1. How to Get Support – Before, During and After Exams
   Honorlock support is available 24/7/365 for you and your students prior, during and after an exam. Heavy volume of calls during exam time may overwhelm Honorlock support so plan accordingly. During the exam students should reach out to Honorlock Support via LiveChat by clicking on the chat bubble at the bottom right of any Honorlock-enabled assessment if needed.
   a. Please communicate to students that they should start with Honorlock with all support questions and concerns.
   b. If Honorlock cannot resolve the issue, they will escalate the issue to the instructor. Please reach out to the DoIT Help Desk for support if the issue remains unresolved.

2. Best Practices for Planning and Designing Your Remote Exams
   a. Communicate early and often with your students about your use of Honorlock. See these guidelines for what to communicate, including a pre-exam student checklist.
   b. Set up a practice session/exam early on. The practice exam could be a simple technology check, a brief graded quiz or a full-fledged ungraded exam simulation. Follow these instructions, and make sure it uses the same settings and directions as the final. This will ensure students have upgraded their system well ahead of the exam date.
   c. Use an exam window. Giving students a 10-12-hour window to complete their exam ensures they are able to get the necessary technical support should an issue arise. This also helps to disperse questions from students to instructors, avoids overloading the system and can help support students when disruptions occur during exam monitoring.
   d. Set up a timed exam within an exam window so students have a fair system for exam taking and provide flexibility for students’ exam schedules.
   e. Add extra time to an exam. Students are stressed and anxious, adding time for technology support and uploading work helps alleviate the stress of the timed exam, and makes for an overall better testing experience.
   f. Randomize test questions in an exam window to vary how they appear on each student’s exam while covering the same concept.
   g. Synchronous exams do not work in a remote environment for large classes and should be considered only if the exam start-time can be broken into 10-15-minute increments to support smaller groups of students at a time. Canvas cannot support synchronous exams for student groups over 150.
   h. Paper-and-pencil exams work best with exams that do not enable a webcam for the entire exam. Consider doing an ID check and room scan and then disabling the webcam if students will be looking down for long periods of time during the exam.
   i. Have a back-up plan. Even with the best laid plans, things can go awry. Using an exam window for flexible start times or having a makeup exam prepared ahead of time means that students are not penalized for errors out of their control.

3. Specific Set-up Requirements for Canvas and Honorlock Features
   a. Set up Canvas correctly – It is important to check that you have the right timeframe set for your final exam. Check how to moderate the exam to extend time, set time limits and use start/end-dates and due-dates effectively. Review how to set time limits in Canvas
b. **Access Codes** – Each exam requires an access code for proctoring with Honorlock. It is important that you **do not edit the Access Code** that’s set when you enable an assessment with Honorlock. Editing or removing the access code could prevent students from entering the assessment or allow them to enter the assessment without proctoring. For more information about access codes, please refer to [this article](https://example.com) and this KB on Access Codes.

c. **Chrome** – Chrome is the only browser that Honorlock supports. Please remind your students to use Chrome when taking all assessments that are proctored with Honorlock.

d. **Browser Extension Update** – Updates to the Chrome extension in Honorlock are released periodically. These updates should happen automatically for your students. However, if students receive a message about their extension being out of date, they can simply uninstall the extension and proceed to [install the newest version of the extension](https://example.com).

e. **Images** – If you are going to include any images or diagrams within your assessment, please ensure that you have granted your students permission to those files. For more information, please refer to [this Canvas files overview document](https://example.com).

f. **BrowserGuard** – If students are required to access an application outside of their exam, such as Microsoft Word or Excel, Browser Guard should **not** be enabled for your assessment.

g. **Whitelisting URLs** – If you would like to allow your students to reference a website during the exam, you have the ability to whitelist specific URLs. Please keep in mind, the more granular the website URL, the better control over what content is able to be accessed by your students. Please review this [document on BrowserGuard and whitelisting](https://example.com) prior to your exam.