Honorlock: FAQs and Instructions for Students

This past week, NSU executed a contract with Honorlock, an online proctoring service that provides us with more services than our previously available online proctoring product, Respondus. The College of Law has determined that using Honorlock for your exams meets more students' needs, including live 24/7 support and the availability to use it on more computers. This page is designed to help you understand how the switch to this remote proctoring service impacts you and what you need to do to enable your exam taking with it. We recommend that you print these instructions before exams and use them during your exam if needed.

What is Honorlock?

Honorlock is an alternative online proctoring system that we are adopting instead of Respondus for Winter 2020 remotely administered exams. At the time we adopted Respondus to ensure we could administer exams, Honorlock was not available to us, but was just recently made available through a University contract.

Will I use it for all my exams? Can I still use Respondus?

As Honorlock replaces Respondus, you will need to use to it for any exams which you would have used Respondus. These include **ONLY** Canvas administered, timed, anonymous exams. If your exam is being given in TWEN, you will not use Honorlock.

Why did you switch to Honorlock?

Just this past week, the university signed a contract with Honorlock after various colleges presented their student-centered concerns, to ensure the smoothest possible experience for students. Improved features for students include a wider range of computers that can use Honorlock, and the availability of 24/7 live support directly with them.

What do I need to do now?

Review the remainder of this document to ensure you understand how to use Honorlock for your Canvas exams and **contact Dean Struffolino if you have remaining computer issues or concerns**. If you have questions about materials allowed for your exam, you must contact your Professor directly. Convenience checklist at the end of this document. This document also has linkable bookmarks, open on the left side, see picture on right.

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INSTRUCTIONS FOR USING HONORLOCK:

1. What are the minimum computer requirements to use Honorlock?

- **Webcam**: integrated or attached webcam device **WITH** mic (most laptops have mic and camera integrated)
- Operating System: Windows 8, 10; MacOSX 10.11 and higher; ChromeOS
- **Browser: Google Chrome** (minimum version 79)
- Internet speed: 3.0 Mbps download, 1.5 Mbps upload
- Dual monitors are NOT permitted

Honorlock works on <u>more computers</u> than Respondus. However, it does not work on iPads, tablets or phones. You must take your exam on a computer.

2. What about Internet?

The internet is required to take all of your exams. An internet connection will run continuously during the administration of your exam through Honorlock.

We strongly recommend using an Ethernet (wired) Internet connection with a speed of at least 3.0 Mbps or higher while taking your exam in Honorlock. If you are concerned, visit this speed test site to test your connectivity: https://honorlock.speedtestcustom.com/. If you use a wireless, USB modem, laptop connect card, or mobile hotspot connection during an exam, you are more likely to run into problems due to dropped/interrupted connections to the Canvas server. This is because the Canvas server is more bandwidth intensive (especially during exams) than normal Internet surfing. Ethernet connections are the most stable connection to the Canvas servers. If you have a router, plugging directly into it when taking exams will reduce the chances of connection interruptions.

If you need an adapter for your laptop or Macbook, here is a recommendation: https://www.amazon.com/Anker-Ethernet-Portable-1-Gigabit-Chromebook/dp/B00ZZ6NW5E/ref=sr_1_4?keywords=macbook+network+adapter&qid=1585586812&s=electronics&sr=1-4

3. How do I install Honorlock?

Go to honorlock.com/install to get the extension, or follow the prompts in your Honorlock-enabled assessment, which will redirect you to the Chrome Web Store after you agree to our terms of service and privacy policy. You can **only** use the Google Chrome browser to take exams that are proctored by Honorlock. How to use Honorlock Student Guide YouTube video and Quick Reference Guide by Honorlock. Please scroll to question 14, if you are getting this error code "Your course integration

with Honorlock has encountered an issue. Please contact Honorlock support for further assistance."

