

Dear Candidates,

Thank you for Choose the MII Virtual Computer Based Exam (VCBE).

Below are the **COMPULSORY STEPS** that **MUST** be complied to prepare you for the examination:

1. Before examination day:
 - a) To ensure the candidates' PC/Laptop meet the minimum specification :
 - I. Window operating system : Windows 10 version and with Google Chrome
 - II. MAC Book Pro, Mini, Air Operating System Version - 10.15.5 Catalina
 - b) To download and install the Secure Browser in the laptop via the following link
 - I. Window operating system
: <http://23.101.31.19/TNA/TestPlayer/SecureBrowser/ESSecureBrowser.zip>
 - II. MAC Book Pro, Mini, Air Operating System
: <https://exams.excelsoftcorp.com/ExamHome/Files/MII/ES-MAC-SecureBrowser.zip>

Please refer to the link for information on the Minimum Technical Requirements at https://www.insurance.com.my/documents/pdf/min_requirement.pdf

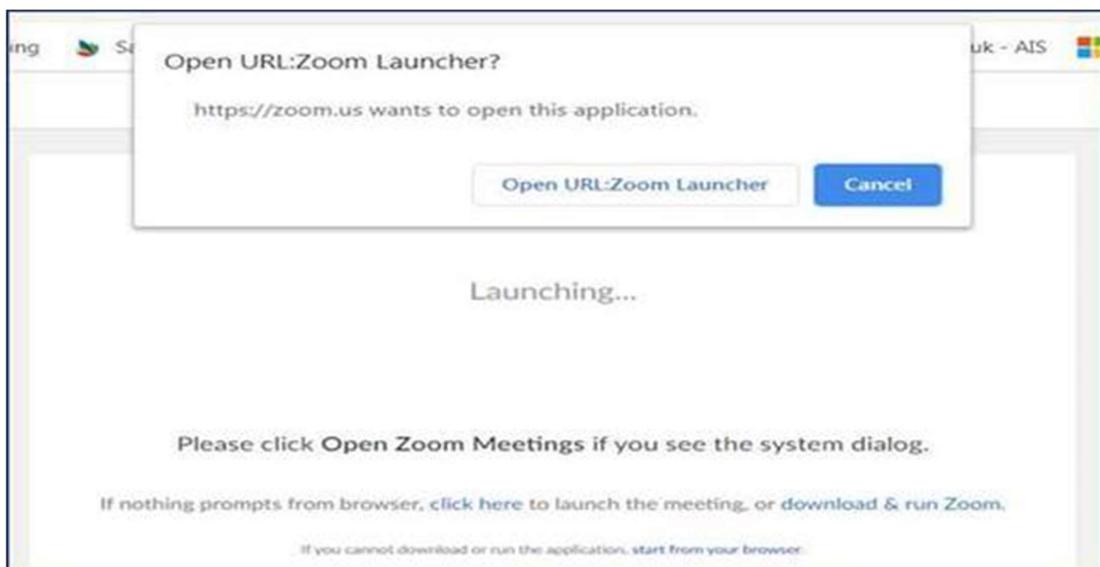
2. On the examination day
 - a) You are required to login to ZOOM using your mobile phone. Please login to ZOOM 1 ½ hours in advance prior your examination time via ZOOM link below :
Sample zoom link:
<https://zoom.us/join/zoom/register/UUvdeyoqTsrHNEuMOLcZd4FU4bjRy7VoaWI>
 - b) You will login to Examination Page using your laptop/desktop (I-pad or tablet is not allowed). Examination link will be given before the exam starts.
 - c) For examination session 3.00pm, please enter the above zoom meeting at 1.30pm. and not later than 2.30pm. The Institute reserves the right to disallow you from taking the examination if you failed to be in the Zoom meeting 30 minutes before the commencement of the examination.
3. Important Document to Read as attached. It is very important that the candidates comply the VCBE requirements to avoid any interruptions and disqualification. Please refer to the link <https://www.insurance.com.my/learning2/exam/virtual-cbe> for the information on
 - a) Guide for Zoom
 - b) Virtual Examination Rules & Regulations
 - c) VCBE
 - d) Guide Summary

MII has the right to disqualify you from taking the examination if you failed to fulfil the above requirements. You will have to re-register for the examination with fee. We wish you all the best and good luck in your examination!

