



Honorlock

Starting Your Exam: Frequently Asked Questions

When attempting to begin your exam, it is possible that you may encounter some technical difficulties based on how your computer is set up. Listed below are the most common solutions to the majority issues that you may experience before attempting to start an Honorlock enabled exam.

Table of Contents

[Minimum Requirements](#)

[Honorlock Screenshare](#)

[Windows Troubleshooting](#)


[Mac Troubleshooting](#)


[MacOS Catalina 10.15](#)


Minimum Requirements

Our minimum system requirements are provided below. Please note that a functioning microphone and webcam are also required to use our service. External cameras are allowed as well. If you wish to run a system check, please navigate to www.honorlock.com/support

Minimum Requirements RUN SYSTEM CHECK

 **Operating System**
Windows 8, 10
MacOSX 10.11 and higher
ChromeOS

 **Browser**
Google Chrome (minimum version 79)

 **Internet**
Speed : 1.5 Mbps download, 750 Kbps upload

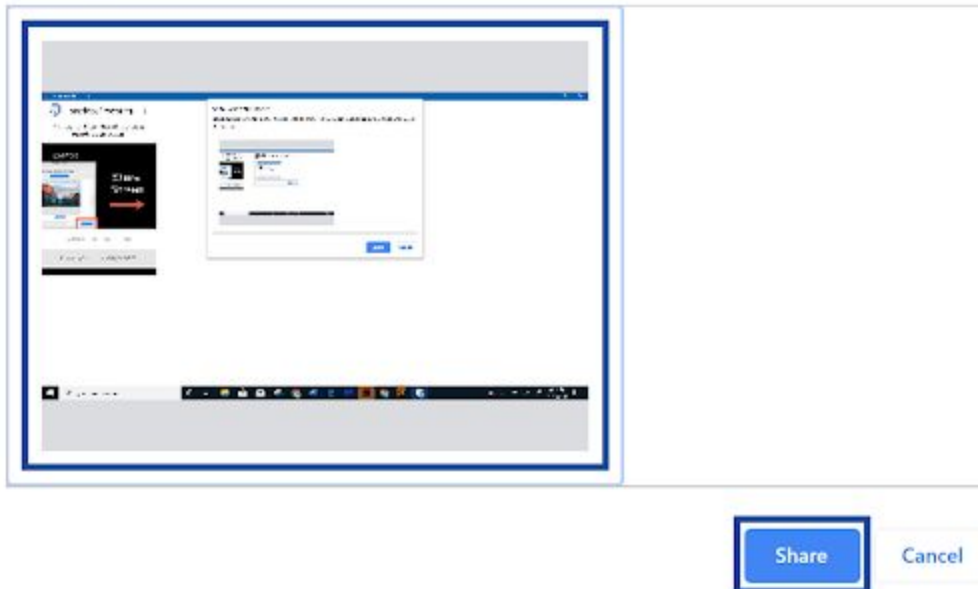
Honorlock Screenshare

When taking an Honorlock enabled exam you may be asked to share the contents of your screen. This step occurs after you have successfully launched screen recording. The window will display with a preview of your screen, the option to share, and the option to cancel.

The preview of the screen will need to be selected first in order to make the share button clickable. Once ready please select the preview of your screen and click the blue **Share** button to start the screen share.

Share your entire screen

Honorlock Demo wants to share the contents of your screen with demo.honorlock.com. Choose what you'd like to share.



Windows Troubleshooting

Windows Updates:

Some issues may arise with the Honorlock extension if your device is out of date. We strongly recommend that you update your device to the most current version. Here are the steps to check for updates.

Please type **Check for Updates** in the search bar at the bottom left of your screen.

Windows Update



Updates available

Last checked: Today, 8:38 AM

2020-03 Cumulative Update for Windows 10 Version 1903 for x64-based Systems (KB4551762)

Status: Pending download

2020-02 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 1903 for x64 (KB4537572)

Status: Pending download

Updates are ready to download

Download

Here it will display whether your device is up to date or if updates are pending. Please make sure to do any pending updates that may be available.

Windows Privacy Settings:

Please complete the following steps to ensure your devices local privacy settings allow your camera and microphone to be accessed by Google Chrome. If you have a Mac, please proceed to the next question.

Please type Microphone Privacy Settings in the Windows search bar. On the setting page, please verify that Allow Apps to Access Your Microphone is on.

Next, please type Camera Privacy Settings in the Windows search bar and verify the Allow Apps to Access Your Camera toggle is on.

Microphone

Allow access to the microphone on this device

If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this page. Denying access blocks Windows features, Microsoft Store apps, and most desktop apps from accessing the microphone.

