

# Remote Proctoring Guide

## 24 & 25 February 2026



proctor<sup>U</sup>

If you need immediate assistance, please access your [ProctorU Account](#) and use the Live Chat feature. If it is a non-urgent request, please enter the details of your request through the [support website](#) and a member of ProctorU support staff will respond as soon as possible. (Response times will fall within 24-48 hours)

<https://support.proctoru.com/hc/en-us/categories/115001818507>

**Please Note:** This document has been designed to work in combination with the MSAT-Malaysia Information Booklet. Test takers should review the contents of both booklets as they prepare to sit the 2026 MSAT-Malaysia test.

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## Before the Test:

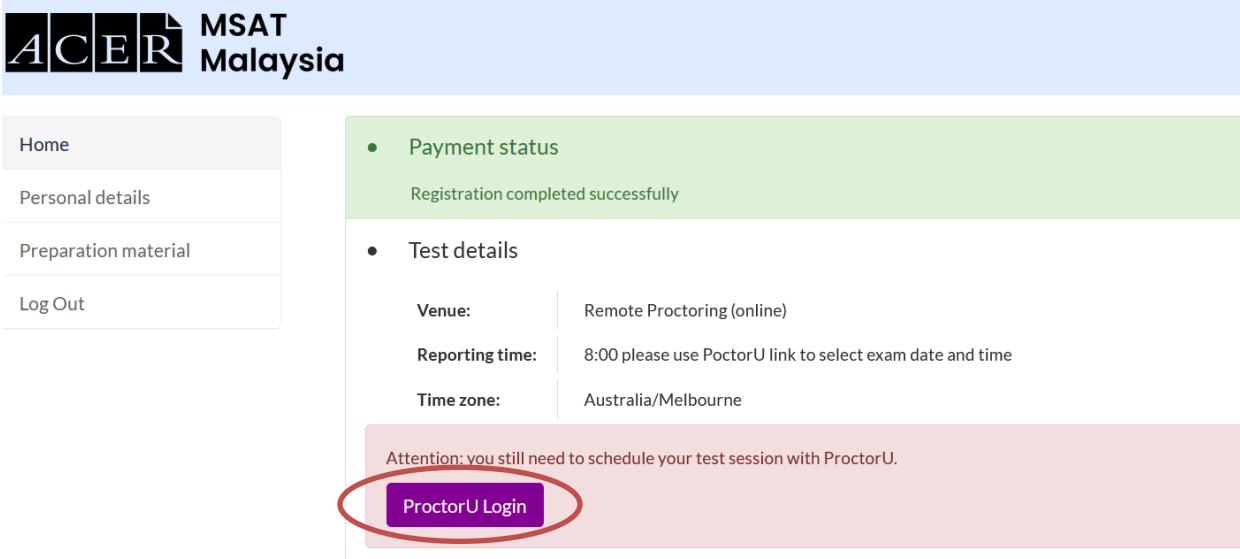
Please register and pay for the MSAT-Malaysia test with the Universiti Malaya before **16 January 2026** via the website <https://msat.um.edu.my>.

## Getting Started: Steps to Take Before the Test Day

1. **Invitation:** You will receive an email to activate your ACER account which contains your registration and link to ProctorU.
2. **Schedule your test:** please ensure that “ACER-MSAT-Malaysia has been selected as your institution under ‘Enrolments’ when you access your ProctorU account.
3. **Institution:** Please make sure you select ‘ACER-MSAT-Malaya’ as your institution under ‘Enrolments’ when you begin booking your test.
4. **Download Guardian Browser:** All test takers need to download the Guardian browser. This browser is required for your assigned proctor to communicate with you during your test. It will also allow them to monitor your session and complete all the required room and computer checks during the exam.
5. **Check your Equipment:** Test your equipment to make sure your system is compatible with ProctorU. [Click here](#) to see a full list of requirements.
6. **Find an acceptable place to take your exam:** The environment needs to be quiet, well-lit, and away from other people. The workspace area needs to be free of any materials not allowed on the exam. **Make sure you use a desk and table.** You will not be able to complete the test from a bed or couch.
7. **Become familiar with materials allowed for your exam:** You can review a [full list here](#) outlining what ProctorU requires.