1. Open the exam companion course that is using Honorlock. Click the Honorlock toolbar link.
2. You will see the Honorlock Chrome Extension window. Check the "I agree…" box and click the blue Get Started button.
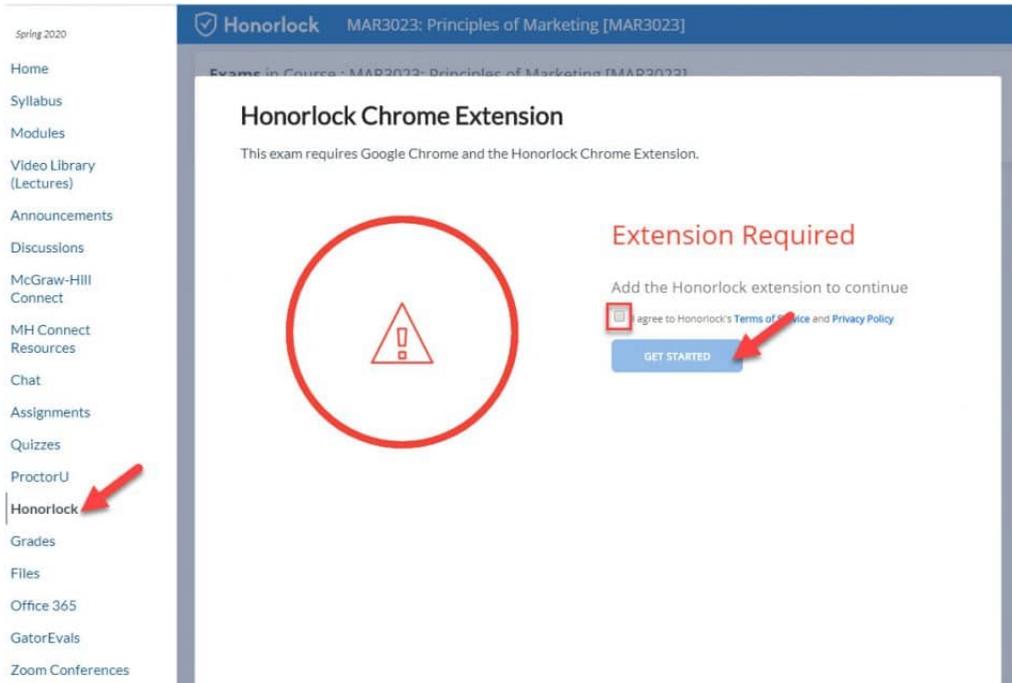
3. A tab with the Chrome Web Store will appear. Click the blue Add to Chrome button.
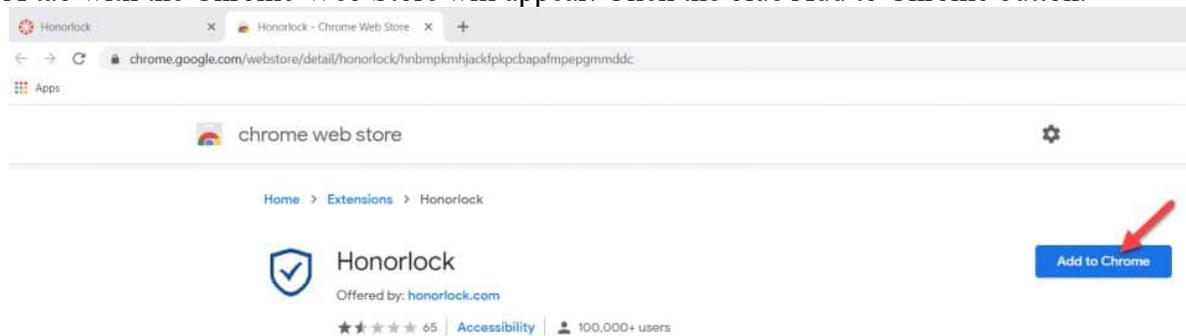
4. Click the Add extension button. You will receive a confirmation message that the extension has been added. You are now ready to take exams that are proctored using Honorlock.
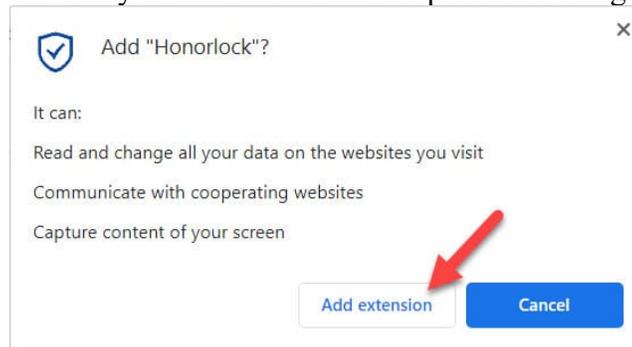
4. How will I access my exam using Honorlock?

To start using Honorlock, open your "Exam Only" companion Canvas course and head to the Quizzes section. From there, you will be able to start taking your Honorlock proctored practice test (and then the exam) by simply following the instructions displayed before the exam. If you run into any problems, contact the Honorlock support team for assistance using their live chat function located on webpage: https://honorlock.com/support/ (**which can also be loaded in browser on your mobile phone device**). Please scroll to question 14, if you are getting this error code "Your course integration with Honorlock has encountered an issue. Please contact Honorlock support for further assistance."

