

10 June 2016

UN Examinations and Tests System FAQ for Contact page

Q: What technical requirements do I need to meet in order to access and complete an online LCE?

The online testing system should preferably be accessed through the latest version of Mozilla Firefox, Google Chrome, or Microsoft Internet Explorer. Please disable any pop-up blockers while using the UN Online Examinations and Tests system.

The following browsers are recommended:

- Google Chrome 30 or later (recommended for optimal compatibility)
- Mozilla Firefox 25 or later
- MS Internet Explorer 9.0 or later
- Safari 6 or later (please note that there are known issues with Safari and TinyMCE)
- Opera

The following settings should be enabled:

- Cookies
- Pop-ups (in both Internet browser and security software)
- Javascript
- ActiveX

The following plugin and reader should be used:

- Adobe Flash Player plugin
- Adobe Acrobat Reader

The UN is not responsible for tests which are not completed or submitted due to technical circumstances beyond its control.

Q: What is the recommended internet bandwidth to access an online LCE?

Make sure that the computer you are planning to take the test on is stable and has a reliable power and internet connection. Use a broadband connection (256 Kbit/sec or faster--for optimal viewing) through USB wireless modem, ADSL, T1/T2, fibre optic or cable. Dial-up access will be significantly slower and is not recommended. Please find alternate locations to access the Internet if your system at home or work is not adequate.

The UN is not responsible for tests which are not completed or submitted due to technical circumstances beyond its control.

Q: How do I log in to the online examinations and tests system?

A URL for the examinations and tests system, a username and a password will be or has been emailed to you. Make sure to copy and paste both the username and the password directly from the email into the required fields in the "UN Examinations and Tests system" so as to avoid any typing errors or caps lock errors. When using copy and paste, make sure you do not select/copy any extra blank spaces.

Q: How do I know if I have been invited to take a test?

The Board of Examiners reviews all applications and decides on each applicant's eligibility to take an LCE. If the Board decides you are eligible, you will be notified via email from ohrmlce@un.org and invited to take the corresponding test(s). The application numbers of eligible candidates are also published here: <https://careers.un.org/lbw/home.aspx?viewtype=LCRER>. Please find your application number in the email notifying you about the result of your application. Scroll down to the relevant LCE and click on "See list of examinees". Please note that the decision of the Board of Examiners is final.

Q: I have not been invited to a test that will take place shortly. What should I do?

The Board of Examiners reviews all applications and decides on each applicant's eligibility to take an LCE. If the Board decides you are not eligible, you will be notified via email from ohrmlce@un.org. In addition, the application numbers of eligible candidates are published here: <https://careers.un.org/lbw/home.aspx?viewtype=LCRER>. Please find your application number in the email notifying you about the result of your application. Scroll down to the relevant LCE and click on "See list of examinees". Please note that the decision of the Board of Examiners is final.

Q: I have not received a notification. What should I do?

Please check your email's spam/junk folder by searching for emails from ohrmlce@un.org. If you have not received any notification 2 weeks before the examination date, first check if your application number appears on <https://careers.un.org/lbw/home.aspx?viewtype=LCRER> before contacting us at ohrmlce@un.org.

Q: I forgot/lost my username and/or password do not work. What should I do?

1. If you forgot or lost your username and password, please check your email by searching for emails from no-reply@un.org or ohrmlce@un.org. If you still cannot locate your username and password, go to the URL of the online examinations and tests system emailed to you and click the link "Forgot your username or password? Click here" and follow the steps to reset your password. An email will be sent to you, containing a link and easy instructions to confirm and complete the password change.
2. If the username and password you received still do not work, make sure you copy and paste both the username and the password directly from the email into the required fields on the "UN Examinations and Tests system" so as to avoid typing errors or caps lock errors. When using copy and paste, make sure you do not select/copy any extra blank spaces.

Remember that the username and password to log into the "UN Examinations and Tests system" are not the same as those you use to log into Inspira.

If the issue persists, immediately send us all the following information on the "Contact Us" page so that we may verify your enrolment status:

- a) Your name and application number
- b) The URL of the website where you are entering your username and password (if applicable);
- c) A screenshot* of the error message that appears when entering your username and password;
- d) The ID number of the job opening for the corresponding LCE.

*If you do not know how to save a screenshot, please refer to the following guidelines:

https://careers.un.org/lbw/attachments/how_to_take_a_screenshot.pdf

Q: My test will include a translation exercise. Will I need any additional equipment to complete it?

For translation exercises, you may want to use a printer to print the source text or use two screens so that you can view the source text in a different location from the window in which you will type or paste your translation.

We recommend using a separate clock/timer, in addition to the one that will display at the top of the page in each of the test parts since it will not be visible when you scroll down the page.

Q: Do I have to type my translation directly in the window provided?