## Scheduling your test in ProctorU:

Click on the link in your ACER account to schedule your ProctorU account.



The screenshot shows a registration confirmation page. At the top, the ACER MSAT Malaysia logo is displayed. On the left, a sidebar menu includes 'Home', 'Personal details', 'Preparation material', and 'Log Out'. The main content area on the right shows 'Payment status' (Registration completed successfully) and 'Test details' (Venue: Remote Proctoring (online), Reporting time: 8:00 please use ProctorU link to select exam date and time, Time zone: Australia/Melbourne). A pink box at the bottom contains the text 'Attention: you still need to schedule your test session with ProctorU.' and a purple 'ProctorU Login' button, which is circled in red.

**Important:** When you schedule your test with ProctorU, your email address will be the same one that you have used in your registration for the MSAT-Malaysia test. This will ensure that your test booking, and identity can be verified when you sit the test by remote proctoring.

**NOTE:** If you have an existing ProctorU account linked to the email and previously selected an institution other than ACER, you can log into your account and add 'ACER- MSAT-Malaya' to the enrolment in your account setting.

When entering your details to set up your account:

- Please ensure that '**ACER-MSAT-Malaya**' has been selected as your institution under 'Enrolments' when you create your ProctorU account.
- Please also select the correct time zone for your location. This is very important to ensure your test session is booked at a time convenient to you. If you need to change your time zone, you can do this through your ProctorU account or by contacting the MSAT team ([msat@acer.org](mailto:msat@acer.org)).

## Select your time zone.

When registering for MSAT-Malaysia you provide your time zone. This is the time zone based on where you will be when you take the test, e.g. if you are in Malaysia your time zone will be Malaysian Standard Time (Asia/Kuala\_Lumpur) or Malaysian Time (MYT). If you need to amend your time please contact the MSAT team ([msat@acer.org](mailto:msat@acer.org)) to correct your time zone on your account.

## Scheduling your Test session – Step by step

- Once you have received your account activation email from ACER, you will be able to login to your ACER account and schedule your test sitting with ProctorU. Click on the ProctorU link in your ACER account, accept the terms and conditions and select 'Schedule New Session'.

Scheduled Appointments					
Active Exams	Testing Center Information	Date & Time	Type	Status	Actions
You currently do not have any exams scheduled. Click "Schedule New Session" to add your next test.					
<a href="#">Schedule New Session</a>					

Ensure you have ACER-MSAT-Malaya is selected as your institution and select the relevant choices for the dropdown boxes below. Once you fill these in, you will be able to select "Find Sessions" to schedule your test.

Confirm your institution: ACER-MSAT-Malaya

Select a term: Please Select

Select your exam: Please Select

**Find Sessions**

- Choose the date and time you'd like to take the exam and click "Submit Search". Please note, you will only be able to schedule your sitting for **24 or 25 February 2026** if sitting by remote proctoring.

**Select a Date and Time to Search**

February 2026

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	<b>24</b>	25	26	27	28	1
2	3	4	5	6	7	8

Notice: "Your current timezone is set to Asia/Kuala\_Lumpur, but does not match your computer timezone. Please [update your account](#)."

Please select a date and time on the left. Once you have selected a date and time, please click Submit Search.

11 : 00 AM

**Submit Search**

When scheduling your exam, pay attention to the time you are choosing. If you select 12AM you are

**scheduling for Midnight (AM = Morning, PM = Afternoon).**

Please account for anywhere from 10 to 30 minutes to complete the start-up procedures in addition to the time you'll spend in your exam. This is the time it takes to verify your identity, secure your environment, and get you started sitting MSAT-Malaysia. The start-up process does not take any time away from the time you're allowed in your exam.

