Honorlock FAQs for Students

Honorlock is the online proctoring solution for USF. We will begin using this new proctoring software in Fall 2021. As we prepare for this transition, below are some FAQs that will help prepare students.

1. **What do I need to use Honorlock in my course?**
   In order to take a proctored exam with Honorlock, there are some minimum requirements. These requirements can be viewed by accessing Honorlock in your course and clicking the Live Chat button. On the Honorlock Support page, scroll down to the *Simple Single-Click Test* session to locate the minimum requirements.

   It is important to note that Honorlock does not support testing on cell phones, iPads, or tablets. You will need a computer/laptop with a full operating system and webcam that has the Google Chrome browser. You will add the Honorlock Chrome extension to the Chrome browser. You will also need to run a system check and complete the Honorlock practice exam prior to your first quiz/exam.

2. **Who do I contact for support?**
   You can contact a Honorlock support agent via the Live Chat 24/7, 365 days a year. Simply access Honorlock in your course and click the **Live Chat** button. On the Support page, click **Begin Live Chat**. The Live Chat is available before, during, and after the exam. Honorlock also has additional resources available in their Knowledge Base. You can also contact USF IT Service Desk during their business hours.

   It's always a good practice to inform your instructor immediately of any problems you have with Honorlock as well.

3. **Is there a certain Internet browser I should use for taking my proctored exam?**
   Yes, you must use Google Chrome and download the Honorlock Chrome Extension to the browser. Follow the instructions below for the testing device compatibility to learn more about this.

4. **How many monitors/screens can I share during my proctored exam?**
   You can only have one monitor connected during a proctored exam. If you have multiple monitors, Honorlock will prompt you to disconnect the secondary monitor before you can begin.

5. **How do I test my device to ensure it is compatible with Honorlock?**
    Access Honorlock Support page. Scroll down to the *Simple Single-Click Test* session. There you can read the minimum requirements and run a system check. You should run the system check early in the course to ensure your computer is compatible with Honorlock.

6. **Is there anything else I should do to prepare for my first proctored quiz/exam?**
    There is a proctored practice exam your instructor can enable for the course. This practice exam has a handful of question and will simulate a real proctored exam. Access Honorlock in your course and see if a practice exam is available. If one is not available, contact your instructor to see if he/she can enable it.

7. **If I have to take an exam in ATI, do I need to use Honorlock or Proctorio?**
    If you have an exam in ATI, you will use Proctorio. Therefore, you will need both Honorlock (for USF courses) and Proctorio (for ATI exams) extensions installed. However, you should only have one enabled at a time. To download the Proctorio extension, go to https://getproctorio.com/ and follow the onscreen prompts to install the extension. To enable or disable an extension, click the toggle. If it is blue, it is enabled. If it is gray, it is disabled.