5. What is the startup process like for Honorlock?

You will need to access the Canvas exam companion course of your regular course using Google Chrome browser, labeled with "Exam only Course" at the end of the course name. This is located in Canvas and will be made available to students starting April 9, 2020. Please load the practice test course prior to starting your actual exam, so you can become familiar with the process and functionality. Please scroll to question 14, if you are getting this error code "Your course integration with Honorlock has encountered an issue. Please contact Honorlock support for further assistance."

The startup process is as follows:
1. Take a photo of yourself. Notice, during the startup process, the support chat lines and guides are available and accessible for your ease of access. Headphones or smart watches are not permitted.
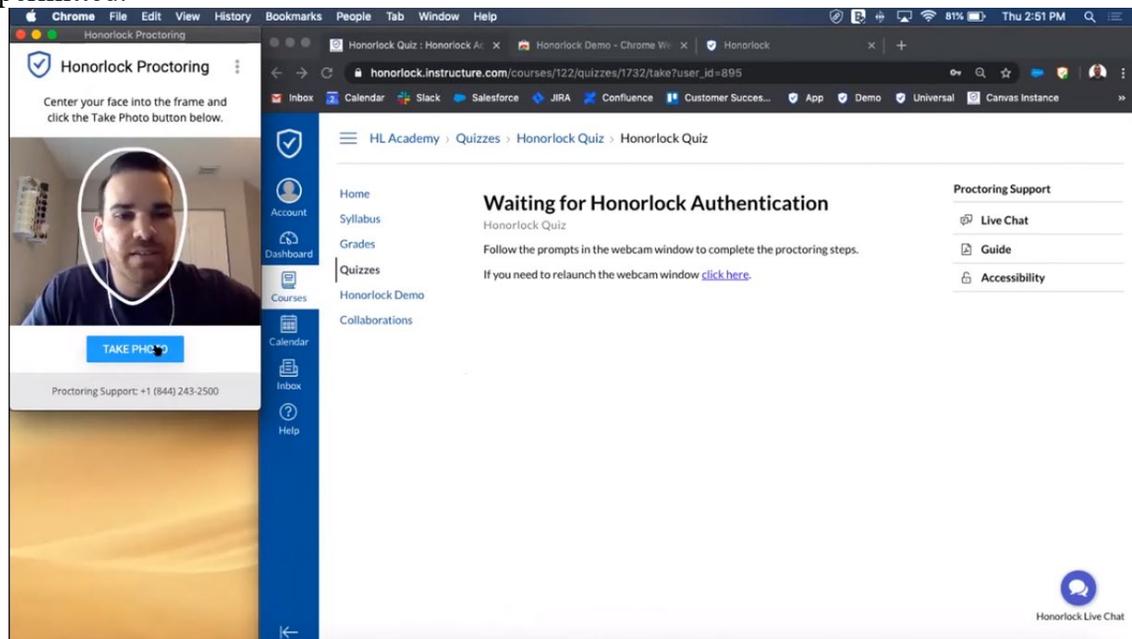
2. *Identity verification* = you must show valid photo ID. Acceptable forms of ID include government-issued ID cards, your Shark Card, or passports.
