

Honorlock Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product and Version

Honorlock

Product Description

Online remote proctoring

Report Date

December 5, 2019

Contact Information

If you have questions about the information in this document, please contact us via accessibility@honorlock.com.

Evaluation Methods Used

Honorlock was evaluated using automated and manual testing procedures. Honorlock web content and user pages were evaluated with JAWS 2019 and the Chrome browser in the Canvas learning management system. The accessibility evaluation was conducted by Honorlock staff familiar with the product and a third-party accessibility tester familiar with both JAWS and Canvas.

Applicable Standards or Guidelines

This report covers the degree of conformance for the following accessibility standard or guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
 - Level A – Yes
 - Level AA – Yes
 - Level AAA – No
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)
 - Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.

WCAG 2.0 Report

Sections 1 and 2 also document conformance with:

- Section 508 Chapter 5
 - 501.1 Scope
 - 504.2 Content Creation or Editing
- Section 508 Chapter 6
 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Overall Section 508 Conformance Summary

This summary reports the relative conformance level of Honorlock.

The Honorlock web content and user pages were individually evaluated for conformance with WCAG 2.0 Level A and AA criteria as well as applicable Section 508 standards. The individual results were then combined to provide an overview of the current conformance level.

Conformance Level	Percent of Criteria
Supports	76%
Partially Supports	11%
Does Not Support	12%

Section 1: WCAG 2.0 Success Criteria, Level A

Notes:

[1.1.1 Non-text Content \(Level A\)](#)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.1.1 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.1.1 Student Remarks and Explanations

Most non-text content that is presented to the user on the Student iFrame Honorlock Installation page, Student Launch Proctoring page, and Student Authentication Steps page has a text alternative that serves the equivalent purpose.

Buttons and links on the Student Universal iFrame and Add Extension page, the Student Universal Honorlock Launch page, and on the Student Live Pop-In and Student Initiated Support do not have names that describe the purpose. For example, the names for the "Launch" buttons do not include the associated exams, Proctoring Tools and the Honorlock chat links are not labeled, and the status of the Exam Progress indicators is not labeled. These fixes have been added to our Product Roadmap.

All non-text content that is presented to the user in Student Support Documents has a text alternative that serves the equivalent purpose. Images have alternative text descriptions. Buttons and links have labels that indicate the purpose and associated action.

1.1.1 Instructor Remarks and Explanations

Buttons and links on the Instructor LTI page and the Instructor Universal LTI do not have names that describe the purpose. The names for the "Enabled" and "View Results" buttons do not include the associated exams. The names for the "Proctoring Settings" links do not include the associated exams. The buttons associated with the Proctor Guidelines and Exam Instructions content editing fields are not labeled. These fixes have been added to our Product Roadmap.

All non-text content that is presented to the user in Instructor PDF Export and Support Documents has a text alternative that serves the equivalent purpose. Images have alternative text descriptions. Buttons and links have labels that indicate the purpose and associated action.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.2.1 Conformance Level – Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.2.1 Student Remarks and Explanations

No prerecorded audio-only or prerecorded video-only media are used on the Student Honorlock pages or content.

1.2.1 Instructor Remarks and Explanations

No prerecorded audio-only or prerecorded video-only media are used on the Instructor Honorlock pages or content.

1.2.2 Captions (Prerecorded) (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.2.2 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.2.2 Student Remarks and Explanations

No prerecorded audio content in synchronized media is used on the Student Honorlock pages or user content.

1.2.2 Instructor Remarks and Explanations

Prerecorded audio content in synchronized media used on the Instructor View Sessions page and on the Instructor Internal Dashboard does not have captions. A process where captions can be added on a per request basis will be implemented.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.2.3 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable

- Authoring Tool: Supports
- Electronic Docs: Supports

1.2.3 Student Remarks and Explanations

No time based-media, prerecorded video, or synchronized media is used in Honorlock Student pages or user content.