**Your test timer does not start until you click 'start test' when you are in your MSAT- Malaysia test sitting.**

## **Rescheduling**

When in the test window ProctorU reservations remain active in your account for 30 minutes past your scheduled time. If, however you pass the 30-minute window, and you are unable to log into your session. You will need to schedule a new exam session within the test window. Please contact the MSAT office for assistance in rescheduling:

You may reschedule your test time yourself up to 3 days before the start of the first day of the test window.

To reschedule, please follow the steps below:

- a. Log into your ProctorU through your registration for MSAT.
- b. Select "Reschedule" next to the exam you are taking.
- c. Choose the date and time you'd like to take the exam and click Submit.

If you are unable to complete your test sitting by remote proctoring on test dates 24 or 25 February 2026, please contact the MSAT office ([msat@acer.org](mailto:msat@acer.org)) for further advice.

**Your test timer does not start until you click 'start test' when you are actually in your MSAT- Malaysia test sitting.**

## Technical Specifications

To sit the MSAT via remote proctoring in 2026, you will need to use a desktop computer or laptop. iPads, tablets, or mobile phones are not suitable. Review the list of requirements below for your camera, operating system, upload/download speeds, RAM, ports, microphones, and browsers. Also included is a list of technology not currently supported by ProctorU.

Generally, a desktop device with a webcam will be a superior option to a laptop, however there is nothing wrong with sitting the test using a laptop. We would recommend you use an external mouse as track pads will be difficult in test conditions. If you use a laptop, for best results it is recommended it be a 15" screen or larger. However, a 13" screen will be acceptable, but it will simply mean that you will have to scroll more to see the information in the questions. Please ensure that your screen resolution is set to a minimum of 1366 x 768.

Review the list of requirements below for your camera, operating system, upload/download speeds, RAM, ports, microphones and browsers. Also included is a list of technology not currently supported by ProctorU.

## Equipment requirements

You will also need:

Requirement type	Minimum
Internet connection	Wi-Fi connection
PC users	Windows 10 (S mode is not supported) Guardian browser requires 64-bit windows 10
Mac Users	MacOS 11.0 or later (Oldest Still Maintained Version)
CPU	4 cores at 2.4ghz
Webcam	640x480 resolution
Internet Download Speed	3Mbps
Internet Upload Speed	3Mbps
RAM	8 GB (less than 95% Ram Usage)
Connectivity Ports	80, 443 UDP/TCP (See below*)
Screen Resolution	1366 x 768
Web browser	Guardian browser <a href="#">download</a>
Microphone	All microphones other than those built into headphones are permitted.

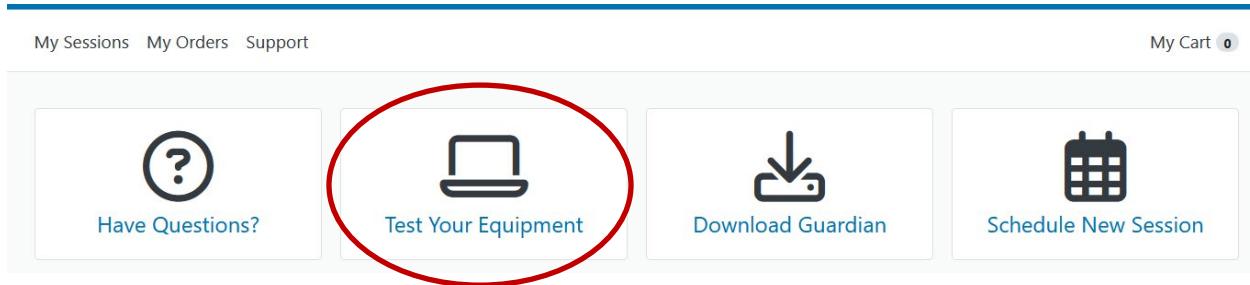
### \*Connectivity ports

To successfully allow ProctorU to connect to your computer and you to ProctorU your internet connection must allow communication on the ports listed. The easiest way to check if your connection will work is to use the automatic checker provided in your ProctorU account.

