selected for the online European qualifying examination (including mock papers).

The purpose of this document is to help you get started with WISEflow and to ensure that your hardware and software are compatible and operational with this system.

Further useful information can be found in the [eEQE FAQs](#) and in the e-EQE section on the [EQE website](#).

2. Terminology

Candidates should familiarise themselves with the terminology for accessing and using the WISEflow platform. The table below explains those terms whose meaning is either specific to WISEflow or which deviate from standard EQE terminology.

WISEflow terminology	Explanation (e.g. EQE-equivalent)
Participant	Candidate
Examination	Any part of the pre-examination paper or any part of the main examination papers
Flow	A sequence of processes and events associated to an examination. For candidates these include writing and submitting the answer to an examination paper or a part thereof
Assignment	Examination paper
FLOWlock	The LockDown browser, i.e. the client software application that is installed locally on the candidate's computer and constitutes the examination environment
Hand-in	Submission of a candidate's answer

3. Hardware/software requirements

3.1. Requirements for general use of the internet platform (i.e. for reasons other than taking the examination), such as managing your user profile and verifying your enrolment

WISEflow supports the two latest versions of the following browsers:

- Google Chrome
- Mozilla Firefox
- Safari
- Edge
- Opera

For a better interface experience and faster response time, we recommend Firefox or Chrome.

3.2. Requirements for the purpose of taking the examination (EQE and mock)

3.2.1. Compatible operating systems

- Windows: 10, 8, 7
- Mac: OS/X 11.0.1 (Big Sur), 10.10 (Yosemite) or a more recent version

Note: The use of iPads for the online EQE is not allowed.

3.2.2. Amount of memory needed

- Windows: 75 MB permanent space on your hard drive
- Mac: 120 MB permanent space on your hard drive

3.2.3. LockDown browser (FLOWlock) requirements

The LockDown browser allows candidates to take the examination in a secure environment. It is a client application that is installed on a local computer (see 5.2 below for installation details). More information can be found on the WISEflow website, e.g. [here](#)). To install and launch the LockDown browser, you will need system administrator rights, unless the software has been white-listed on your computer by your system administrator, e.g. to run with elevated privileges without having to enter the system administrator password. This holds for all examination papers, or any parts thereof, including mock papers.

The LockDown browser is not compatible with Linux, Windows 10S or Chrome Books. Moreover, it is not possible to run the browser if a virtual machine is detected on the system. This includes VM host applications (VMware, VirtualBox, etc), thin apps (VMware ThinApp, Microsoft App-V, etc), Windows Emulators (Linux WINE, CodeWeavers CrossOver, etc) and other virtualisation options (virtual hard drives (VHDs), virtual displays or virtual desktops).

3.2.4. Audio and video devices

You will need a webcam, microphone (or webcam and microphone integrated on a laptop screen) and speakers.

It is not possible to use both a laptop screen and an external monitor during the examination (see 3.2.8 below). If you want to use an external monitor, using an external webcam on the monitor is recommended. If you use the laptop camera, the external monitor should be placed exactly above the laptop screen with the built-in camera (see 4.5 below).

Users with an external monitor connected to a laptop need to set the system to avoid possible conflicts between built-in and external webcams, while displaying the content of the examination on the desired screen. Closing the lid of the laptop and using an external camera may help to avoid camera issues.

See also the WISEflow website, e.g. [here](#), for issues relating to activation of the camera.

You are advised to test audio and video devices before launching the LockDown browser. You can use the basic functionalities of your operating system to verify that the webcam is connected and properly oriented, that the speakers are active and set at a convenient volume level, and that the microphone can capture your normal voice.

3.2.5. Internet connection

You will need a stable broadband internet connection. A wired connection is recommended. According to WISEflow, 5 Mbps in download and 1 Mbps in upload should suffice.

3.2.6. Email

Please make sure that your email client and server are properly configured to receive messages from noreply@wiseflow.net and support@epo.zendesk.com.

3.2.7. Printer

You are not obliged to have a printer. However, having one is recommended as some parts of the papers will be available for printing just before the start time of the examination, i.e. after you have logged in to WISEflow, but before you launch the LockDown browser. If you want to print these documents, you will need a printer with a minimum speed of 5 ppm b/w.

Printing is no longer possible once you have launched the LockDown browser. The papers are, however, available in full in electronic form in the secure environment.

3.2.8. Screen(s)

Only one screen can be used, i.e. only one screen can be connected. If you have a laptop and an external monitor and you wish to use the external monitor, you must disable your laptop screen as the LockDown browser will only display the content of the examination on one screen. Any additional screens will display a blank window with no choice left to the user. See 3.2.4 above for possible issues with laptop screens.

3.2.9. Screensaver, screen lock and power settings

The screensaver and automatic screen lock after a period of inactivity should be disabled. If this is not possible, the period should be set to as long as possible. You will have to take this period into account, avoiding that the screensaver or screen lock becomes active, because they can create instability and force the FLOWlock program to close. Similarly, power-saving functions should be disabled, such as those which cause the computer to automatically power off, sleep or hibernate.

Laptops should be fully charged in advance and remain plugged in to the power network.

4. Getting started

4.1. WISEflow account creation: your personal password

Candidates should access the WISEflow platform well before the dates of the EQE/mock examinations.

The Examination Secretariat will create an account for each candidate on WISEflow using the email address entered in myEQE. You will then receive an email from noreply@wiseflow.net with a link and instructions to create a password for your account. This will be your personal password.

4.2. WISEflow login

Once you have created a personal password, you can log in to the platform by following the link wiseflow.net (or europe.wiseflow.net). If prompted, please accept all cookies from this trusted website. Click the green “LOG IN” button in the top right-hand corner of the screen and search for “EPO” in the list of institutions. Click the “Wf-LOG IN” button, then enter your username (which is your full email address as in myEQE) and personal password.

4.3. WISEflow account settings

You can edit or change some profile settings, including the language of the interface, by clicking their name or the flag in the top right-hand corner of the screen. You may not, however, change either your personal details (name and telephone number) or your email address.



4.4. Zendesk account

An account will be created for each candidate in the EPO's Zendesk space using the same email address as used for WISEflow. You will then receive an email from support@epo.zendesk.com to create your Zendesk password.

Once you have created your password, you can log in to Zendesk from the LockDown browser (see below). In exceptional circumstances, when FLOWlock cannot be launched, it is also possible to log in to Zendesk from a standard internet browser at the address “epo.zendesk.com”. After login, a chat widget appears in the bottom left corner of the browser window. This can be used to communicate with the invigilators during the examination. For the purpose of testing, please note that the chat widget will only appear if there is an invigilator logged in at the time. For this reason, please try it during Mock 2. However, if you send a test chat message, the invigilator may not respond. You must only log in to your Zendesk account on those days on which you are taking either an examination or a mock examination.

You must not change the contact details in your Zendesk account. In particular, a specific identifier has been defined before your name and must not be deleted.

4.5. Hardware set-up

See 3.2.8 above for the computer screen requirements. For flows with image-based invigilation, backlighting must be avoided, i.e. you should ensure that there is no bright light source behind you, pointing against the webcam. The camera must be placed centred above or below, and not more than 5 cm away from the frame of the screen on which the

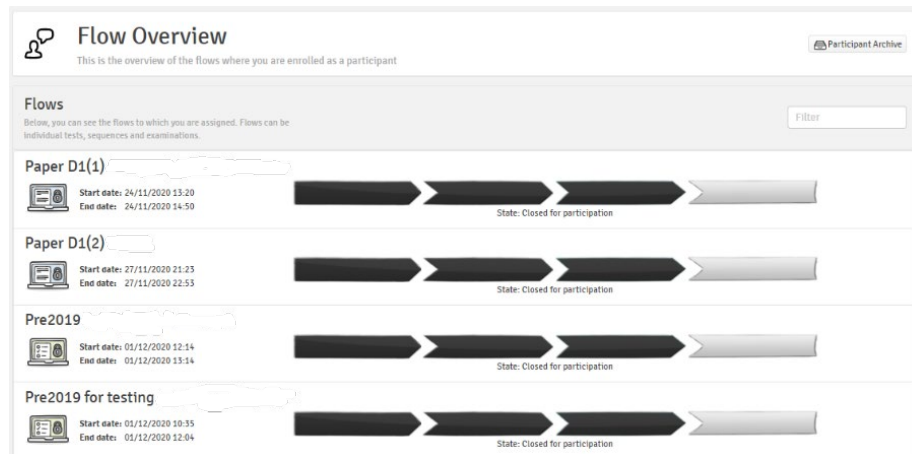
examination paper is displayed. It should be set up to provide a frontal portrait image of you. The background behind you should not contain any picture of a person whose face would show up on screen at the same size as your own face.

5. The WISEflow interface

5.1. Flow overview and flow information: documents for printing

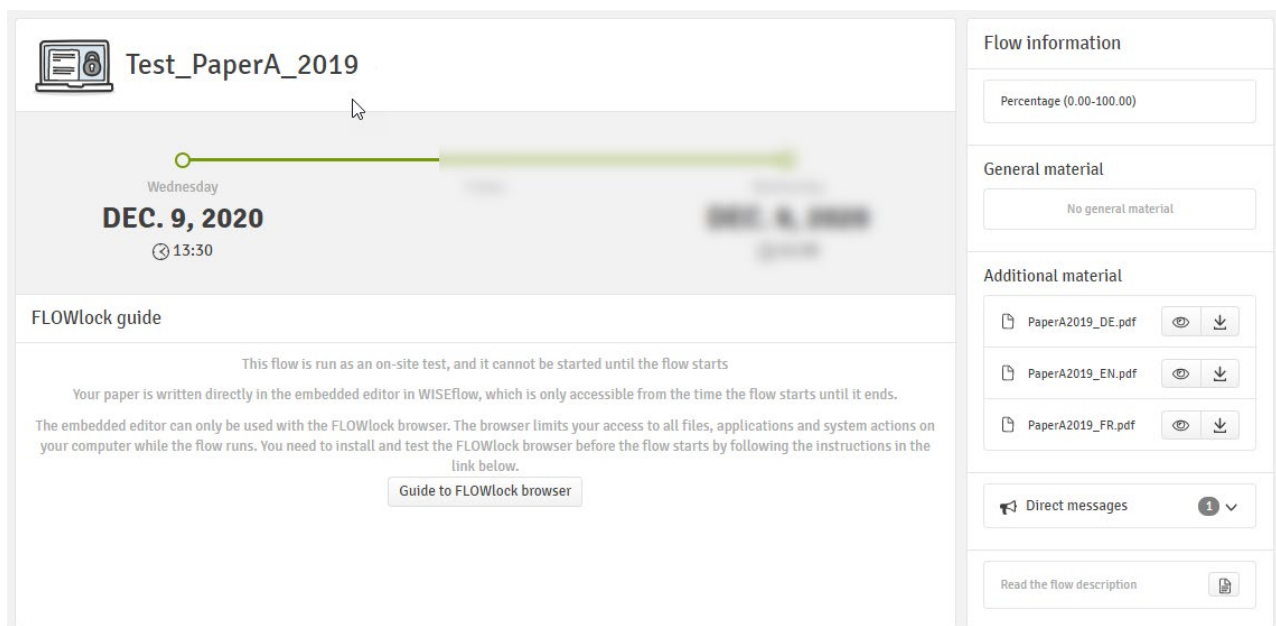
When you log in to WISEflow (see 4.2 above), you will see the flow overview (see image below).

Once the flows have been activated by the Examination Secretariat, you will see a list of the flow or flows to which you have been assigned.



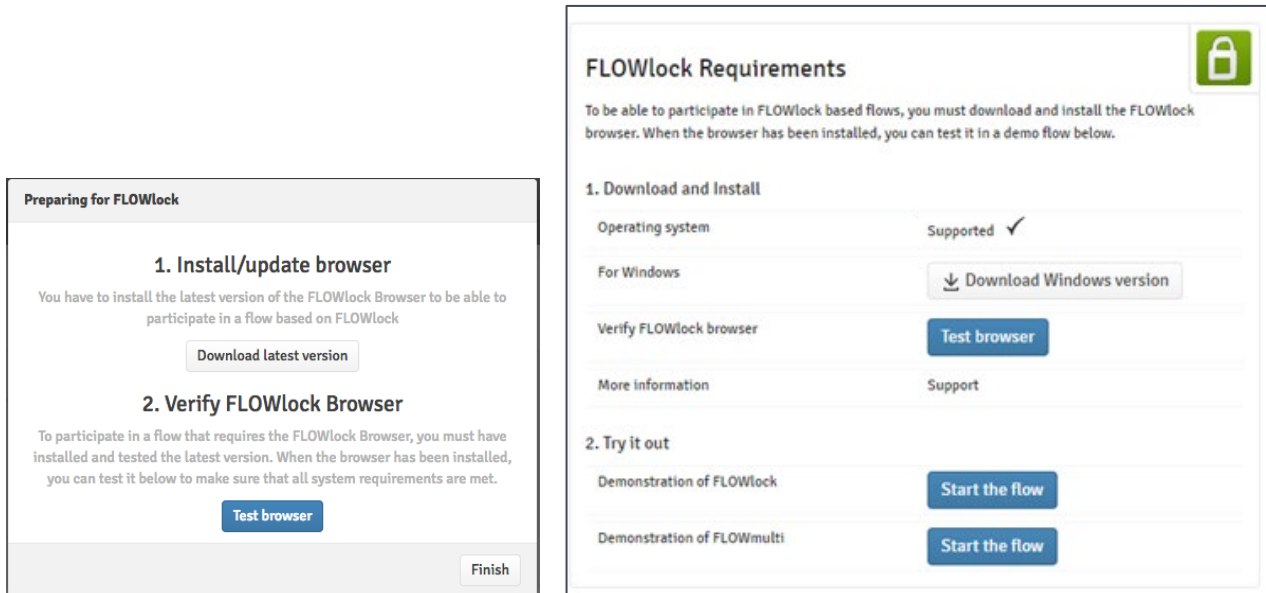
Click on a flow in the list to access the flow information page (see below) containing the details of the flow, such as the start and end times of the examination, as well as the examination environment and the additional material. The latter is relevant, because it will contain the parts of the assignment which will be made available for printing some minutes before the start time (at which point you might have to reload the webpage in your browser).

Note: Printing is no longer possible once the LockDown browser has been launched.



5.2. FLOWlock

FLOWlock can be accessed by clicking “Guide to FLOWlock browser” at the bottom of the flow information page or the “System requirements” tab of the profile settings (see images below and/or consult this [link](#)). We recommend that you download and install FLOWlock on your computer well in advance of the mock examinations. We also recommend that you test FLOWlock and familiarise yourself with it, particularly during Mock 1 and Mock 2 and especially in the days leading up to the EQE.



→ See the system requirements of FLOWlock in 3.2.3 above.

6. The examination (flow)

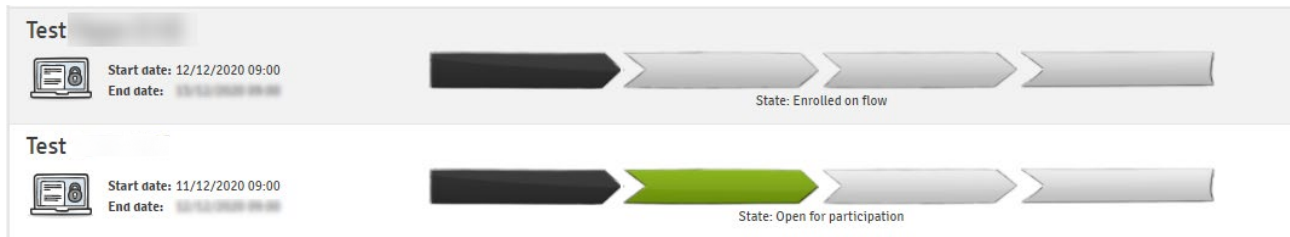
6.1. Getting started

- Make sure your internet connection is stable.
- Disable automatic updates and make sure that no automated reboot, screen lock or hibernation will occur during the examination time.
- Immediately before logging in to WISEflow:
 - Reboot your computer and close all software applications.
 - Make sure that your microphone and speakers are turned on and not muted.
 - Check the camera (e.g. with the basic functionalities of the operating system).

6.2. Start of the flow: participation password and invigilator password

You will receive an email from noreply@wiseflow.net informing you that you have been enrolled on a particular flow (i.e. for a particular paper/mock examination). The email also contains a link giving you direct access to the flow information page.

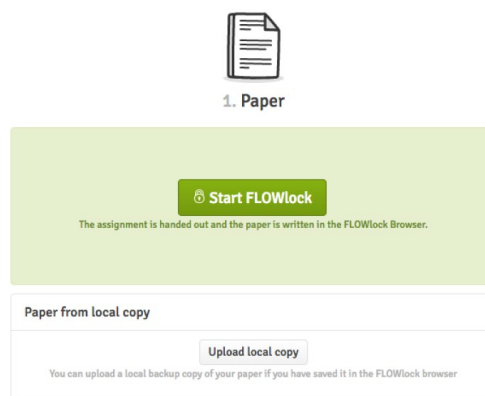
You can also access the flow overview page to verify your enrolments:



In the flow overview page, the status of a flow with a start time in the future is displayed as “Enrolled on flow”, while if the start time has passed, but not the end time, the status is “Open for participation”.

At the next level of detail, in the flow information page, the button “Start FLOWlock” will be accessible as of one hour before the start time.

Test your audio and video devices (see 3.2.4 above), close all open applications on your PC besides the internet browser and then click this button to launch the FLOWlock browser:



You will also be sent a flow-specific or “participation” password. WISEflow will ask you to enter this participation password before you can enter the LockDown browser.

Note: The participation password and your personal password are two separate passwords. Your personal password is for the login, and the participation password is for the flow.

6.2.1. EQE and Mock 2

Candidates are advised to launch FLOWlock a few minutes before the start time (after finishing any printing required). The procedure for starting FLOWlock must be completed no later than 15 minutes after the start time.

6.2.2. Mock 1

You have been sent an email containing two flow-specific passwords: a participation password and an invigilator password. You can then start, exit and re-start the flow as often as you wish after the first access, provided that you have not handed in your answer. For example, if you want to exit the LockDown browser without handing in your answer (by clicking the red Exit button in the bar at the top of FLOWlock), you will need to use the invigilator password.

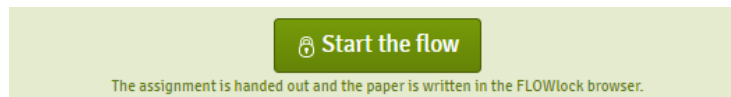
Note: Once you have handed in your answer you can no longer re-enter the flow.

