

HONORLOCK - PROCTORED EXAM WRITING GUIDE

Honorlock is an online proctoring service used for taking exams remotely. Below is a step-by-step guide to help you through the process, from setup to completing your exam.

Prepared by:

CBV Institute

2025

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About Honorlock

Honorlock is an online proctoring service that allows you to take your exam from the comfort of your home. You DO NOT need to create an account or schedule an appointment in advance, however, **you will have access to the exam within a specific time window and on pre-scheduled exam dates**. Honorlock support is available 24/7, and all that is required is a computer, a working webcam/microphone, your government-issued photo identification (“ID”), and a stable internet connection.

Before You Begin

- Students must ensure the location selected for their exam is quiet, well-lit, and away from other people. Public areas are not permitted. The exam must be taken on a desk or a table. Once a student has entered the exam, they are not permitted to change locations for any reason.
- Ensure that your desk is clear of any unauthorized materials, such as notes, books, or electronic devices.

- Access to your exam requires a government-issued photo ID, so have it ready. The name on your photo ID must match exactly with the name the student has registered with CBV Institute/York University. The ID must be valid and not expired. **Note: Health Cards (including with photos) are not permitted.** On exam day, if a student presents an expired government-issued ID or non-permitted identification, the exam result may be forfeited. In this case, the student will receive a mark of 0 (zero) and will have to re-enroll and write the exam in the future at their own expense. During the onboarding phase, if a student fails to take a valid picture of their ID when prompted to do so, this will result in Honorlock not allowing the student to proceed with the exam.

System Requirements

- Operating System: Windows 10 (or later), macOS 10.14+, Chrome OS
- Browser: Google Chrome (120+). **Honorlock only works with Chrome.**
- Honorlock requires a **desktop or laptop** computer with a working webcam, microphone, and speaker(s) (built-in or external). The use of a tablet or phone is not allowed for exam writing.
- A stable internet connection.
- Internet Speed: Speed: 1.5 Mbps download, 750 Kbps upload.
- Test-takers must have Installed Microsoft Excel and Adobe Acrobat Reader. (Note: Honorlock permits the upload of only one response/exam file. As a result, students are no longer permitted to upload Word documents. All candidate responses must now be submitted in Excel format.)
- Software Updates: **Ensure you do not have any pending Operating System Software updates.** Pending software updates can also slow down your computer and cause technical issues. Therefore, ensure that you are using an up-to-date computer to avoid slowing down and/or technical glitches.

Additional Requirements

Exam Area Requirements

- All students are required to successfully complete a Practice Quiz using the computer they intend to use for the exam, prior to the examination date.
- On exam day the proctored environment should mimic an in-class testing environment
- Sit at a desk or table (not on a bed or couch); the desk or table must be cleared of all materials not used during the exam or your exam will be flagged during the proctoring review
- Light the room bright enough to be considered "daylight" quality; overhead lighting is preferred, though if overhead is not possible, the source of light should not be located behind you

- Perform a full 360-degree room scan, including your workspace; partial scans and/or failure to show your workspace will be flagged during the proctoring review
- Ensure that your laptop remains plugged in at all times during the exam
- Students may have a calculator in their examination writing area, provided they are silent with single-line or two-line display, incapable of alpha storage. (Note: This means that all calculators with an alpha button will not be allowed). A calculator that does not meet the above standard is not acceptable for use.
- Exams will be recorded and may be retrieved and analyzed by CBV Institute, solely for the purpose of ensuring the integrity of the exams.¹
- No writing visible on a desk or walls.

The following items and actions are not permitted while you're taking an exam proctored by Honorlock:

- No websites other than your email, Moodle, and the Honorlock proctoring extension should be used or open while taking a proctored exam. All websites visited during your exam session are recorded
- A student should ensure no other programs and/or applications other than an online timer (i.e. Google Timer), Moodle, and/or email are open prior to logging into the proctored test environment
- No music or television playing in the background
- No forms of communication or receiving of assistance during a proctored assessment
- No other persons except the test-taker can be present in the room during testing
- No use of a phone or any other electronic device, other than your test-taking device
- No moving off-camera; you must remain visible in the web camera during the entire duration of the exam
- No leaving the room during the testing period unless it's for a 5-minute restroom break or required by the student's academic accommodation
- No use of headphones or smartwatches
- No use of dual screens - If a student using a laptop wishes to use an external monitor, the laptop lid must remain closed at all times. A student who uses an external monitor connected to a laptop must use an external webcam, keyboard, and/or speakers if they close the laptop lid. Alternatively, you may mirror both screens to avoid using an external webcam, keyboard, and/or speakers. The webcam, speakers, and microphone (whether built-in or external) must be active to allow the "online chat" proctor to monitor and communicate with the student. Students intending to use dual monitors and screen mirroring must ensure they have successfully tested this setup during the Practice Quiz prior to the exam date.

¹ See [Appendix A – Exam Rules and Special Instructions, pg.19.](#)

Before the Exam - Practice Quiz

The Practice Quiz is mandatory for all students enrolled in the current term's BV course and must be performed before the final exam. Please ensure you are using the same computer and the same internet connection (i.e., the same physical location) that you will use to write your course exam.

The Practice Quiz has the following purposes:

1. To allow students to check the system requirements, practice connecting to Honorlock proctoring platform, as well as open exam documents, download/upload exam files on Moodle, and/or print them.
2. To encourage students to familiarize themselves with the test environment, exam rules, processes, and requirements.

