PITA Remote Proctored Exams – Frequently Asked Questions (FAQ)

1. ID Verification and Exam Monitoring Setup

To confirm your identity and maintain exam security, the following is required:

Acceptable ID

- Malaysian citizens: MyKad is required.

- Non-Malaysian citizens: A valid original Passport is required.

- The name on your ID must exactly match the name used for your exam registration. Entry will be denied if your identity cannot be verified.

- A clear photo of your ID must be captured, and your live image must match the ID photo.

Camera Positioning and Visibility

- Your face, shoulders, and upper chest must be clearly visible in the camera frame at all times, from ID verification until the end of the exam.

- Failure to maintain this position will result in a system warning. After three warnings, your exam will be disqualified.

- Sit upright, face the camera directly, and ensure the room is well-lit.

- Avoid camera angles or lighting that obscure your face.

- Do not move out of frame, obscure your face, or block the camera at any time.

- Avoid camera angles or lighting that interfere with visibility.

System and Security Checks

- The secure browser will run system checks (camera, microphone, open applications) before the exam begins.
- Ensure your device passes these checks before proceeding to the exam.

Important: Failure to comply may trigger system alerts and cause your exam to be paused. The session will be reviewed by Aii and may result in termination if non-compliance is confirmed.

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Tel: +603 2712 8882 **Email:** customercare@aiiasia.org **Web:** www.aiiasia.org

2. **Do I need to install anything before the exam?**

Yes. You must:

- Install the LockDown Browser before your exam using the official link provided in your registration confirmation.
- Complete a system check and demo test using the same device and setup you plan to use on exam day.
- Review the full technical and computer requirements to ensure your device is compatible.
- Refer to the Minimum Technical Requirements – 2025

3. **What internet, device, and software setup do I need?**

- A laptop or desktop computer is required — iPads, tablets, and mobile phones are not allowed.
- Latest version of Google Chrome.
- Webcam and microphone enabled.
- A wired internet connection is preferred. If using Wi-Fi, ensure it is a stable, high-speed connection (avoid mobile hotspot) to ensure smooth video streaming and uninterrupted completion of the exam.
- Have a backup power source (e.g., charged laptop battery) to prevent disruptions.
- Disable Bluetooth, remote desktop, virtual displays, and background applications.

4. **When can I start the exam on my exam day?**

- You may log in anytime between 12:00 am and 9:00 pm (Malaysia time).
- Log in at least 15–30 minutes before your planned start time to complete ID and system checks.
- Access is blocked from 9:00 pm onwards. If you miss the login window, you must re-register and pay a new exam fee.

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5. What are the rules for my exam environment?

- Quiet, private, well-lit room.

- Clear desk

- No other people in the room.

- Remain seated and ensure your face, shoulders, and upper chest remain clearly visible in the camera frame throughout the exam.

6. What items are prohibited during the exam?

- Books, notes, papers

- Mobile phones, smartwatches, tablets, Bluetooth earpieces

- Headphones or external speakers

- Extra monitors, projectors, HDMI cables, splitters, and other display/accessory equipment

- Recording devices or screen capture tools

Any device, material, or software not explicitly approved but capable of compromising exam security or providing an unfair advantage is strictly prohibited.

7. What actions are prohibited during the exam?

- Speaking, whispering, mouthing words, covering mouth, gesturing

- Communicating with others, even off-camera

- Allowing anyone to enter the exam room

- Muting the microphone

All prohibited behaviours must be avoided at all times. Violations may result in pausing, termination, disqualification, or disciplinary action.

8. **Will I be monitored during the exam?**

- Yes. Your session is recorded from start to finish.
- The system flags suspicious activity (e.g. movement, materials).
  Flagged events are reviewed by Aii within 3 business days, and candidates will be notified via email if further action is required.

9. **What happens if the exam is paused or I'm disconnected?**

- If your internet connection is unstable and causes the application to hang, restart your Wi-Fi connection and re-login.
- If you see a prompt that says *"You are already logged in"* after being forced out (e.g., due to system hang or disconnection), wait 5 minutes for the system to reset, then retry logging in.
- If you are paused for suspected violations, the session will be reviewed by Aii. You will be notified via email within 3 working days whether you are allowed to resume or if the exam has been terminated.
- If permitted, you may resume within 7 calendar days between 12:00 am and 9:00 pm.
- If terminated due to permissible reasons, you must re-register and pay again.
- If terminated due to exam breaches or misconduct, your attempt will be voided, and you will not be allowed to re-register. Disciplinary action may also apply.
- If you experience technical issues, remain seated and wait for system prompts. If unresolved, email the support team or contact the support team during office hours.

10. **What are examples of violations?**

- Use of unauthorized materials or devices

- Tampering with the secure browser or monitoring setup

- Talking to or receiving help from others

- Impersonation or attempting to take the exam for someone else

- Obstructing or disabling video/audio monitoring

- Attempting to capture, record, or share exam content

- Any other action that compromises exam integrity, security, or fairness

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11. **What penalties can Aii impose?**

- Immediate disqualification

- Invalidation or withholding of results

- Suspension or ban from future exams

- Disciplinary letter

- Reporting to relevant regulatory or professional bodies

12.   **When can I re-register for the exam if I have already taken it?**
You can only re-register once your exam results have been updated in the ILMS system.

To check your results:
ILMS → Student & Membership → Students → Exam Result

Once your results appear in ILMS, you may proceed with re-registration. If your results are still not visible after the next day, please contact agentexam@aiiasia.org for assistance.

13. **When will my results be available?**

- Results will be available within 3 working days after post-exam review.

14. **Who do I contact for help?**

- Email: agentexam@aiiasia.org or customercare@aiiasia.org

- Call: +603-2712 8882