Microphone access for this device is on

Change

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.

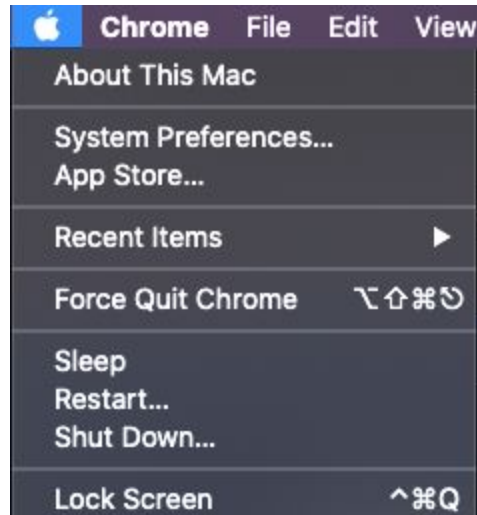
On

Mac Troubleshooting

Mac OS Check / Updates:

Some issues may arise with the Honorlock extension if your device is out of date. We strongly recommend that you update your device to the most current version. Here are the steps for checking your OS version and checking for updates.

Click the Apple icon at the very top left of your screen. Then click About this Mac. Within here it will display your current OS version.



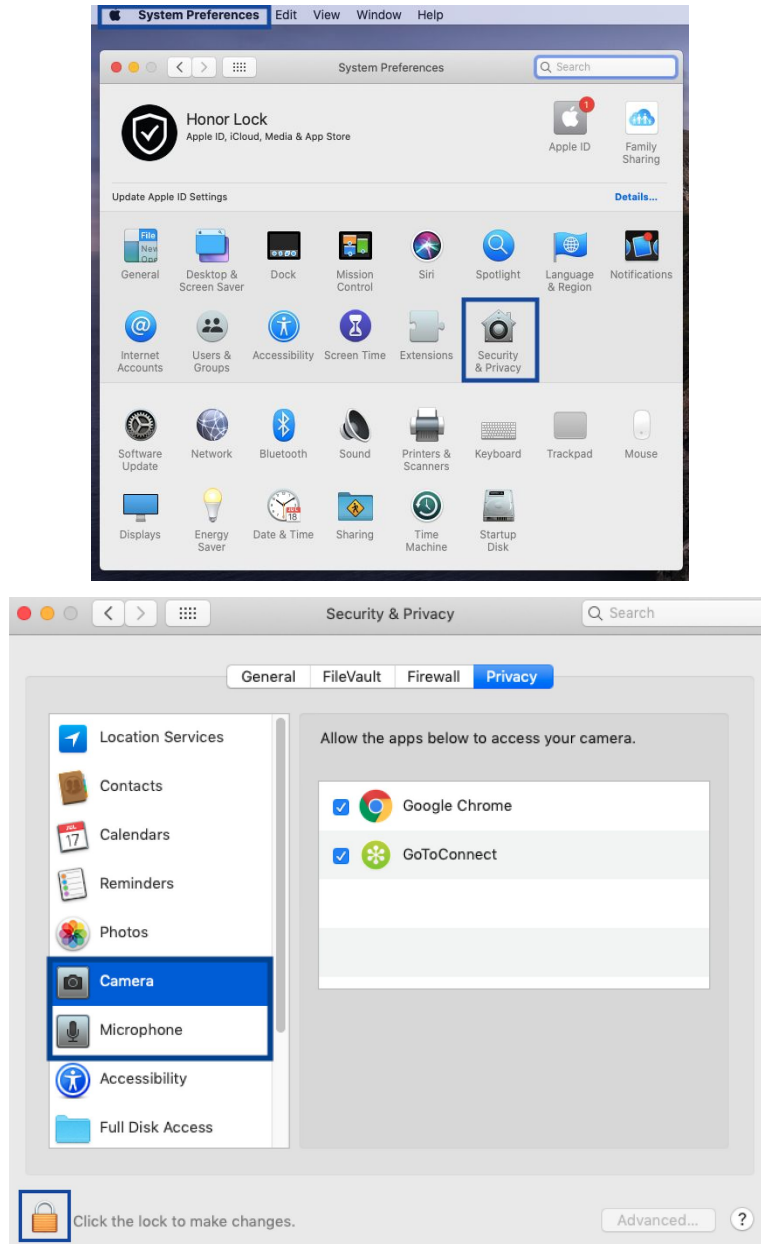
If updates are available, they will be found by selecting Software updates in the bottom right.

Mac Privacy Settings:

Please complete the following steps to ensure your devices local privacy settings allow your camera and microphone to be accessed by Google Chrome. If you have a Windows Device, please skip the instructions and proceed to the answers.