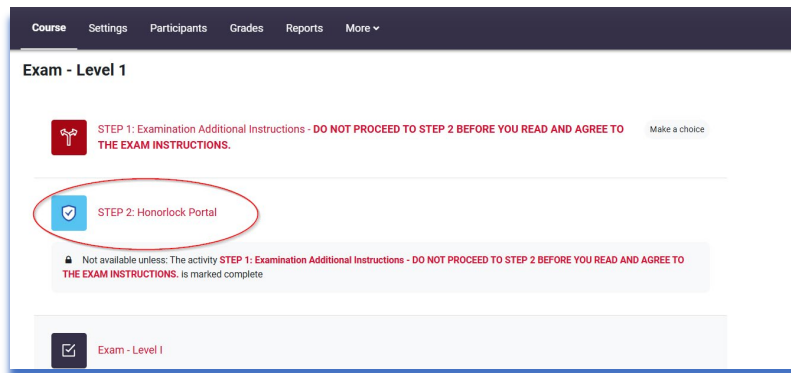
Please refer to the “**Honorlock Practice Quiz - Instructions**” document located on your Moodle dashboard under the “**CICBV Practice Quiz (Term 202x)**” section.



On the Exam Day

Step 1: Access the Honorlock-Enabled Exam in Moodle

- Log in to Moodle and go to your course webpage, navigate to the course where the exam is located. First, agree to “Examination Additional Instructions” (STEP 1), then click on the **Honorlock portal** link (STEP 2).



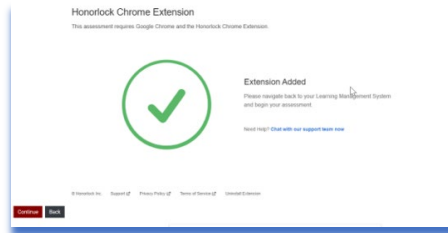
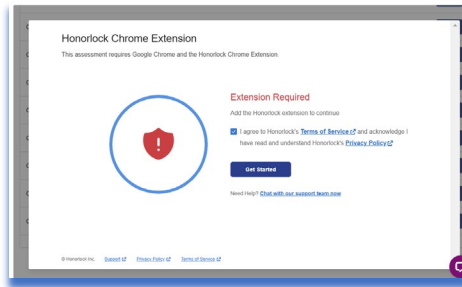
Step 2: Start Honorlock (Third Party) exam and install Honorlock Chrome Extension

- Launch Honorlock proctored exam by clicking the **Launch** button.

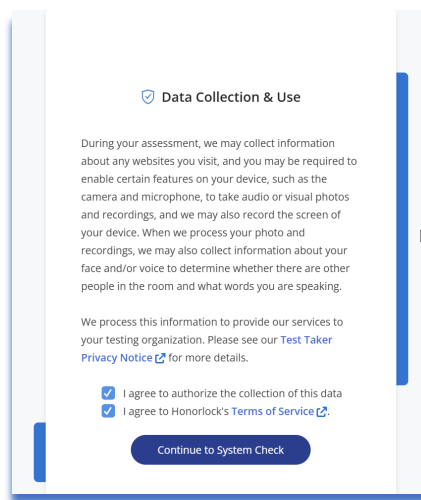


- Unless you already installed Honorlock extension previously, you will be prompted to add it to Chrome. Before starting your first exam that is proctored by Honorlock, you will need to download the **Honorlock Google Chrome extension**² (you should only need to complete this process once each time you use a computer to take an exam). When prompted, go to the Honorlock Chrome Extension page and click **Add to Chrome**. Select the box to agree to the Terms of Service and select **Get Started**.

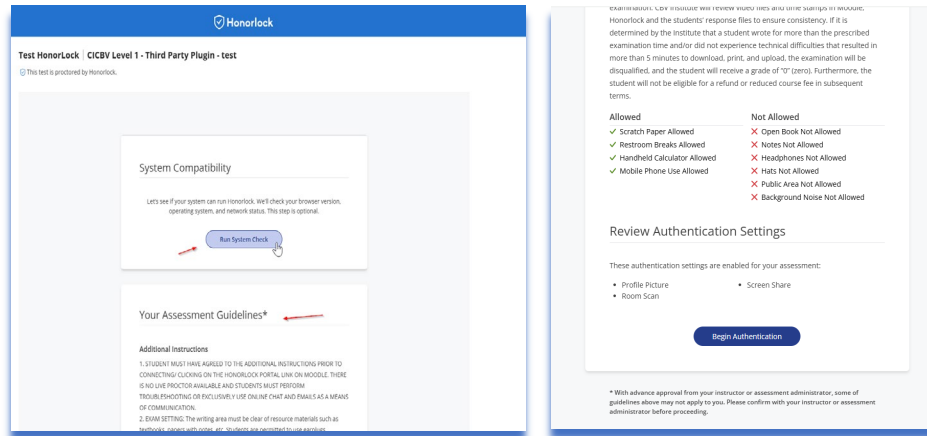
² See more at <https://honorlock.kb.help/install-the-honorlock-extension/>. In addition, Honorlock frequently updates its extension, so it's advisable to uninstall the Honorlock Chrome Extension after the exam. This ensures that the next time you use the tool, you'll download the latest version of the extension. In your Google Chrome browser, copy the link **chrome://extensions/**. From the list of extensions, find Honorlock and select **Remove**.



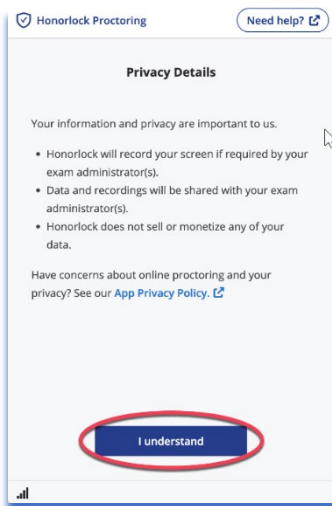
- You will be prompted to grant permission for Honorlock to access your webcam and microphone.