6.3. Starting the LockDown browser: entering the secure examination environment

The FLOWlock browser blocks applications and other external aids for the duration of the examination. Please remember to download, install and test the LockDown browser well in advance (see 5.2) and to test it during the mock examinations.

Close all open applications on your PC when prompted by the system.

WISEflow invigilation is based - among other things - on images and audio. The following message will appear on your screen:



Once FLOWlock has started, the first steps are to take an entry image and to record your voice (see the “tips4candidates” document for details).

For Mock 2 and any other access to FLOWlock before the EQE, you should take the first entry image with the same hardware settings as you will use for the EQE (see 3.2.4 and 4.5 above) and following the rules that will be drawn up for the EQE.

This does not apply to Mock 1, as there will be no (image-based) invigilation.

If you complete the procedure to start the LockDown browser before the start time of the examination, you will see the countdown to the start time and will have to wait until then.

At the indicated start time, or within the first 15 minutes following the start time, participants will enter the examination environment, where the full assignment will be available (see below). If you arrive more than 15 minutes late you will generally not be allowed to take the examination. In very exceptional circumstances (force majeure), you can request late access to the examination by contacting the invigilator via Zendesk.

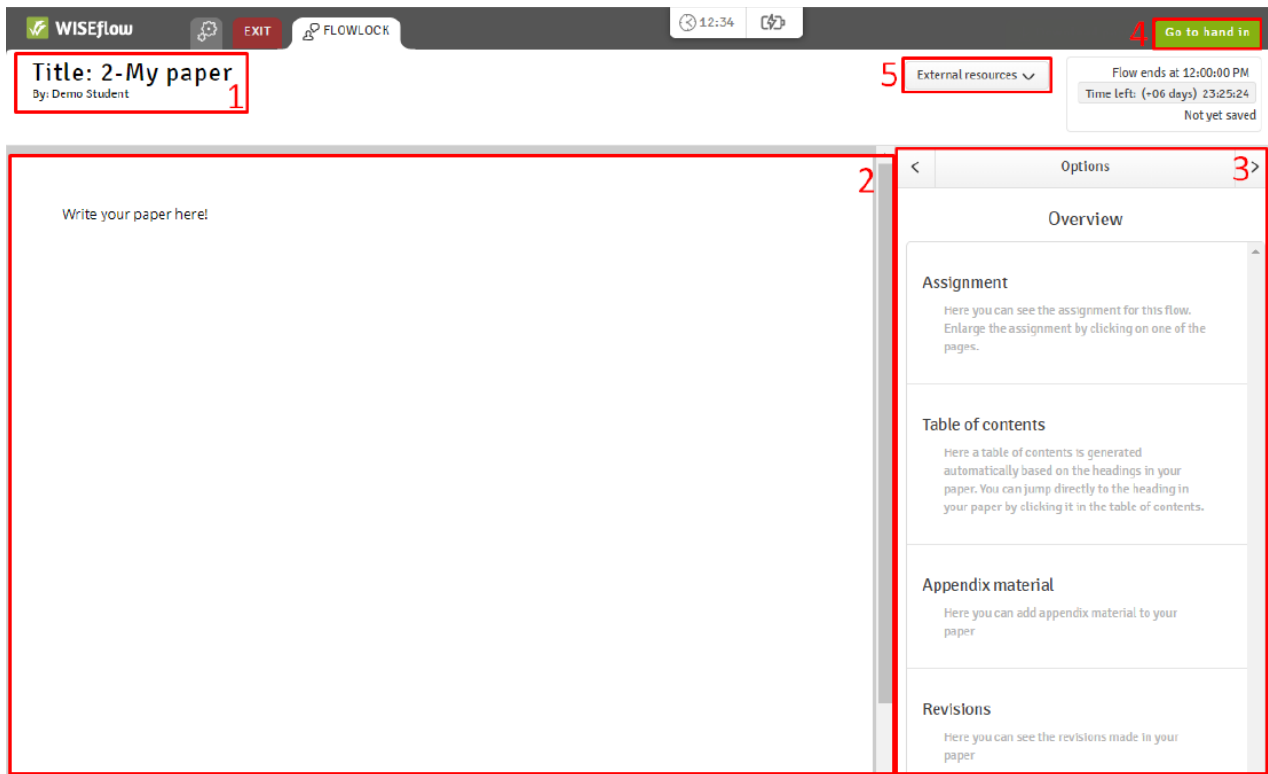
You can explain in writing to the invigilator your reasons for being late (evidence must be provided without delay after the examination). The invigilator will then evaluate whether you can start the examination late. If so, they will give you an invigilator password. You should note the password, and (re)launch the LOCKdown browser.

For Mock 1, the invigilator password will be sent to you by email.

6.4. In the secure examination environment: within FLOWlock

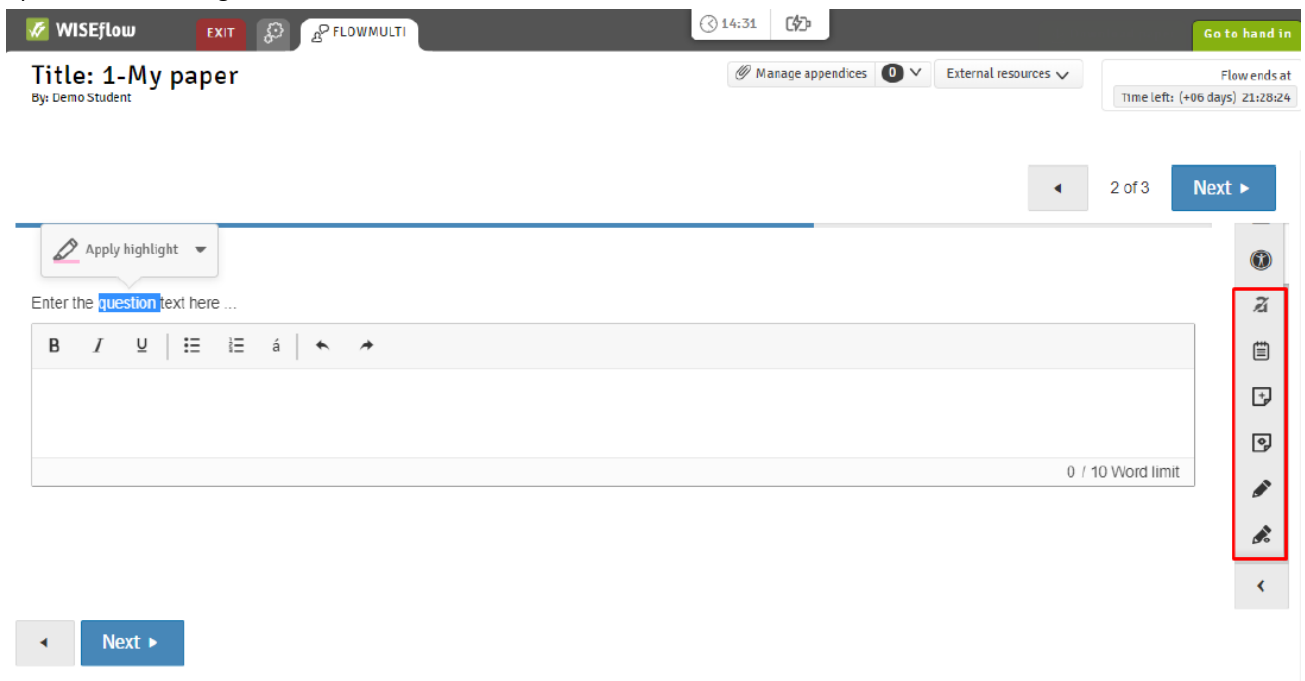
You can familiarise yourself with the features of the LockDown browser during the extended Mock 1 test period.

The first image below represents the secure environment used for the main examination papers:



Legend: Text editor 2, Options 3, including several ways of accessing the assignment in pdf format, external resources 5, such as the calendars for paper D. More details of the features of this secure environment can be found in the “tips4candidates” document, which is available on the e-EQE website.

The image below shows how FLOWlock looks for the pre-examination paper environment, with various tools and the option bar on the right-hand side:



For Mock 1, the flows will remain open until the end of February. You can start the flow on the LockDown browser, suspend activities using the “EXIT” button (do not “hand in” your answer), log out and re-enter FLOWlock an unlimited number of times. In Mock 1, there will be no invigilation and all proctoring features of the system will be disabled.

6.4.1. Opening the Zendesk chat

Immediately after FLOWlock has started, click on the Zendesk link in the external resources (see 5 above). A separate browser tab opens, prompting you to enter your Zendesk account credentials (see 4.4 above). After you log in to Zendesk, the chat widget will appear in the bottom right corner of the window, and you can navigate back to the first browser tab to access the examination papers.



6.4.2. The examination papers

For the main examination papers, three documents are available, one for each of the official languages. It is recommended that you first select your preferred language and then open the document (either in a separate tab or in the overlay window – see the “tips4candidates” document). The first document you open is stored in the browser cache, and the overlay window continues to display this document even if you select another language, unless you refresh the browser. Refreshing the browser is not recommended, as doing so will re-trigger the steps for launching the LOCKdown browser, e.g. taking the entry image (see 6.3 above). The examination papers in the other languages can be consulted by selecting and opening them in separate tabs.

Multiple instances of the same document can be opened in separate tabs, but **the number of tabs must not exceed 10**; otherwise the browser will freeze.

6.5. Terminating the flow

To submit your answer, click the “Go to hand in” button and confirm the submission in the window which pops up.

Once the paper has ended, you will no longer be able to amend or edit your answer, but you can and have to submit it via the “Go to hand in” button up to 30 minutes after the end time.

Once you have handed in your answer, you should close the LockDown browser and log out.

If you accidentally close FLOWlock before you have handed in your answer, you can hand in a copy of your answer, which is automatically saved in FLOWlock, from the flow information page with the LockDown browser closed before logging out.

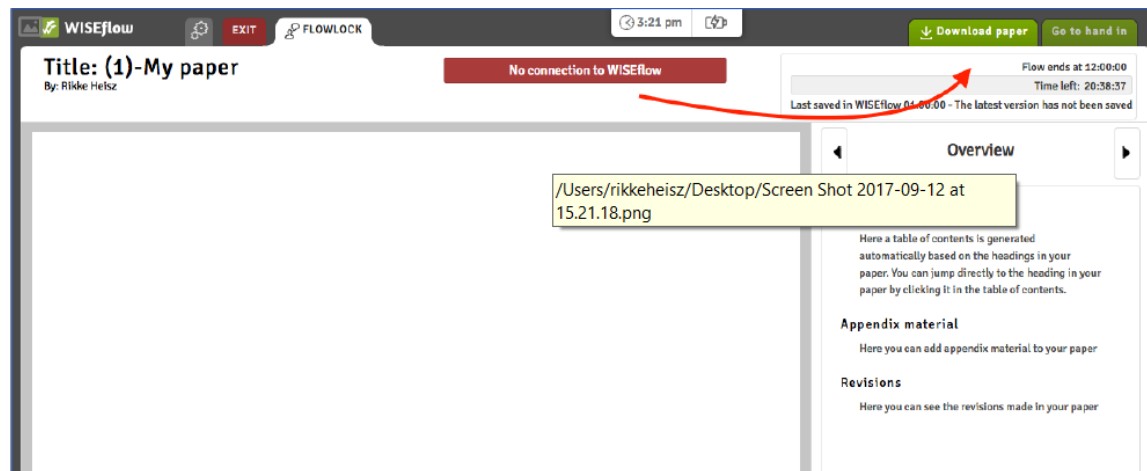
To view your submitted answer, you can log in again and navigate to the flow information page without launching FLOWlock. You can download a copy of your answer and request a receipt for its submission from the flow information page.

Please make sure that you log off from the portal when finished. If you don't, this may cause issues when you try to restart or to start the next examination.

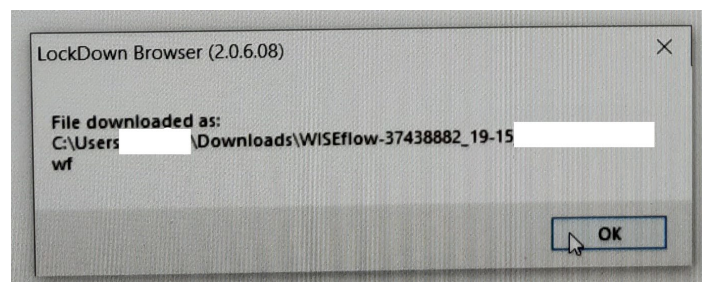
6.6. Loss of internet connection during a FLOWlock exam

During the examination, WISEflow will automatically and continuously save your answers, and you will be able to keep track of this in the upper right-hand corner of the screen. If your internet connection fails during the examination, you can continue with the examination as though nothing has happened. If the computer re-establishes the internet connection, which is normally the case, the WISEflow connection will automatically be re-established as well, and your answers will continue to be saved to the server as before.

If the connection is lost, you will be notified directly through the FLOWlock browser, and the "No connection to WISEflow" bar will show at the top of your screen. If the connection is re-established, the "No connection to WISEflow" bar will disappear.



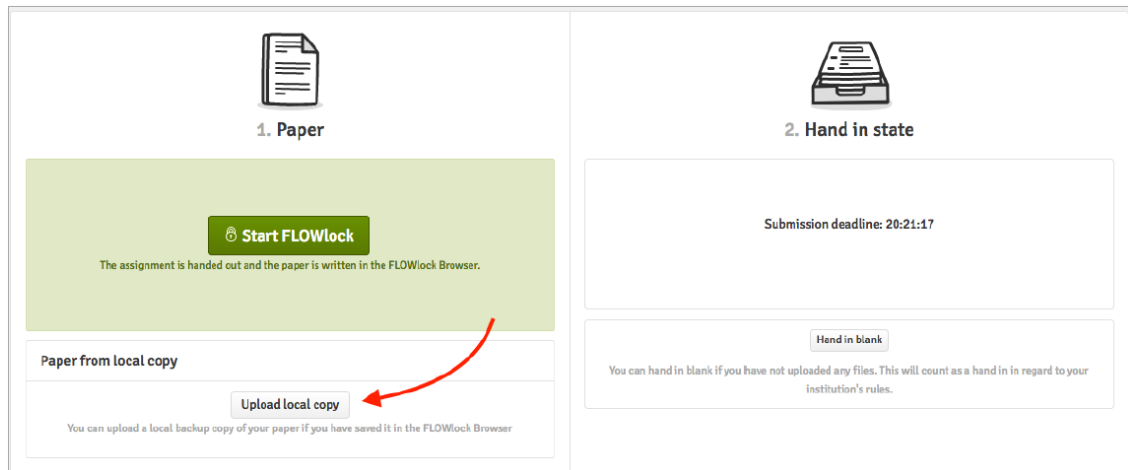
If the bar does not disappear within a few minutes, we recommend that you save your answer manually to your computer using the "Download paper" button in the upper right-hand corner of your screen. This will prevent loss of data in case your computer shuts down or FLOWlock closes/freezes. You should make a note of the path and the name of the document, which is saved in an encrypted special format to the local computer:



You should try to solve the connection problem, e.g. by using a different internet connection, while leaving the LockDown browser open.

If your internet connection is re-established during the examination, and FLOWlock is still running, the local data will be uploaded automatically. You will not need to use the local back-up copy of your answer, because you will be able to continue in FLOWlock and hand in your answer as normal.

If your internet connection is re-established, but the LockDown browser has stopped, or has been closed in order to try and solve the connection problem, you can upload your local copy before re-starting FLOWlock. From the flow information page, click “Upload local copy” and locate the encrypted file with the extension “.wf” on your computer.



You will need the invigilator password to upload a local copy, so please ask an invigilator via Zendesk for assistance (see the penultimate paragraph of 6.3 above).

If your internet connection fails towards the end of the examination and is not restored, you should first try to solve the problem before closing the LockDown browser. If a solution is found, e.g. by using a different internet connection, you should still be in a position to hand in your answer. If you cannot find a solution, please contact the Examination Secretariat.

Candidates are responsible for ensuring that a suitable internet connection is available for the duration of the online examination. The Examination Board will not accept any answers handed in where the participant has been offline for a substantial part of the examination time.

6.7. Power outage during the examination

In the unlikely event of a power outage during the examination, once the power returns you should restart the system. You should then contact the invigilator in order to regain access to the examination in the LockDown browser (as is the case when starting the examination late – see 6.3 above). A backup copy of your answer will be uploaded from the WISEflow server, and you can continue from almost the point where you left off. Candidates are responsible for ensuring that they have a reliable power network. If you are sitting the examination at a location with an unreliable power network, we recommend that you have a UPS (uninterruptible power supply) apparatus. The Examination Board will not accept any answers handed in where the participant has been offline for a substantial part of the examination time.

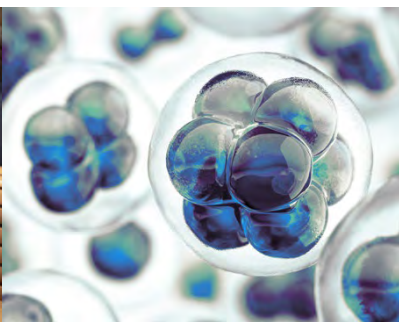


Europäisches
Patentamt
European
Patent Office
Office européen
des brevets

Please refer to www.epo.org/learning/eqe/e-eqe.html for the most up-to-date version of this document.

Part III: Wiseflow Tutorial

Mock 2, February 2021



Changes with respect to Mock 1 WISEflow Tutorial

New slides

- Slides 8-10: Zendesk chat activation
- Slide 26: requirements before starting FLOWlock (external camera, microphone, speaker volume)
- Slide 30: taking entry image
- Slide 31: voice detection setup
- Slide 33: open Zendesk chat in FLOWlock

Updated slides:

- Slides 12 & 15: Added candidate user activation as a requirement for accessing the flow

- WISEflow user activation (once per candidate)
- Zendesk chat activation (once per candidate)
- Access examination / flow information page
- Installation of the FLOWlock browser (once per computer)

- Start examination
- FLOWlock browser:
 - Papers A, B, C, D
 - Pre-examination
- Submit answers

WISEflow User Activation

- Receive activation email with subject “**Activation of user**” from noreply@wiseflow.net
- Click on activation link to open user activation page



- On user activation page:
 - Enter password and press “Continue”
- On privacy policy page
 - Accept “Privacy and Cookie Policy” by pressing “OK”

The screenshot shows a 'User activation' page. At the top, it says 'Activate your user on' with the EPO logo. A blue box contains the text: 'The licence has been set up with WISEflow standard login. Your username is your email address. Enter the desired password below.' Below this, there are three input fields: 'Username' (containing 'frimipiso@googlemail.com'), 'New password' (with placeholder 'Type password'), and 'Confirm password' (with placeholder 'Type password'). A green 'Continue' button is at the bottom. To the right of the password fields is a box titled 'Password must meet the following requirements:' with four criteria, each marked with a red 'X': 'At least one letter', 'At least one capital letter', 'At least one number', and 'Be at least 8 characters'. Two red arrows originate from the text 'Continue' in the list on the left: one points to the 'New password' field and the other points to the 'Continue' button.