1.2.3 Instructor Remarks and Explanations

Prerecorded video used on the Instructor View Sessions page and on the Instructor Internal Dashboard does not include audio description. A process where captions can be added on a per request basis will be implemented.

1.3.1 Info and Relationships (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.3.1 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Does Not Support
- Electronic Docs: Supports

1.3.1 Student Remarks and Explanations

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text on the Student iFrame Honorlock Installation page, Student Launch Proctoring page, Student Authentication Steps page, Student Live Pop-In and Student Initiated Support, Student Universal Honorlock Launch page, and in Student Support Documents.

Visual layout is used to group exam details and components such as the Launch buttons on the Student Universal iFrame and Add Extension page. The structure and relationships conveyed through the presentation of this information cannot be programmatically determined or is not available in text. These fixes have been added to our Product Roadmap.

1.3.1 Instructor Remarks and Explanations

The structure and relationship conveyed through the presentation of information on the Instructor View Session page, Instructor View Results page, Instructor Universal LTI page, and the Instructor Internal Dashboard pages can be programmatically determined or is available in text. The exams and student information, including the View Results button for each exam, is organized in a table with column headers. The table does not have row headers. Visual layout is used to group exam details and components such as the Enabled buttons on the Instructor LTI page. These fixes have been added to our Product Roadmap.

Information, structure, and relationships conveyed through presentation cannot be programmatically determined or are not available in text in Instructor PDF Export. Instructor PDF Export documents do not have a tag structure to indicate headings, tables, etc. These fixes have been added to our Product Roadmap.

1.3.2 Meaningful Sequence (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.3.2 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.3.2 Student Remarks and Explanations

The sequence in which content is presented does not affect its meaning on the Student Launch Proctoring page, Student Authentication Steps page, Student Universal Honorlock Launch page, and in Student Support Documents.

When the sequence in which content is presented affects its meaning on the Student iFrame Honorlock Installation page, a correct reading sequence can be programmatically determined for most content. When the Honorlock Livechat is opened, the chat content does not appear in the reading sequence that matches the location of the Need Help text. The Need Help text to open the chat appears after "Instructions" and before "Honorlock Chrome Extension". When the chat is opened, it appears between the Terms of Service link in the footer and the Take the Quiz button. These fixes have been added to our Product Roadmap.

On the Student Universal iFrame and Add Extension page and the Student Live Pop-In and Student Initiated Support, a correct reading sequence cannot be programmatically determined for most content. For example, the Add Extension modal appears on top of the rest of the page content but the iFrame content is still programmatically available to assistive technology. When the Honorlock Livechat is opened, the chat content does not appear in the reading sequence that matches the location of the Need Help text. These fixes have been added to our Product Roadmap.

1.3.2 Instructor Remarks and Explanations

The sequence in which content is presented does not affect its meaning in Instructor PDF Export and Support Documents.

When the sequence in which content is presented affects its meaning on the Instructor LTI page, a correct reading sequence can be programmatically determined. For example, when the "Proctoring Settings" link for an exam is selected, the content presented, including text, buttons, and form fields, are inserted in the reading sequence immediately after the link. When the "Proctoring Settings" for an exam is open, the reading sequence goes from the link to the content in the reading sequence of the settings, then to the reading sequence following the link. When the "Proctoring Settings" for an exam are closed, the reading sequence goes from the link to the following content.

The content on the Instructor View Results page, Instructor View Session page, and the Instructor Internal Dashboard pages is presented in a table with column headers. The table does not have row headers. These fixes have been added to our Product Roadmap.

1.3.3 Sensory Characteristics (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.3.3 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.3.3 Student Remarks and Explanations

Instructions for understanding and operating content on most of the Honorlock Student pages do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Most instructions for understanding and operating content on the Student Authentication Steps page and the Student Universal Honorlock Launch page do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Some instructions, such as for Honorlock Browser Guard rely on visual location, "Please click below to continue." These fixes have been added to our Product Roadmap.