**Important:** For internet connection Hotspots and tethering are not supported due to stability issues.

## Test your equipment

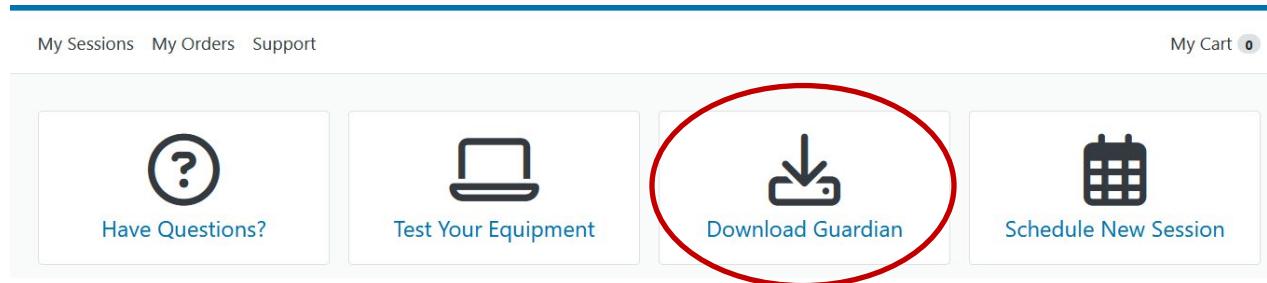
To test your equipment log into your ProctorU through your MSAT registration account and click the button that says, "Test Your Equipment."



**Please note: The automated equipment check does not guarantee your equipment's functionality on exam day.**

## Guardian browser

You are required to download the Guardian Browser ahead of your test sitting for MSAT. You can download this by accessing ProctorU through your ACER account or refer to the table on page 8 of this guide.



## What technology is NOT Supported:

- Google Chromebooks
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones
- Linux operating systems
- Windows 10 and 11 in S mode or Surface RT
- Microsoft Edge browser
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your test.

If your equipment does not pass the technical readiness checks and the issues cannot be resolved by ProctorU's live technicians, you should source another test location and/or computer/equipment and complete the technical checks again.

For more information check out the ProctorU website: [Equipment Requirements and Help](#).

## Internet Connection/Bandwidth

Testing with ProctorU requires a strong and stable internet connection to support screen sharing and remote proctoring software. Issues with stability or speed may prevent you from testing or may cause issues during your exam. Try some of the tips below if you're experiencing issues with your internet.

### *Recommended Minimum Speeds*

- Download: 3 Mbps
- Upload: 3 Mbps

### Test Internet speeds

**Note:** Hotspots and tethering are not supported due to stability issues

### **Tips for Improving Your Internet Connection Speed**

Make sure no one else is using the internet while you're testing. Things like watching Netflix/YouTube or playing online video games, will slow down the connection and may disconnect you from your exam.

Unplug your router and modem for at least 30 seconds. Plug the modem back in and wait 60 seconds, then plug the router back in and wait 2 minutes. Restart your computer. Test your internet connection again.

If on Wi Fi, connect via ethernet cable or move as close to the router as possible. (*Keep in mind that no one else can be in your room!*)

### **Troubleshooting your microphone:**

A Microphone is required for your exam so the proctor can hear you. If your microphone is not working, try some of the [troubleshooting steps](#) found on the ProctorU website.

### **Troubleshooting your webcam/camera:**

A camera is required for your MSAT-Malaysia test so that the proctor can monitor your testing environment. If your camera is not working, try some of the [troubleshooting steps](#) found on the ProctorU website.

## ACER Test App

To complete the MSAT-Malaysia test you will be required to download the ACER Test App. This is a secure platform that houses the test itself. All test takers will be required to login using their MSAT ID and password. These are the same details as your login details for the MSAT registration system.

Admission tickets will be released approximately no later than 17 February, if you have not received your admission ticket by **17 February**, please contact the [MSAT Office](#) by email immediately.