- List of assigned flows is displayed (“flow” = examination paper/part)

The screenshot shows the WISEflow interface. At the top, there is a dark header with the WISEflow logo on the left and 'Test User' with a dropdown arrow, a flag icon, a red circular icon, and a help icon on the right. Below the header, a dark bar contains a 'Participant' tab with a person icon. The main content area is titled 'Flow Overview' with a person icon and a sub-header 'Participant Archive' with a folder icon. Below this, a section titled 'Flows' contains the text: 'Below, you can see the flows to which you are assigned. Flows can be Individual tests, sequences and examinations.' To the right of this text is a 'Filter' button. Below the text is a large white box with a dashed border containing the message: 'No active flows. Find archived flows in the archive.' Below this box is an 'Archive' button with a folder icon. At the bottom of the page is a 'Demo flows' button.

WISEflow

Test User

Participant

Flow Overview

Participant Archive

This is the overview of the flows where you are enrolled as a participant

Flows

Below, you can see the flows to which you are assigned. Flows can be Individual tests, sequences and examinations.

Filter

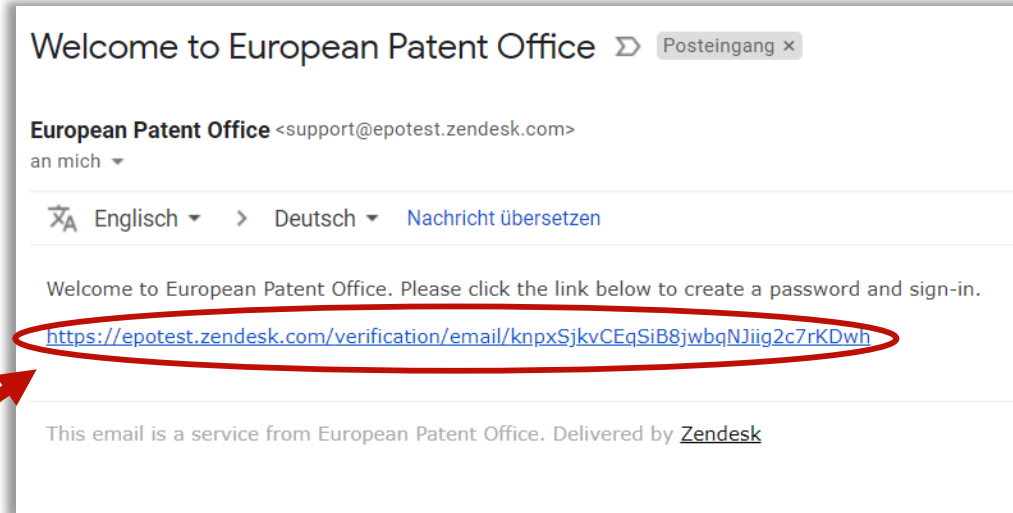
No active flows. Find archived flows in the archive.

Archive

Demo flows

Zendesk Chat Activation

- Receive Zendesk activation email with subject “Welcome to European Patent Office” from support@epo.zendesk.com
- Click on activation link to open user activation page



- On user activation page:

- Enter password
and press “Set password”

=> Help center page is displayed

Choose your secret password

You'll use this password to sign in to European Patent Office.

Your name

testuser

Your password

.....

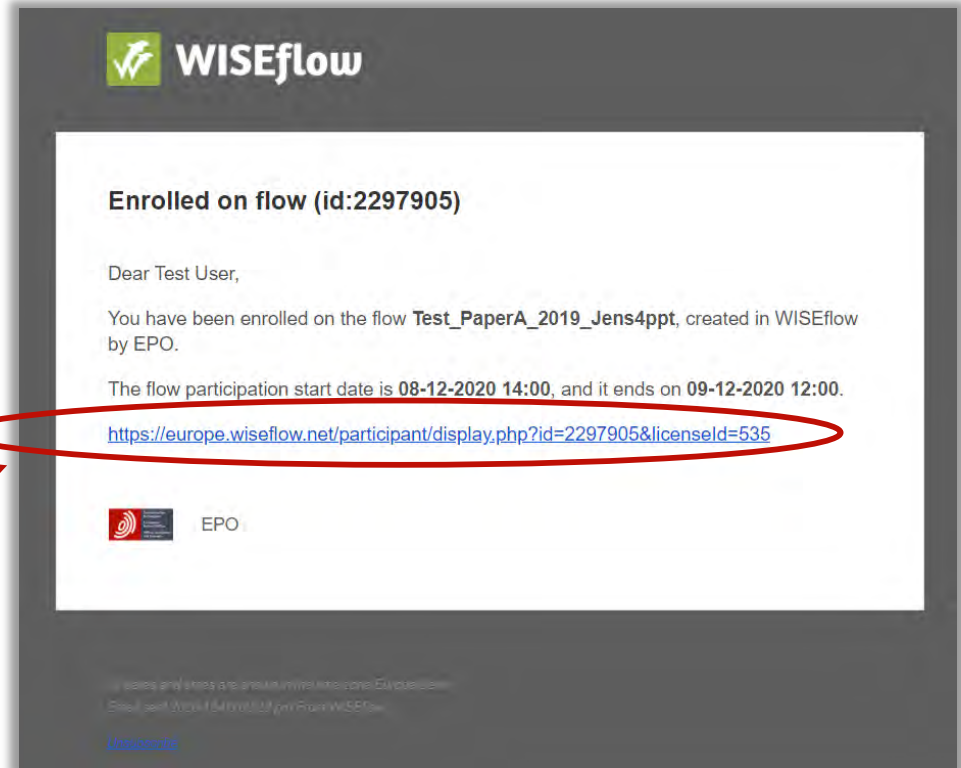
Password requirements:

- ✓ must be at least 5 characters
- ✓ must be fewer than 128 characters
- ✓ must be different from email address

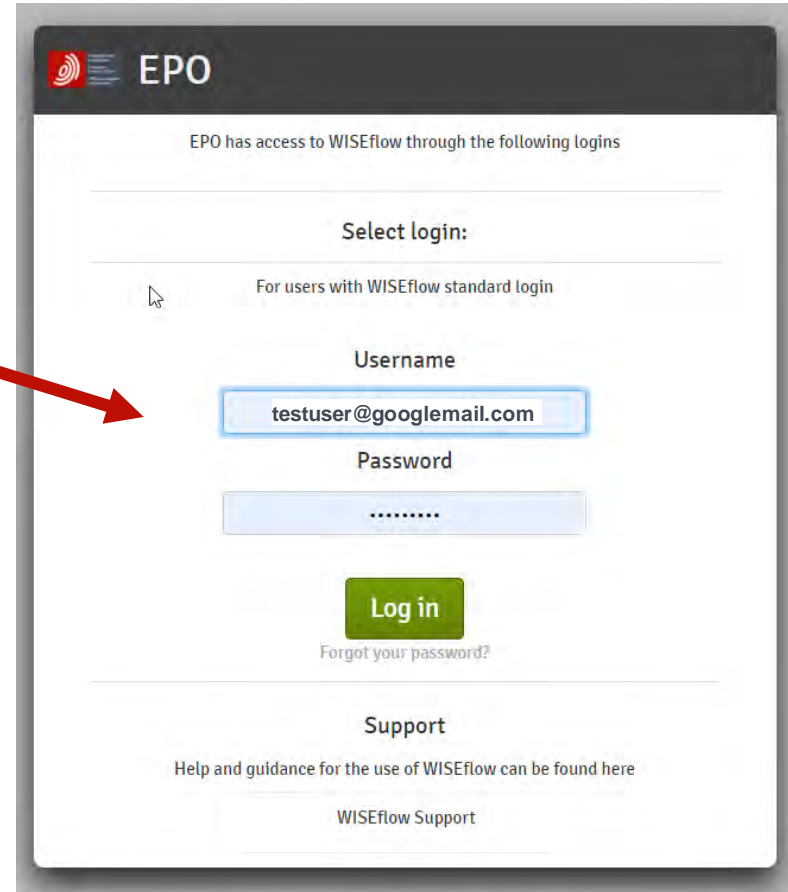
Set password

Accessing a flow

- Requirement:
Candidate user must be activated
- Receive flow enrolment email with
subject “**Enrolled on flow (id: ...)**”
from **noreply@wiseflow.net**
- Click on flow link to
access flow



- Login to Wiseflow
- Click on flow link to access flow



The screenshot shows the EPO WISEflow login page. At the top, the EPO logo is displayed. Below it, a message states: "EPO has access to WISEflow through the following logins". A horizontal line separates this from the login section. The section is titled "Select login:" and contains a sub-header "For users with WISEflow standard login". Below this, there are two input fields: "Username" with the value "testuser@googlemail.com" and "Password" with masked characters ".....". A green "Log in" button is positioned below the password field. A link "Forgot your password?" is located below the "Log in" button. At the bottom, there is a "Support" section with the text "Help and guidance for the use of WISEflow can be found here" and a link "WISEflow Support". A red arrow points from the "Login to Wiseflow" instruction to the "testuser@googlemail.com" username field.

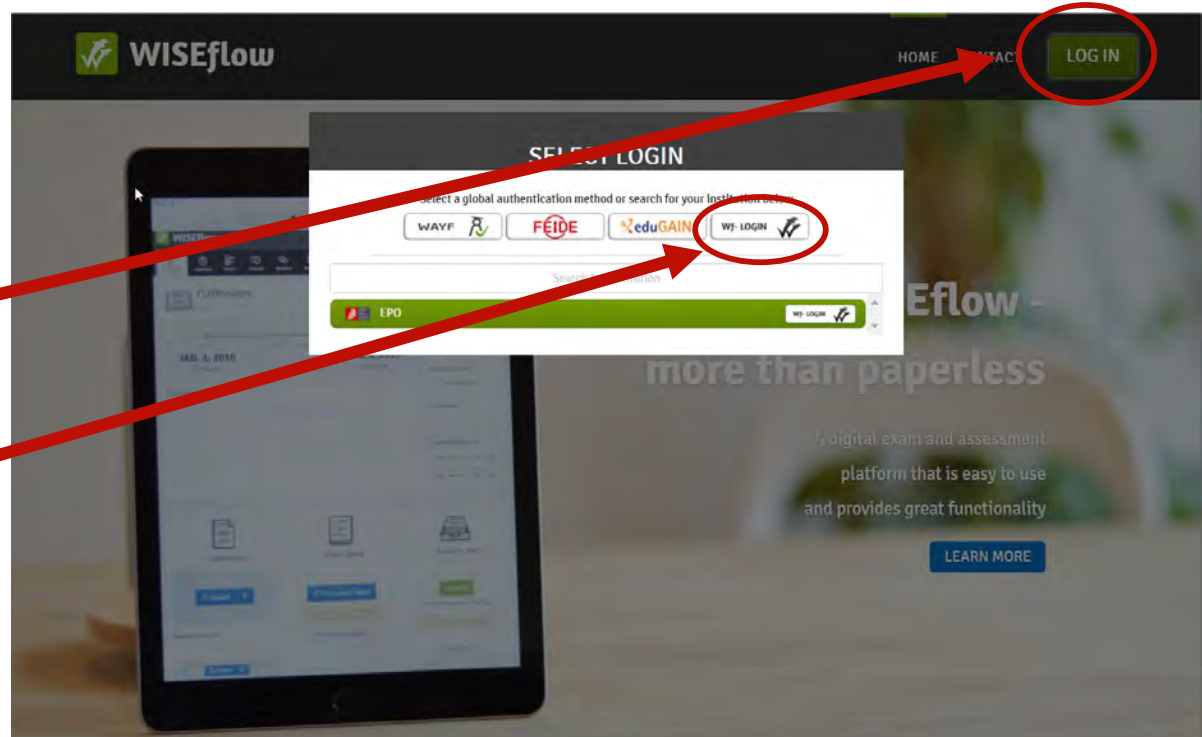
- Requirement: Candidate user must be activated

- Visit:

<https://europe.wiseflow.net/>

- Press “LOG IN”

- Click button
“Wf-LOGIN”



- Login to Wiseflow with your email address and password

- Click on flow link to access flow

=> access “Flow overview”



For users with WISEflow standard login

Username

testuser@googlemail.com

Password

.....

Log in

[Forgot your password?](#)

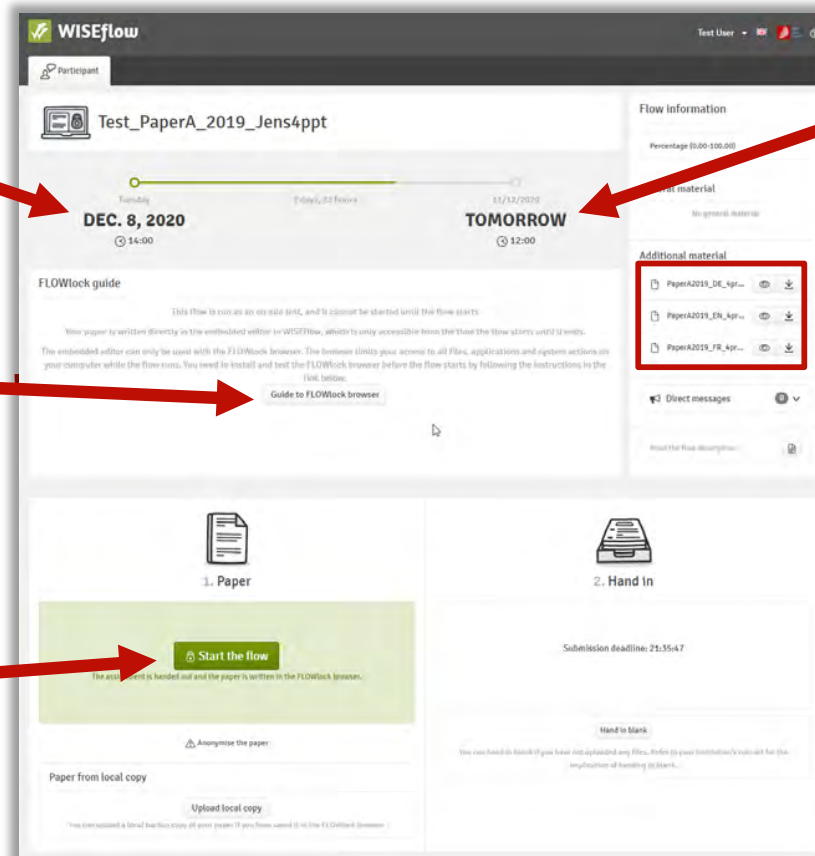
- Select desired flow from list of flows

The screenshot displays the WISEflow application interface. At the top, the 'WISEflow' logo is on the left, and 'Test User' with a dropdown menu and a help icon are on the right. Below the logo, a 'Participant' tab is selected. The main section is titled 'Flow Overview' with a subtitle 'This is the overview of the flows where you are enrolled as a participant'. A 'Participant Archive' button is on the right. Under the 'Flows' section, a description states: 'Below, you can see the flows to which you are assigned. Flows can be individual tests, sequences and examinations.' A 'Filter' input field is on the right. The first flow listed is 'Test_PaperA_2019_Jens4ppt', marked with a 'New' badge. It includes a laptop icon, 'Start date: 08/12/2020 14:00', and 'End date: 11/12/2020 12:00'. To the right of the text is a progress bar with four segments: the first is black, the second is green, and the last two are grey. Below the progress bar, it says 'State: Open for participation'. A 'Demo flows' button is at the bottom. A red arrow points from the text 'Select desired flow from list of flows' to the 'Test_PaperA_2019_Jens4ppt' flow, which is circled in red.