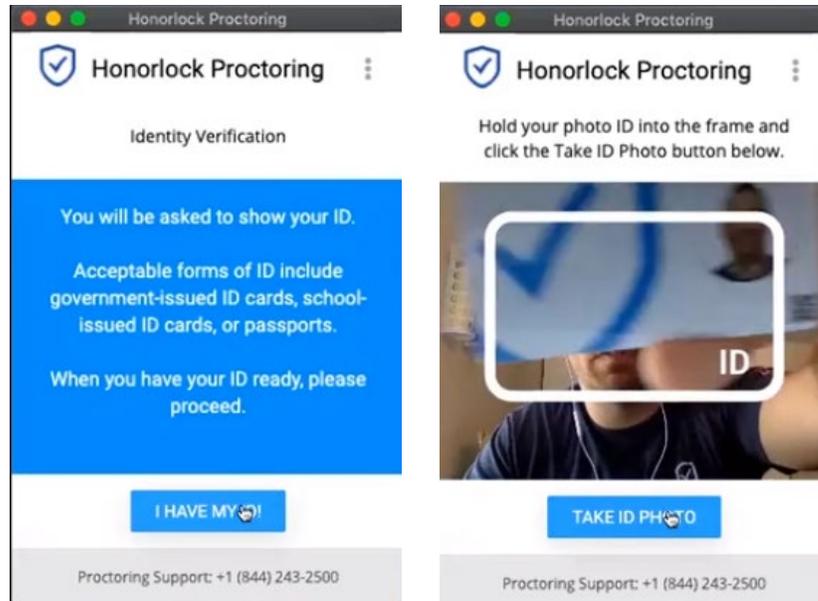
3. An environment room scan will be requested. If you are taking an open note/book exam, the proctors will be informed of the allowed materials prior to your exam. If you have a mounted camera on a monitor that is immobile, try tilting the screen as best you can. After you are done recording your area, you will be prompted to review the video and confirm submission of said video. It is also recommended to make sure music/televisions are not playing in the background if possible. You must not take the computer into another room to finish testing (exam must be completed in the same room the "Exam Environment View" is completed in).
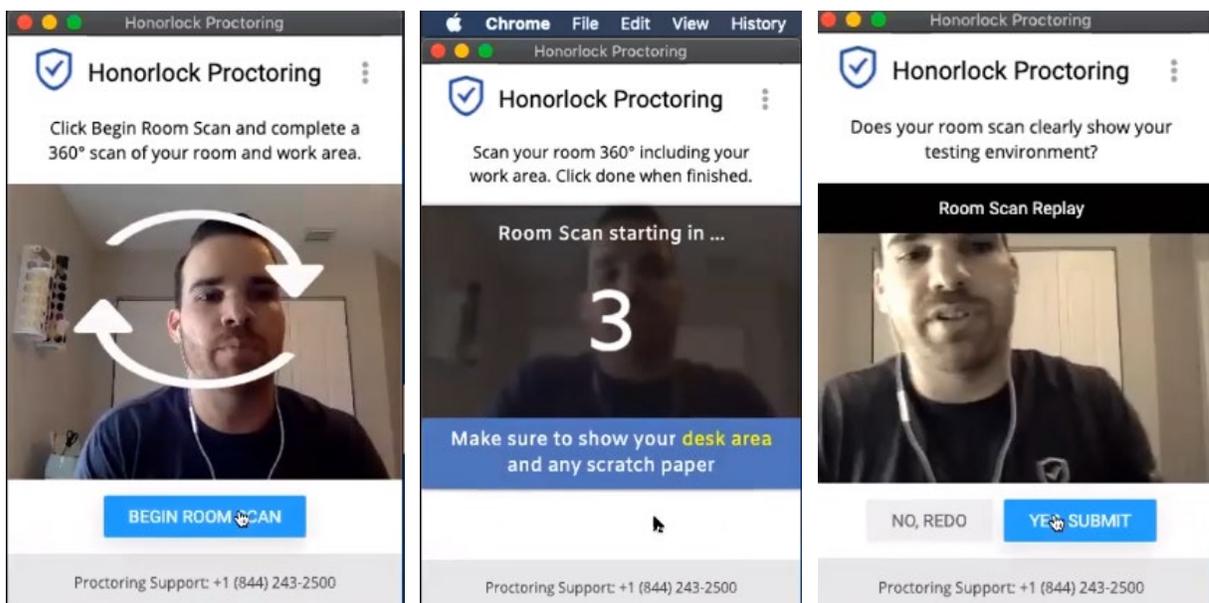
4. Screen recording access will be requested, so be sure to make certain all other programs are closed. Click "Launch screen recording". Select your screen from within the popup window. Click Share. Dual monitors are not permitted.
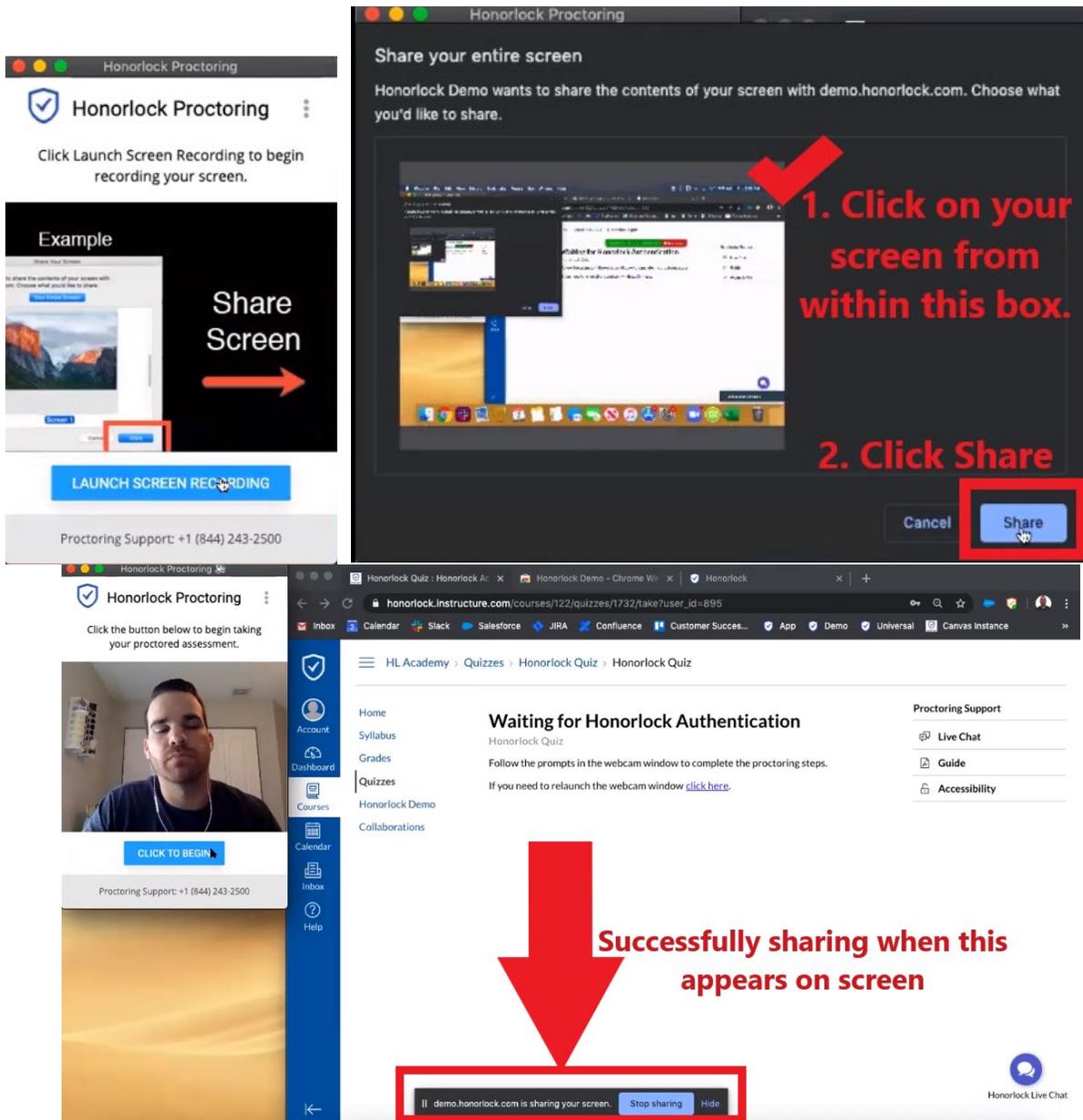
5. Click begin, and the exam will start after a short initializing prompt (spinning wheel while it loads).