Best Regards
MII VCBE Team

1. A quick guide to your Virtual Exam room : HOW TO REGISTER FOR ZOOM

- a) You are required to download ZOOM app in your mobile phone, go to <https://zoom.us/download>.
- b) If you entered an email, Zoom would send an activation email to that address. Click the “Activate Account” button in the email or cut and paste the activation URL into your browser to activate your account.
- c) You will receive the ZOOM link via your email between 24 to 48 hours from the exam time.
- d) Ensure your internet connectivity is good for both your laptop and mobile phone to avoid any interruptions during the examination. Hotspot is not recommended.
- e) Ensure your laptop and mobile phone are in full battery power to avoid disconnected while doing your examination.
- f) You are required to immediately re-login to Zoom if you are disconnected, failure to do so you will be disqualified from the examination.
- g) Then click the “open URL : Zoom launcher”, it will divert you to the Virtual Exam room (waiting room) Wait until the Chief Invigilator admit you to the main session before send you to the breakout room (your exam room) Click the “Join breakout room” button



- h) Once you are in the breakout room, the invigilator on duty will do the exam verification on Zoom. Please show your Identification Card (make sure your IC with you) and ensure that you are in the approved exam space.
- i) Once you are verified in the exam room, you are required to place your mobile phone which should display the computer screen, keyboard and yourself. you will only be allowed to start the exam until the invigilator satisfied with the angle of your mobile phone.
- j) You will be considered as “absent” if you failed to be in the “virtual exam room” by latest 30 minutes BEFORE the exam starts.
- k) 3 warnings will be given to you if you are caught with suspicious act (eg. copying, referring notes/text, talking to someone, etc)
- l) The invigilator has the right to do 360 degree verification from time to time.
- m) You will be disqualified from the exam after the 3rd warnings.

2. PREPARATION FOR THE MII VIRTUAL COMPUTER-BASED EXAMINATION

- a) Please have ready your original photo Identification Document (MyKad/Driving License/Passport) as you will need to show this to the invigilator and will not be allowed to take the exam without it.
- b) Find a quiet space you can use for the duration of the examination session
- c) The lighting in your room should be of daylight quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your invigilator to see you
- d) Make sure no one else is with you in the exam space or enters the exam space throughout the exam session. Any interruption or disruption is to be avoided.
- e) The table should be uncluttered, papers or stationery should not be on the table and should be clear from any reference materials.
- f) Mobile phone, Tablet, Smart Watch or other electronic gadgets are not permitted to be worn or on be on the table throughout the exam session unless authorised by the invigilator.
- g) The exam area should be free from any distracting background noise.
- h) Have a reflective surface such as a large mirror or mobile phone in order to show the edges of your monitor to the invigilator (Note: you will be required to remove any mobile phones after this step before starting your exam).
- i) Toilet breaks are not allowed once the exam has started.
- j) Close all programs, applications and websites on your computer unless instructed to open it by the invigilator for the purpose of taking the exam.
- k) Remove any hats, sunglasses, earphones and headphones.
- l) No food or drinks may be consumed during the exam. However, you are allowed a bottle of water or similar.
- m) Candidates are not allowed to have “Virtual Background” turned on throughout the exam session.
- n) For candidates using hearing aids, please ensure to disclose this to the invigilator before the start of the exam.
- o) If you face any technical issues when attempting to access the MII Virtual Examination Centre, please contact our IT Helpdesk at 03-2712 8881/8883/8884/8885 and email ithelpdesk@mii.org.my.
- p) If the technical problem is unable to be resolved 30 mins after exam start time, you will be asked to reschedule your exam with exam fee.
- q) By accessing the MII Virtual Examination Centre, you agree to be bound by these terms and conditions. MII has the rights to disqualify or withhold your result if you are found to have breached any of the examination rules and regulations.

3. EXAMINATION RULES & REGULATIONS

- a) Candidate must obey all the instructions, directions and rulings of the invigilator and as stated in the Important Information.
- b) Candidate is not allowed to leave the examination space temporarily, EXCEPT in the event of an emergency with permission from the invigilator.
- c) Candidates are not allowed to use handphone or any other electronic gadgets during the examination.
- d) Candidates will be observed by the Invigilator throughout the examination session and the session will be recorded. By proceeding with the exam, you have granted permission for the recording.
- e) Only 3 warnings will be given on any suspicious act or movements (eg copying, referring to notes/textbooks, using handphones, allowing other person to enter the exam room/space, discussing exam questions with a 3rd party etc).
- f) No food, drink (other than water), headphone, electronic items, mobile phone, tablet, notes, papers, stationery (other than calculator) or reference materials is allowed in the examination space unless permitted by the Invigilator.
- g) Failure to comply with such instructions will provide sufficient grounds for MII to disqualify the candidate from continuing the exam or to withhold the candidate's result and report the candidate to the Association and other relevant authorities.