FAQs about our exam proctor, Honorlock

What is Honorlock?

Honorlock provides on-demand proctoring services for schools, universities, and professional education organizations.

Where do I go to take exams with Honorlock?

To start using Honorlock, head to your assessment in your learning management system (LearnUpon). From there, follow the on-screen prompts to start your Honorlock-proctored exam.

What do I need to know before taking my exam?

Before taking your exam, ensure that your device meets our system requirements by using the system check at honorlock.com/support. Ensure your device is charged and you have a stable internet connection. You must use Google Chrome for your exam. We recommend students take their exams in a quiet, private location with adequate lighting to limit potential flags or distractions.

Why do I need a photo ID? What forms of ID are acceptable?

We verify the name on your ID to ensure you are the correct test taker and log a photo of the ID. You can use any government-issued ID (e.g., driver's license, passport) or a student ID that has your photo. In order for Honorlock to validate your ID, you need to ensure that it is in English; for exceptions, please reach out to ysupport@eluminate.com.

What if something goes wrong during my exam?

Don't worry—Honorlock offers technical support 24/7 to assist test takers before, during, and after their proctored tests. If you need any assistance, click the chat bubble at the lower right of your screen, and a support agent will be there to help.

Do I need to install anything to take my exam with Honorlock?

Before taking an exam, you must download the Honorlock Chrome extension. This extension is installed within Chrome and monitors your Chrome web browser. You can remove the Honorlock Chrome extension as soon as your exam is submitted.

What equipment is needed?

You will need a working webcam, microphone, and device that meets our system requirements, which can be found here.

Am I being watched by a proctor during my exam?

Yes and no. We use AI technology to monitor your session. If it detects certain actions, such as leaving the testing area, it may prompt a live proctor to review your session and if necessary, conduct a live pop-in to address the issue. The proctor will assess the situation, help you get back on track, and send any notes about the incident to your instructor or exam administrator. After your test, one of our exam proctors may review the exam session to look for any potential violations, and the recording will also be sent to your instructor or exam administrator along with any notes from our proctors.

What actions might trigger a proctor pop-in?

Our AI system is built to ensure that you keep your focus on your exam without any external distractions. You may trigger a live proctor pop-in due to insufficient lighting, background noise, or an incomplete room scan.

How is my privacy protected?

Honorlock only stores data required to verify your identity. No additional data, including grades, course information, etc., is stored. Honorlock is FERPA-compliant and uses securely encrypted protocols to save all data. Honorlock's certified proctors and your institution's faculty can review test session videos until deleted based on the school's retention policy. Check out our test taker privacy page for more info.

What about accessibility and students with special needs?
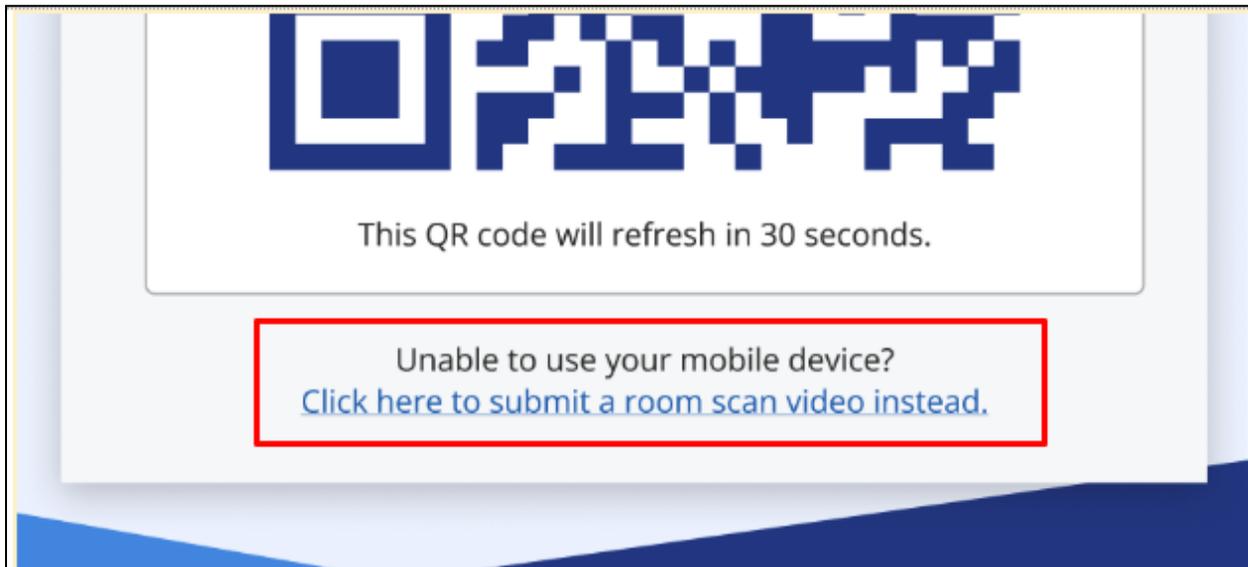
Honorlock is VPAT certified and fully accessible to test takers with special needs. Additionally, Honorlock works with screen readers if needed.

Does Honorlock determine who is cheating?

No. Honorlock simply reports back possible incidents. Ultimately, your instructor or exam administrator determines if cheating occurred by viewing the video recording.

What if I don't have a smartphone to do the Workplace Scan?

Instead of scanning the QR code, select the link on the screen that says "Click here to submit a room scan video instead" (or a similar message, subject to change). You will be guided to use your webcam to perform a standard video room scan instead. You will not be blocked from your exam.

How do I take a good photo?

The best photos are taken from a few feet back. Ensure your entire desk, your computer, and the surrounding area are clearly visible. Good lighting also helps.

Does this give Honorlock access to my phone?

No. Scanning the QR code only opens a secure, temporary webpage in your phone's browser. It does not give Honorlock access to your apps, photos, files, or any other data on your phone. It only uses your phone's camera to take and submit this one photo.