

# MINIMUM TECHNICAL REQUIREMENTS

1. Candidate Machine Requirement:
  - a. Microsoft Windows Operating System
    - i. Machine Requirement:

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

- ii. Software Requirement:

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	<b>Popup Blocker</b> should be <b>disabled</b> to launch Test
Antivirus	Any Registered Antivirus Product <b>[No Freeware tools]</b>

## Important Note:

- 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 +

### Important Note:

- Anything **lower than 10.15.5 of Catalina, 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

**2. Candidate MUST Download SECURE BROWSER at least 1 (one) day before the examination day:**

**a. Secure Browser for Window Operating System**

**i. To download the Secure Browser**

<https://ems.insurance.com.my/TNA/ExamHome/Files/LockDownBrowserOEMSetup.zip>

**ii. Video Tutorial to download Secure Browser**

<https://ems.insurance.com.my/TNA/ExamHome/Files/Secure%20Browser%20Installation%20for%20WindowsOS.mp4>

**b. Secure Browser for MAC Operating System**

**i. To download the Secure Browser**

[https://ems.insurance.com.my/TNA/ExamHome/Files/LockDownLDBOEM\\_MAC.zip](https://ems.insurance.com.my/TNA/ExamHome/Files/LockDownLDBOEM_MAC.zip)

**ii. Video Tutorial to download Secure Browser**

<https://ems.insurance.com.my/TNA/ExamHome/Files/Secure%20Browser%20Installation%20for%20Mac%20OS.mp4>