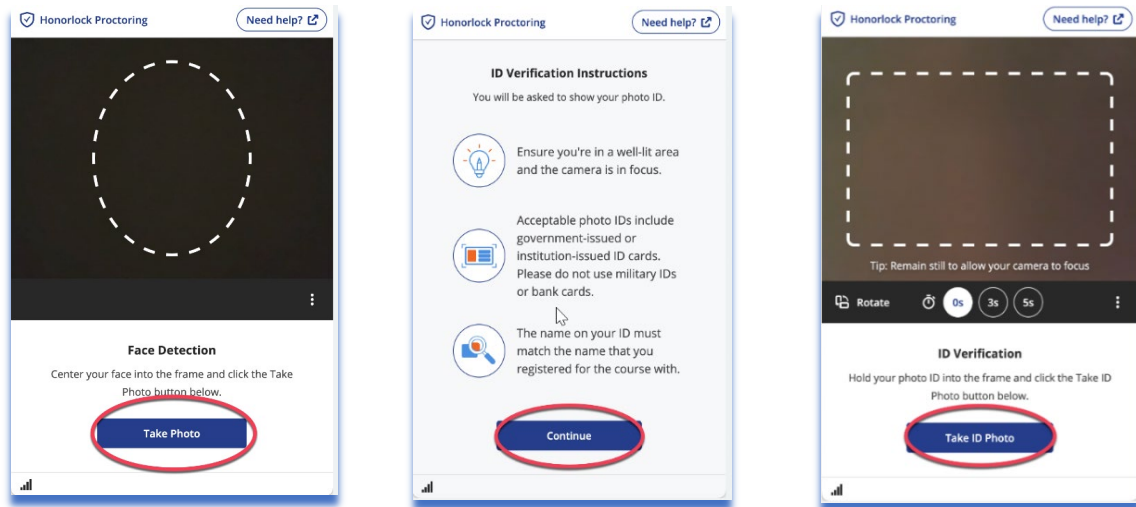
- Follow the on-screen instructions to **Run System Check** and read the **Additional Instructions**. After you read all click on **Begin Authentication**:



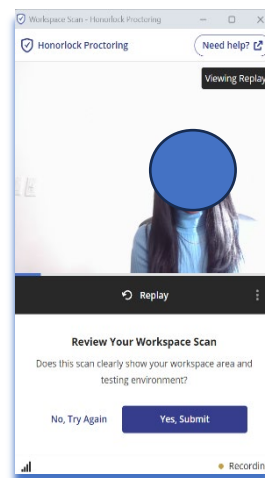
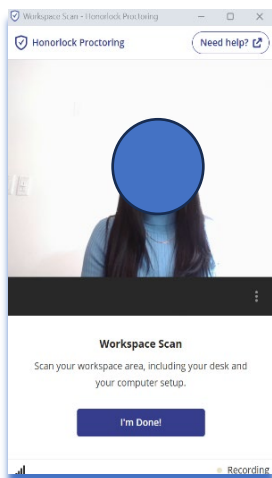
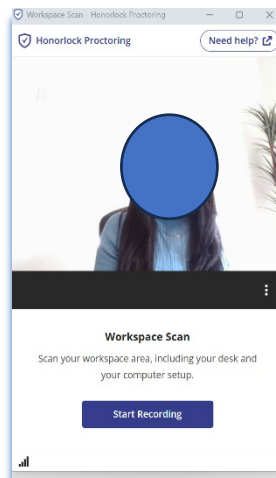
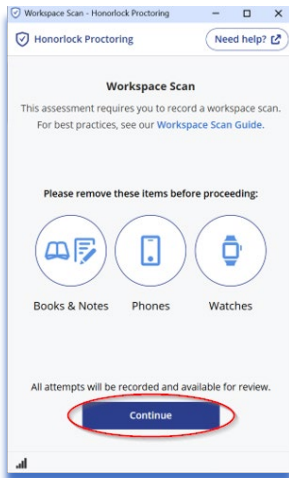
- Read Honorlock's Privacy Details, when ready select **I understand**.



- **Identity Check:** You will be prompted to take a photo of yourself. Center your face on your webcam and select **Take Photo**. Read the ID Verification Instructions. When ready select **Continue** and **Take a Photo**.

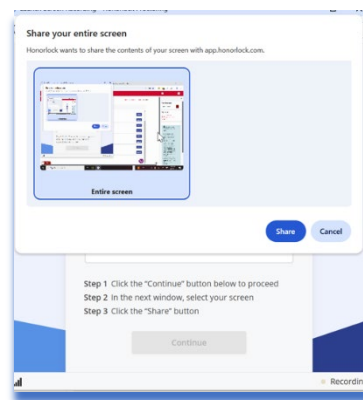
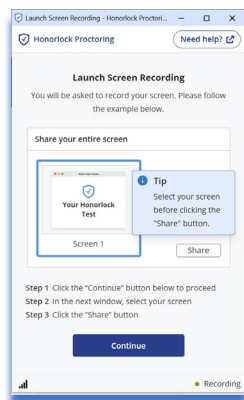


- **360-degree Room Scan:** Please review a Room Scan video tutorial before the exam: <https://www.youtube.com/watch?v=PvLKWWwcgKs>. **Students must follow the room scan guidelines or their exam may be forfeited.** Use your webcam to scan your environment. Move your camera to show your desk, floor, and room surroundings to ensure no unauthorized materials are present. A **Room Scan** consists of the candidate completing the following steps:
 - a) After you are ready to follow the guidelines of the Workplace Scan Guide, click **Continue** and **Start Recording**
 - b) Pick up your laptop and take a step back from your desk/workspace.
 - c) Using the camera on your laptop, slowly scan your ENTIRE desk area from right to left
 - d) Using the camera on your laptop, slowly scan the wall/area INFRONT of you
 - e) Using the camera on your laptop, slowly scan from left to right UNDERNEATH your desk area.
 - f) You can re-take the Room Scan multiple times. Once the student is satisfied with the room scan, the student will be prompted to submit a **Room Scan** video.
 - g) When you are done with the **Room Scan** you can submit it by clicking **I'm Done** and subsequently **Yes, Submit**, and **Continue Assessment**:

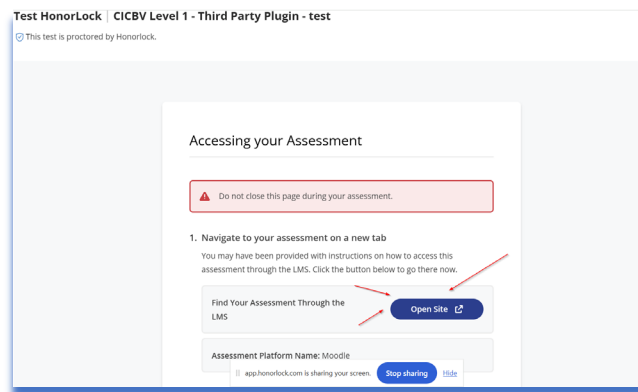


Step 3: Begin the Exam

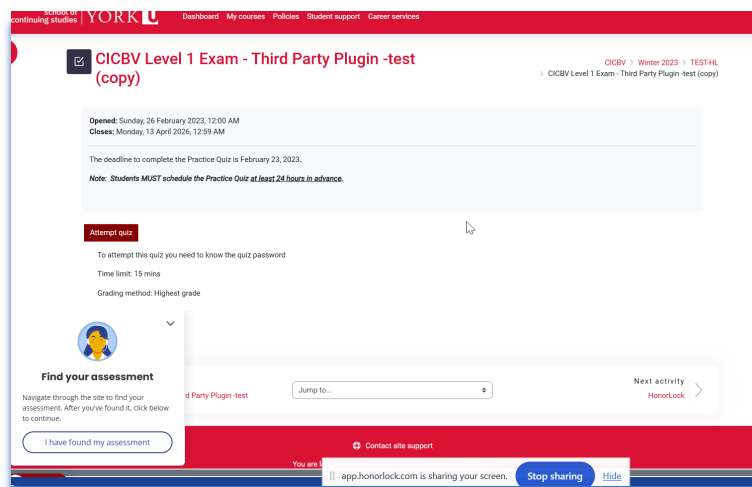
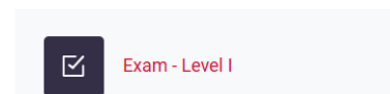
- After completing the identity and environment checks, Honorlock will prompt you to Share the Screen. Select the screen within a window and click on **Share**:



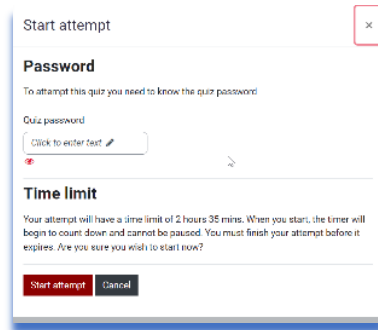
- The next screen will prompt you to access your exam. Click on the **Open Site** blue button:



- Clicking on **Open Site** will take you back to Moodle, where you will find the page with the exam link. First, click on the exam link and then on the **Attempt Quiz** button. CBV exams require Password access and the Honorlock software will input the password so that you can access the exam questions (PDF) and the Excel template for your response.



- Once the Password window pops up, place your mouse in the Password box, then click on **I have found my assessment** in Honorlock pop-up screen to unlock the exam. This will automatically enter the exam password.



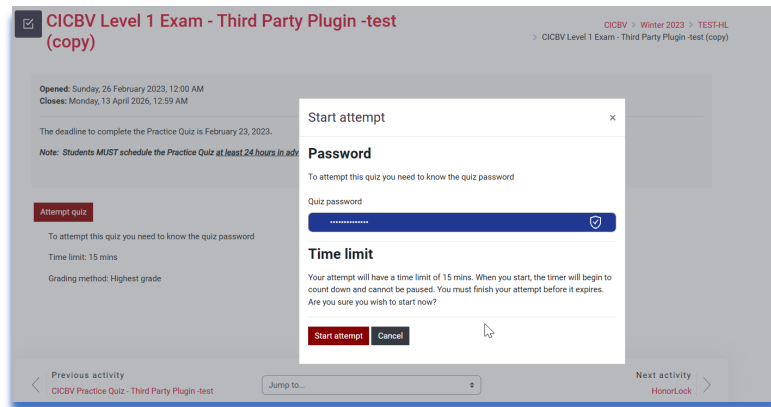
Start attempt

Password
To attempt this quiz you need to know the quiz password:

Quiz password
Click to enter text

Time limit
Your attempt will have a time limit of 2 hours 35 mins. When you start, the timer will begin to count down and cannot be paused. You must finish your attempt before it expires. Are you sure you wish to start now?

Start attempt **Cancel**



CICBV Level 1 Exam - Third Party Plugin -test (copy)

Opened: Sunday, 26 February 2023, 12:00 AM
Closes: Monday, 13 April 2026, 12:59 AM

The deadline to complete the Practice Quiz is February 23, 2023.
Note: Students **MUST** schedule the Practice Quiz at least 24 hours in advance.

