

Honorlock FAQs for Faculty

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 faculty.

1. Am I required to use Honorlock for my courses?

No, you are not required to use Honorlock in your courses. While it is optional, some programs may require use of the software. Please check with your program chair to see if you are required to use Honorlock in your courses.

2. In the past, I've used Proctorio. Can I continue using Proctorio for proctoring my exam?

No, you cannot. Proctorio will no longer be available after Summer 2021. Starting Fall 2021, all proctored assessments must be facilitated using Honorlock.

3. Is there an additional cost associated with using Honorlock?

This software is offered at no cost to faculty or students.

4. Can I enable Honorlock and Respondus Lockdown Browser on a single exam?

No, you can only use one of the proctoring solutions. If you have both enabled, students will experience a problem as Respondus will require them to close all open windows and Honorlock will not allow access to Respondus.

5. I use ATI Testing in one of my courses and it requires Proctorio. Will I need to switch to Honorlock in order to use ATI?

No, ATI has a partnership with Proctorio. Therefore, Proctorio is the remote proctoring solution for ATI Testing.

6. I use APEA in one of my courses. Can I use Honorlock as my proctoring solution for the APEA exam?

Yes, if you used Proctorio to proctor the APEA exam, you can use Honorlock.

You will create an exam in Canvas, enable Honorlock, and select your proctoring settings. In the Canvas exam, you will create a couple of questions. The first question provides the URL for APEA and the APEA exam password. The second question reminds students to end the Canvas exam so that Honorlock closes after they have completed the exam in APEA.

Essentially for students, they will access their Canvas course and proceed to the Canvas exam. They will start the Canvas exam and proceed through Honorlock authentication process. Once this is completed, they will see two questions. The first question will

provide a link to the APEA website and APEA exam password. The student will complete the exam in APEA. After the student has completed the exam in APEA, the student would navigate back to the Canvas exam. There, they will see a second question reminding them to end the Canvas exam.

7. I use APEX in one of my courses. Can I use Honorlock as my proctoring solution for the APEX exam?

Yes, you can follow the same procedures as identified above for APEA exams.

8. Is Honorlock compatible with New Quizzes in Canvas?

As of Summer 2021, Honorlock is **not** compatible with New Quizzes. You will have to use Classic Quizzes at this time. Honorlock is working with Canvas on this.

9. What changes do I need to make to my syllabi?

Delete the section on Proctorio. Update each of your syllabi to include the Honorlock policy. The updated policy can be found in the syllabus template. Please access the Org 00705 course closer to Fall 2021 and download the latest template.

10. What do I need to do to start using Honorlock?

- Use Google Chrome browser on your computer.
- Update your syllabi as indicated above.
- Inform your students of the changes once the semester begins.
- Follow the instructions in the additional instructional resources to enable Honorlock and set it up in your Canvas course. (This will be coming soon.)
- Add the Honorlock proctored practice exam to your Canvas course.
- Encourage your students to review the Honorlock resources in the course and practice using the practice exam.

11. What do my students need to use Honorlock?

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. Students will need a computer/laptop with a full operating system and webcam that has the Google Chrome browser. Students will add the Honorlock Chrome extension to the Chrome browser. They will also need to run a system check and complete the Honorlock practice exam prior to your first quiz/exam.

12. What support options are available to students?

Students can contact a Honorlock support agent via the Live Chat 24/7, 365 days a year. Simply access Honorlock in their 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](#). Students can also contact [USF IT Service Desk](#) during their business hours.

13. What are some things that are tracked or flagged during the proctored exam?

Any speech spoken during the exam is transcribed and you will be able to review that transcript in the session logs. There are some buzz words the software will flag if students are attempting to use secondary devices. These buzz words include Siri, Google, or Alexa. If a student leaves the webcam view for a short period of time, this will flag the exam session. In addition, the software will pause the exam until their full face is back in view.