

Honorlock Accessibility Conformance Report, Instructor

The purpose of this Accessibility Conformance Report (ACR) is to assist Honorlock customers and buyers in making preliminary assessments regarding the accessibility support provided by the Honorlock product.

Name of Product and Version

Honorlock web application and extension

Report Date

October 2025

Product Description

Online proctoring

Contact Information

If you have questions about the information in this document, please contact us via email at [Honorlock Accessibility](#).

Notes

This report is based on a sample exam process, as of the date of this report, that instructors would use to:

- Enable Honorlock for an exam
- Navigate to the exam with Honorlock enabled
- Use the Live Chat to contact Honorlock Support
- Define the exam proctoring settings
- Review exam results and view individual student exam sessions
- Review summary information of exam results

- Export summary information of exam results as a PDF document.

Evaluation Methods Used

Honorlock web content and user pages were evaluated using automated and manual testing procedures by a certified [Trusted Tester Version 5](#) with the Chrome browser in the Canvas learning management system.

Testing with screen reading software was also conducted by an expert user of screen reading software. The evaluator worked through the sample exam process using JAWS for Windows (version 2024) screen reading software with Chrome Version 124. The evaluator also worked through the sample exam process using VoiceOver screen reading software (version MacOS 14.4.1) with the Chrome Version 124.

Applicable Standards and Guidelines

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

- [Web Content Accessibility Guidelines 2.1](#)
 - Level A (Yes)
 - Level AA (Yes)
 - Level AAA (No)
- [Revised 508 Standards](#)
 - (No)

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.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

A response may use “Supports” instead of using “Not Applicable” to mean that if there was no content to which a success criterion applied, the success criterion was satisfied. Additionally, some success criteria were supported by providing alternative solutions while the product is being updated to fully meet all success criteria without the use of alternative solutions. Also, since [4.1.1 Parsing was removed from WCAG 2.2](#), it was no longer applicable and was considered Supports.

WCAG 2.1 Report

When reporting on conformance with the WCAG 2.1 Success Criteria, they were scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

The Remarks and Explanations include examples to illustrate the conformance level of each success criterion, not an exhaustive list of accessibility barriers. For information about any additional accessibility barriers impacting the product’s accessibility conformance with a success criterion that were noted during the product evaluation, contact [Honorlock Accessibility](#).

WCAG 2.1 Accessibility Conformance with Alternative Solutions

Conformance Level	Number of Criteria	Percent
Supports (labeled in green)	45	83%
Partially Supports (labeled in yellow)	6	11%
Does Not Support (labeled in red)	3	6%

Table Information for ACR Readers

For each of the standards or guidelines, the criteria are listed in a table. The structure of the table rows is as follows:

- The first column contains the success criterion being evaluated. When multiple tests apply to a success criterion, an individual success criterion may be listed in multiple rows with each row labeled as a part, such as Part 1 of 3.
- The second column describes the level of conformance of the Honorlock Instructor product by individual criterion. When multiple tests apply to a success criterion, the conformance level reported in the second column applies to the entire success criterion.
- The third column contains additional remarks and explanations with examples about the product. When multiple tests apply to a success criterion, the table cells in the Remarks and Explanations column may contain separate paragraphs to document the results for each applicable test.

Table 1: WCAG 2.1 Level A

Success Criterion	Conformance	Remarks and Explanations
<u>1.1.1 Non-text Content</u>	Supports	Images on the Honorlock Instructor pages had alt-text descriptions or accessible names that provided equivalent description for the meaningful image and or referred to a description in the page content.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u>	Supports	There was no prerecorded audio-only content on the Honorlock Instructor pages. This success criterion was not applicable. There was no prerecorded video-only content on the Honorlock Instructor pages. This success criterion was not applicable.
<u>1.2.2 Captions (Prerecorded)</u>	Supports	On the View Session page, prerecorded synchronized media included a transcript of meaningful audio content, but the transcript had some errors. Instructors may request a corrected transcript by contacting Honorlock Support.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u>	Supports	On the View Session page, text description was available for meaningful visual information as part of the information in the View Session flagged items table. Instructors may request additional description of meaningful visual information by contacting Honorlock Support.