Attempt quiz

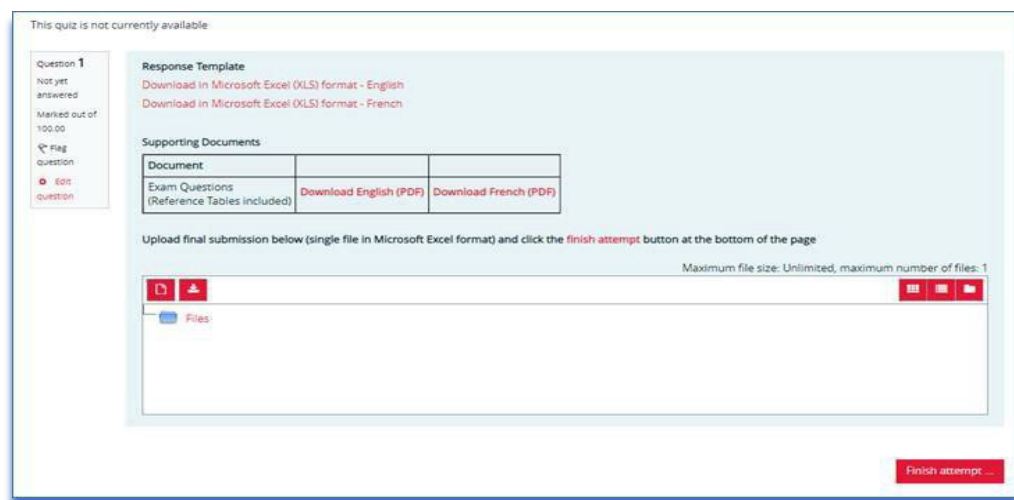
To attempt this quiz you need to know the quiz password

Time limit: 15 mins

Grading method: Highest grade

Start attempt **Cancel**

- Open the Excel template that you will use for your response, and then open the PDF exam question booklet. You can download English or French exam files.



This quiz is not currently available

Question 1
Not yet answered
Marked out of 100.00
Flag question
Edit question

Response Template
Download in Microsoft Excel (XLS) format - English
Download in Microsoft Excel (XLS) format - French

Supporting Documents

Document		
Exam Questions (Reference Tables Included)	Download English (PDF)	Download French (PDF)

Upload final submission below (single file in Microsoft Excel format) and click the **finish attempt** button at the bottom of the page

Maximum file size: Unlimited, maximum number of files: 1

Files

Finish attempt

- After opening the exam response template, you must SAVE it to your computer and RENAME the file with your Student ID, Course Name, and the Language you will be writing in (for example, SMIT01 -Course Name- ENG).
- A student must write responses in the provided Excel response workbook file. Moodle doesn't upload more than one exam response. MS Word responses are not permitted.

- After exam files are saved, a student can proceed to **print** the exam if they want. Students must remain visible on camera while printing the exam and complete the process promptly.
- Once you **open, download/save and/or print exam materials**, you are ready to begin! Click **Start** on your pre-set **online timer (i.e. Google Timer)** and start writing. Additionally, **monitor the Moodle timer** to track how much time you have left for uploading your exam to Moodle.
- Honorlock proctoring will be active during the exam. It will record your webcam, screen activity, and audio.
- You are not allowed to open new applications, programs, or access unauthorized websites. You are only permitted access to Moodle, Honorlock, an online timer (i.e. Google Timer), and your email.
- Honorlock monitors for suspicious activities, like moving out of the camera frame or looking away frequently.
- Stay within view of the webcam and avoid any behavior that could be flagged as suspicious.
- Do not communicate with anyone during the exam.

Step 4: Complete the Exam

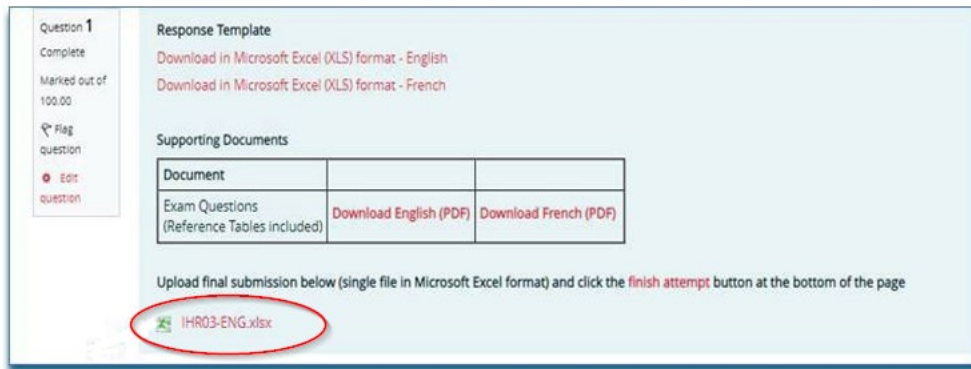
- When your examination writing time is complete, you will do a final save of your examination response file in Excel format to your computer, upload your Excel examination response file to Moodle, and click **Finish Attempt**.

The screenshot shows the Moodle exam submission page. On the left, a sidebar for 'Question 1' indicates it is 'Not yet answered', 'Marked out of 100.00', and includes links for 'Flag question' and 'Edit question'. The main content area has a 'Response Template' section with a red note: 'Download in Microsoft Excel (XLS) format'. Below this is a 'Supporting Documents' table:

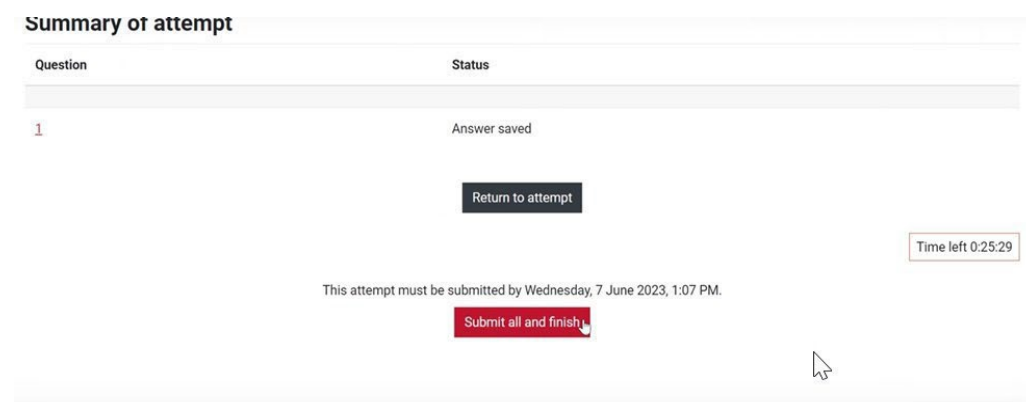
Document		
Exam Questions (Reference Tables included)	Download English (PDF)	Download French (PDF)

Below the table, a text instruction reads: 'Upload final submission below (single file in Microsoft Excel format) and click the **finish attempt** button at the bottom of the page'. A file upload area is shown with a dashed border and a blue arrow pointing down. A green arrow points from the text 'Upload response here' to this area. At the bottom, a green arrow points from the text 'Click "Finish attempt" after you upload your response' to the 'Finish attempt' button.