1.3.3 Instructor Remarks and Explanations

Instructions for understanding and operating content in Instructor PDF Export and Support Documents do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Instructions for understanding and operating content on the Honorlock Instructor pages do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

1.4.1 Use of Color (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.4.1 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.4.1 Student Remarks and Explanations

Color is not used as the only means of conveying information on Honorlock Student pages.

1.4.1 Instructor Remarks and Explanations

Color is not used as the only means of conveying information on Honorlock Instructor pages and in Instructor PDF Export and Support Documents. For example, buttons that are color coded include text labels such as "Notice" or "Success".

Incident Level indicators on the Instructor View Results page are color coded and include text labels such as High and Low. These fixes have been added to our Product Roadmap.

1.4.2 Audio Control (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.4.2 Conformance Level – Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.4.2 Student Remarks and Explanations

Honorlock Student pages do not contain audio that plays automatically.

1.4.2 Instructor Remarks and Explanations

Most Honorlock Instructor pages do not contain audio that plays automatically. When audio on the Instructor View Session page and the Instructor Internal Dashboard pages plays automatically for more than 3 seconds, a mechanism is available to pause or stop the audio.

2.1.1 Keyboard (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.1.1 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.1.1 Student Remarks and Explanations

Most functionality of content on the Honorlock Student pages is operable through a keyboard interface without requiring specific timings for individual keystrokes or depending on the path of a user's movements. Currently, the Honorlock Livechat cannot be closed using the keyboard. These fixes have been added to our Product Roadmap.

The functionality of content in Student Support Documents is operable through a keyboard interface without requiring specific timings for individual keystrokes or depending on the path of a user's movements.

2.1.1 Instructor Remarks and Explanations

Most functionality of content on the Honorlock Instructor pages is operable through a keyboard interface without requiring specific timings for individual keystrokes or depending on the path of a user's movements. Currently, the Honorlock Livechat cannot be closed using the keyboard. Functionality of content on the Instructor View Session page is not operable through a keyboard interface. The media player buttons cannot be navigated to or activated by only using the keyboard. The table of exam events and flags can be navigated to with arrow keys and activated. However, it is difficult to navigate to the table itself only using the keyboard. These fixes have been added to our Product Roadmap.

The functionality of content in Instructor PDF Export and Support Documents is operable through a keyboard interface without requiring specific timings for individual keystrokes or depending on the path of a user's movements.

[2.1.2 No Keyboard Trap \(Level A\)](#)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.1.2 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.1.2 Student Remarks and Explanations

Keyboard focus can be moved to all components of the Honorlock Student pages using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, nothing more than unmodified arrow or tab keys or other standard exit methods are

required. Currently, keyboard focus can be moved out of the Honorlock Livechat, but a user may not perceive the keyboard focus has moved because the Honorlock Livechat remains open and may obscure content on the page. These fixes have been added to our Product Roadmap.

There are no keyboard traps in Student Support Documents.

2.1.2 Instructor Remarks and Explanations

Keyboard focus can be moved to all components of the Honorlock Instructor pages using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, nothing more than unmodified arrow or tab keys or other standard exit methods are required. Currently, keyboard focus can be moved out of the Honorlock Livechat, but a user may not perceive the keyboard focus has moved because the Honorlock Livechat remains open and may obscure content on the page. These fixes have been added to our Product Roadmap.

There are no keyboard traps in Instructor PDF Export and Support Documents.

2.2.1 Timing Adjustable (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.2.1 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.2.1 Student Remarks and Explanations

No time limits are set by the content on Honorlock Student pages or in Student Support Documents.

2.2.1 Instructor Remarks and Explanations

No time limits are set by the content on Honorlock Instructor pages or in Instructor PDF Export and Support Documents.

2.2.2 Pause, Stop, Hide (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.2.2 Conformance Level – Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.2.2 Student Remarks and Explanations

No moving, blinking, scrolling, or auto-updating information is provided on the Honorlock Student pages or in Student Support Documents.