Success Criterion	Conformance	Remarks and Explanations
1.3.1 Info and Relationships (Part 1 of 2)	Partially Supports	<u>Plan to remediate in Q1 2026</u> Each programmatically determinable heading on the Honorlock Instructor pages were visual headings on the pages and visual headings are programmatically determinable. In the Summary Report PDF, all visually apparent headings were not programmatically determinable headings. Honorlock Instructor pages that had the visual appearance of a list are now defined programmatically as a list according to the type of list (, , or <dl>). In the Summary Report PDF, none of the visually apparent data tables had programmatic markup to identify them as tables.
1.3.1 Info and Relationships (Part 2 of 2)	Partially Supports	<u>Plan to remediate in Q1 2026</u> Honorlock Instructor pages now appropriately identify header relationships for each data cell (column and/or row headers when applicable). In the Summary Report PDF, none of the data tables appropriately identified header relationships for each data cell.
1.3.2 Meaningful Sequence	Supports	The sequence and meaning of the content (in context) on the Honorlock Instructor pages were understandable without CSS positioning.

Success Criterion	Conformance	Remarks and Explanations
1.3.3 Sensory Characteristics	Supports	When instructions on the Honorlock Instructor pages used shape, size, location, orientation, or sound to convey meaning, another method that did not rely on sensory characteristics was provided.
1.4.1 Use of Color	Supports	When color was used on the Honorlock Instructor pages to convey information, indicate an action, prompt a response or distinguish a visual element, another visual, onscreen method was used to convey the information which did not use color. Some links on the Honorlock Instructor pages were only distinguished by color. On the Exam Summary Report page, the Exam Results, Search & Destroy, and Settings links were only distinguished by color.
1.4.2 Audio Control	Supports	There was no audio content on the Honorlock Instructor pages that played automatically. This success criterion was not applicable.
2.1.1 Keyboard	Supports	All functionality on the Honorlock Instructor pages can be accessed and executed using only the keyboard, or via information availability elsewhere on the pages.

Success Criterion	Conformance	Remarks and Explanations
2.1.2 No Keyboard Trap	Supports	On the Honorlock Instructor pages, Keyboard focus could be moved away from an element on the page, and keyboard focus could be moved away from each section of the page containing elements (and was not trapped in a “loop”, preventing access to other elements on the page) by using either: 1. Standard navigation keys; or 2. Custom keystrokes (which were documented and available to users in the application).
2.1.4 Character Key Shortcuts	Supports	Single key character shortcuts were not used on the Honorlock Instructor pages. This success criterion was not applicable.
2.2.1 Timing Adjustable	Supports	Content on the Honorlock Instructor pages did not have time limits. This success criterion was not applicable.
2.2.2 Pause, Stop, Hide	Supports	No content on the Honorlock Instructor pages continued moving for more than 5 seconds without a mechanism to pause, stop, or hide the content. This success criterion was not applicable. There was no automatically updating content on the Honorlock Instructor pages. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold	Supports	There was no flashing content on the Honorlock Instructor pages.
2.4.1 Bypass Blocks	Supports	The Honorlock Instructor pages contained blocks of content that were repeated on other pages, and on some pages there was no keyboard-accessible method provided to bypass repetitive content. On the Honorlock Exams page and on the Exam Results page, there was no keyboard-accessible method provided to bypass the repetitive block of content containing the Need help link and toggle menu that were repeated on several pages. All of these items have been addressed.
2.4.2 Page Titled	Supports	The title element of Honorlock Instructor web pages documents and identifies its contents or purpose.

Success Criterion	Conformance	Remarks and Explanations
2.4.3 Focus Order (Part 1 of 2)	Supports	The focus order did not preserve the meaning and operability of some Honorlock Instructor pages (for example, focus order did not follow the logical order of operation, normally top to bottom, and left to right). On the Register a Third Party Exam and Exam Settings pages, when no Exam Platform was selected and the Direct Exam URL was disabled, the information tooltip button for the Direct Exam URL was in the page tab order. On the View Session page, the visual focus did not remain within the View Session content until it was closed. All of these items have been addressed.