6. What will it look like when I am taking my exam, including timer location?

This is generally what it will look like during your exam, after you have successfully completed the startup/check-in process. ***Please notice, there are two locations for the timer, and the timer counts up NOT down:***
1. At the top of the quiz/exam page; and
2. In the bottom right of the camera view screen.

Also, notice the support functions are located both at the top of the quiz page AND hovers/floats in

the lower right of your screen during the entire exam. Your network signal strength is indicated in the lower left of the webcam video screen.
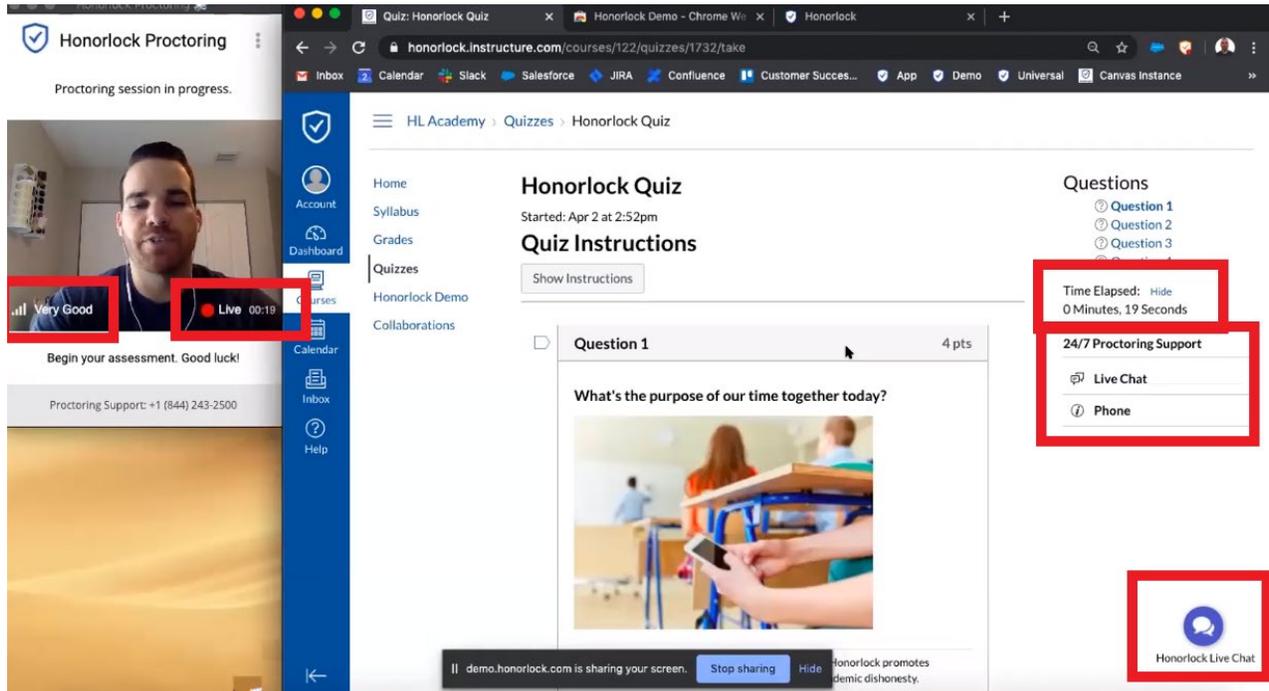
7. How is my privacy protected when using Honorlock?