Click the Apple icon at the very top left of your screen. Then click:

System Preferences -> Security & Privacy -> Privacy tab



Scroll through the apps and devices listed and search for: Camera and Microphone.

If you find these two devices listed, please select each one and perform the below action:

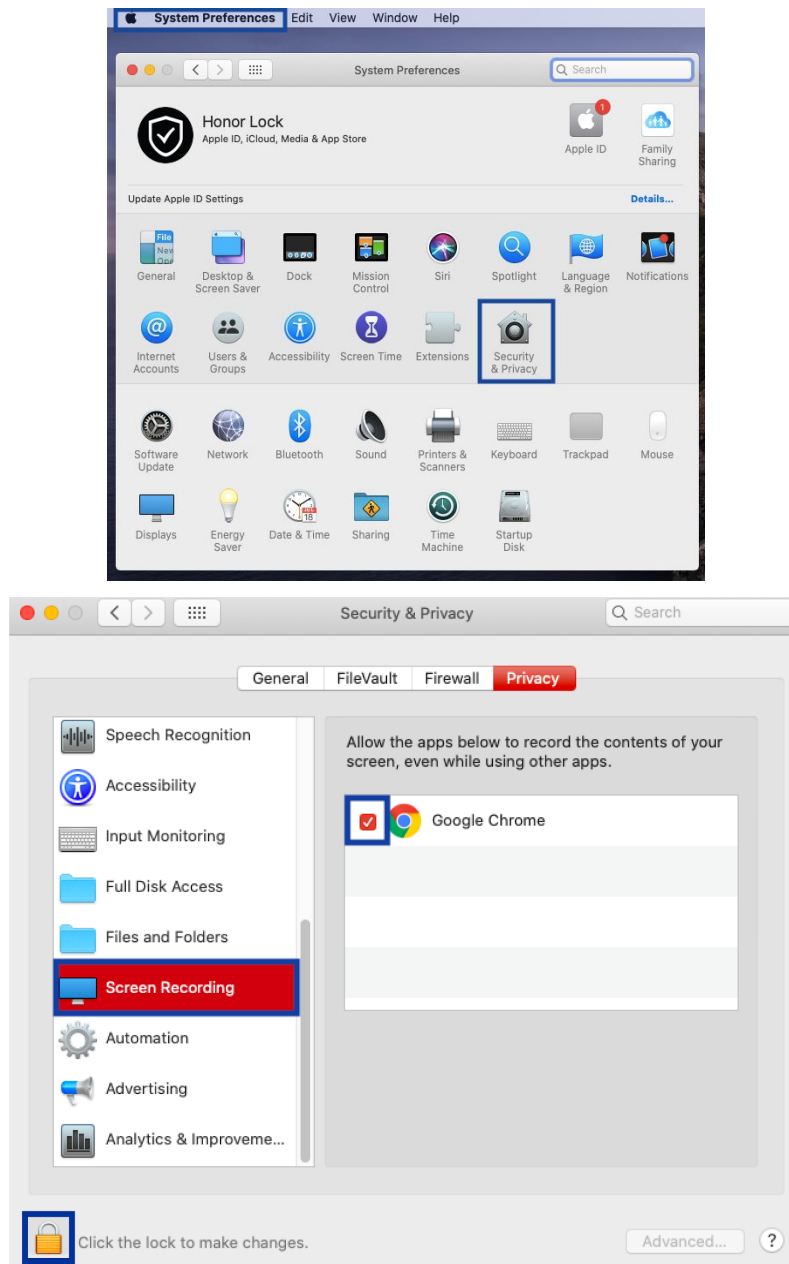
Verify that Google Chrome has a checkmark in the Camera and Microphone sections. If you are unable to check the box, click the golden lock on the lower-left corner and enter in your password. This will allow you to enable Google Chrome.

MacOS Catalina 10.15

If the professor sets the Honorlock enabled exam to have your screen recorded, Google Chrome would need to be allowed access. On Mac's, version 10.15 or higher, you will need to allow access in order for applications to record your screen. Please follow these steps to allow screen recording access to Google Chrome.

Please click the Apple icon at the top left of your screen and select System Preferences.

Please navigate to Security & Privacy.



Please click on the **Privacy** tab and navigate to **Screen Recording** in the left pane. Please ensure that the Google Chrome app has a checkmark next to it. If it doesn't, please select the

Still need help? You can always reach out to Honorlock Support through livechat on your exam page or at honorlock.com/support

golden lock on the lower-left corner to add the checkmark. Once this is done, you may be asked to quit Chrome. It does not need to be done during this exam, but it will need to be done once the exam is complete.