2.2.2 Instructor Remarks and Explanations

No moving, blinking, scrolling, or auto-updating information is provided on the Honorlock Instructor pages or in Instructor PDF Export and Support Documents.

2.3.1 Three Flashes or Below Threshold (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.3.1 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.3.1 Student Remarks and Explanations

The Honorlock Student pages or in Student Support Documents do not contain anything that flashes more than three times in any one second period.

2.3.1 Instructor Remarks and Explanations

The Honorlock Instructor pages or in Instructor PDF Export and Support Documents do not contain anything that flashes more than three times in any one second period.

2.4.1 Bypass Blocks (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.1 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.4.1 Student Remarks and Explanations

A mechanism is available to bypass blocks of content that are repeated on most Honorlock Student pages, except for the. The "Start" link on the Student Support web pages is an unclear label and does not appear to bypass the repeated navigation links. These fixes have been added to our Product Roadmap.

2.4.1 Instructor Remarks and Explanations

A mechanism is available to bypass blocks of content that are repeated on most Honorlock Instructor pages, except for the Instructor Internal Dashboard pages. The "Start" link on the Instructor Support web pages is an unclear label and does not appear to bypass the repeated navigation links. These fixes have been added to our Product Roadmap.

2.4.2 Page Titled (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.2 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Does Not Support
- Electronic Docs: Supports

2.4.2 Student Remarks and Explanations

Most Honorlock Student pages have unique descriptive titles. Currently, the descriptive title provided for the Student Launch Proctoring page is the same as for the Canvas quiz. These fixes have been added to our Product Roadmap.

Descriptive titles are provided for Student Support Documents. For example, the student guide PDF document is titled Honorlock Student Canvas Guide.

2.4.2 Instructor Remarks and Explanations

The descriptive title provided for some Honorlock Instructor pages is the same as for the Instructor LTI page. These fixes have been added to our Product Roadmap.

Descriptive titles are provided for Instructor Support web pages. Descriptive titles are not provided for Instructor PDF Export. These fixes have been added to our Product Roadmap.

[2.4.3 Focus Order \(Level A\)](#)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.3 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.4.3 Student Remarks and Explanations

Most focusable components on Honorlock Student pages receive focus in an order that preserves meaning and operability. For example, when moving from one step to another on the Student Authentication Steps page, the buttons receive focus in the correct sequence. Currently, when the Honorlock Livechat is open, the focusable components do not receive focus in an order that preserves meaning and operability. These fixes have been added to our Product Roadmap.

Focusable components in Student Support Documents receive focus in an order that preserves meaning and operability.

2.4.3 Instructor Remarks and Explanations

When the Honorlock Instructor pages can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. For example, on the Instructor LTI page, when the "Proctoring Settings" link for an exam is selected, the interactive elements including buttons and form fields, are inserted in the focus order immediately after the link. When the "Proctoring Settings" for an exam is open, the focus order goes from the link to the elements of the settings, then to the interactive elements following the link. When the "Proctoring Settings" for an exam are closed, the focus order goes from the link to the following element. Currently, when the Honorlock Livechat is open, the focusable components do not receive focus in an order that preserves meaning and operability. Content on the Instructor View Session page and Instructor Internal Dashboard is organized in tables with column headers. The tables do not have row headers. These fixes have been added to our Product Roadmap.

Focusable components in Instructor PDF Export and Support Documents receive focus in an order that preserves meaning and operability.

[2.4.4 Link Purpose \(In Context\) \(Level A\)](#)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.4 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.4.4 Student Remarks and Explanations

The purpose of each link on most Honorlock Student pages and in Student Support Documents can be determined from the link text alone or from the link text together with its programmatically determined link context, except for the Student Universal Honorlock Launch page. These fixes have been added to our Product Roadmap.

2.4.4 Instructor Remarks and Explanations

The purpose of each link on many Honorlock Instructor pages cannot be determined from the link text alone or from the link text together with its programmatically determined link context. For example, on the Instructor LTI page, the reading order of the buttons and links for each exam is unclear and the buttons and links for each exam do not have associated labels that are meaningful. These fixes have been added to our Product Roadmap.