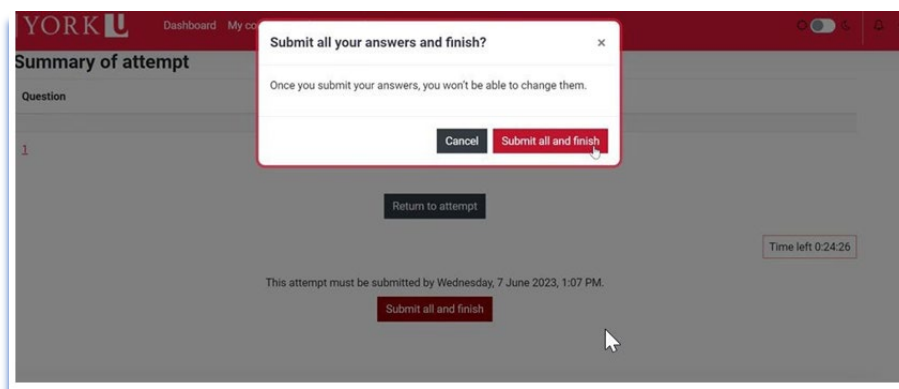
- Students are responsible for uploading the Excel response file to Moodle before exam time ends and must click the **Finish attempt** button. If a student uploads the file and the time expires at that moment without clicking the **Finish attempt** button, it will be submitted automatically. There is no need to email your response file(s) in this instance.



- To confirm that your exam file was successfully uploaded you should see this screen on your Moodle exam page as illustrated in the screenshot directly above. Click on **Submit all and finish**.



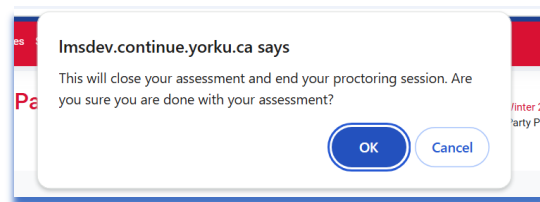
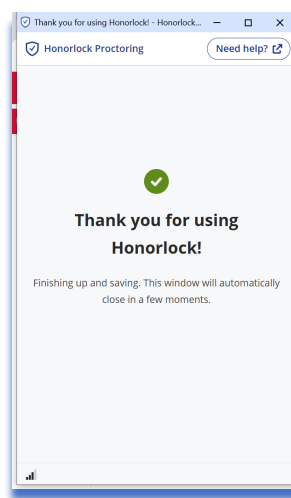
- And again, click on **Submit all and finish**:



- Note that after you upload your exam file, you will not be able to access, modify, remove, or replace, your submission. Further, if you do not upload your exam response file immediately after writing your exam, your response may not be

accepted. It is your responsibility to ensure that you upload your Excel response file to Moodle.

- If you are unable to upload your exam file to Moodle, send the exam file to cicbv@yorku.ca and copy education@cbvinstitute.com IMMEDIATELY upon finishing your exam.
- After submitting the exam, you can **Exit Honorlock** on the Honorlock toolbar or exit the session window which will automatically stop recording.
- It is strongly recommended that you do not open or modify your exam file after submission. If the Institute needs to request your exam file in the future, any changes to the file could affect its validity. If the "last modified" timestamp on your exam file does not align with the end of your exam time, the Institute will be unable to use the file for marking, and you may receive a grade of 0 (zero).

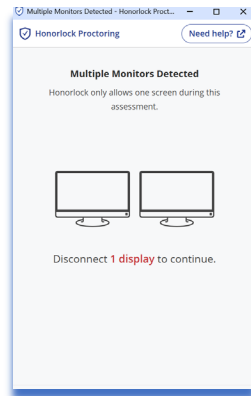


- **IMPORTANT:** If a student requires more than 5 minutes due to technical issues/printing, and exceeds the allotted time for Moodle submission, a student must email their examination immediately to education@cbvinstitute.com **while still on camera**. Only after the exam file was emailed to CBV Institute, a student can close the Honorlock session and stop the recording.

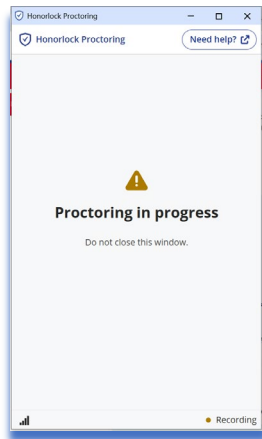
Troubleshooting Tips

- Clear your browser's cache if you face any issues with Honorlock.
- Ensure you have a strong internet connection to avoid disconnections.
- At the start of your exam, if **dual monitors/screens** are detected, the pop-up will ask a student to disconnect one screen in order to continue. Alternatively, if a

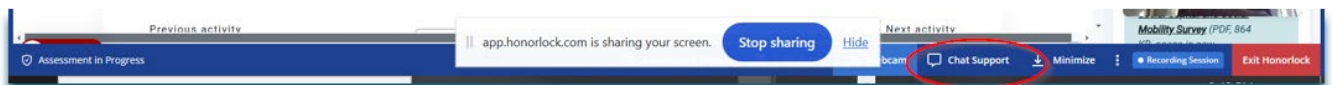
student wishes to use dual monitors, they will need to mirror screens, so both monitors display the same screen:

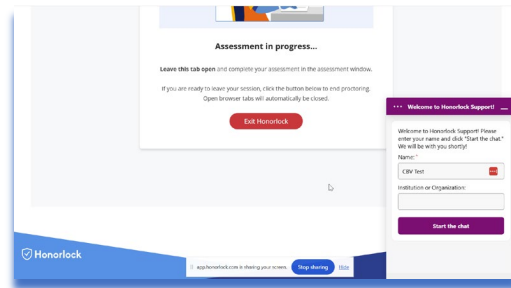


- It is important to keep the Honorlock session window open for the duration of exam:



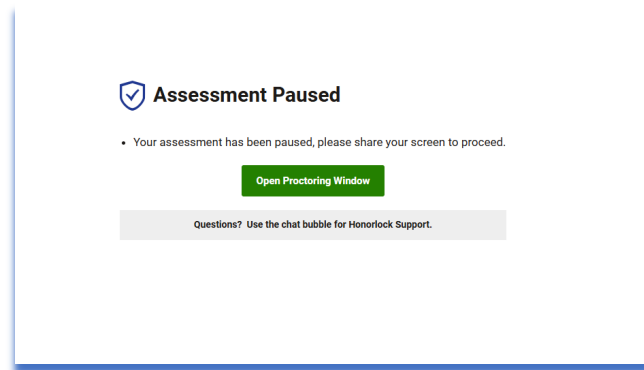
- If you're having trouble with your webcam or microphone, check your Chrome settings to ensure permissions are enabled.
- Contact Honorlock **Chat Support** through the **live chat** option on the **Honorlock toolbar** if you encounter technical difficulties or email support@honorlock.com.



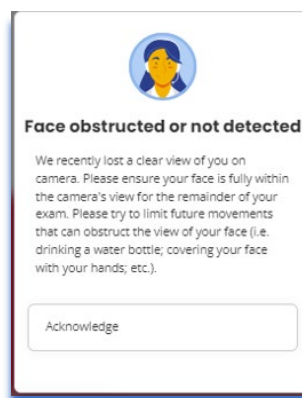


- Indicators of disconnection may be the following:

1) disconnected screen from sharing – not seeing your exam on screen, a pop-up message will ask to re-start sharing a screen.



2) not seeing your face on camera, a pop-up message will ask you to remain on screen.



- In the event of a **technological failure** (e.g., if a student is unable to connect to Honorlock to take their exam), the student must immediately inform the CBV Institute. Rescheduling is not permitted, and the student may be required to write the exam in the next term. If technical issues occur during the exam after accessing the exam files (e.g., inability to reconnect), the student should promptly contact

Honorlock's online chat support. If assistance is not received, they should email the CBV Institute at education@cbvinstitute.com. With the Institute's approval, the student may be allowed to continue the exam on the same day if an alternate proctoring solution is arranged. No alternate exam dates will be offered.

In-Exam Flags

In-Exam Flags (or examination flags) are used to refer to incidents or notifications that occur within a test taker's session. An example of an in-exam flag is when your face goes out of frame. The AI will note your face has gone out of frame. In-exam flags are marked by the AI or one of Honorlock's proctors and are not always indicative of a violation. Flags are provided to exam administrators (CBV Institute) so they can have a better understanding of your exam experience.

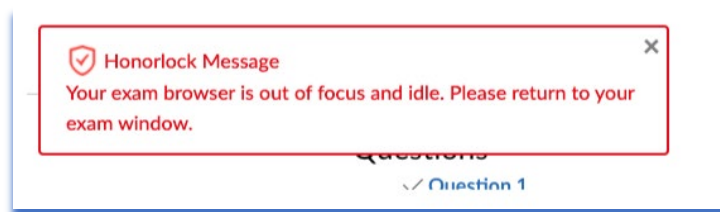
What can I be flagged for?

Some examples of what you may be flagged for are not having your face in the camera frame, words being spoken aloud, and variations of additional things based on the settings put in place by CBV Institute and communicated with students in Additional Examination Rules (for example, having additional people present in the exam taking area).

What happens if I am flagged while taking an exam?

If a flag notification takes place while taking an exam, the following could happen:

- You may receive a notification that you've gone against the exam guidelines.
- Your exam may get paused and a live pop-in takes place. **The timer does not stop on your exam when a live pop-in takes place.**
- The flag may occur in the background with no indication to you.



If you have triggered a flag within our proctor queue, you may see the window below left appear during an exam. To avoid further interruptions, please resolve the behavior or select one of the options available. This will then allow you to continue your exam without needing to interact with the proctor chat. E.g. headphones are not permitted during the exam and if Honorlock AI detects it, a pop-up message will notify you to resolve it:



In-exam flags are sent to the proctor queue and/or marked by the AI for the CBV Institute's review. This means the CBV Institute can review all the flags within your exam sessions. An in-exam flag is not always indicative of a violation.

Privacy

Honorlock has a strict [student privacy policy](#). You can learn more on Honorlock's [FAQ page](#).

Contact INFO

Support for any questions, concerns, or issues that may come up while you use the proctoring service is provided by Honorlock and is available 24/7/365. If you are actively taking an exam, simply click the **Live Chat** bubble located in the lower right-hand corner of your screen. If you are not actively taking an exam, or you are unable to begin a **Live Chat** during your exam, you may visit [Honorlock's Support page](#) to begin a live chat, view knowledge articles, and even email them for assistance at support@honorlock.com.

- HELP CENTER: <https://honorlock.kb.help/>.

