



Frequently Asked Questions

1. What is Goalkeeper – Registrar?

Goalkeeper-Registrar is a system used for the recruitment and selection of personnel, whom hold EU citizenship, for EU Common Security and Defence Policy (CSDP) Missions. All interested candidates must submit their application through this system. Goalkeeper-Registrar is not yet used for the recruitment of experts from Invited/Contributing Third Countries.

2. How do I register in Goalkeeper – Registrar as an expert?

In CSDP Missions, there are 2 categories of international personnel: seconded and contracted. Depending on the vacancy that interests you, there are different procedures to register.

A. Registering as an international contracted expert

In order to apply under the international contracted regime you need to firstly register your email address here:

<https://goalkeeper.eeas.europa.eu/registrar/DPA/357/details.do>

You will then receive an email which contains instructions regarding how to create an account and login. To access the system, you need to have a valid EU Login account. If you do not have an EU Login account, please follow the instructions detailed in section 3 (below).

B. Registering as an international seconded expert

If you are interested in applying as a seconded candidate, the EU Member State(s) for which you have citizenship will need to invite and approve your application.

You need first to be added in the on-line application system Goalkeeper-Registrar by an EU Member State. If you already have an EU login account and an account as international contracted expert, please request your national authorities to use the same e-mail address. If you do not yet have an EU Login account, after being added in the system by your national authorities, you will receive a notification to create your account (please refer to and follow the instructions as outlined in Section 3 below).

3. How can I create a user account in EU Login

1. Go to <https://webgate.ec.europa.eu/cas/eim/external/register.cgi> and sign up for an account.
2. Enter the information with the same e-mail address which you have registered in Goalkeeper.
3. A confirmation message will be sent to the e-mail address provided in the step above.
4. Follow the instructions in the message: finalize the registration and change the password.
5. Once you have completed all steps of the registration, please access the <https://goalkeeper.eeas.europa.eu/registrar/> again and login with your EU Login account.



4. What is EU Login?

EU Login is the single sign-in system used by the EU institutions. It allows users to access a wide range of EEAS information systems, using a single username and password.

Once you log in, EU Login will remember you as long as you keep your browser open. During that time, you will not have to identify yourself again, no matter how many online services of the EEAS (or European Commission) you access.

5. How can I change my account email address?

Your accounts in Goalkeeper-Registrar and in EU Login are linked. If you want to change your email address, first you need to do it in EU Login.

To change your email address in EU Login, please follow these instructions:

1. Open the URL <https://webgate.ec.europa.eu/cas> and login using your EU Login account.
2. After logging in go to the wheel located at the top right corner of the screen and open "My Account".
3. After the "My account" page is opened, please select the "Modify my personal data" link.
4. Enter your new email address in the email address field and click "Submit".
5. A confirmation message will appear on the screen and a confirmation email will be sent to your new email address.
6. Please follow the instructions contained in the e-mail to validate the new address.

After you have changed your email address in EU Login, please access Goalkeeper-Registrar again, by using home page URL: <https://goalkeeper.eeas.europa.eu/registrar/>

On first access your new email address will be loaded from EU Login and replaced in Goalkeeper Registrar.

6. The email address I have used to apply is not valid any more. What should I do?

You can log into your EU Login account indicating your old email address as username, even if it is not valid any more. But you need to change it, as all communication in Goalkeeper-Registrar is sent using your account email.

You can change your email by following the instructions outlined in Section 5 (above).

7. What should I do if I have forgotten my password?

If you have forgot your password you can reset it, by following the instructions outlined below:

1. Open the URL <https://webgate.ec.europa.eu/cas> and enter your user name.
2. On the next page, click on "Lost your password?" under the "Password" field.
3. Enter the required code and click on "Get a password".



4. You will receive an e-mail, allowing you to set your new password.
5. You should click on "Login" on the right menu, and click on "Lost your password". A new password will then be sent automatically to you by email.

8. How to apply?

To apply for an advertised position in a CSDP Mission you must use the on-line applications system Goalkeeper-Registrar. First of all, you need to be registered in the system. Further details are explained in Section 2 (above).

All Calls for Contribution are published on this platform and on the European External Action Service website. Consider the vacancy notices and then click on the "Apply" button next to the Call for Contributions that interests you. You will then have to complete an on-line application and submit it before the deadline of the open competition (17:00, Brussels time).

For additional information, consult the "User Manual(s)" section at the top right corner after connecting into the system and download the "Quick Reference Card for experts".