Success Criterion	Conformance	Remarks and Explanations
2.4.3 Focus Order (Part 2 of 2)	Partially Supports	<u>Plan to remediate in Q1 2026</u> When a modal dialog box was open on some Honorlock Instructor pages, the visual focus did not remain within the modal dialog box until it was closed. On the Honorlock Exams page, when the Honorlock Practice Exam dialog box was open, the focus did not remain within the dialog box until it was closed by the user and typing ESC did not close the dialog box. On the Exam Results page: when the Review dialog box was open, the focus did not move into the dialog box and the focus did not remain within the dialog box until it was closed by the user; when the Review dialog box was closed, the focus returned to the bottom of the page content instead of the Review button that was used to open the Review dialog box. When page content on the Honorlock Instructor pages was hidden or dismissed, either: 1. Keyboard focus automatically returned to the logical sequence of focus order before the content was revealed; or 2. One additional keystroke or keystroke combination returned focus to the logical sequence of focus order before the content was revealed. On multiple pages, when the Need Help button was used to open the Chat and the Minimize Chat window button was activated, the focus stayed at the bottom of the page tab order and did not return to the Need Help button.

Success Criterion	Conformance	Remarks and Explanations
2.4.4 Link Purpose (In Context)	Partially Supports	<u>Chat Provider</u>: In the Chat, the Close button had the unclear accessible name "Close modal". There are two buttons with the same function but different accessible names, Chat now and Chat. There are two buttons with the same function but different accessible names, See chat history and Chat. When the Options menu was expanded, the accessible names for the Send transcript, Sounds mute, Sounds unmute elements did not include button or link. The accessible name for the Home button did not provide adequate description of the button's purpose. This issue is controlled by LiveChat and has been reported to them.
2.5.1 Pointer Gestures	Supports	All functionality on the Honorlock Instructor pages that could be operated with a pointer could be operated with single-pointer actions. Path-based or multi-point gestures were not required to operate any functionality.
2.5.2 Pointer Cancellation	Supports	For functionality on the Honorlock Instructor pages that could be operated using a single-pointer, the action was not triggered on the down event.
2.5.3 Label in Name	Supports	Links and buttons on the Honorlock Instructor pages that included a visible text label or an image of text as a label did have accessible names that matched or included the visible text in the label.

Success Criterion	Conformance	Remarks and Explanations
<u>2.5.4 Motion Actuation</u>	Supports	The Honorlock Instructor product only ran on the desktop version of browsers, not as a mobile application, and no functionality was implemented that could be triggered by motion actuation. This success criterion was not applicable.
<u>3.1.1 Language of Page</u>	Supports	The default primary language was correctly specified and matched the default human language of most of the Honorlock Instructor pages. In the Summary Report PDF, the page language was not defined.
<u>3.2.1 On Focus</u>	Supports	When an interface component received focus on the Honorlock Instructor pages, there were no unexpected changes of context that occurred (for example, a new window was not launched, or focus was not moved to another interface component).
<u>3.2.2 On Input</u>	Supports	Changing the value of form elements on the Honorlock Instructor pages did not initiate an unexpected change in context.
<u>3.3.1 Error Identification</u>	Supports	There was no error detection on the Honorlock Instructor pages. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
3.3.2 Labels or Instructions	Supports	Labels or instructions were provided for most form elements on the Honorlock Instructor pages (the label or instruction was visible when the form field had focus and at all times). On the Chat page of the Chat, a text label appeared when the Minimize window button received focus, but on the Home page of the Chat no text label appeared when the Minimize window button received focus.
4.1.1 Parsing	Supports	4.1.1 Parsing was removed from WCAG 2.2 . This success criterion was not applicable.
4.1.2 Name, Role, Value (Part 1 of 2)	Supports	The Honorlock Instructor pages content did not update or change automatically. This success criterion was not applicable. The accessible name of input fields on the Honorlock Instructor pages describes its state.