**Flow start
date/time**

**Install & test
FLOWlock browser**

Start flow



**Flow end
date/time**

**Download & print
examination
papers in desired
language**

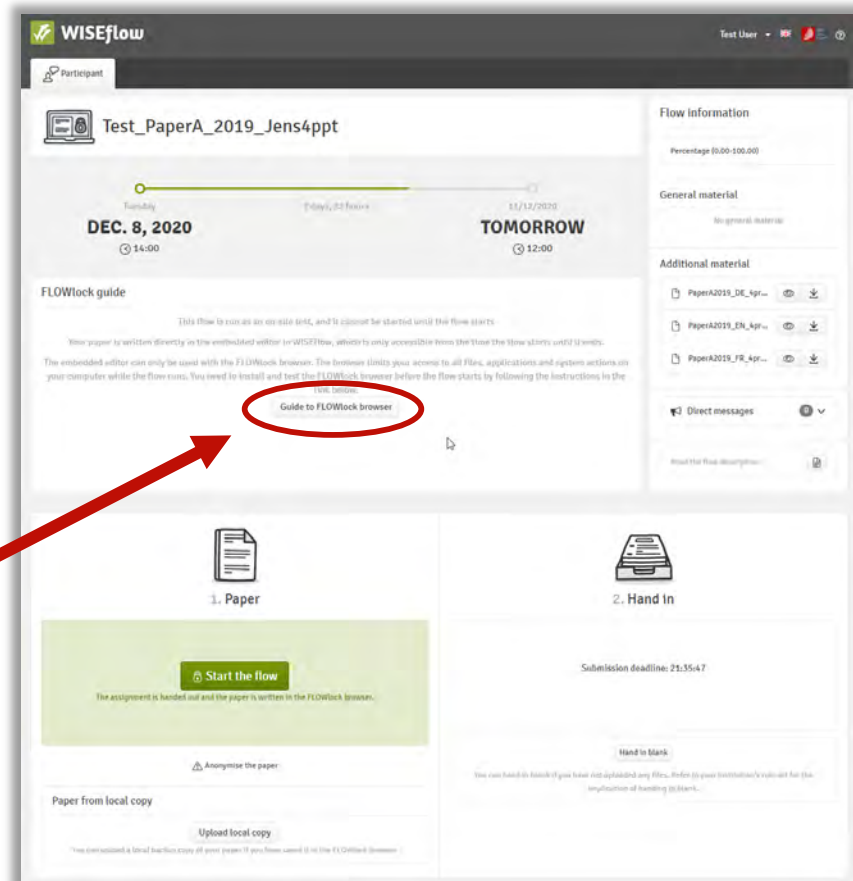
Install FLOWlock Browser

- Ensure that you have **admin rights** on your computer

- Access flow information page

- Click button:
“**Guide to FLOWlock browser**”

=> popup window appears
“**Preparing for FLOWlock**”



- Click on button
“Download latest version”

- Browser download starts

- Install downloaded file:

Double click on downloaded file and follow instructions:

“FLOWlock_browser_v[x].exe”

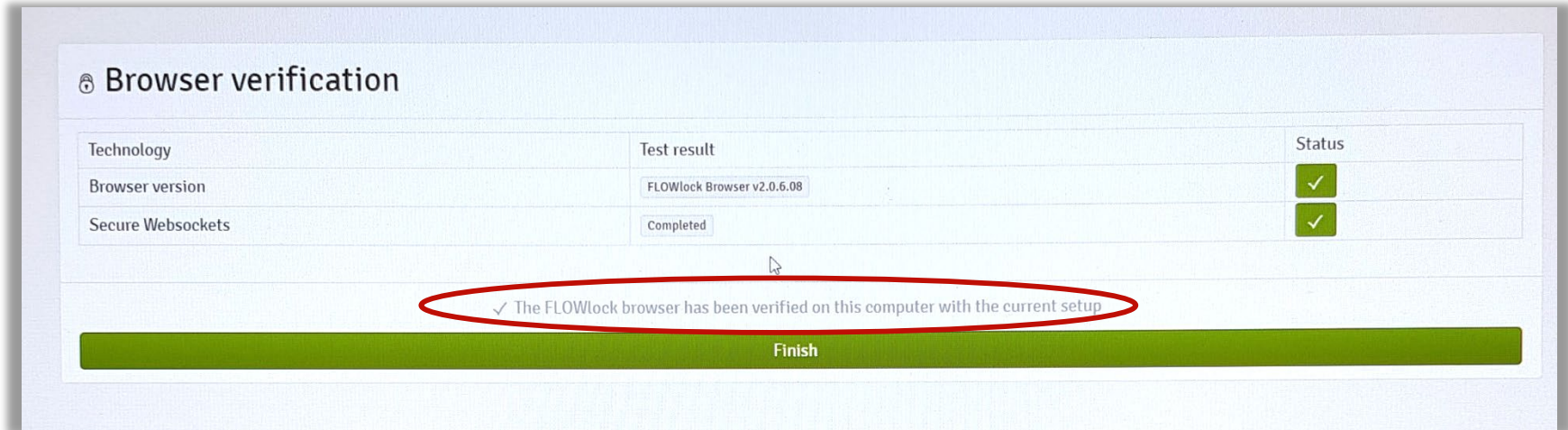


- Click on button
“Test browser”

=> FLOWlock browser is started

=> Browser verification is performed





=> FLOWlock browser has been successfully installed

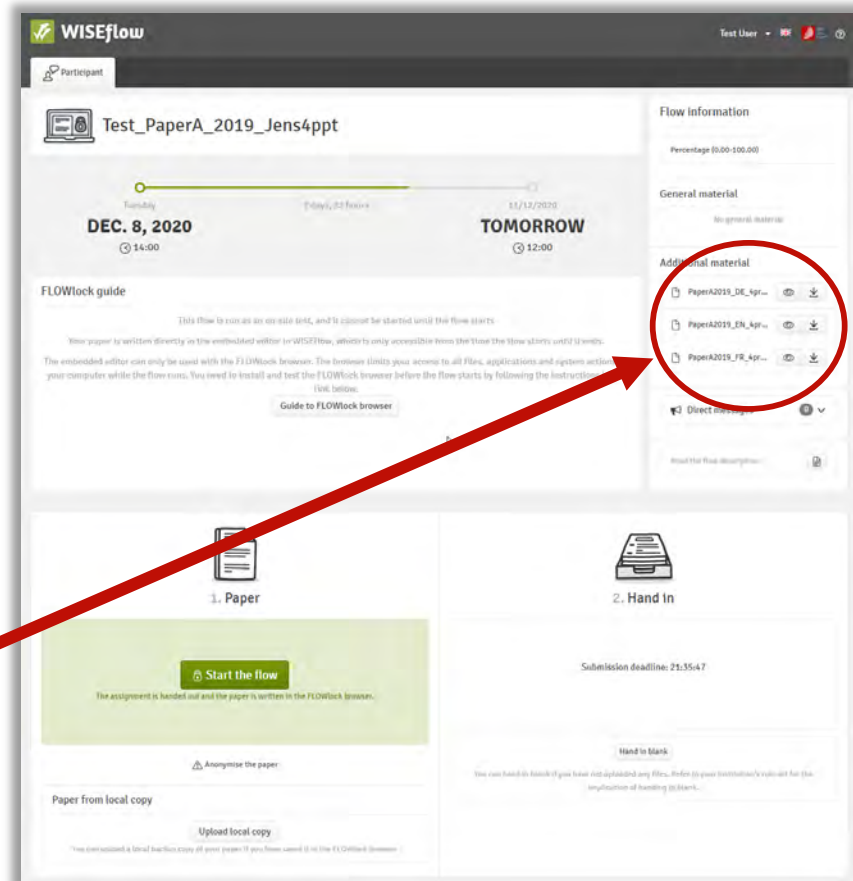
=> Press “**Finish**” to exit

Start Examination

preferably after a re-boot
of your computer

- Important:
Download and printing of available parts is only possible **BEFORE** starting the flow!

- Access flow information page
- Download pdf from “Additional material” section
- Print pdf from your pdf viewer application



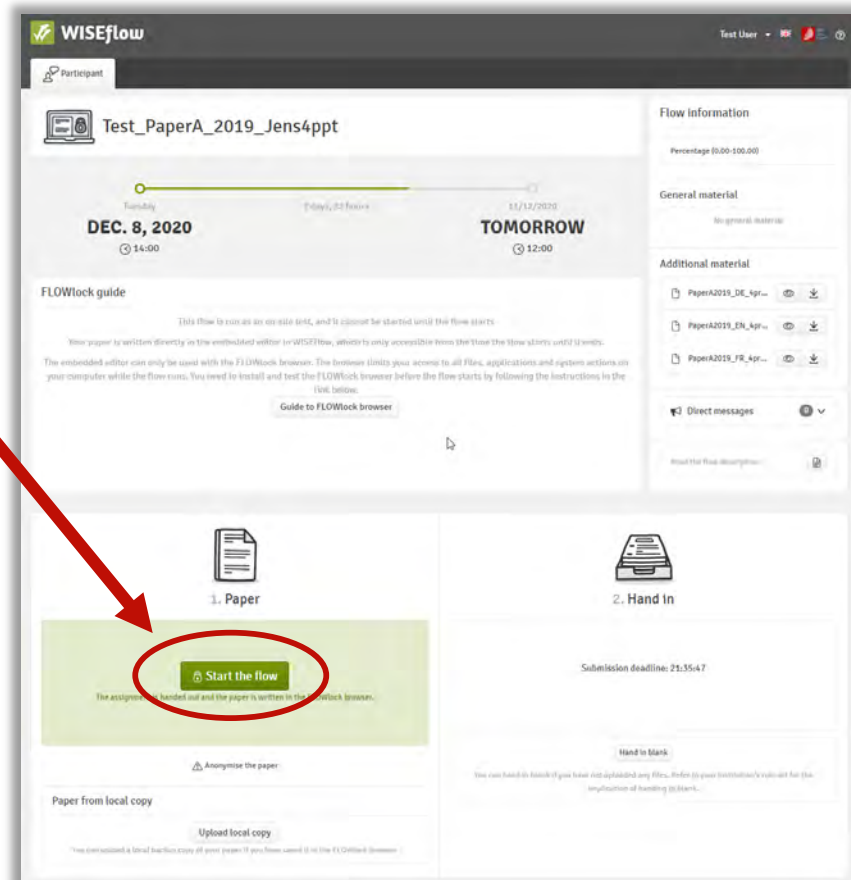
- Important:

Have the participation and (if applicable) invigilator password at hand **BEFORE** starting the flow in the FLOWlock browser!

- Participation and (if applicable) invigilator passwords are communicated by email
- Not to be confused with the **user's personal password**

- Close all other programs on your computer
- If external webcam is needed and not connected at this stage
=> plug it in, reboot
- Test camera in your operating system
- Test microphone in your operating system
- Turn up speaker volume to hear incoming chat messages from invigilator

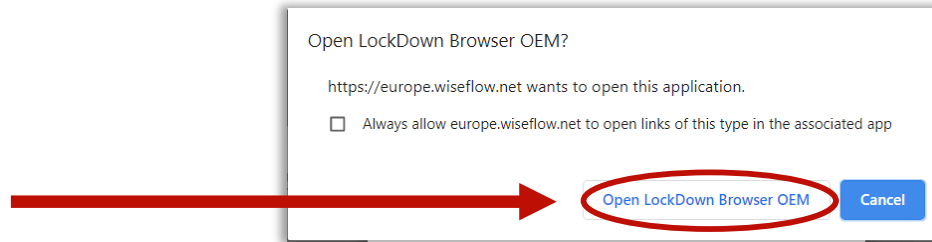
- Click on button “**Start the flow**”



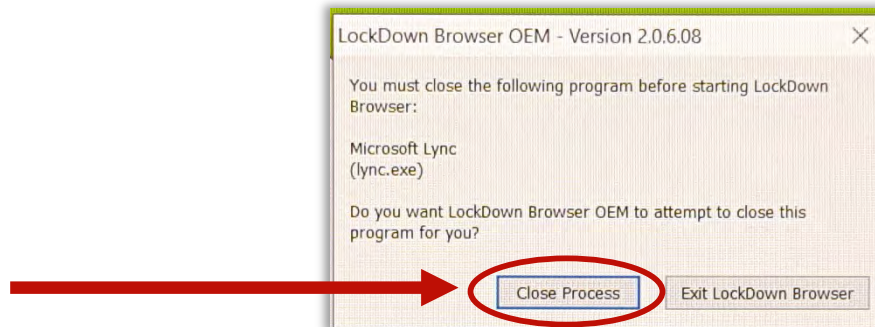
Important:

To leave the FLOWlock browser,
exit the flow!

- Accept in pop-up window that FLOWlock browser is launched



- If necessary, close **conflicting processes** in pop-up window



Start Examination – Enter Passwords

- Enter:
 - participation password
 - Invigilator password
(only required for starting
a flow with substantial
delay after start time)
- Press button “Enter”

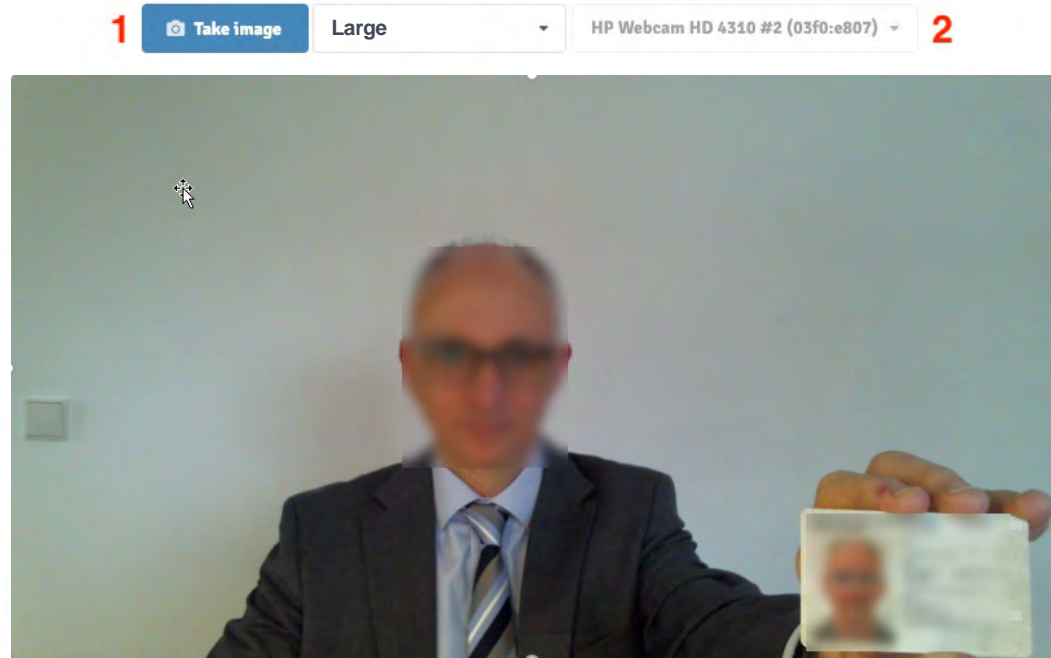


The screenshot shows a dialog box titled "Participation password" with a green header. The text inside says "To access the flow, please enter the participation password." Below this, there are two input fields. The first field is labeled "Password" and the second is labeled "Invigilator password". Two red arrows originate from the list on the left: one points to the "Password" field and the other points to the "Invigilator password" field. At the bottom of the dialog box, there are two green buttons labeled "Enter" and "Cancel".

- Select image size “**Large**”
- Select desired webcam (**2**)
- Show id card such that it is readable (if required)
- Press “**Take image**” (**1**)
=> Countdown & capture
- Accept image or retake

Please identify yourself

This flow is set up with facial recognition which means you need to identify yourself before entering the flow. Furthermore, a picture of you will be taken at random times until the flow is over.



- Follow instructions to:
 - Select & test microphone
 - Record spoken name
- Press “Confirm”

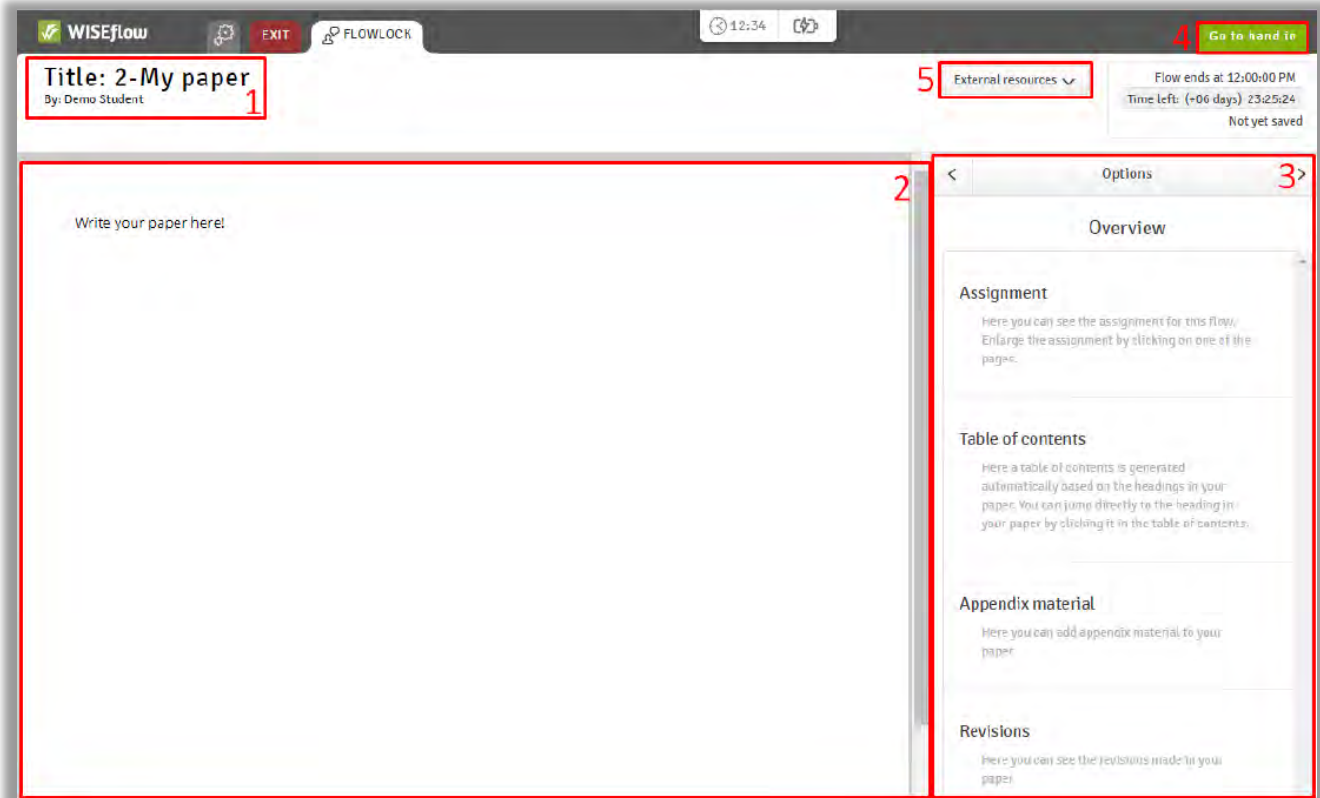


Please record your name
This flow is setup with voice detection and thus your microphone needs to be enabled throughout the flow.