9. What do I need to apply?

Before commencing the application process, you will need to have an e-mail address in order to set up a user account. Once you have registered you will receive a confirmation by e-mail of your user account details and you can then proceed with the application.

Please note that all the correspondence will be done through this email address, so please check that the email address is correct.

10. Can I apply for several Calls for Contributions?

Yes, you can apply for several Calls for Contributions, but you cannot submit more than one application for each Call for Contributions. For your information, the Curriculum Vitae will be saved in the system after filling it in the first time.

You will need to complete the application section linked to a specific Call for Contribution. This part needs to be filled in every time you are applying for a new vacancy.

11. Do I need to create a new user account for each competition I apply for?

No, you do not need to create a new user account for each competition you apply for. You will use the same credentials to connect in the system. Please note that the Curriculum Vitae will be saved from one application to the other and you will need to update it if there are changes.



12. I cannot submit my online application; what should I do?

There can be various explanations regarding this. Typically, the system provides you with additional information. If, for example, you have not filled in and completed the required field(s), they will be marked in red.

If there is no error message, please check:

- That you have filled in all the compulsory information (indicated with an asterisk (*));
- That you have saved the page before clicking on another page. Once saved, the information will be kept in the system, even if you are disconnected, and you will be able to complete the other sections later;
- That you have filled in all the sub-sections. For example, the "Attached CV" section, there are seven sub-sections to complete: "Personal data", "Contact details", "Education and Professional training", etc;
- Check if you are using the recommended browser (which is Mozilla Firefox).

If the points mentioned above do not assist, please try to close all browser windows and start again. In some cases you should try to restart your PC.

13. Although I have Goalkeeper-Registrar account, I am not able to apply. When filling in my application, the system generates some errors.

For the best Goalkeeper-Registrar experience, it is recommended to use **Mozilla Firefox browser**. The system might have some issues when using other browsers (Internet explorer, Safari, etc.).

If you continue to receive an error, please contact goalkeeper.registrar@eeas.europa.eu.

14. Do I have to complete my application in one session?

You do not need to enter all information in one session. You can save your details at any point by using a "Save draft" button, and return to complete the application at a later time by logging onto your user account. We advise you not to wait until the last moment to submit your application.

15. Is there a time limit to fill in the application form?

You will be automatically disconnected from the system after 4 hours of inactivity.

Please note, that not every action you do in the browser is sent to the server. Even if you are actively working on your application form (e.g. adding your experience, or education) the server does not receive the update until you click on the button "Save draft" or "Submit". Therefore, we advise you to click on the "Save draft" button regularly.

Please be informed we are only accepting applications submitted via the e-recruitment system Goalkeeper-Registrar.



16. Can I attach other documents to the application form?

No, all the information in support of your application must be in your form; no other documents will be accepted and no other additional information will be considered after the deadline of the vacancy notice. If your application form is not complete, it will not be considered. Original and copies of your diploma(s)/professional experience will only be asked if you are selected.

17. Do I have to print out my application form?

We advise you to export and print your application form before clicking on "Submit" to enable you to check the information you have submitted. To do so, the button "Export to TEXT" is located on the top right corner of the form, and is available when you are applying for a vacancy.

In order to export all data of your application, please click on "Save Draft" before using "Export to TEXT" button.

18. Can I edit the information in my application after having submitted my application?

No, once you have submitted your application you will not be able to make any changes.

19. The deadline has passed; can I still apply?

No, any application sent after the deadline (17:00, Brussels time) will not be considered. The "Submit" button will automatically disappear at this time and you will not be able to submit your application any more.

20. How can I find my application?

If you want to consult your list of applications, please connect to Goalkeeper-Registrar, click on "My Applications" link on the home page. You will be able to see all submitted applications.

21. How can I find out the outcome of my application?

Once the selection procedure for a specific Call for Contribution is finalised, the Recruitment Team will communicate to you the final outcome of your application.

22. How can I withdraw an application

If you wish to withdraw an application, please email goalkeeper.registrar@eeas.europa.eu indicating the Call for Contributions name, your full name and your Application ID.



23. My seconding authorities invited me in the system, but I am not able to see the Calls for Contributions and apply.

There can be various explanations. Please check:

- If your national seconding authorities have added you into the system;
- If the seconding authorities have added you to the system with the same e-mail address that you are trying to use to login. In most cases, experts are trying to connect with a different e-mail address than the one registered by their national authorities;
- If your national authorities have opened the Call for Contributions in which you are interested.