Success Criterion	Conformance	Remarks and Explanations
4.1.2 Name, Role, Value (Part 2 of 2)	Supports	The Honorlock Instructor pages provide notification of each form-related change in content on the page. Frames were not used on the Honorlock Instructor page. This success criterion was not applicable. When an iFrame was used on the Honorlock Instructor pages and the iFrame was in the page tab order, the combination of the accessible name and description properly describes its content.

Table 2: WCAG 2.1 Level AA

Success Criterion	Conformance	Remarks and Explanations
1.2.4 Captions (Live)	Supports	There was no live synchronized media on the Honorlock Instructor pages. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
1.2.5 Audio Description (Prerecorded)	Supports	Text descriptions were provided for meaningful visual information that was part of prerecorded synchronized media. Instructors may contact Honorlock Support for additional description of meaningful visual information in videos.
1.3.4 Orientation	Supports	The Honorlock Instructor product only ran on the desktop version of browsers, not as a mobile application. This success criterion was not applicable.
1.3.5 Identify Input Purpose	Supports	When form elements that accepted an individual's personal data were used on the Honorlock Instructor pages, then the purpose of each input field which collected information about the user could be programmatically determined when the input field served a purpose identified by one of the 53 autocomplete attributes. In the Live Chat, only one form element accepted an individual's personal data, and the autocomplete attribute was set with the appropriate value to identify the purpose of that UI component (name).
1.4.3 Contrast (Minimum)	Partially Supports	<u>Plan to remediate in Q1 2026</u> In the Summary Report PDF, the color contrast of the Medium text was 2.9:1 with background colors, and the color contrast of link text with adjacent text was 1.8:1.
1.4.4 Resize text	Supports	For Honorlock Instructor pages, there are mechanisms that allow the user to resize text on the page.

Success Criterion	Conformance	Remarks and Explanations
1.4.5 Images of Text	Supports	Images of text were not used on the Honorlock Instructor pages. This success criterion was not applicable.
1.4.10 Reflow	Does Not Support	When the viewport was set to 320 CSS pixels wide (or when page content at 1280 CSS pixels wide was magnified to 400% with browser settings), there was some loss of information or functionality on some Honorlock Instructor pages, except for parts of the content which required two-dimensional layout for usage or meaning. On the Honorlock Exams page: the text for exam names for the Enable, Settings, and Results links provided with the title attribute did not magnify; the text for the alt-text of the Honorlock logo provided with the title attribute did not magnify; the text in the Choose department combobox was obscured; the Open chat icon obscured page content on some displays; the option selected in the Sort by combo was partially obscured; the Exam related content did not reflow and was partially obscured; the background for the violation text did not resize to match the violation text; In MacOS, the toggle menu icon required horizontal scrolling to view. Most content on the Register a Third Party Exam and Exam Settings pages did not reflow when the page content was magnified to 400% with browser settings. In "View Session", the flagged items content did not reflow to fit horizontally within the viewport and most page content and functionality were not viewable at 320px.

Success Criterion	Conformance	Remarks and Explanations
1.4.11 Non-text Contrast (Part 1 of 2)	Does Not Support	When visual boundaries were used as the only means of indicating an active user component's hit area on the Honorlock Instructor pages, some visual boundaries did not have color contrast of at least 3.0:1 with the adjacent background. On the Register a Third Party Exam and Exam Settings pages, the color contrast ratio of the visual boundaries of the Exam Name, Exam Platform Name, Direct Exam, URL, and the Exam Password text entry fields were 1.6:1 with the adjacent background. The color contrast of some possible visual states of some active user interface components on the Honorlock Instructor pages, including but not limited to focused, hovered, checked, selected, unselected, and pressed, and the contrast of images or icons used for the component that were required to understand the purpose of the component, did not maintain a contrast of at least 3.0:1 in all states, except if the contrast of the state was the default color set by the browser. On the Honorlock Exams page: the hovered state of the toggle dropdown menu had a color contrast ratio of 1.4:1 with the background color; the focused state of the toggle dropdown menu had a color contrast ratio of 1.5:1 with the background color; the hovered state of the Choose a Department combo box had a color contrast ratio of 1.5:1 with the background color; the hovered states of the Search field and Sort by combo box both had a color contrast ratio of 1.5:1 with the background color; the hovered states of the filter by radio buttons had a color contrast ratio of 1.7:1 with the background color. On the Search & Destroy page, the hovered state of the Drag or Click element had a color contrast ratio of 1.6:1 with the adjacent colors.