The purpose of each link in Instructor PDF Export and Support Documents can be determined from the link text alone or from the link text together with its programmatically determined link context.

[3.1.1 Language of Page \(Level A\)](#)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.1.1 Conformance Level – Partially Supports

- Web: Supports

- Software: Not Applicable
- Authoring Tool: Does Not Support
- Electronic Docs: Supports

3.1.1 Student Remarks and Explanations

The default human language of the Honorlock Student pages and Student Support Documents can be programmatically determined. The default language has been identified by providing the lang "en" attribute.

3.1.1 Instructor Remarks and Explanations

The default human language of the Honorlock Instructor pages can be programmatically determined. The default language has been identified by providing the lang "en" attribute.

The default human language of the Instructor Support web pages has been identified by providing the lang "en" attribute. Instructor PDF Export documents do not have the language set to English. These fixes have been added to our Product Roadmap.

3.2.1 On Focus (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.2.1 Conformance Level - Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.2.1 Student Remarks and Explanations

When any component on the Honorlock Student pages and Student Support Documents receives focus, it does not initiate a change of context. When buttons, links, edit fields, and combo boxes receive focus, the components do not trigger an event. Users are able to navigate past the components or choose to interact with the components.

3.2.1 Instructor Remarks and Explanations

When any component on the Honorlock Instructor pages receives focus, it does not initiate a change of context. When an exam event row receives focus on the Instructor View Session page, it initiates a change of context. Users are not able to navigate past the event links without triggering the video to play. These fixes have been added to our Product Roadmap.

In Instructor PDF Export and Support Documents, when buttons, links, edit fields, and combo boxes receive focus, the components do not trigger an event.

3.2.2 On Input (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.2.2 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.2.2 Student Remarks and Explanations

Changing the setting of user interface components on the Honorlock Student page and Student Support Documents does not automatically cause a change of context without advising the user of the behavior before using the component.

3.2.2 Instructor Remarks and Explanations

Changing the setting of some user interface components on most of Honorlock Instructor pages automatically causes a change of context without advising the user of the behavior before using the component. For example, on the Instructor LTI, the Enabled buttons and "Proctoring Settings" links do not advise users that the Proctoring Settings will be expanded or collapsed for the exam. The View Results button does not advise users that a new page will open. The Honorlock Livechat text does not advise users that the text is an interactive element.

Changing the setting of user interface components in Instructor PDF Export and Support Documents does not automatically cause a change of context without advising the user of the behavior before using the component. These fixes have been added to our Product Roadmap.

3.3.1 Error Identification (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.3.1 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.3.1 Student Remarks and Explanations

Input errors on the Honorlock Student pages and Student Support Documents are not automatically detected. There are no required fields.

3.3.1 Instructor Remarks and Explanations

Input errors on the Honorlock Instructor pages are not automatically detected. There are no required fields.

Input errors in Instructor PDF Export and Support Documents are not automatically detected. There are no required fields.

3.3.2 Labels or Instructions (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.3.2 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.3.2 Student Remarks and Explanations

Labels are provided when content on the Student iFrame Honorlock Installation page, Student Launch Proctoring page, and the Student Live Pop-In and Student Initiated Support requires user input. Labels are not currently provided when content on the Student Authentication Steps page requires user input. The Launch buttons on the Student Universal iFrame and Add Extension page do not include the associated exam name in the HTML label. These fixes have been added to our Product Roadmap.

Labels are provided when content in Student Support Documents requires user input.

3.3.2 Instructor Remarks and Explanations

Labels are provided when most content on the Honorlock Instructor pages requires user input. For example, on the Instructor LTI page, Proctoring Setting buttons are labeled with "On" or "Off" to indicate status, but the labels could be added to the HTML label. The "locked" information for Proctoring Settings toggles is not part of the HTML label or the alternative text. The "Enabled" buttons and "Proctoring Settings" links do not currently have labels or instructions provided. These fixes have been added to our Product Roadmap.