24. I am trying to apply for a Call for Contributions, but some posts are not available in the list of vacancies

Access in the system is granted based on the employment status under which you would like to apply (seconded regime or international contracted regime). Some vacancies are opened only for seconded candidates and others for both seconded and contracted candidates. Consult Annex 1 of the Call for Contributions to see the employment regime for each vacancy.

If you would like to apply as a seconded candidate, please refer to your national authorities responsible for seconding experts to CSDP Missions. Seconded vacancies available will not be visible for you in the system unless your national authorities are inviting you to apply.

If you would like to apply under the international contracted regime, please follow the instructions under section 2.A. (above) to create your account and submit your application after login to the system.

25. Can I directly apply for seconded only vacancies?

No, to apply for seconded only vacancies, you will need first to be invited by your national authorities responsible for seconding personnel to CSDP Missions.

26. I am trying to connect to Goalkeeper – Registrar and I receive this message:

You're not privileged to do the selected action. Contact Support for more help:

-If you have questions related to Goalkeeper Schoolmaster (training management) please contact SECRETARIAT-ESDC@eeas.europa.eu

-If you have questions related to Goalkeeper Registrar (experts' recruitment for CSDP missions) please contact goalkeeper.registrar@eeas.europa.eu

In most cases, the issue is that you do not have access rights to connect to the system. Please verify if you have **the same email address** registered in the Goalkeeper-Registrar and in the EU Login account. Also please check other points listed in Section 23 (above).



27. Which alphabet can I use to fill in my application?

To fill in your application, only the Latin alphabet is available. Using other characters may create problems to submit your application or to process it during later steps.

28. In which language should I complete my application?

All applications must be completed in either English or French. Applications completed in other languages will not be taken into consideration.

29. How do I know if I have all the qualifications to apply?

Please read the Job Description of the post carefully. It will give you all the necessary details to check if you have the qualifications needed. Please check in particular the education and professional experience, as well as skills/competencies section and the linguistic skills.

30. How do I fill in the "Education & Professional training" section?

For each vacancy notice, there is a minimum level of education required. You should provide details of the diploma(s) you have at this level, as well as any other relevant diploma. If you have diplomas to list in the "University education or equivalent" sub-section, you must indicate the level to which it corresponds.

31. What should I do if some of my studies did not lead to a diploma?

If you started a diploma course but did not obtain the diploma, please indicate this in the "Education" section. If it was a training course, please indicate this in the sub-section "Secondary education and/or formal vocational education/training".

32. On which criteria will the shortlisting be based?

The shortlisting will be based on the criteria indicated in the vacancy notice (level of qualification, length and relevance of professional experience, linguistic skills, etc.). All of the criteria must have been reached by the closing date of the vacancy notice. If your application form is not complete, it will not be considered.

Selected international candidates under contracted status will be asked to produce the original and copies of their diploma(s), and certified translations if the original is not in English or French. We draw your attention that any possible offer of employment is subject to the presentation of these diplomas.

33. Will I be shortlisted if I have the level of education required (or a higher level) but not in the field requested in the vacancy notice?

In some vacancy notices the required field of education is mentioned (e.g. For Political Adviser there is a requirement for the qualification to be at Bachelor-or-equivalent level in any of the domains of



Political Science, International Relations, geopolitics, International Security). In these cases, a higher qualification, such as a Master's degree, in another field (e.g. Geography) will not be considered as equivalent. Of course in the vacancy notices where no field of education is mentioned, it would be advantageous if you were to hold both a Bachelor's degree plus a higher qualification.

In specific cases, the candidate may compensate for the lack of qualification by additional relevant experience, if this is mentioned in the vacancy notice.

34. How do I fill in the "professional experience" section?

You should enter details of all your professional experience and employment details. Please make sure that your job description is clear and comprehensive so we have a good understanding of your duties and responsibilities.

The length of the professional experience required is usually mentioned in the vacancy notice and will be considered as a shortlist criteria. This professional experience should be relevant for the post and should have taken place recently.

If your professional experience is not consecutive, please explain the reasons.

35. How do I fill the "language skills" section?

You should indicate your mother tongue, your language skill levels in the two official languages of the European institutions (English/French). You are welcome to add all language skills you possess.

The definitions of the language competency levels (A1, A2, B1, B2, C1, and C2) used in this section correspond to the Common European Framework of Reference.

You should evaluate your linguistic skills yourself as objectively as possible. These skills might be tested through written exams and/or during the interview.

<https://intragate.ec.europa.eu/cas/eim/external/register.cgi>