You may type your translation directly in the window provided or work in Microsoft Word and then paste your translation into the answer window. Please note that only translations submitted in the system (i.e. that are in the window) before the timer for that part runs out will be considered by the Board of Examiners.

Q: I logged into the assessment platform but I do not see any tests. What should I do?

If you do not see any test after logging into the “UN Examinations and Tests system”, immediately send all the following information to ohrmlce@un.org:

- a) Your name and application number
- b) The User ID of the account that you used to log into the “UN Examinations and Tests system”.
- c) A screenshot* of the error message that appears when entering your username and password;
- d) The ID number of the job opening for the corresponding LCE.

*If you do not know how to save a screenshot, please refer to the following guidelines:

https://careers.un.org/lbw/attachments/how_to_take_a_screenshot.pdf

Q: I experienced other technical difficulties with the UN Tests and Examinations system. What should I do?

Please report the nature of the issue as soon as possible through the dedicated support email: ohrmlce@un.org. Allow sufficient time in the testing process to deal with any technical issues because, once the period during which the test is accessible has ended, there will be no further opportunity to complete the test. We highly recommend doing the sample test and reporting any issues that are not answered in these FAQs prior to the actual test.

If you experience technical difficulties while taking the test once you have logged into the “UN Examinations and Tests system”, immediately send all of the following information to ohrmlce@un.org:

- a) Your name and application number
- b) Brief description of the technical difficulty you experience
- c) A screenshot of the error message that appears when entering your username and password;
- d) The ID number of the job opening for the corresponding LCE.

If you do not know how to save a screenshot, please refer to the following guidelines:

https://careers.un.org/lbw/attachments/how_to_take_a_screenshot.pdf

Q: I logged into the assessment platform, how do I access the test?

Locate the test you are eligible to complete on the UN Examinations and Tests system welcome page and click on the test name. It will take you to the test.

Q: How do I know if I have completed a test?

A test may consist of different parts and each part may consist of different questions. A test part can be completed by navigating through all questions, answering as many as you can, and then clicking the “Submit All and Finish” button on the test review page. Alternatively, a test part will automatically be submitted once the allotted time for the test part runs out.

Once you have submitted your response for a given test part, you should see a check mark appear next to the test on the main test page. In addition, a test progress bar that tracks the completion of all test parts is visible in the top right corner on both your home screen and the test page itself. The progress bar will turn green to indicate the completion of a test part, and once all test parts are

complete the entire progress bar should be green. A progress bar that is entirely green indicates that all test parts have been submitted and you can now log out of the test platform.

Q: Can I retry or view a test once I have submitted it?

No, you can only attempt a test part once. As soon as a test part is submitted by you, or automatically submitted once the allotted time for that test part runs out, you will not be able to view it or start another attempt.

Q: Can I pause the timer of a test once I have started it?

You cannot pause a test part. Once you have started an attempt for a test part, there is no way to pause the timer or retry the test. However, you may take (untimed) breaks between parts as long as you complete the whole test within the total time allotted.

Q: I lost internet connection while I was taking the test. What should I do?

The system will automatically save your answers every 2 minutes. Once the internet connection is restored, log into the UN Examinations and Tests system and go back to the test part you were taking when the connection dropped. You will be able to continue as long as there is time left according to when you started that part (and the time frame for completing all parts). However, note that if the timer has run out on that test part, you will not be able to go back to it. No candidate will be allowed to resume a test part once the timer for it has run out. Therefore, candidates must ensure adequate connectivity for the duration of the test, and return to the test as soon as possible after the internet connection is restored.

Q: I accidentally closed my browser. Can I get back to my test?

If a test is currently in progress, logging out or losing internet access will not pause the timer for the part of the test you were doing. It is important that you return to the test as soon as possible by going back to the test site, logging in with your username and password, returning to your test, and clicking on the test part you were in the process of completing. Once you click on the test link, a button will appear that reads "Continue last attempt". Click this button and you will be returned to the part you were working on.

Q: How do I save a typed response?

There is no save button on parts that require a typed response. The system automatically saves your typed work every 2 mins while you are typing. If the allotted time for a test part does run out, everything that has been saved by the system will automatically be submitted.

Q: The images in the test are not displaying properly. What can I do?

If the images in the test are not displaying properly, first try reloading the page to see if the image will load. If the image does not fit onto your screen, try re-sizing your browser to see if it allows the image to fit properly. If that does not work, try downloading the image to your computer and opening it from there.

Q: I have completed the test. When and how will I get the results?

As soon as the Board of Examiners completes the marking process, all candidates will be notified via email of their results. The application numbers of candidates invited to the next step in the process (such as a competency-based interview/assessment) will also be published at <https://careers.un.org/lbw/home.aspx?viewtype=LCRER>.

In general, the application status in your Inspira account will be "Under Consideration" until the successful candidates have been placed on the roster. The status of those candidates who were rostered will show "Rostered". The status of all other candidates will be "Recruitment completed".