- 1 Select microphone**
Default - MacBook Pro Microphone (Built-in) ▾
- 2 Ensure that your microphone is working**
The bar below should be moving and turn green when you talk
- 3 Speak out your name**
When the bar above moves please speak out your full name aloud
- 4 Confirm**
Please confirm when you have spoken out your full name

Start Examination – FLOWlock Overview

1. Title
2. Text Editor
3. Options
4. Hand-In
5. External Resources



- Select “External resources”
“Zendesk Chat”

=> Separate browser tab is opened

- Enter Zendesk account credentials

=> Chat widget appears

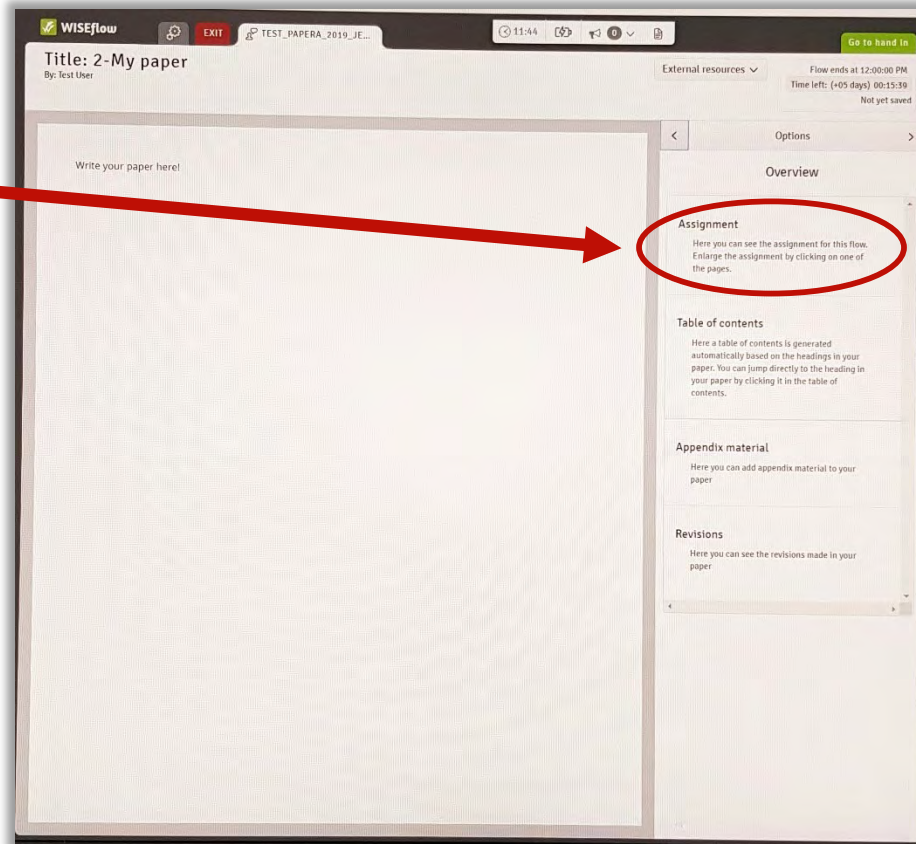


FLOWlock Browser

Papers A, B, C, D

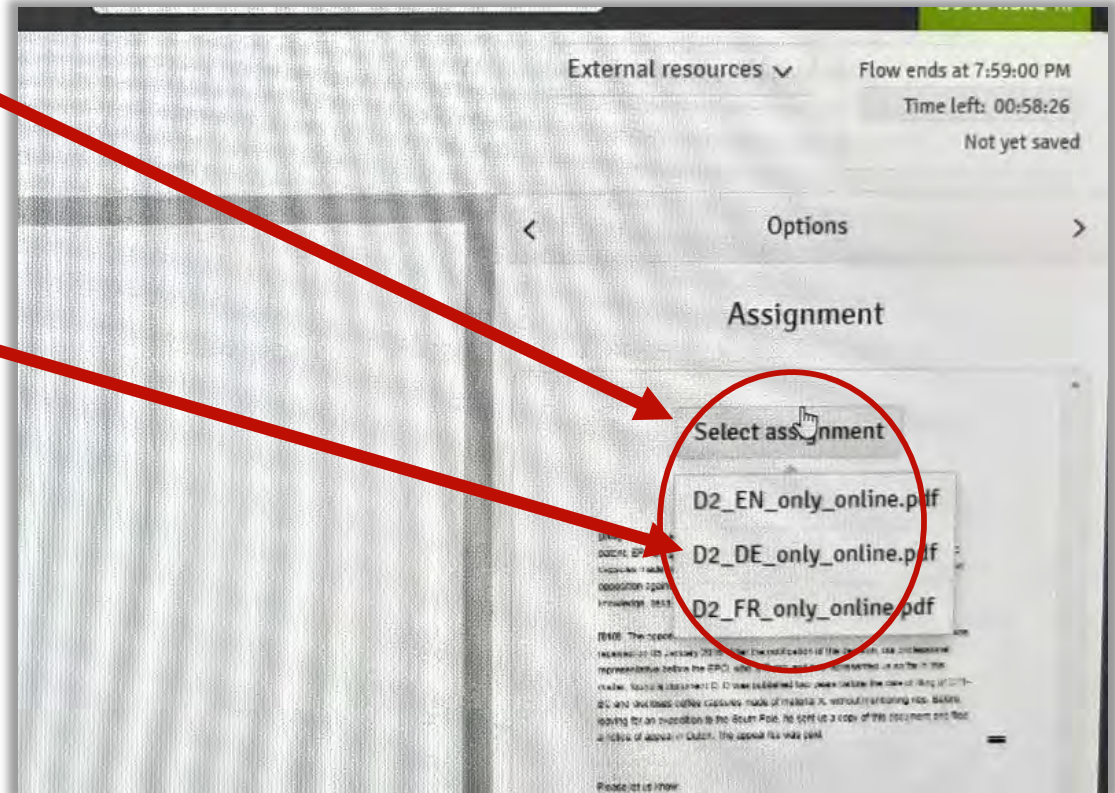
Access Assignment (I)

- Click on
“Assignment”

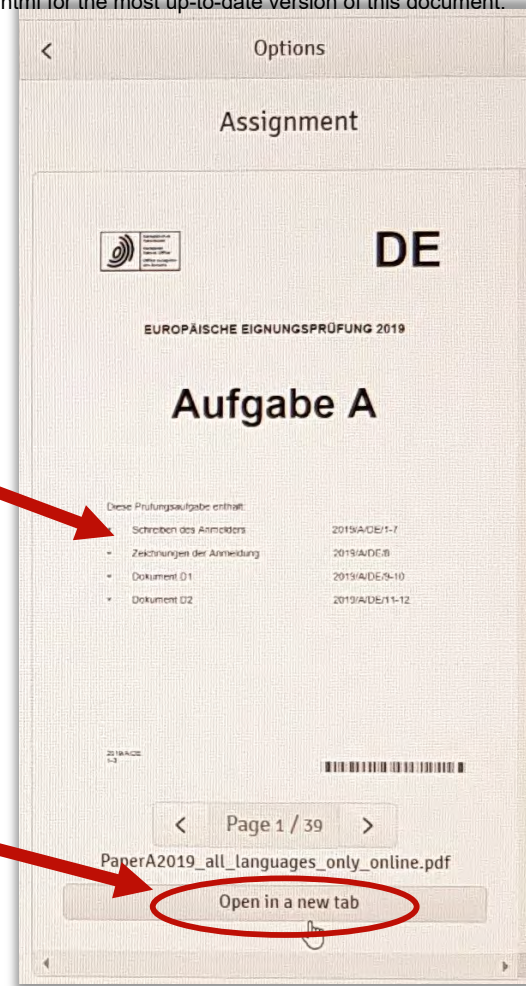


Access Assignment (II)

- Click on button
“Select assignment”
- Select assignment
document in desired
language (EN, DE, FR)



Access Assignment (III)

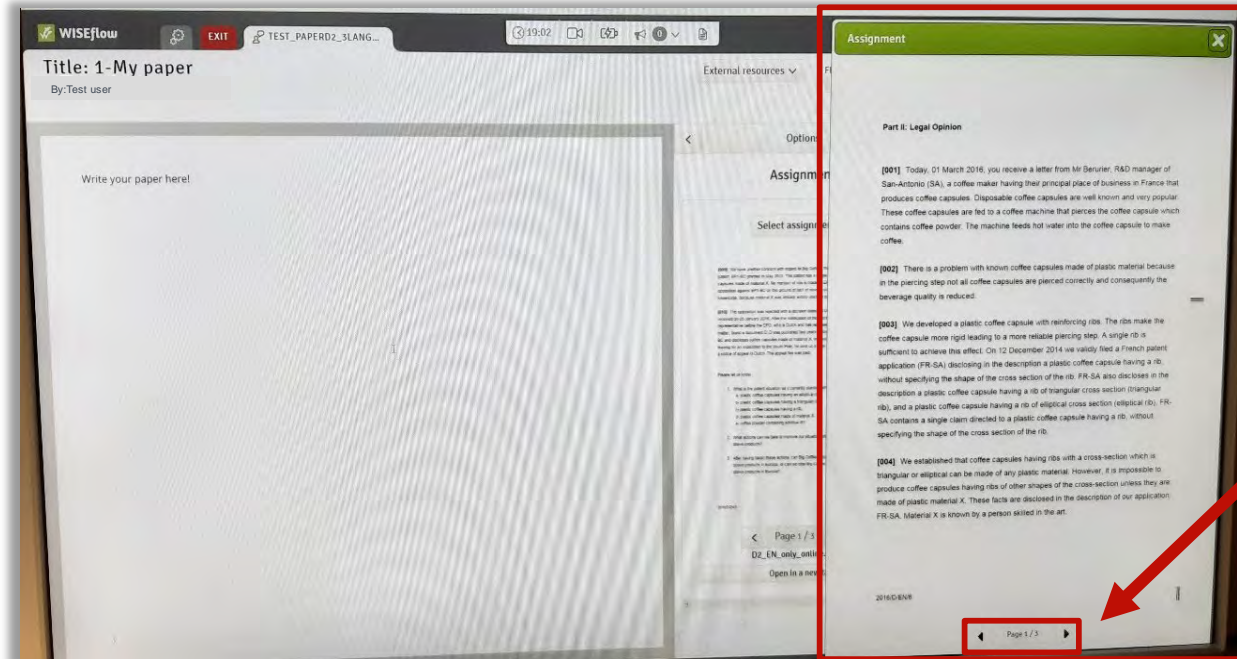


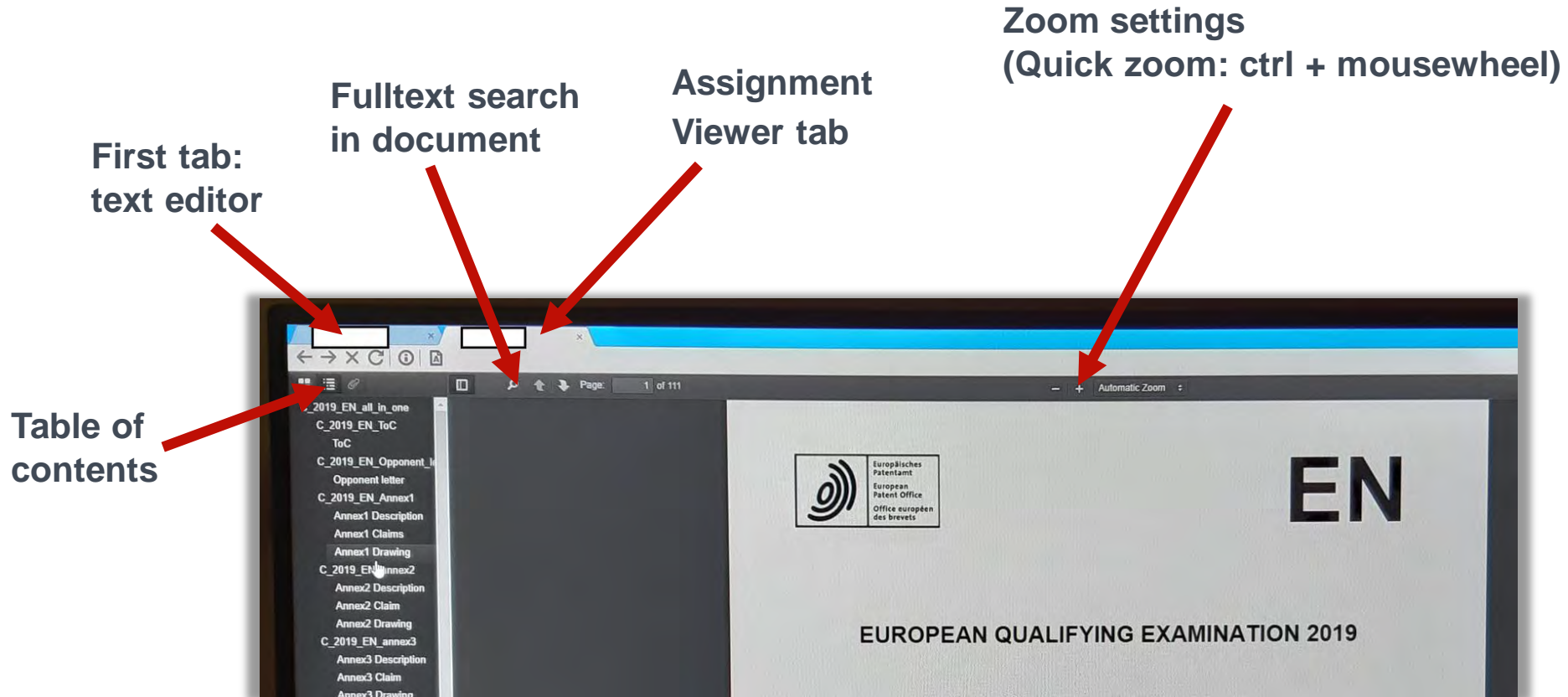
Access Assignment Option 1 – Overlay Window

- **Resize** and **move** window to convenient size and position

BUT: no copy & paste or free zooming

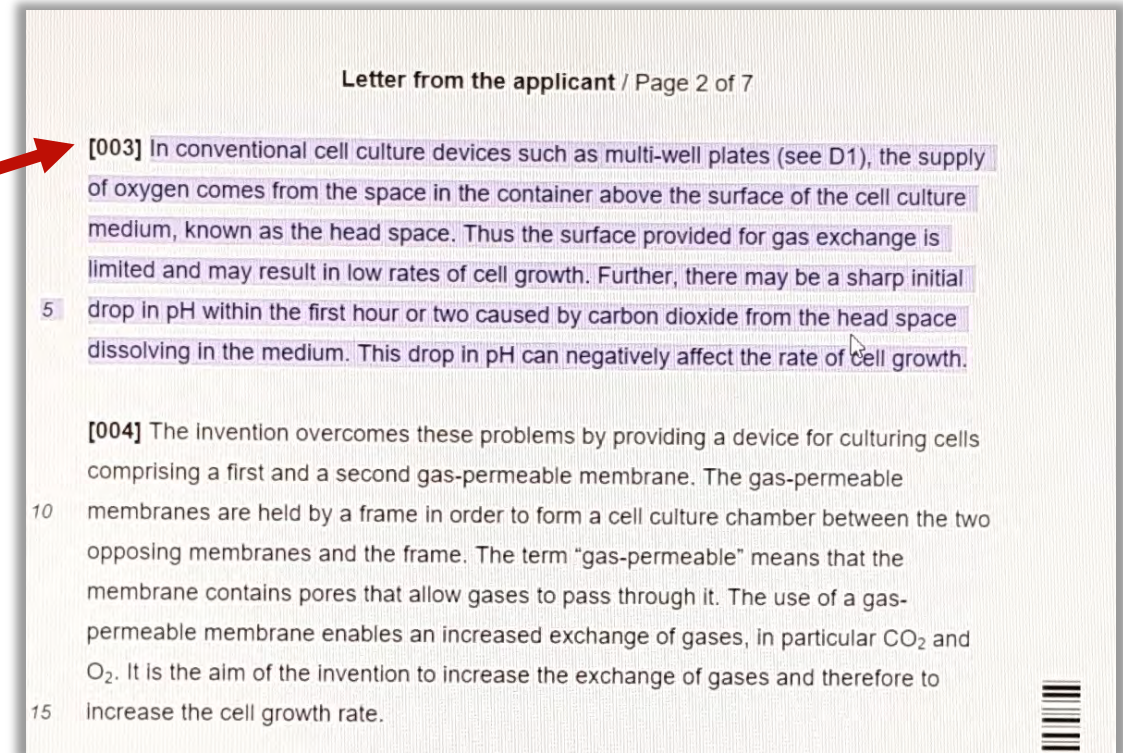
Overlay window





Copy & Paste from Assignment Text (I)

- Open assignment in separate tab
- Mark text in document viewer tab
- Press **ctrl-c** (Windows or **⌘-c** (Mac)
- Select text editor tab (first tab in browser)

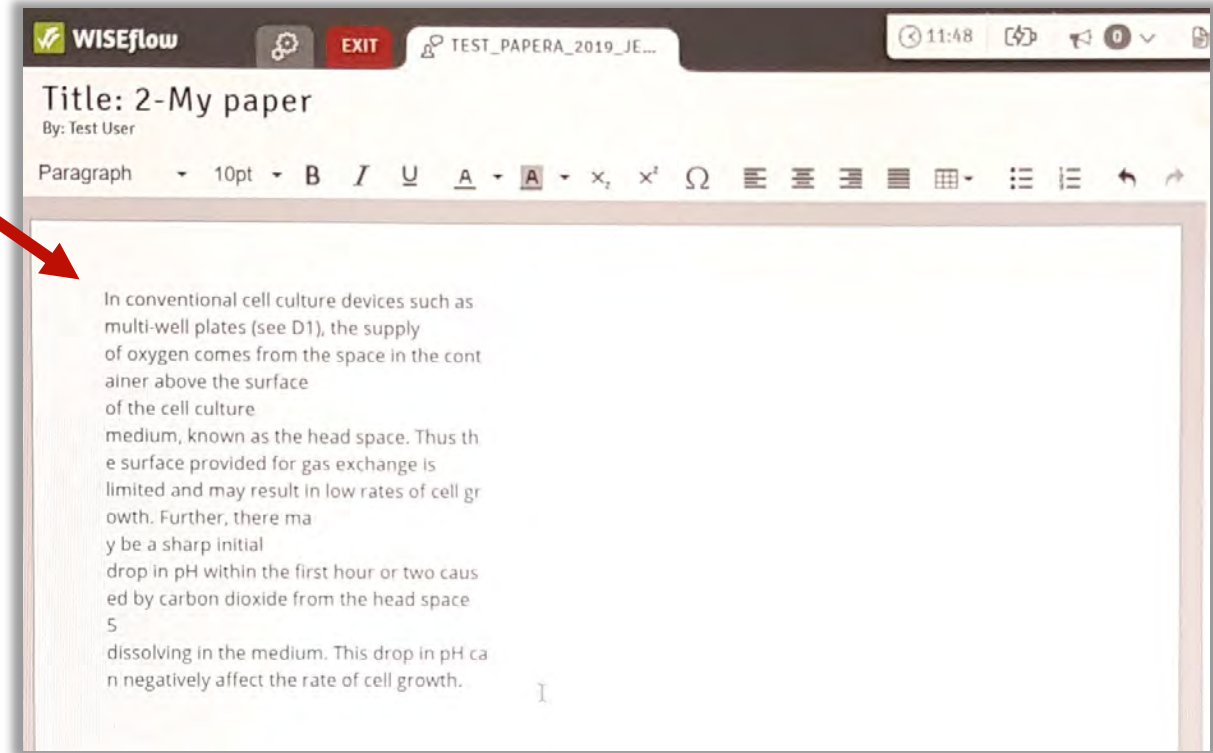


Copy & Paste from Assignment Text (II)

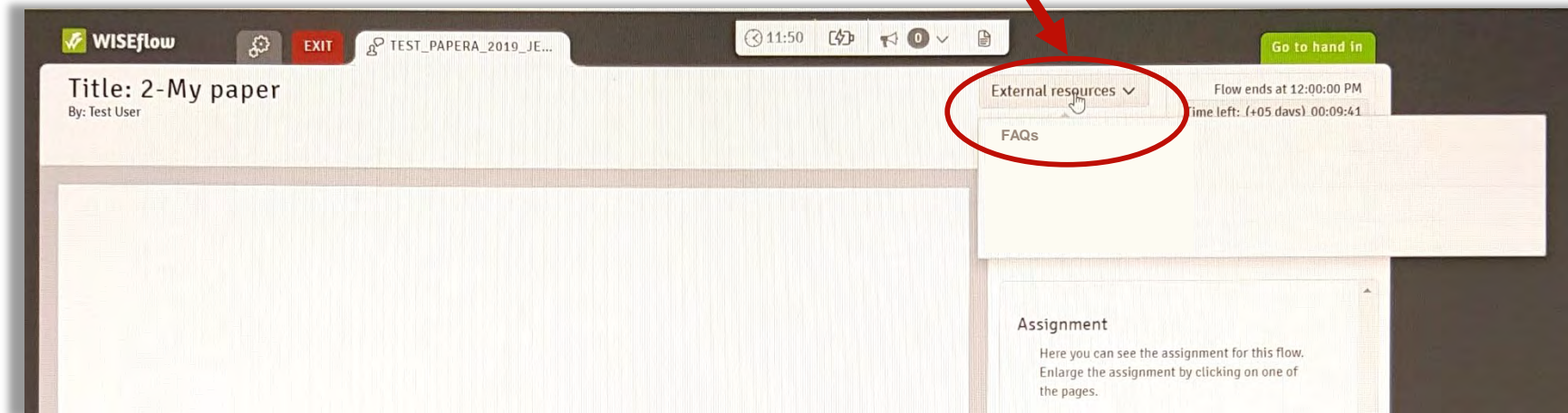
- In text editor:
Press **ctrl-v**(Windows)
or **⌘-v** (Mac)
=> insert copied text

- To remove line
breaks from copied
text

 => Select “**remove
formatting**” button



- Press button “**External resources**”
- Select desired resource
=> New tab is opened
with desired resource



The screenshot shows the WISEflow web editor interface. The title bar at the top indicates the document is titled "2-My paper" and is created by "Test User". The main editing area contains a heading "This is a heading" and a paragraph "This is the answer text. You may use **bold**, *italic* and underline to mark your answer text." Below the paragraph is a table with 3 columns and 2 rows of data. At the bottom, there are two lists: a numbered list (1. Enumerations, 2. Are, 3. Easy, 4. To, 5. Enter) and a bulleted list (Even, Bullet, Points, Can, Be, Used).