Labels are provided when content in Instructor PDF Export and Support Documents requires user input.

4.1.1 Parsing (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

4.1.1 Conformance Level – Partially Supports

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

4.1.1 Student Remarks and Explanations

Most Honorlock Student pages include a document type declaration (!DOCTYPE HTML) and are validated with "Add Tool" to verify the validity of the HTML page. The Student Authentication Steps page does not include a document type declaration. These fixes have been added to our Product Roadmap.

4.1.1 Instructor Remarks and Explanations

The Honorlock Instructor pages include a document type declaration (!DOCTYPE HTML) and are validated with "Add Tool" to verify the validity of the HTML page.

4.1.2 Name, Role, Value (Level A)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

4.1.2 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

4.1.2 Student Remarks and Explanations

Honorlock Student pages and Student Support web pages use standard HTML controls according to specification.

4.1.2 Instructor Remarks and Explanations

Honorlock Instructor pages use standard HTML controls according to specification.

The Instructor Support web pages use standard HTML controls according to specification.

Section 2: Success Criteria, Level AA

Notes:

1.2.4 Captions (Live) (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.2.4 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.2.4 Student Remarks and Explanations

Honorlock Student pages and Student Support web pages do not use live audio content in synchronized media.

1.2.4 Instructor Remarks and Explanations

Honorlock Instructor pages do not use live audio content in synchronized media.

The Instructor PDF Export and Support Documents do not use live audio content in synchronized media.

1.2.5 Audio Description (Prerecorded) (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.2.5 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.2.5 Student Remarks and Explanations

No prerecorded video in synchronized media is used on Honorlock Student pages or in Student Support Documents.

1.2.5 Instructor Remarks and Explanations

Most Honorlock Instructor pages do not use prerecorded video in synchronized media. Audio description is not provided for prerecorded video in synchronized media on the Instructor View Session page and the Instructor Internal Dashboard pages. A process where captions can be added on a per request basis will be implemented.

No prerecorded video in synchronized media is used in Instructor PDF Export and Support Documents.

1.4.3 Contrast (Minimum) (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.4.3 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Does Not Support
- Electronic Docs: Supports

1.4.3 Student Remarks and Explanations

Visual presentation of text on most Honorlock Student pages does not have a contrast minimum of 4.5:1. For example, the contrast of the text "Extension Required" is 3.7:1 on the Student iFrame Honorlock Installation page. This example is not considered large scale text because it is not bold. These fixes have been added to our Product Roadmap.

Visual presentation of text in Student Support Documents has a contrast minimum of 4.5:1.

1.4.3 Instructor Remarks and Explanations

Visual presentation of text on the Honorlock Instructor pages does not have a contrast minimum of 4.5:1. For example, on the Instructor LTI page, the contrast of the text "Third Party" on buttons is 2.2:1 and the contrast of the text "Enabled: on" buttons is 1.6:1. Neither of these examples is considered large scale text because it is not bold and at least 14-point. These fixes have been added to our Product Roadmap.

Visual presentation of text in Instructor PDF Export and Support Documents does not have a contrast minimum of 4.5:1. Most of the text in Instructor PDF Export documents does not have sufficient color contrast. These fixes have been added to our Product Roadmap.

1.4.4 Resize text (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.4.4 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.4.4 Student Remarks and Explanations

When text on most Honorlock Student pages is resized up to 200 percent with the browser settings, there is no loss of content or functionality. On the Student Authentication Steps and Student Universal pages, there is a loss of content and functionality when text is resized up to 200 percent with the browser settings. Some text and buttons are not visible when the text on the pages is resized. These fixes have been added to our Product Roadmap.

When text on Student Support web pages is resized up to 200 percent with the browser settings, there is loss of content or functionality. The navigation links block the page content and the Resources links are not visible. These fixes have been added to our Product Roadmap.