You must install the ACER Test App on the device that you intend to sit the test with. It is important that you download and install the application prior to your scheduled test sessions as you will not be able to sit the test without having the test application on your device. The ACER Test App will start to download once you click on the link above. The ACER Test App will automatically save to your desktop.

To sit the test by remote proctoring, you are required to download and install the ACER test app using one of the links below.

The ACER Test App must be installed on the computer that you intend to use. Please download and install the ACER App before your test session or you will not be able to sit your ISAT Test.

If you have a previous version of the ACER Test App installed on your computer, **you must uninstall it first**.

To install the Test App, click on the relevant link below:

- For [Windows 10 or higher](#)
  1. Double click on the exec file to install this version.
  2. If you see the message "*Windows protected your PC*" > click *More Info*. When a new message opens > click *Run Anyway*
- For [Mac OS X 10.10 or higher with Intel chip](#) - Right click the DMG file and click *Open*.
- For [Apple Mac with the Apple M1 chip or newer](#) –  
**If Mac Gatekeeper blocks the ACER Test app, please follow [these instructions](#).**

**Please note:** You must login to the ACER app using the username and password located on the your MSAT-Malaysia admission ticket.

**Please note you are neither required nor able to log in to the ACER Test App until your scheduled test session.** If you are unable to install the ACER Test App on your computer the cause could be, but not limited to, firewall or antivirus. Please note these restrictions are beyond ACER's control.

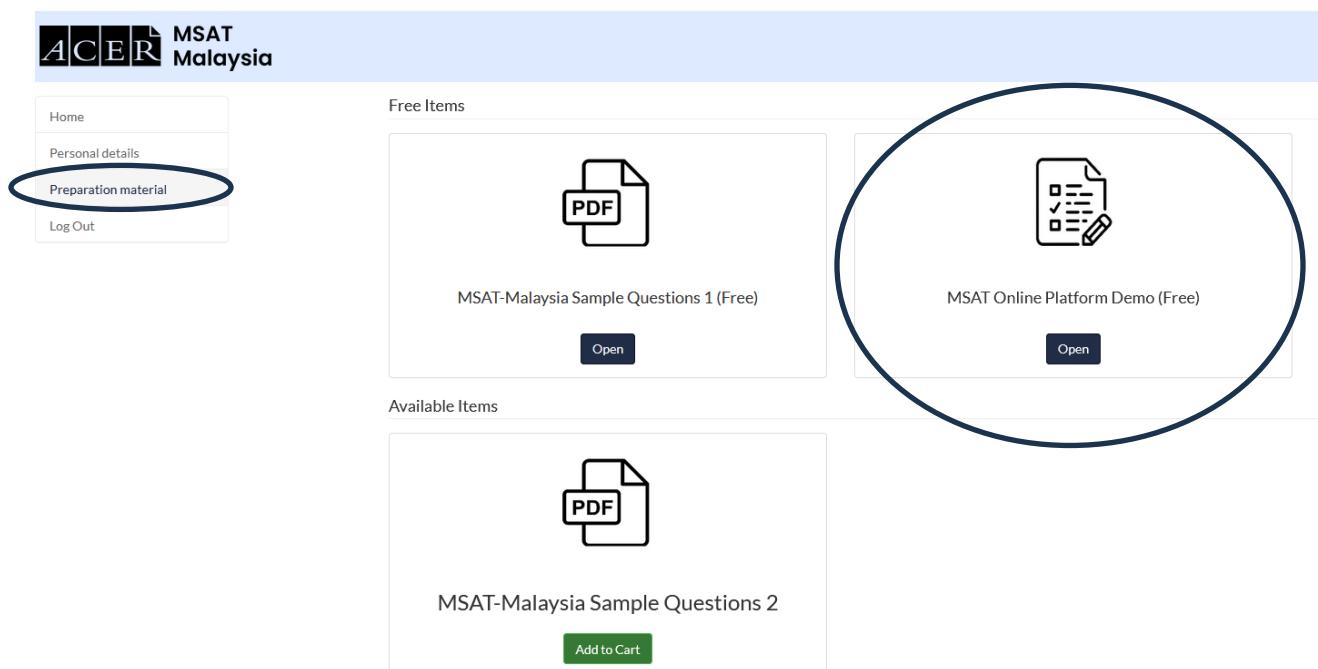
**IMPORTANT:** Ensure any remote controlling software such as TeamViewer, VNC and Apple Remote Desktop have been disabled or uninstalled before you sit the test. The use of any such programs will be deemed a serious act of misconduct, resulting in the cancellation of results and a possible disqualification.

