Honorlock Requirements, FAQs and Support for Students

Minimum Requirements

Operating System:
 Windows 7, 8, 10
 Mac OSX 10.9 or higher

Browser:
Google Chrome (Minimum version 56)

Internet:
High Speed internet – minimum 1.5 Mbps download, 750 kbps upload

Frequently Asked Questions (FAQs)

- Question #1: Do I need to schedule or sign up for my proctored exam with Honorlock?
- Answer #1: Students do not have to schedule for Honorlock proctored tests. Take your proctored test on-demand any time, day or night, your instructor makes the test available to you.

- Question # 2: What do I need to know before taking my exam with Honorlock?
- Answer #2: Ensure your computer is charged and has a good internet connection. Use Google Chrome to take your test with Honorlock.

- Question # 3: Do I have to download a software in order to use Honorlock?
- Answer #3: Proctoring with Honorlock is 100% browser-based. Student should add the Honorlock Chrome extension to the Chrome browser. Honorlock extension is secured within Chrome's browser. The Chrome extension provides security, speed, and ease-of-use.

- Question # 4: What equipment is needed to take a test with Honorlock?
- Answer # 4: Students need to have a working webcam, microphone and laptop or desktop computer. Integrated or external USB with both work.

- Question # 5: Why do I need a photo ID? What forms of ID are acceptable?
- Answer # 5: Honorlock agents verify the photo and name on your ID to ensure you are the correct test taker. You can use any government issued ID (i.e. driver's license, passport) or a student ID that has your photo.

- Question # 6: How can I get started using Honorlock?
- Answer # 6: To start using Honorlock, log into your course shell in D2L, head to your test and you will be able to start taking your Honorlock proctored test by simply following the instructions displayed before the test.

- Question # 7: What should I do if a test is asking for a password?
- Answer # 7: No passwords are required for Honorlock tests. If your test is asking for a password, double check that you have the Honorlock extension installed.

Support

Honorlock support is available 24 / 7 / 365 to assist students before, during and after their proctored tests. Students can contact support by phone or live chat.
Student Support phone number: +1 (844) 243-2500