APPENDIX A - Exam Rules and Special Instructions

1. STUDENT MUST HAVE AGREED TO THE ADDITIONAL INSTRUCTIONS PRIOR TO CONNECTING/ CLICKING ON THE HONORLOCK PORTAL LINK ON MOODLE. THERE IS NO LIVE PROCTOR AVAILABLE AND STUDENTS MUST PERFORM TROUBLESHOOTING OR EXCLUSIVELY USE ONLINE CHAT AND EMAILS AS A MEANS OF COMMUNICATION.
2. EXAM SETTING: The writing area must be clear of resource materials such as textbooks, papers with notes, etc. Students are permitted to use earplugs.
3. PRE-EXAM: Open Task Manager. No other programs should be running except an online timer <https://www.timeanddate.com/timer/> or Google Timer if the student wishes to use it for time tracking. It is the student's responsibility to track exam time.
4. SCRAP-PAPER: Students are permitted to have 3 scrap sheets of paper. Students must show the back and front of each paper prior to the exam start.
5. CALCULATOR - Students are permitted to use a handheld calculator with NO alpha button.
6. PRE-EXAM: Students are permitted to print a copy of the exam question from Moodle only while staying visible on camera (we can see the student printing and picking up the exam question from the printer). IMPORTANT - The exam writing time begins after the exam is printed and the student begins to read/write the exam question or starts their timer.
7. BEGINNING EXAM: When the student hits the "Attempt Quiz" button in Honorlock, the student will be brought back to Moodle. Honorlock will automatically enter the exam question file password. The student will see downloadable exam files - the Excel exam response file and the exam question PDF file. Students will save the response file on their computer in Student ID, Course Name, and the Language format.
8. If the student cannot open the Excel response file, the student is to contact online chat and CBV Institute and address the problem.
9. Once the student has printed the exam questions and opened/saved the Excel response file the exam will continue to be recorded until the student uploads their exam response file to Moodle and ends the session.
10. Students are given 5 additional minutes for downloading, printing, and uploading their exam to Moodle. This additional time is strictly for these tasks and does not extend the writing time of the exam.
11. DISCONNECTIONS: Once the student is aware that they are disconnected from the internet, the student will not continue to write OR reschedule their exam. The student will contact support@honorlock.com and education@cbvinstitute.com to report the issue and troubleshoot the connection. The student tracks the time lost, adds the time to a maximum of 30 minutes to their exam session, and resumes writing once connected again to the Honorlock platform.

12. If a student cannot reconnect to the internet and re-establish their webcam and microphone connection with Honorlock within 30 minutes of losing their internet connection the student must send an email to education@cbvinstitute.com to inform CBV Institute that the exam was not completed or written. CBV Institute may make special arrangements to proctor the students via Zoom or MS Team. A student should not assume their exam session has concluded.

13. If a student's screen disconnects (accidentally or purposely stops sharing screen, but not a full session disconnects), there is a pop-up on the Honorlock dashboard to indicate that. The student should stop writing exam off camera and troubleshoot to re-start sharing the screen.

14. **INFRACTIONS/RED FLAGS:** In the event of a potential infraction with any of the above rules (or with any other rules communicated by the CBV and/or Honorlock) during the exam writing, Honorlock will flag the incident for review by CBV and York, but the student will be allowed to continue to write their exam.

15. **EXAM DURATION:** Exam writing time is 2 hours and 30 minutes (3 hours for Level IV), with one washroom break included in the exam writing time. The exam writing time begins after the exam is printed and the student begins to read/write the exam question or starts their timer. Students will be given an additional 5 minutes for downloading, printing, and uploading their exam to Moodle. This additional time is strictly for these tasks and does not extend the writing time of the exam. For example, Moodle will allow a student 2 hours and 35 minutes (3 hours and 5 minutes for Level IV) to upload their response file to Moodle, once the exam is accessed. This does not imply that students can write beyond their exam writing time of 2 hours and 30 minutes (3 hours for Level IV), even if they opt out of printing the exam.

16. **TIME TRACKING:** It is the responsibility of the student to track their exam time. Students may use an online timer to track their exam writing time such as <https://www.timeanddate.com/timer/> or Google Timer. We recommend that students set two timers. The first for the exam duration and the second set 15 minutes ahead of end time, to provide a 15-minute alarm notice.

Students should not rely on Honorlock's proctoring service to track their exam writing time or confirm how much time a student has remaining on their examination. All exams will be reviewed for the duration a student was writing their examination. If it is determined by the Institute that the student wrote for more than the exam duration time, the examination will be disqualified, and the student will receive a grade of "0" (zero). Furthermore, the student will not be eligible for a refund or reduced course fee in subsequent terms.

17. **BREAK:** Students are allowed one washroom break of 5 minutes (included in the exam writing time). Students are required to announce on camera their intention to avail a washroom break before leaving the writing area. Students are not required to wait for a response or acknowledgment from Honorlock chat support or live person. Note that your absence from the room will be recorded.

18. **POST EXAM:** It is the responsibility of the student to ensure that they upload their Excel response file to Moodle when the exam has ended. A student is required to stay on camera until the file is uploaded and not end their exam session. If the student does not upload or send their exam response file immediately after writing their exam, the student's response

may not be accepted. If a student is unable to upload their examination response file to Moodle, the student should immediately email their examination response file to the CICBV Program Office at York University at cicbv@yorku.ca and copy education@cbvinstitute.com.

19. If a student requires more than 5 minutes due to technical issues, the student must email their examination to education@cbvinstitute.com. All email submissions will be reviewed for the duration a student was writing their examination. CBV Institute will review video files and time stamps in Moodle, Honorlock, and the students' response files to ensure consistency. If it is determined by the Institute that a student wrote for more than the prescribed examination time and/or did not experience technical difficulties that resulted in more than 5 minutes to download, print, and upload, the examination will be disqualified, and the student will receive a grade of "0" (zero). Furthermore, the student will not be eligible for a refund or reduced course fee in subsequent terms.