## MSAT-Malaysia online platform DEMO

For you to familiarise yourself with the online delivery platform, the MSAT-Malaysia Office has made available some questions from existing preparation material for you to navigate and explore.

The purpose of the Demo is not to provide you with additional practice questions. It is to provide you with the opportunity to familiarise yourself with the online test delivery platform, so you know what to expect when you undertake the MSAT-Malaysia test.

All registered test takers can access the free MSAT-Malaysia online platform DEMO which is available when logged into their account, from the Purchases tab.



**Please note** none of the questions that appear in the DEMO will be marked. This is for familiarisation of the delivery platform only, so please do not contact the MSAT-Malaysia office seeking feedback or results.

If you exit at any point without completing a section, you will be redirected back to the same question once you revisit the link. There is no limit on how many times you can access the online platform DEMO.

### MSAT-Malaysia Checklist

#### Task

- Step 1** Register to sit the test via the [Universiti Malaysia Website](#).
- Step 2** Activate your **ACER account for MSAT**.
- Step 3** Complete all the technical checks.
- Step 4** Schedule your test session.
- Step 5** Download the ProctorU [Guardian Browser](#)
- Step 6** Download the **ACER Test App**.
- Step 7** Sit your test on **your scheduled and time on 24 or 25 February 2026**.



## On the Day if the Test

### Pre-test set up

Before taking your test ensure your workspace is ready. Your space must be private and quiet, with a suitable desk and chair. You must have a clean and clear area that does not have notes or books or clutter on, or around it. Dual monitors are not permitted; if you have one you will need to disconnect it and cover it with a sheet or similar.

Please watch this [short video](#) of what to expect in a proctored test session with ProctorU.

### Taking Your Test

Once your space is ready and it is time to take your MSAT-Malaysia test, you will need to log into your [ProctorU](#) profile.

You must have the following items with you:

- **Your Admission ticket.**
- Acceptable current and photo-bearing identification document e.g. MyKad ID or passport
- A clear water bottle (no labels attached)
- Mirror or another reflective device
- 4 sheets of blank A4 sized paper or erasable whiteboard
- Marker/pen
- Pencil/Pencil sharpener/Eraser

### Test Takers with Reasonable Adjustments

If you have been approved for Reasonable Adjustments, you will receive a notification from the MSAT office. Have this with you for your session and show it to your proctor if asked. The MSAT office will update your ProctorU account with your allowances, and will add any additional time to your test session via the ACER Test App.

### Beginning your Test – Step by step

This process will likely take between 10 to 30 minutes unless you experience technical difficulties which means it could take an hour or more in severe cases. Be sure to [test your equipment](#) before test day to minimize the chance you'll have technical issues. If you do have technical issues, ProctorU support will do what they can to assist you with fixing your equipment. This time is not subtracted from the time you're allowed in your test – try not to panic and stay calm.

1. Log in to your ProctorU account through your [ACER account](#) 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.
2. **Pre-checks:** If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and [terms of service](#). The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.

3. **Photos & Authentication:** You'll take a photo of yourself as well as your ID for identity verification purposes.
4. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.
5. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the Guardian browser to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
6. **Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not also be asked to show your computer monitor. Your proctor will make sure your cell phone is out of reach.  
**Navigating to the Exam & Password Entry:** Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam with the password we've been provided by your instructor.
7. **Take Your Exam:** Your proctor will release control of your computer and you'll begin your exam when you're ready.

