MINIMUM TECHNICAL REQUIREMENTS FOR VCBE

1. Candidate MUST Download LOCKDOWN BROWSER at least 1 (one) day before the examination day, downloadable from: **https://ems.insurance.com.my/TNA/ExamHome/index2.html**

2. Computer Requirements:

a. Microsoft Windows Operating System, hardware & software requirements:

Hardware	Minimum Specification
Hardware Type	Laptop
Processor	Dual Core Intel i3/i5
RAM	4 GB
Available Disk Space	15 GB Hard Disk free space
Display Resolution	Best view in 1280 x 1024
Network adapter	1 Gbps Network Interface Card
Hardware	Minimum Specification

Software	Minimum Specification
Operating Systems	Windows 10 Professional edition Windows 10 Home Edition Note: 10 S mode is not supported
Browsers	Chrome Version 116.0.5845.182 Firefox Version 117.0
Pop-up Blocker	Popup Blocker should be disabled to launch Test
Antivirus	Any Registered Antivirus Product [No Freeware tools]

- Smart Phones (iOS & Android) & Tablets (iOS & Android) Windows 7 & Windows 8 machines are NOT supported for Secure Examinations. as they are out of support by Microsoft.
- If you are using any freeware antivirus tools, please switch them off. Alternatively, if your exam is being blocked by an antivirus, go to the antivirus setting and allow it.

b. MAC Operating System

Hardware	Minimum Specification
Hardware Type	MacBook
Processor	Dual Core Intel i3/i5

RAM	4 GB
Available Disk Space	15 GB Hard Disk free space
Display Resolution	Best view in 1280 x 1024
Network adapter	1 Gbps Network Interface Card

MAC OS	BROWSER
MAC Book Pro, Mini, Air Operating System Version - 10.15.5 Catalina, Big Sur and Ventura 13.4.1	Google Chrome 116.0.5845.182 +Safari 16.6 + Firefox 69.0 +

- Anything **lower than 10.15.5 of Catilina, Big Sur and Ventura 13.4.1** were not supported, for MAC OS. This is due to a recent upgrade in the MAC Operating system by Apple. Please see the apple releases notes from 10.15.5, for your reference.

C. Additional Info

1. Internet Connection Type	Broadband
2. Internet Download Speed	1.5 GB
3. Internet Upload Speed	1.5 GB

Important Notes:

1. The use of company laptops is not recommended.
2. If you must use a company laptop, please ensure the following:
   a. The laptop's security password must be disabled.
   b. An IT administrator should be on standby to assist if needed.

   Take note, that If the security password is not disabled, you will not be allowed to sit for the exam.