Here is their official privacy statement and website link: https://honorlock.com/student-privacy-statement/

> Honorlock respects the privacy of the students who use our services. We do not sell or otherwise commercialize your personal data and use the data only to provide and improve our proctoring services. In order to maintain the validity and integrity of the exam process, we need to collect certain data from and about you. We collect only the data that enables us to do so. Nothing more. We understand that you are anxious during these trying times and wish to assure you that we take our responsibilities very seriously. Your school would not have selected us if we were not trustworthy stewards of your personal information. If you would like more information about our privacy practices, please click here.. We wish you good luck with your exams and continued safety and health.

8. What happens if I experience technical difficulties at any point during, before, or after the exam?

If the internet is disconnected, once restored, students will be required to re-authenticate themselves (to verify it is still them re-entering the exam) and will be able to continue as before. **Honorlock is recommending ALL issues be directed to their Live Chat function located on https://honorlock.com/support/ webpage.** This live chat can also be loaded on your phone if you

navigate to the above-mentioned website so you can begin working with them even while your internet is rebooting.

During your exam, the support menu is visible on-screen, and agents are just a click away within the exam screen. ***Please note, your time will NOT stop or pause if you initiate the Live Chat support utility. If a proctor needs to address a concern with the student during the exam, THEN the timer will be paused by the proctor and re-enabled by the live proctor after the pop-in is complete***.
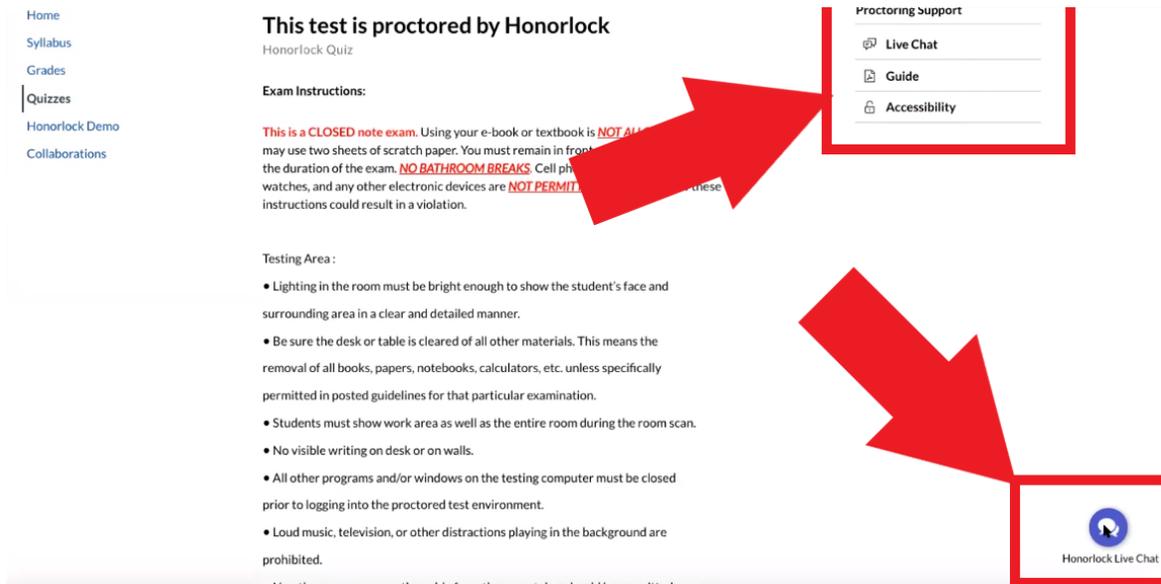
Remember, you can take your timed exam at any time during your exam 48-hour window and tech support is available at all times. If you are interrupted for a short period of time, your exam time will continue to run. All exams have been built with extra time in case of small interruptions. Any longer interruptions will independently be accommodated.