Annotations with red arrows point to specific features in the interface:

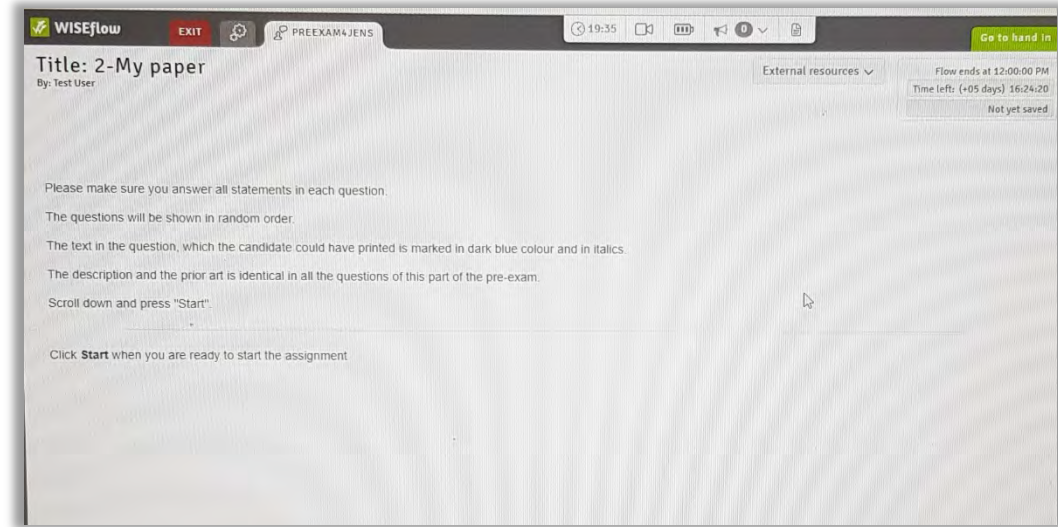
- Headings & paragraph texts**: Points to the "Paragraph" dropdown menu in the top toolbar.
- Text formatting**: Points to the text formatting icons (Bold, Italic, Underline, Text Color, Background Color) in the top toolbar.
- Bullets & numbering**: Points to the bulleted list icon in the top toolbar.
- Undo & Redo**: Points to the Undo and Redo icons in the top toolbar.
- Insert Table**: Points to the table icon in the top toolbar.

FLOWlock Browser

Pre-examination

- Start FLOWlock browser

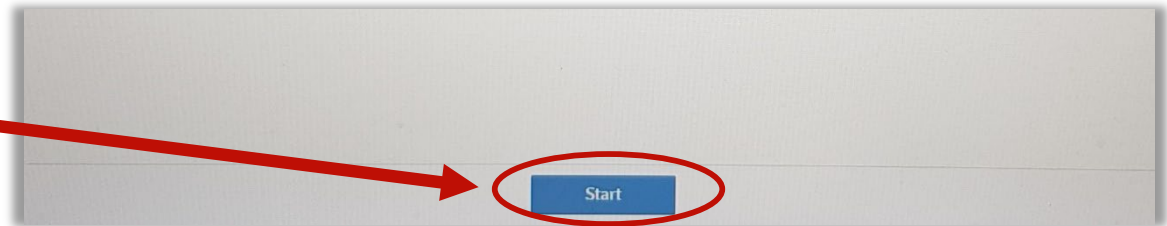
- Scroll down to button “Start”



Scroll down



- Press button “Start” to access questions



WISeflow EXIT PREEXAM4JENS 19:36 Go to hand in

Title: 2-My paper
By: Test User

External resources v Flow ends at 12:00:00 PM
Time left: (+05 days) 16:23:40
The paper is saved in WISeflow

1 of 5

Next

Frage /Question 16

Gehen Sie bitte davon aus, dass die folgende Beschreibung, Ansprüche und Fig. 1 ursprünglich eingereicht wurden:

Beschreibung der Erfindung

[0001] Die vorliegende Patentanmeldung betrifft eine Verbundstruktur, z. B. eine Flugzeugtragflächenverkleidung. Üblicherweise werden solche Verbundstrukturen mechanisch, z. B. durch Bolzen, an anderen Bauteilen befestigt. Die Bolzen verlaufen durch Öffnungen in der Verbundstruktur.

[0002] Die Aufgabe besteht darin, die Öffnungen zu verstärken.

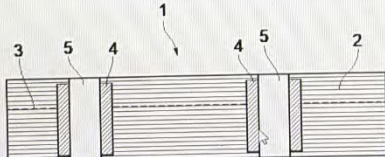
[0003] Die Lösung besteht darin, Verstärkungseinsätze für die Öffnungen in der Verbundstruktur zu verwenden. Eine Ausführungsform besteht in einer Verbundstruktur, die einen Stapel faserverstärkter Verbundstofflagen, einen oder mehrere Verstärkungseinsätze und eine oder mehrere Öffnungen umfasst. Die Öffnungen erstrecken sich durch die Verstärkungseinsätze hindurch.

[0004] Vorzugsweise wird jeder Verstärkungseinsatz mit einer Stützschrift verbunden. Die Stützschrift besteht aus einem anderen Material als die Verbundstofflagen. Die Stützschrift trägt die Verstärkungseinsätze während der Montage der Verbundstruktur und verbessert die Befestigungsstärke.

[0005] Die Verbundstofffasern sind vorzugsweise Kohlenstofffasern, während die Stützschrift aus einem Metall, z. B. Aluminium, besteht.

[0006] Fig. 1 zeigt eine Verbundstruktur 1 umfassend einen Stapel 2 mit 10 bis 100 faserverstärkten Verbundstofflagen und eine Stützschrift, z. B. einen Tragrost 3. Zylindrische Verstärkungseinsätze 4 sind in den Stapel 2 eingebettet und mit dem Tragrost 3 verbunden. Durch jeden Verstärkungseinsatz 4 hindurch erstreckt sich eine Öffnung 5.

[0007] Die Maschenweite wird nach der Norm XYZ gemessen. Die Maschenweite des Tragrosts 3 liegt zwischen 0,5 und 1 500, vorzugsweise zwischen 100 und 150. Durch Zufall wurde entdeckt, dass die Verwendung eines Tragrosts 3 mit einer Maschenweite zwischen 100 und 150 für eine erheblich verbesserte Befestigungsstärke sorgt. Dies verbessert den Verstärkungseffekt der Verstärkungseinsätze 4 weiter.



Question text

Previous/next question

Scroll down for
- Other languages
- True/False statements

Tools & options bar

**True/False
statements
at the **bottom**
of each question**

1 of 5

III.6 Structure composite selon la revendication III.5, dans laquelle la grille de support a une taille de maillage comprise entre 100 et 150, mesurée conformément à la norme XYZ.

III.7 Structure composite selon l'une des revendications III.1 à III.6, dans laquelle la grille de support est en aluminium.

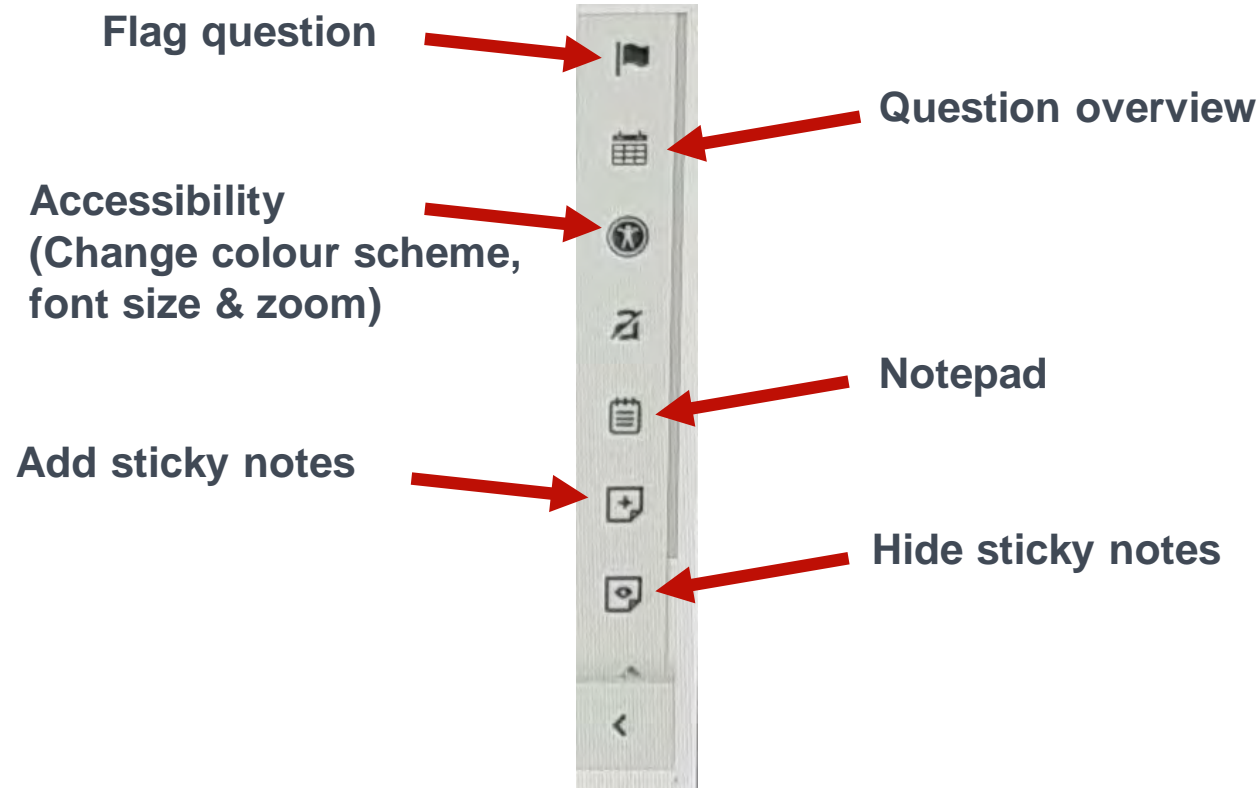
III.8 Structure composite selon l'une des revendications III.1 à III.7, dans laquelle l'empilement a 10 à 100 plis de matériau composite renforcé par des fibres.

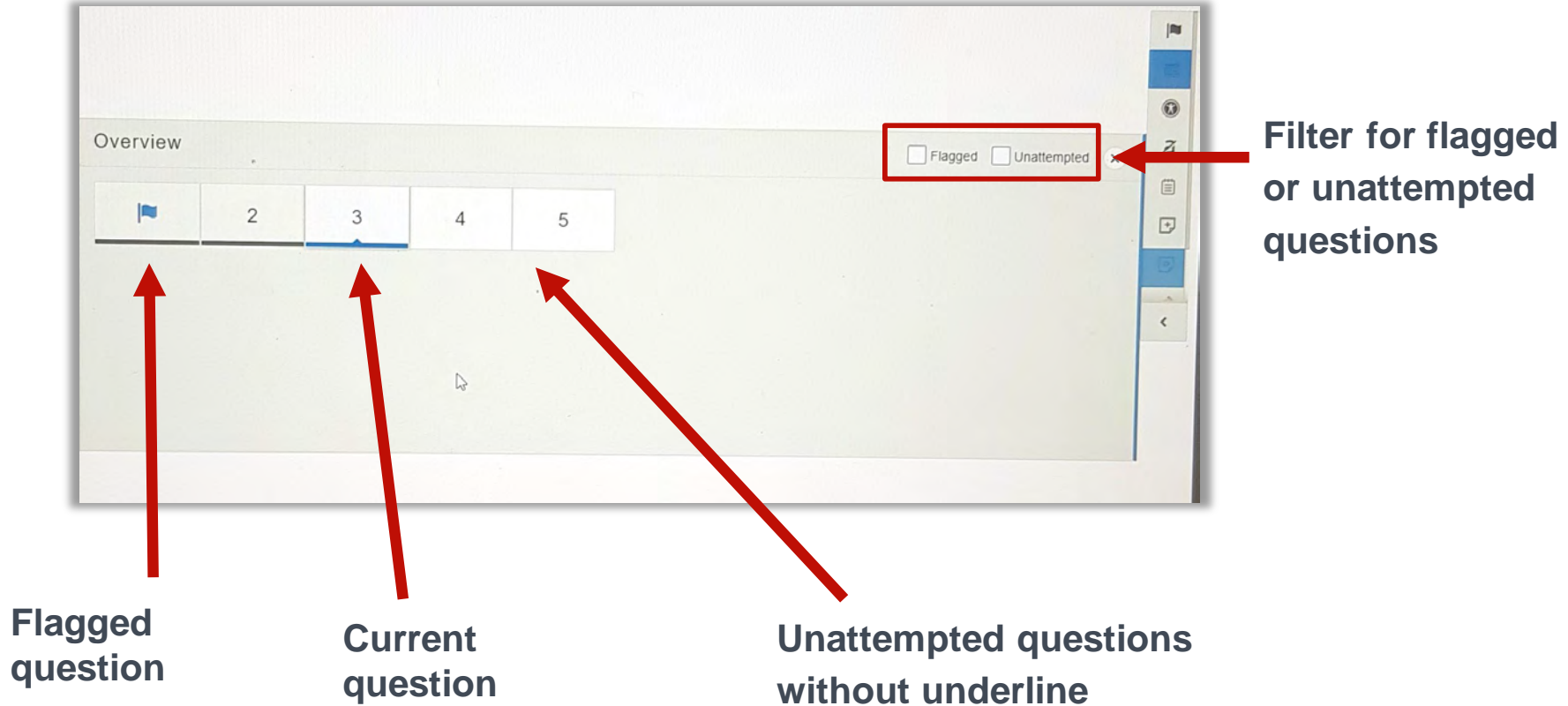
Pour chacune des affirmations suivantes indiquez si l'affirmation est vraie ou fausse.

Les caractéristiques suivantes sont décrites comme essentielles dans la description :

Die Maschenweite liegt zwischen 0,5 und 1 500.	<input type="radio"/> True	<input type="radio"/> False
The mesh size is between 0.5 and 1500.		
Taille du maillage comprise entre 0,5 et 1500.		
Das Vorhandensein mindestens einer Öffnung in der Verbundstruktur.	<input type="radio"/> True	<input type="radio"/> False
The presence of at least one hole in the composite structure.		
Présence d'au moins un trou dans la structure composite.		
Die Verbundstofffasern sind Kohlenstofffasern.	<input type="radio"/> True	<input checked="" type="radio"/> False
The composite fibres are carbon fibres.		
Les fibres composites sont des fibres de carbone.		
Das Vorhandensein mindestens eines Verstärkungseinsatzes.	<input type="radio"/> True	<input type="radio"/> False
The presence of at least one reinforcing insert.		
Présence d'au moins un insert de renforcement.		

