

PITA Remote Proctored Exams – Frequently Asked Questions (FAQ)

1. What documents do I need for verification?

- Malaysian citizens must present their Mykad (front and back).
- Non-Malaysian citizens must present their passport (biodata page of their passport).
- You have up to 5 (five) attempts to capture your ID and headshot correctly. The name on your ID must match your registration details exactly.
- Ensure your ID is valid, unexpired, and the photo clearly matches your current appearance; outdated or mismatched photos may cause verification failure.
- After successful ID verification, you must complete the two factor authentication (2FA) sent your registered ILMS email. Once verified, switch off and keep away all mobile devices for the rest of the exam.

If your ID or photo cannot be verified after five attempts, you will not be permitted to start the exam. Ensure your ID is valid, unexpired, and clearly visible in a well-lit environment before capture.

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

Yes. You must install the LockDown Browser before your exam and complete a system check and demo test using the same device and setup you plan to use on the exam day.

After completing the exam, uninstall the LockDown Browser. A fresh installation is required for each new attempt.

Complete the demo test at least one day before your exam to avoid last-minute setup or technical problems.

3. What are the technical and system requirements?

- Use a laptop or desktop computer (iPads, tablets, and mobile phones are not allowed).
- Use the latest version of Google Chrome.
- Enable your webcam and microphone.
- Disable Bluetooth, remote desktop, virtual displays, and background applications.
- Ensure a stable, high-speed internet connection (avoid mobile hotspots).
- Have a backup power source to prevent disruptions.

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

You may log in between 12:00 am - 9:00 pm (Malaysia time). All ID and system checks must be completed before 9:00 pm.

If you miss the cutoff, you must re-register and pay again as there is no grace period.

5. What are the rules for my exam environment?

- You must sit in a quiet, private and well-lit room.
- Keep your face, shoulders, and upper chest clearly visible in the camera frame at all times.
- Avoid adjusting, moving or repositioning the camera once your headshot position has been verified at the start of the exam as this may be treated as a potential rule violation.
- Ensure your desk and surrounding area are free from unauthorized materials or devices such as mobile phones, smartwatches, tablets or extra monitors.
- You must remain alone in the room for the entire duration of the exam.

6. What items are prohibited during the exam?

- Books, notes, papers or reference materials
- Mobile phones, smartwatches, tablets, Bluetooth earpieces
- Headphones or external speakers
- Extra monitors, projectors, HDMI cables, splitters
- Recording devices or screen capture tools

Any device, material, or software not explicitly approved, including those that could be used to view notes, access information or communicate with others is strictly prohibited.

7. What actions are prohibited during the exam?

Behaviors such as leaving the exam area, communicating with others off-camera, or tampering with the secure browser may result in pausing, termination, disqualification, or disciplinary action.

8. Will I be monitored during the exam?

Yes. Your session will be continuously monitored and recorded through automated and human review processes to ensure integrity and fairness. Any conduct that may compromise exam integrity may be flagged for review and subject to disciplinary action.

9. What happens if my exam is paused or disconnected?

If your exam is paused for suspected violations, Aii will review the session and notify you within 3 working days.



If approved to resume, you must do so within 7 calendar days between 12:00 am and 9:00 pm.

If terminated, you may need to re-register and pay the applicable fee.

If terminated for misconduct, disciplinary action will apply and you will not be allowed to re-register.

10. When will I receive my exam results?

Results will be available within 3 working days, subject to integrity checks.

If your exam is flagged for review, the release may be delayed until the investigation is complete.

11. What are the penalties for rule violations?

Violations may result in:

- Immediate termination of your exam session
- Invalidation or withholding of results
- Suspension or permanent ban from future exams
- Reporting to relevant regulatory or professional bodies

12. Do I have to give consent before taking the exam?

By starting the remote-proctored examination, you acknowledge and consent that your session will be monitored and recorded through your webcam, microphone, and screen-sharing for verification and exam-integrity purposes.

Recordings may be stored and reviewed by Aii and its authorised service providers for integrity review and compliance.

If you do not consent to being monitored or recorded, you will not be able to proceed with the examination.

11. Who do I contact for help?

- Email: agentexam@aiiasia.org or customercare@aiiasia.org
- Call: +603-2712 8882