After your exam, you should email lawexams@nova.edu *if you have any additional concerns about the resolution of any issues*. Do NOT email your professor. If Honorlock cannot resolve the issue regarding the technical problem, immediately report it to us and we will work with them to discover the problem and determine the accommodation needed to ensure you can complete the exam.

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

Honorlock uses a combination of AI technology and human proctors. If you your roommate/child/significant other/etc. walks into the room unannounced or some other perceived disruption, the 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. Student Services will also be able to review the recording of your virtually proctored exam, to review any flagged incidents.

10. **What actions might trigger a proctor pop in?**

Honorlock 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. Once a proctor has popped in, this will temporarily block the view of the exam while the proctor works with you to follow the exam guidelines or adjust environment conditions for better capturing purposes. The proctor will be able to resume the exam for you once their session is over.

11. Can I take bathroom breaks during the exam?

Yes. Bathroom breaks restrictions are the same as during any regular exam conditions, meaning **the clock will NOT stop** for the break and you will NOT be given that time back. If you take a bathroom break, briefly explain what happened by speaking directly to the proctor that pops in, or into your webcam before and after you return.

12. Will the questions blur themselves if I look away or don't maintain constant eye contact?

No. A proctor may drop in to check on you, but this is only if you look away for an extended period of time. Your exam will NOT be discontinued because of your use of resources. We will be providing proctors with your exam parameters (i.e. open book, allowance of extra devices to access notes), so they will have that information prior to your exam. If you have questions about materials allowed for your exam, you must contact your Professor directly. The instructions given to the Proctors for each exam will be dictated by what each Professor individually allows.

13. Can I get a chance to practice this?

Yes, a practice quiz is housed within every exam course for all students to test out the technology. This is already available under the quiz section of the exam companion course.

14.   I'm getting an error message: "Your course integration with Honorlock has encountered an issue. Please contact Honorlock support for further assistance"
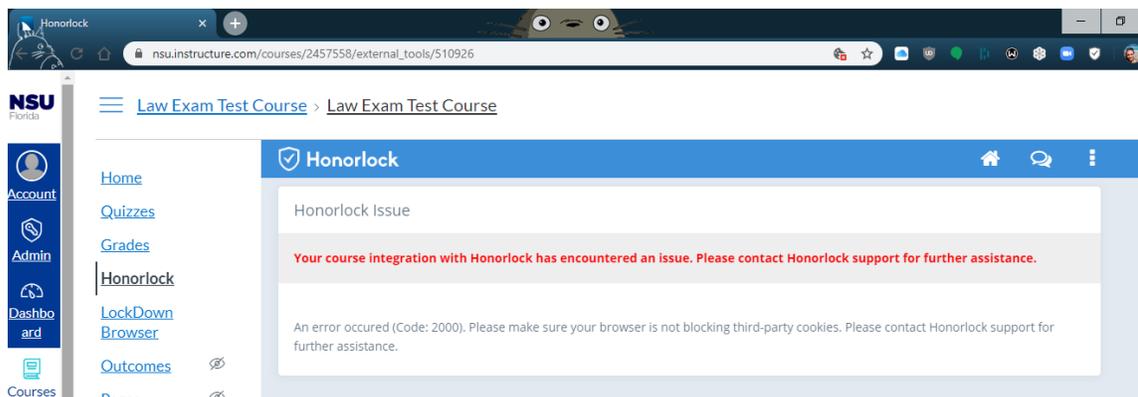
If you are getting the above error message, make sure Flash and Third party cookies are enabled. Images for how to do this are posted below.