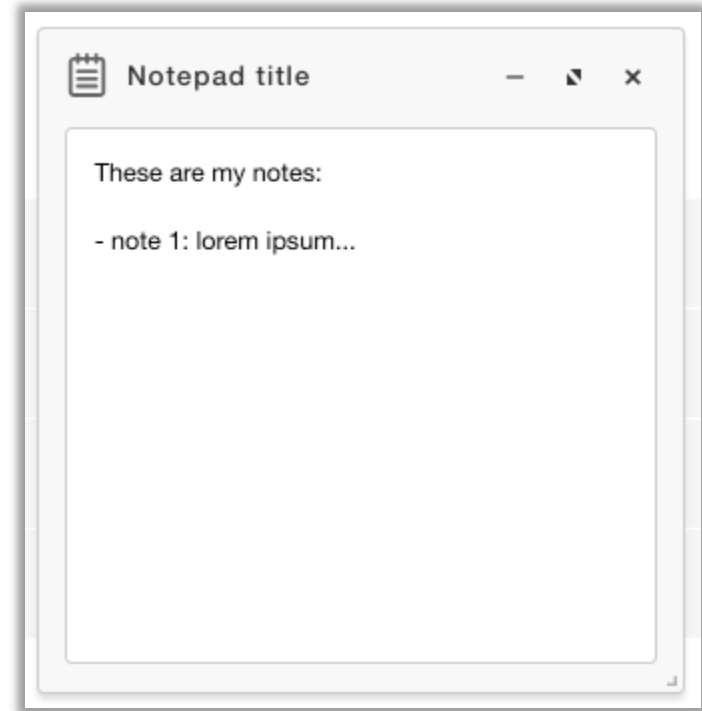
**Tick
answer**





Notepad

- Add personal notes
- These are only visible for the participant
- This notepad is concurrently on for all sections

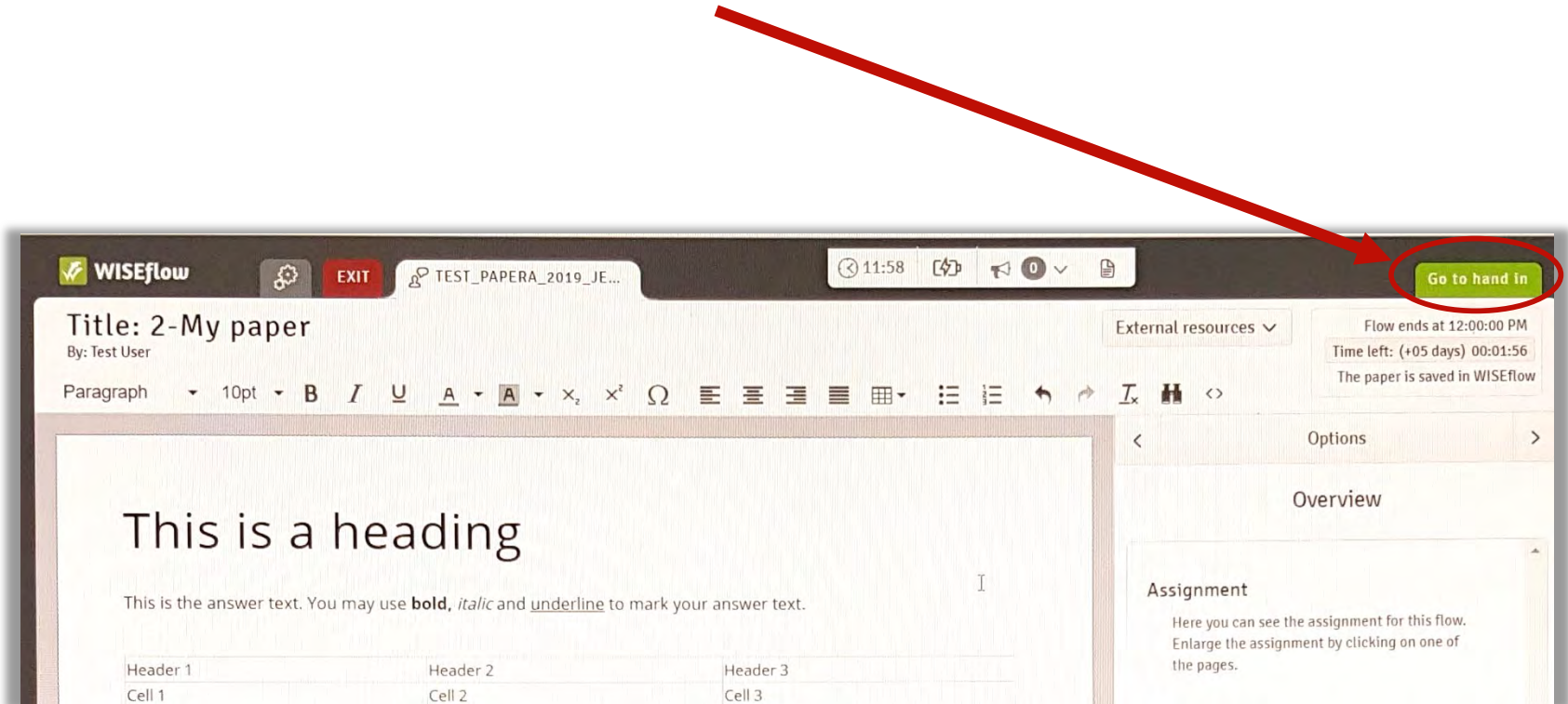


- These notes are placed only in the current section
- These are only visible for the participant
- Click the top right button of the note to minimise the note



Submit Answers

Submit Answer (I)



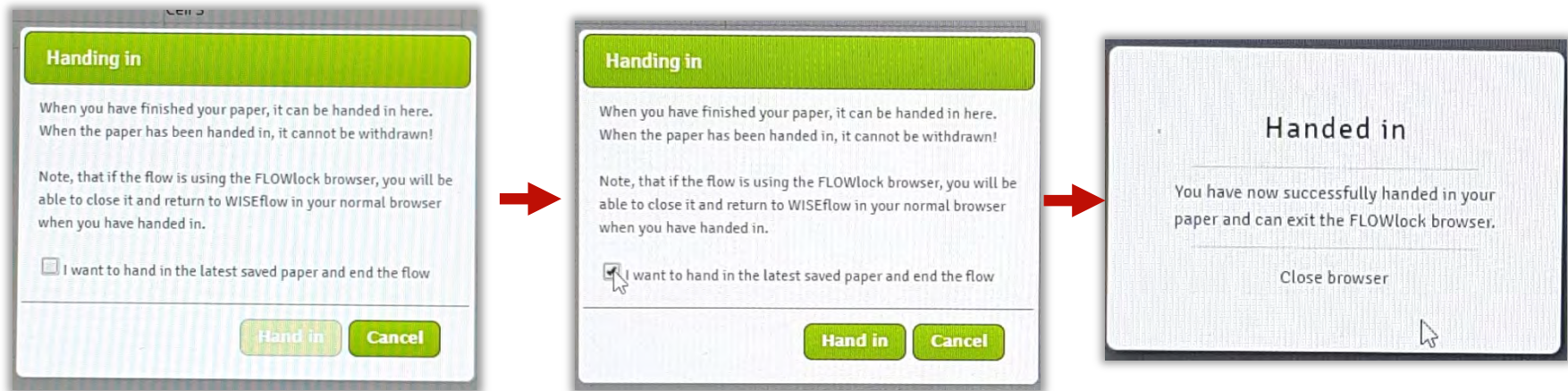
The screenshot displays the WISEflow web interface for submitting an answer. At the top, a dark navigation bar contains the WISEflow logo, a settings gear, an 'EXIT' button, and a tab labeled 'TEST_PAPERA_2019_JE...'. To the right of the tab are icons for a clock (11:58), a document, a speaker, and a dropdown menu with '0'. A red arrow points from the top of the page to a green button labeled 'Go to hand in' in the top right corner of the interface.

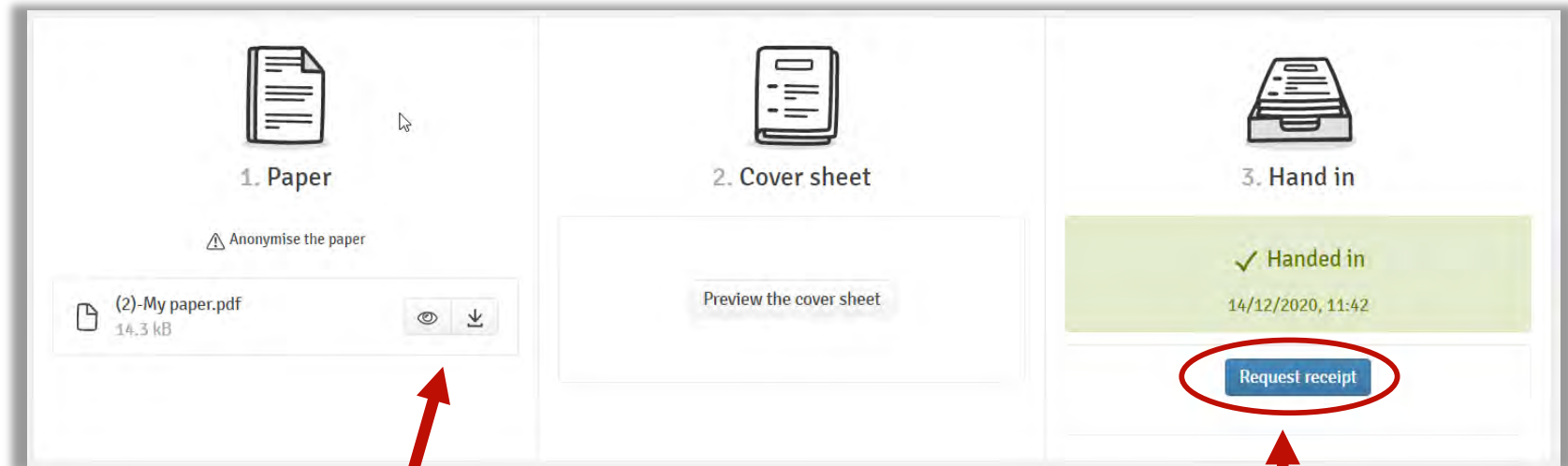
Below the navigation bar, the main content area has a title 'Title: 2-My paper' and 'By: Test User'. A rich text editor toolbar is visible with options for Paragraph, 10pt, Bold (B), Italic (I), Underline (U), Text color (A), Background color (A), Link (x), Unlink (x²), Insert link (Ω), Bulleted list, Numbered list, Indent, Outdent, Table, Table of contents, Undo, Redo, Text color (I), and a code icon (<>).

The main text area contains a heading 'This is a heading' and a paragraph 'This is the answer text. You may use **bold**, *italic* and underline to mark your answer text.' Below the text area is a table with three columns: Header 1, Header 2, and Header 3, and three rows: Cell 1, Cell 2, and Cell 3.

On the right side, there is a sidebar with 'External resources' (dropdown), 'Flow ends at 12:00:00 PM', 'Time left: (+05 days) 00:01:56', 'The paper is saved in WISEflow', 'Options' (dropdown), and 'Overview'. Under 'Overview', there is an 'Assignment' section with the text: 'Here you can see the assignment for this flow. Enlarge the assignment by clicking on one of the pages.'

- In pop-up window:
 - Tick box “I want to hand in ...”
 - Click button “Hand in”
 - Close browser => leave FLOWlock browser





**Preview &
download answers**

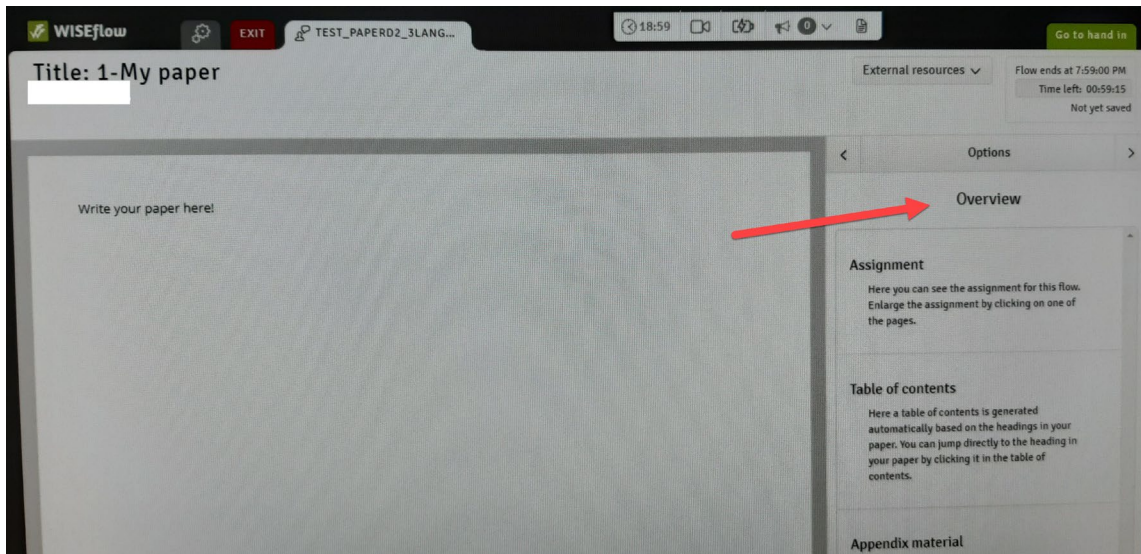
**Receive hand-in
receipt via email**

**In case of questions
please contact
helpdesk@eqe.org**

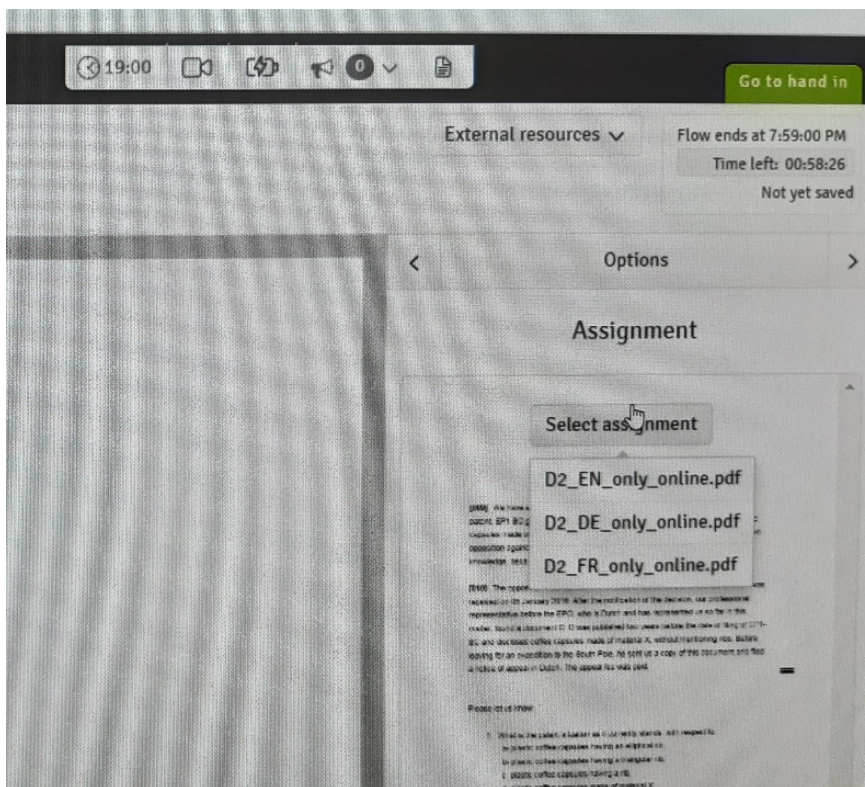
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1. Viewing the assignment


Next to the text editor, there is an “overview” section:



Under “Assignment”, the participants are able to select the language of the examination paper and access the preview of the document:

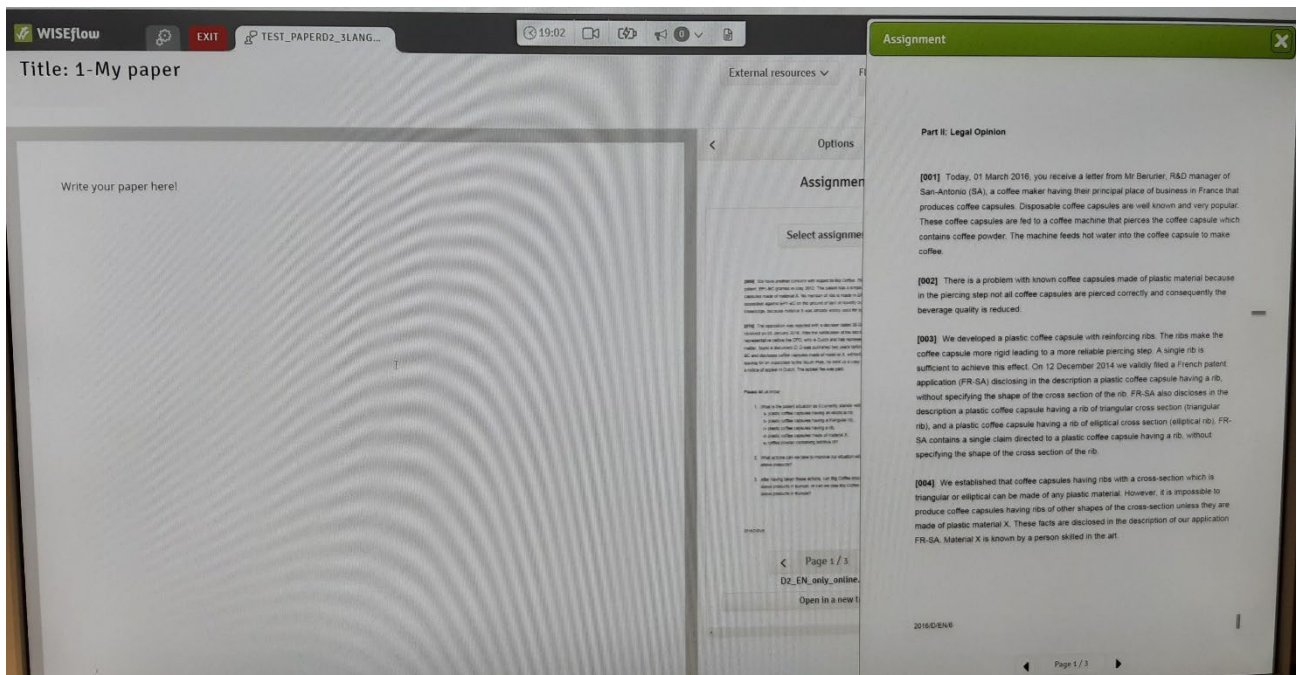


1.1. Assignment in overlay window

Double-click on the preview opens a separate window, possibly overlaying the editor. This can be used to obtain a side-by-side display of assignment and text editor. Size and position of the windows can be changed as desired. If the assignment is changed during the exam, e.g. because a different language has been selected, it might be necessary to refresh  the browser, for the overlay window to display it. Please note that refreshing the browser takes you back to the procedure of taking another entry image (see below).

The size of the text therein is scaled to fit the width.

