

Frequently Asked Questions

Is someone watching me the whole time?

Yes and no. Your webcam is recording you during your test, but no one is watching your exam in real time. We use AI technology to monitor your session, and, if it senses that something is wrong, it will trigger a live proctor pop in. The proctor will assess the situation, help you get back on track, and send any notes about the incident to your instructor. 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 along with any notes from our proctors.

What if something happens outside of my control or the system flags something that isn't a violation?

We use a combination of AI technology and human proctors because we understand that things happen. If you accidentally look off into the distance or your roommate walks into the room unannounced, our live virtual proctor will pop in to assess the situation, make sure there isn't an academic violation, and help you get back on track with your exam. Your instructor will also be able to review the recording of your virtually proctored exam to review any flagged incidents.

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.

What do I need to do before taking my exam?

Ensure your computer is charged and has a good internet connection. Use Google Chrome when you log in to take your test. You can run a one-click system check if you're unsure about your operating system, version of Chrome, or internet speed.

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

We verify the photo and name on your ID to ensure you are who you say you are. You can use any government issued ID (e.g., driver license or passport) or a student ID that has your photo.

What if something goes wrong during my exam?

Honorlock offers 24/7/365 technical support to assist students before, during, and after their online proctored exams. If you need any assistance, contact our support agents by phone or live chat. During your exam, our support menu is visible on-screen, and our agents are just a click away.

What equipment do I need?

You will need a working webcam, microphone, and laptop or desktop computer. The webcam and microphone can be integrated or external USB devices.

How does Honorlock protect my privacy?

We use secure encrypted protocols to save and view all student assets. Honorlock's certified proctors and your institution's faculty are able to review test session videos until they are deleted based on the school's retention policy or after 12 months. Learn more about our commitment to your privacy and data security [here](#).

How can I get started using Honorlock?

To start using Honorlock, head to your assessment in your LMS (Canvas, Blackboard, etc.). From there, you will be able to start taking your Honorlock proctored test by simply following the instructions displayed before the exam. If you run into any problems, contact our support team for assistance.