1.4.4 Instructor Remarks and Explanations

When text on most Honorlock Instructor pages is resized up to 200 percent with the browser settings, there is no loss of content or functionality. On the Instructor View Session page and the Instructor Internal Dashboard, there is a loss of content and functionality when text is resized up to 200 percent with the browser settings. The informational tabs and table of exam events become hidden from view and the scroll bars do not reveal the content to users. These fixes have been added to our Product Roadmap.

When text on Instructor Support web pages is resized up to 200 percent with the browser settings, there is loss of content or functionality. The navigation links block the page content and the Resources links are not visible. These fixes have been added to our Product Roadmap.

1.4.5 Images of Text (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

1.4.5 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

1.4.5 Student Remarks and Explanations

Honorlock Student pages do not use images of text.

1.4.5 Instructor Remarks and Explanations

Honorlock Instructor pages do not use images of text.

2.4.5 Multiple Ways (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.5 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

2.4.5 Student Remarks and Explanations

Honorlock Student Live Pop-In and Student Initiated Support are steps in a process. More than one way to locate the page is not required.

2.4.5 Instructor Remarks and Explanations

Honorlock Instructor pages are a step in a process. More than one way to locate the page is not required.

2.4.6 Headings and Labels (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.6 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Does Not Support
- Electronic Docs: Supports

2.4.6 Student Remarks and Explanations

Headings and labels on Honorlock Student pages describe the topic or purpose of the content. For example, on the Student Universal iFrame and Add Extension page, "Extension Required" describes the purpose of the "I agree..." check box and GET STARTED button. Currently, the page does not have a logical heading order. Headings and labels on the Student Authentication Steps page do not describe the topic or purpose of the content. These fixes have been added to our Product Roadmap.

Headings and labels in Student Support Documents describe the topic or purpose of the content.

2.4.6 Instructor Remarks and Explanations

Headings and labels on most Honorlock Instructor pages describe the topic or purpose of the content. Proctoring Settings for each exam include, but are not limited to, headings for Third Party Exam Settings, Recording Options, and Verification Options. The Instructor View Results page does not have a heading 1. These fixes have been added to our Product Roadmap.

Headings and labels on Instructor Support web pages describe the topic or purpose of the content. Heading and labels in Instructor PDF Export do not describe the topic or purpose of the content. These fixes have been added to our Product Roadmap.

[2.4.7 Focus Visible](#) (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

2.4.7 Conformance Level – Does Not Support

- Web: Does Not Support
- Software: Not Applicable
- Authoring Tool: Does Not Support
- Electronic Docs: Supports

2.4.7 Student Remarks and Explanations

Some keyboard operable user interfaces on Honorlock Student pages do not have a mode of operation where the keyboard focus indicator is visible. On the Student Authentication Steps page, the action buttons, such as "CLOSE ALL TABS", do not have a visible keyboard focus indicator. On other pages, buttons and links are not highlighted when they receive focus. These fixes have been added to our Product Roadmap.

Keyboard operable user interfaces on the Student Support web pages do not have a mode of operation where the keyboard focus indicator is visible. These fixes have been added to our Product Roadmap.

2.4.7 Instructor Remarks and Explanations

Most keyboard operable user interfaces on Honorlock Instructor pages do not have a mode of operation where the keyboard focus indicator is visible. On the Instructor View Sessions page, buttons and links are not highlighted when they receive focus. The rows in the table of exam events are highlighted to indicate keyboard focus. On other pages, buttons and links are not highlighted when they receive focus. These fixes have been added to our Product Roadmap.

Keyboard operable user interfaces on the Instructor Support web pages do not have a mode of operation where the keyboard focus indicator is visible. These fixes have been added to our Product Roadmap.

[3.1.2 Language of Parts](#) (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.1.2 Conformance Level – Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.1.2 Student Remarks and Explanations

Honorlock Student pages do not use changes in human language.

Student Support Documents do not use changes in human language.

3.1.2 Instructor Remarks and Explanations

Honorlock Instructor pages do not use changes in human language.