1. Click on the little padlock looking icon next to the URL web address at the top of the page.
2. Make sure Flash is enabled (also found in site settings page)
3. Click cookies
4. Click Blocked
5. Click app.honorlock.com and click Allow and then Done
6. You will be prompted to reload the page.
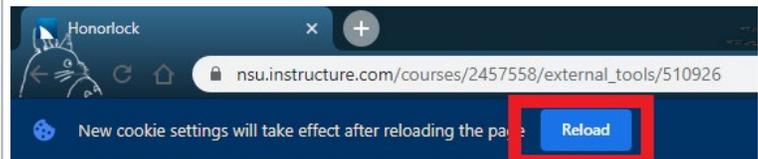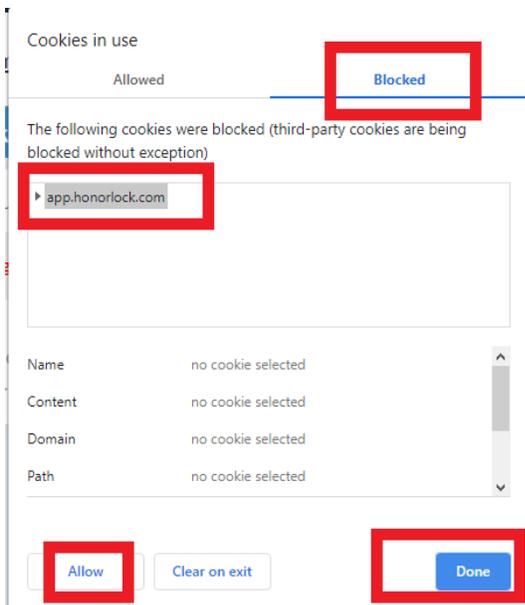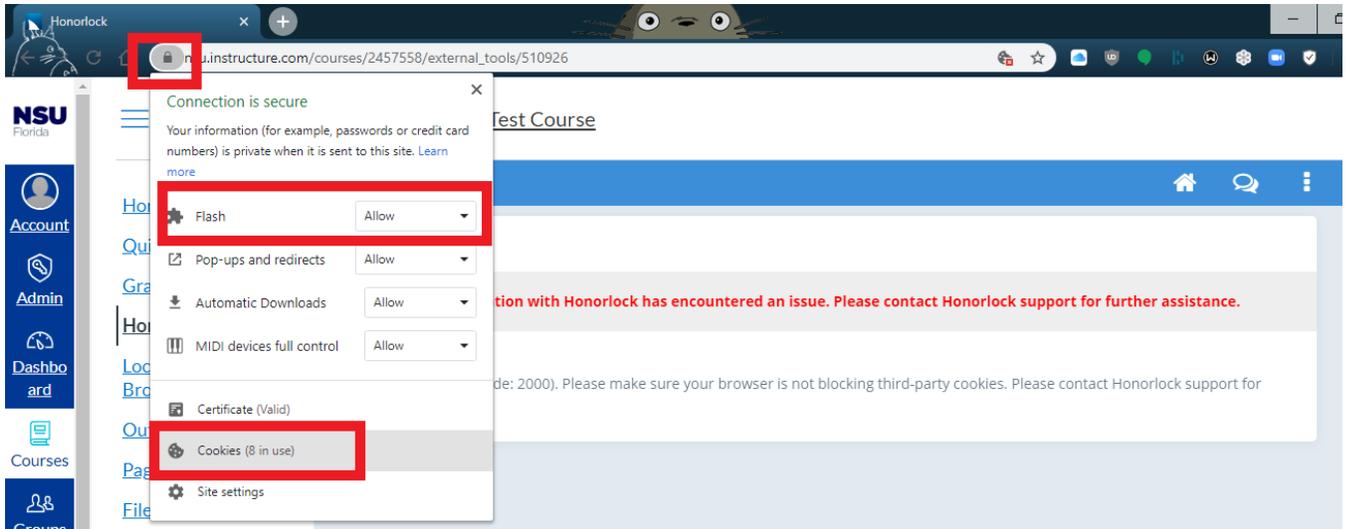
Convenience Checklist

15. Can I have a checklist for my exam day prep?

Yes! Here is a checklist you should complete BEFORE sitting down to take your exam:

- ☐ Make sure you have any extra instructions about exam from professor
- ☐ Make sure you have a working webcam
- ☐ Install Google Chrome, *if not already installed on your computer*
- ☐ Install Honorlock Google Chrome extension
- ☐ Complete the practice test within Canvas Exam companion course
- ☐ If you have access to a printer, print out this informational document
- ☐ Have your SharkCard ID or Government ID handy
- ☐ Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
- ☐ Remove all hats, hoods, and shades
- ☐ Ensure you're in a location where you won't be interrupted
- ☐ Complete a network speed test during the practice exam startup
- ☐ Turn off all other devices (tablets, phones, smart watches) and place outside of your reach
- ☐ Clear your desk or workspace of all **external** materials not permitted - books, papers, other devices (this is not including approved notes and books specified by professor)
- ☐ Remain at your computer for the duration of the test. Bathroom breaks are allowed and restricted - Please follow guidelines by student services.
- ☐ Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
- ☐ For built-in webcam, avoid readjusting the screen after the webcam setup is complete
- ☐ Make sure your laptop is fully charged before you begin your exam