**NOTE:** Your webcam view and your screen will be recorded for the duration of your exam.

## Finishing your Test Session

8. **Alert the proctor when finished after submitting:** After you have submitted your exam, let your proctor know through the chat box that you're finished. You will be required to tear up your scratch paper or show your blank erased whiteboard before exiting the test session.
9. **Log out of your exam site and browser:** Your proctor will observe you logging out of the test website and close out of all browser tabs.
10. **Close the Guardian browser and ProctorU chat box:** This will end your session with ProctorU. Once these close, you'll be invited to complete a customer satisfaction survey.

**You're all done!**

## What do I do if I experience technical or connection problems during my test session?

Test takers who have technical issues that cannot be resolved by the Proctor, may be directed to ProctorU technical support. They will do what they can to assist you to get your computer working and re-enter your test session. Please stay online with them, follow their instructions, and do not disconnect from your ProctorU session.

If, however they cannot resolve your issues please let the [MSAT office](#) know immediately by email, so that we can review and investigate your sitting. Please provide as much information as possible. Your case will be investigated based on the ProctorU test session records, ACER online test logs, and any information provided by you in writing. ACER - MSAT office will take appropriate actions to rectify the issue within the test window. Depending on the outcome of the investigation this could include, your session being rescheduled, your test being re-opened, or your session being reallocated to the test centre.

Proctors are not able to add time to your test. If you lose time, take a note of how much, notify your proctor via the chat function and keep working. Finish and Submit your test. Then email the MSAT Office ([msat@acer.org](mailto:msat@acer.org)) as soon as possible.

**IMPORTANT: The test timer is located within the ACER test app. It is up to test taker to manage their time; proctors will not prompt you with warnings for test timings.**

## ProctorU Support

If you need immediate assistance, please access your [ProctorU Account](#) and use the Live Chat feature.

If it is a non-urgent request, please enter the details of your request through the [support website](#) and a member of ProctorU support staff will respond as soon as possible. (Response times will fall within 24-48 hours)

## After your Test

MSAT-Malaysia results will be released to applicants in April 2026. You will be notified by email when your results are ready.

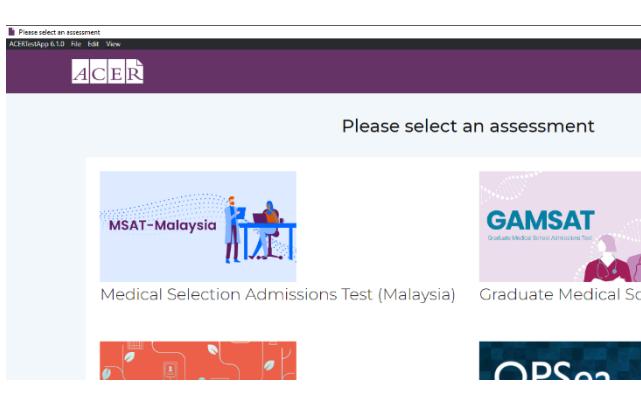
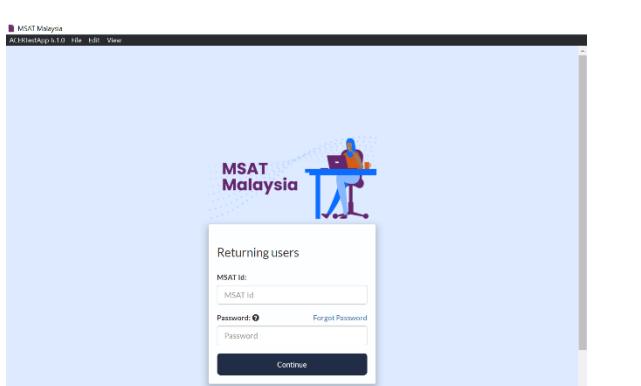
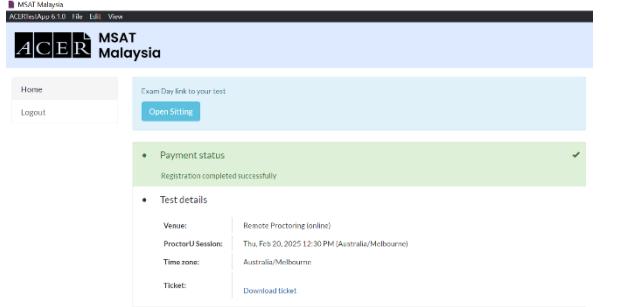
A Statement of Results (SOR) PDF will be made available through your ACER MSAT account once they are available. You will be notified by email once this is available. ACER does not provide hard copies of results; you are advised to save and print a copy of the Statement of Results for your records.