Instructor PDF Export and Support Documents do not use changes in human language.

3.2.3 Consistent Navigation (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.2.3 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.2.3 Student Remarks and Explanations

Navigational mechanisms that are repeated on Honorlock Student pages and Student Support web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

3.2.3 Instructor Remarks and Explanations

Honorlock Instructor pages are not part of a set of web pages which include navigational mechanisms that are repeated on multiple web pages.

Navigational mechanisms that are repeated on Instructor Support web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

3.2.4 Consistent Identification (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.2.4 Conformance Level – Partially Supports

- Web: Partially Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.2.4 Student Remarks and Explanations

Most of the components on the Honorlock Student pages that have the same functionality as other Honorlock pages are identified consistently. The Honorlock Livechat is not identified consistently on the Student iFrame Honorlock Installation page and the Exam Results pages. These fixes have been added to our Product Roadmap.

Components that have the same functionality within Student Support web pages are identified consistently.

3.2.4 Instructor Remarks and Explanations

Most of the components on the Honorlock Instructor pages that have the same functionality as other Honorlock pages are identified consistently. The Honorlock Livechat is not identified consistently on the Instructor LTI page and the Exam Results pages. These fixes have been added to our Product Roadmap.

Components that have the same functionality within Instructor Support web pages are identified consistently.

3.3.3 Error Suggestion (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.3.3 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.3.3 Student Remarks and Explanations

User input errors on the Honorlock Student pages and in Student Support Documents are not automatically detected.

3.3.3 Instructor Remarks and Explanations

User input errors on the Honorlock Instructor pages are not automatically detected.

User input errors in Instructor PDF Export and Support Documents are not automatically detected.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)

Also applies to Revised Section 508 chapters 501 (Web)(Software), 504.2 (Authoring Tool), and 602.3 (Support Docs).

3.3.4 Conformance Level - Supports

- Web: Supports
- Software: Not Applicable
- Authoring Tool: Supports
- Electronic Docs: Supports

3.3.4 Student Remarks and Explanations

Honorlock Student pages do not cause legal commitments or financial transactions for the user to occur.

3.3.4 Instructor Remarks and Explanations

Honorlock Instructor pages do not cause legal commitments or financial transactions for the user to occur.

Section 3: Success Criteria, Level AAA

Notes: Honorlock has not been evaluated for conformance with WCAG 2.0 Level AAA.

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Section 508 Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: The following table is intentionally left blank because Functional Performance Criteria are not necessary to evaluate whether Honorlock conforms with the applicable Section 508 Standards via equivalent facilitation. The technical standards address Honorlock's features.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision		
302.2 With Limited Vision		
302.3 Without Perception of Color		
302.4 Without Hearing		
302.5 With Limited Hearing		
302.6 Without Speech		
302.7 With Limited Manipulation		

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength		
302.9 With Limited Language, Cognitive, and Learning Abilities		

Section 508 Chapter 5: [Software](#)

Notes: Honorlock is not platform software or a software tool provided by the platform developer. Honorlock is not required to conform to 502 or 502.3 which is intentionally left blank.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Supports	See information in WCAG 2.0 section
503.3 Alternative User Interfaces	Supports	See information in WCAG 2.0 section
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Does Not Support	On the Roadmap
503.4.2 Audio Description Controls	Does Not Support	On the Roadmap
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Does Not Support	On the Roadmap
504.2.2 PDF Export	Does Not Support	On the Roadmap
504.3 Prompts	Does Not Support	On the Roadmap
504.4 Templates	Not Applicable	Templates are not provided

Section 508 Chapter 6: [Support Documentation and Services](#)

Notes: Information about Honorlock accessibility and compatibility features is being developed and is on the Product Roadmap. This information will be incorporated into electronic support documentation and made available through Honorlock support services.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	On the Roadmap
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All Support Documentation is available in an electronic format
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	On the Roadmap
603.3 Accommodation of Communication Needs	Supports	Chat, email, and phone support is available to all users

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