The image below reflects the result in a 27" monitor with 1440 vertical lines of resolution:

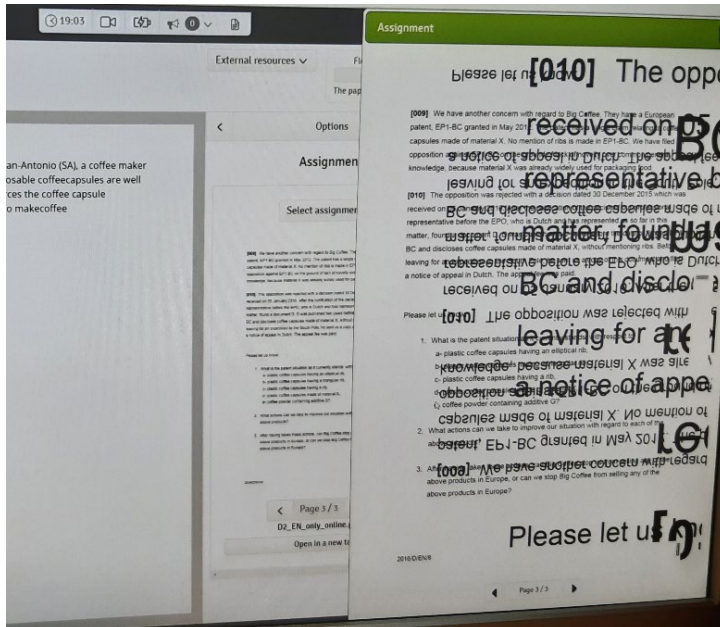


Each tab, including the first tab with the text editor, comprises the "info" icon at the top (near the tab name):

Clicking this icon allows accessing some settings such as a zooming scale of the browser tab. This zooming can be used to scale the text editor to the desired size (thereby allowing a convenient side-by-side display of the editor and the assignment window).

The assignment can be navigated page-by-page in the overlay window.

If the text in the separate window appears distorted, navigating to a different page (and back) using the arrows at the bottom may solve this problem.

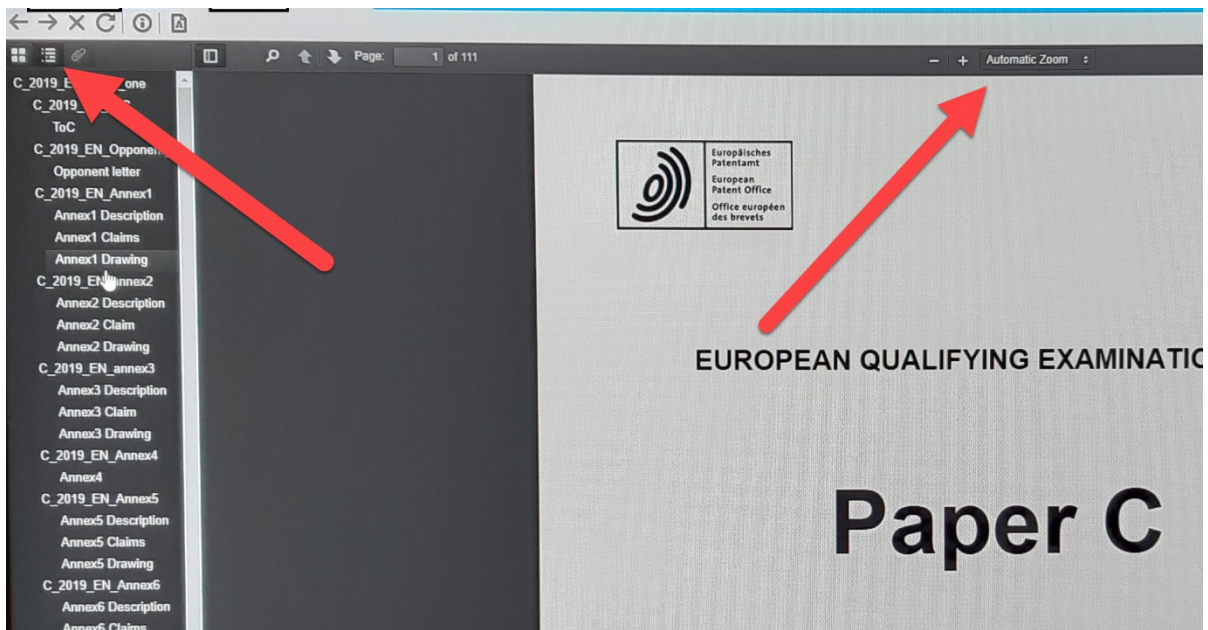


1.2. Assignment in separate tab



At the bottom of the preview there is the button to open the assignment in a separate tab. Multiple and independent instances of a document can be opened, but the name of the tab cannot be changed.

In the separate tab, pdf bookmarks (left arrow) can be used to navigate within the assignment:



The best way to zoom in the separate tab is via the zooming function of the pdf viewer (right arrow).

Please note: you should not open more than 10 tabs, because you would not be able to navigate away from the eleventh tab. In the Wiseflow setup of the EQE, this fact implies that you would have no other option than rebooting the PC.

2. Formatting

2.1. Cut and paste

It is possible to copy text from the assignment when it is opened in a separate tab. Please note that the pasting function is automatically adding carriage returns after every 32 characters. As a workaround in case a large amount of text is pasted, select the text and use the following button to "remove formatting", or paste as "CTRL-SHIFT-V":



2.2. Highlighting text

It is not possible to highlight the text in the assignment, neither in the pdf-viewer, nor in the overlay window.

3. Handing in

To hand-in your answer and finish the flow, use the green button on the top-right. After handing-in, you cannot re-enter the flow to modify your answer. However, no accidental "Exit" or "Hand-in" is possible, because the corresponding buttons open a separate pop-up window, which requires two additional clicks to confirm the action.

4. Taking the entry image.

The entry image is a mandatory field within the flow, for which image-based invigilation features have been activated (i.e. all EQE flows). You will not be able to continue unless you have taken the entry image.

Upon entry to the LockDown browser, you will be requested to take a picture, which you will have then to review and confirm. As long as it has not been confirmed, e.g. if the picture is not satisfactory, you can go back and re-take it. Once the picture has been confirmed, the entry to the LockDown browser is completed, and the image cannot be changed anymore.

The responsibility of the quality of the image is with the candidate, and therefore please ensure you follow the HW/SW settings recommended and you have tested your equipment beforehand.

4.1. Image with ID or passport.

If the Examination Secretariat requests you to do so, you have to take the picture of the entry image showing a valid ID or Passport. Hence, we recommend to have your ID/Passport within your hand reach.

It is recommended to keep (i) the ID card/Passport in the foreground showing the page with your picture & personal data, and (ii) your face slightly at the back facing the camera and not covered. Please ensure the ID is zoomed and readable and the photo taken is not dark or too bright. In the exemplary image below, the ID card has been blurred on purpose.



Part V: e-EQE Data Protection Statement

Data Protection Statement on processing personal data in the context of the European Qualifying Examination, in so far as it is conducted in electronic form

Protecting your privacy is of the utmost importance to the European Patent Office ('EPO'). The Office is committed to respecting and protecting your personal data and ensuring your rights as a data subject. All data of a personal nature that identifies you directly or indirectly will be handled fairly, lawfully and with due care.

This processing operation is subject to the Guidelines for the Protection of Personal Data in the European Patent Office.

The information in this communication is given pursuant to Articles 13 and 14 of the Guidelines.

1. What is the nature and purpose of the processing operation?

Personal data are to be processed in order to identify candidates of the European Qualifying Examination, to accurately associate candidates' examination answers, to ensure that the examination is conducted properly (including technical support to the candidates by the EPO master users) and attempts of fraudulent behaviour are prevented or proven.

Your personal data are to be shared by the EPO with a Data Processor (i.e. the external service provider UNIwise ApS). The Data Processor provides a service maintenance and support, which is necessary to enable the electronic-form European Qualifying Examination.

2. What personal data do we process?

The categories of personal data processed are as follows:

- First Name
- Surname
- Email address
- Telephone number
- Webcam captures
- Facial images
- Audio
- Biometric data produced from webcam and audio captures
- Preferred language
- Civil registration number
- IP address
- Test and exam scores and results
- Content of the communication (chat) between the candidate and the Examination Committee member, who acts as invigilator during the examination.

3. Who is responsible for processing the data?

The delegated controller is the Examination Secretariat in the Directorate Patent Academy and EQE.

4. Who has access to your personal data and to whom is it disclosed?

The personal data is disclosed, on a need to know basis, to the following recipients:

- the EPO's staff members of the Examination Secretariat;

- members of the Examination Committees and the Examination Board;
- EPO authorised users (`master` users)
- Administrators of the WISEflow platform at UNIWise

Zendesk as the subprocessor of UNIWise will have access to the data of the EPO `master` users for the management of ticketing of incidents (if the case may be), and to the following data of the candidates and the members of the Examination Committees for the bidirectional communication channel (chats) during the examination:

- First Name
- Surname
- Email address
- Preferred language
- IP address
- Content of the communication (chat) between the candidate and the Examination Committee member, who acts as invigilator.

AWS Amazon (Ireland) are providing the hosting service for the processor UNIWise.

Among the above listed personal data, only facial images, audio and biometric data produced from webcam and audio captures are processed by AWS Amazon for the purpose of the AI-based invigilation, while all others are merely hosted and stored in their system in an encrypted form.

5. How do we protect and safeguard your information?

We take appropriate technical and organisational measures to safeguard and protect your personal data from accidental or unlawful destruction, loss, alteration and unauthorised disclosure or access.

The EPO has pre-configured the access rights in order to make sure that the personal data is protected and that all possible measures have been taken to safeguard the confidentiality, integrity and availability of the information within the tool.

UNIWise has pre-configured restricted access and committed to comply themselves and ensure the compliance of their sub-processors with the data protection rules and requirements in a specific data processing agreement.

6. How can you access your personal information and, if necessary, correct it? How can you receive your data? How can you request that your personal data be erased, or restrict or object to its processing?

You have the right to access, rectify, erase and receive your personal data, as well as restrict its processing or object to the same, as provided in Articles 14 of the Guidelines.

If you would like to exercise any of these rights, please send a written query explicitly stating your request to the data controller, at the following email address: helpdesk@eqe.org.

Your request will be answered within 3 months of receipt of the request. However, according to Article 14(7) of the Guidelines, this period may be extended, taking into account the complexity and number of requests. The Office will inform you of any such extension.

7. What is the legal basis for processing your data?

Personal data is processed in accordance with Article 5(a) of the Guidelines, which states that 'processing is necessary for the performance of a task carried out in the legitimate interest of the official authority vested in the European Patent Office'.

Personal data is collected and processed in accordance with the following legal instrument: Regulation on the European Qualifying Examination (Supplementary publication 2 – Official Journal EPO 2019).

8. How long can data be kept?

Personal data processed by the data controller or the service providers under its supervision are generally stored for the period of time necessary to achieve the purpose for which they have been processed.

Provided they are not relevant to an enrolment for a subsequent examination, the personal data will be deleted from the EPO, the processor's and sub-processors' systems in maximum 30 months after the examination, or the conclusion of appeal proceedings, if any exist in relation to the examination.

The content of the communication (chat) between the candidates and the invigilators, or EPO 'master' users, is retained by the sub-processor Zendesk for 120 days.

Facial images, audio and biometric data produced from webcam and audio captures will be deleted by the processor's and sub-processors' systems after 6 months.

In a case of suspected misconduct and/or appeal, the data, which are mentioned above as being retained by the processor and the sub-processors for a short period, will be copied and retained by the EPO for the longer period up to 30 months.

9. Contact information

Should you have any queries on the processing of your personal data, please address them to the data controller at the following email address: helpdesk@eqe.org.

You may consult the EPO Data Protection Officer at: dpo@epo.org.

Part VI: e-EQE FAQs as published on e-EQE Website

For updates please check: <https://www.epo.org/learning/eqe/faq.html>

Updated 02/2021 - I did not manage to take my picture in the flow "Reference photo with ID/passport". Am I allowed to sit the EQE?

Yes, you are allowed to sit the EQE, irrespective if the picture was taken (correctly) and if you hold up your ID in the flow "Reference photo with ID/passport". This flow will not be re-opened. As a consequence, during the EQE, at the beginning of each flow, you must take an entry image holding up your ID/passport next to your face. Please refer to point 4.1 of ["Part IV: Tips for candidates"](#).

Updated 02/2021 – Am I allowed to use keyboard shortcuts, special keys combinations, such as Alt+Tab, and touchpad gestures in the LockDown browser?

You are not allowed to use shortcuts (Alt+Tab or the like), key combinations and touchpad gestures in the LockDown browser, except the ones mentioned below. Using shortcuts is seen as an unauthorised action and will result in the LockDown browser to stop your examination.

The following shortcuts are allowed: Ctrl+C, Ctrl+V, Ctrl+Shift+V

Updated 01/2021 - Should my screensaver or screen lock be de-activated?

Yes, the screensaver (and any automatic lock after a period of inactivity) should be disabled. If this is not possible, the period should be set to as long as possible. You will have to take this period into account, avoiding that the screensaver or screen lock becomes active, because they can create instability and force the FLOWlock program to close.

Similarly, power-saving functions should be disabled, such as those which cause the computer to automatically power off, sleep or hibernate.

Updated 01/2021 - Do I have access to the legal texts in electronic form?

In the LockDown Browser, you will have access to the EPO [legal texts](#) as "external resources" (see user guide point 6.4)

You will be able to navigate the EPO legal texts webpage. No other legal texts will be made available online.

Updated 01/2021 - How can I indicate text in paper B which is deleted or added?

If you wish to indicate changes you should proceed as follows:

Deletions should be indicated with square brackets “[]”.

Added text should be shown by underlining the respective text.

Updated 01/2021 - For paper C, will I be able to see my answer to the first part during the second part?

No, but you will be able to print your answer to the first part of paper C during the break between the two parts. To do this, you will have to go to the "information on flows" page (see point 6.5 in the user guide) and download your answer before printing it.

Updated 01/2021 - Since the opposition form has been abolished, how can I provide the required information in my answer?

In this respect, please consult the [Notice of the Examination Board](#).

Updated 12/2020 - How will paper C be structured and what do I have to take into account when answering it?

The EQE 2021's paper C will be split into two parts.

In the first part of the paper, you will be provided with a letter from a client, prior-art documents, a description of the patent to be opposed and a number of its claims. Within the allotted time, you will be required to draft as much of a notice of opposition as it is possible based on the documents at hand. This first part of the notice of opposition must be handed in at the end of the first part of the exam.

In the second part, you will be provided with one or more additional claims of the same patent. You may also receive further information such as another letter from the client, further prior art and/or supplementary parts of the patent's description. You will be required to draft a second part of the notice of opposition, which will form, together with the first part you already provided, the complete

notice of opposition which will be marked. This second part of the notice of opposition must be handed in at the end of the second part of the exam.

If an attack which is available in the first part of the paper is discussed only during the second part of the exam, no marks will be awarded to that attack.

Updated 12/2020 - What examination platform will be used for the e-EQE?

For the e-EQE, the examination platform WISEFlow (europe.wiseflow.net) with a LockDown browser will be used.

Updated 12/2020 - Will there be proctoring during the examination?

Yes, there will be proctoring based on image and audio recording, monitoring candidates using artificial intelligence, complemented by human invigilation.

Updated 12/2020 - Will I be able to test the system?

Yes, it is planned to offer two mock examinations, the first one from 22 December 2020 until 28 February 2021. You have been informed by email that the examination platform is available. The first mock examination (Mock 1) is intended for candidates to test their equipment and get acquainted with the examination environment. It will be open for a longer period, so that all candidates can use it without time pressure. There will be no proctoring during this first mock examination. It is planned to have a second mock examination (Mock 2) under simulated examination conditions from 1 to 5 February 2021. More information will follow regarding the second mock examination.

Updated 12/2020 - What are the system requirements?

Any of the following browsers can be used: Google Chrome, Mozilla Firefox, Safari, Edge, Opera. However, Firefox or Chrome are recommended for better interface experience and faster response.

Candidates should make sure that their email client and server are properly configured to receive messages from noreply@wiseflow.net.

Besides the prerequisites of a standard computer system the following hardware is required: webcam, microphone and speakers.

In particular, the system requirements for the LockDown browser are:

i) Operating Systems: Windows: 10, 8, 7; Mac: OS/X 11.0.1 (Big Sur), 10.10 (Yosemite) or a more recent version;

ii) Memory: 75 MB permanent space on the hard drive for Windows; 120 MB permanent space on the hard drive for Mac;

iii) A stable broadband internet connection.

The LockDown browser is a client application that is installed locally on the computer. To install and launch the LockDown browser, candidates will need system administrator rights on the computer.

Updated 12/2020 - What screen size is recommended?

The screen should not be too small. In the mock exams, candidates should test which screen size best suits them. However, only one screen is allowed by the LockDown browser. Candidates using an external monitor attached to a laptop should make sure, that the built-in laptop screen is switched off, or is disabled. In the case of a built-in laptop camera, they should also pay attention to the correct camera configuration, as the active camera should also be placed close to the external monitor. More information on the technical configuration will follow later as well as dedicated FAQ on the camera.

Where can I sit the online EQE and is anyone else allowed to be in the room with me?

You can sit the online EQE at any suitable location, e.g. your home or workplace. However, no other person is allowed to be in the room with you. Further information will be made available in due course.

Can I sit the EQE in an examination centre?

No, there will not be any examination centres.

Updated 02/2021 - Will the papers be made available in the three official languages of the EPO?

All candidates will receive the examination papers in the three official languages of the EPO.

For opening the papers in the preferred language, please refer on our [website](#) to the Wiseflow Tutorial chapter "Access assignment" and Tips for candidates.

Will I need an internet connection?

Yes, you will need a stable internet connection for the duration of each paper. Further information will be made available in due course.

Will the examination papers be provided in digital format?

Yes, the examination papers will be available in PDF in a viewer.

Will it be possible to print the examination papers?

Candidates will be allowed to print parts of the pre-examination and main examination papers before the start of the respective paper. When it comes to deciding which parts can be printed, consideration will be given to ensuring the confidentiality of the questions while enabling candidates to work comfortably and ergonomically.

What text editor will be used?

The text editor is a simple tool for text entry with basic formatting functions (underlining, bold, italic, bullets and numbering).

Will copy/paste be possible?

Copy/paste will be possible in the editor, so you will be able to copy and paste parts of the text which you have written yourself in the text editor. Copy/paste will also be possible from any text part of the examination paper.

Will I be allowed to write my answer on paper and scan and upload it afterwards?

No, you will have to type your answers using the editor provided in the LockDown browser. It will not be possible to scan and upload your answers.

Will I be allowed to make notes on paper?

Yes, you will be allowed to make notes on paper, but they cannot form part of your answer.

Will I be allowed to switch to writing on paper if I don't feel comfortable with the PC?

No, you have to type your answer using the editor provided in the LockDown browser.

Updated 12/2020 - How much time will be allowed for each paper?

The time allowed for each paper has been decided. Please see the [Information on the schedule for the EQE 2021 examination papers](#).

When will more information on the e-EQE be available?

More information will be published on <https://www.epo.org/learning/eqe/faq.html>
in due course.