ACER will provide your results to the Universiti Malaya directly for the purpose of selecting applicants into their programmes. You are not required to do anything to facilitate this.

## Appendix: ACER Test App Instructions

### Start the ACER Test App and log into the test platform on the test day

To update process when it is known how we are doing it

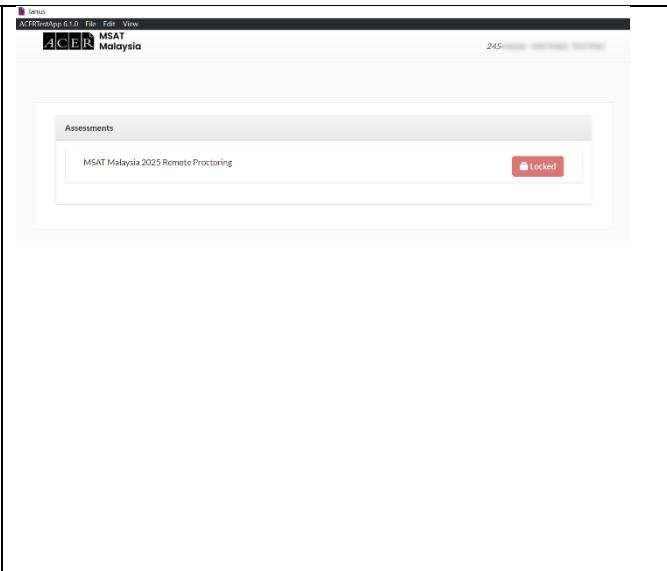
<b>Step 1:</b> Start the ACER Test App when the proctor instructs you.	
<b>Step 2:</b> When the ACER Test App starts, you will see the following homepage. Click on 'MSAT-Malaysia'	
<b>Step 3:</b> Log in using your MSAT ID and password.	
<b>Step 4:</b> After you have logged in, you will see the following page. Click on the blue 'Open Sitting' button.	

**Step 5:**

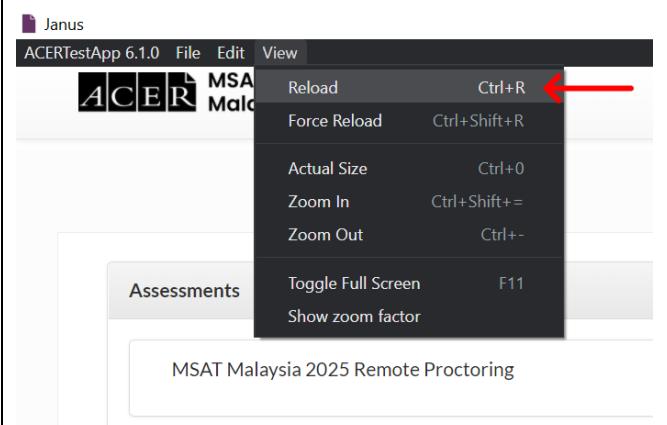
On the next page, please check that your MSAT ID number and name are correct in the top right corner.

If your details are correct, please inform the proctor and wait for them to unlock your test.

If your details are incorrect, please inform the proctor of the error and email [MSAT office](#)

**Step 6:**

Once your proctor confirms that test has been unlocked, refresh the ACER test app by using Ctrl+R or Click on View --> Reload on the menu bar.

**Step 7:**

The red 'locked' button will have change to a green 'Start' button. Click this to start the test.