Success Criterion	Conformance	Remarks and Explanations
1.4.11 Non-text Contrast (Part 2 of 2)	Does Not Support	Parts of some graphics required to understand the content on the Honorlock Instructor pages did not have a contrast ratio of 3.0:1 against adjacent colors, except for graphics which have visible text for the same information or that were decorative. On the Register a Third Party Exam and Exam Settings pages, the information tooltip icon for the Direct Exam URL had a color contrast ratio of 2.2:1 against adjacent colors. On the Exam Results page, the Medium Flag, Low Flag, and Informational Flag icons had a color contrast ratio of 1.9:1 against adjacent colors.
1.4.12 Text Spacing	Supports	Text implemented in Canvas was an exception to this success criterion. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
1.4.13 Content on Hover or Focus	Supports	Some additional content triggered on the Honorlock Instructor pages by the pointer hover or keyboard focus that became visible and then hidden was not dismissible, hoverable, and persistent. On the Honorlock Exams page, the Enable, Results, and Settings links, and the Honorlock logo svg images used the title attribute to display text that was not hoverable. On the View Session page, the tooltips for the "Close" button and for the media play control buttons that became available on hover were not keyboard accessible (the tooltips associated with the buttons could only be triggered on-hover). On the View Session page: the tooltips for the "Close" button and for the media play control buttons were not dismissible; the tooltips for the "Close" button and for the media play control buttons were not hoverable. All of these items have been addressed.
2.4.5 Multiple Ways	Supports	The Honorlock Instructor web pages were not within a set of related web pages, or the web pages were a result of, or a step in, a process. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
2.4.6 Headings and Labels	Partially Supports	Form labels on the Honorlock Instructor pages are now sufficiently clear and descriptive. They inform users of the purpose of the form element and what input data is expected, including applicable data requirements. This includes specific updates to: • Register a Third Party Exam and Exam Settings pages: The Exam Start and Exam End labels now clearly include "date" and the applicable date format requirements. • Exam Results page: The Duration text entry field now includes the applicable data requirements. In the Chat: In the Start Chat page of the Chat, the text label "Collapse" was not sufficiently clear and descriptive for the purpose of the button; on the Home page of the Chat, there were two buttons with the same function but different labels, "Chat now" and "Chat"; after the Chat was closed, on the Home page of the Chat, there were two buttons with the same function but different labels, "See chat history" and "Chat"; on the Home page of the Chat, the label for the Home button was not clear. This issue is controlled by LiveChat and has been reported to them.

Success Criterion	Conformance	Remarks and Explanations
2.4.7 Focus Visible	Supports	There is now a visible indication of focus when some interface elements on the Honorlock Instructor pages received focus. On the Honorlock Exams page, the exam filters have a visible indication of focus.
3.1.2 Language of Parts	Supports	All the content on the Honorlock Instructor pages was the same human language, English, as the default human language on the page. This success criterion was not applicable.
3.2.3 Consistent Navigation	Supports	Each repeated component on the Honorlock Instructor pages occurred in the same relative order with regard to other repeated components on each web page where it appeared.
3.2.4 Consistent Identification	Supports	The accessible name and description were consistent for components on the Honorlock Instructor pages that performed the same function within a set of web pages.
3.3.3 Error Suggestion	Supports	There was no automatic error detection on the Honorlock Instructor pages, or it was not possible to provide suggestions to correct errors on the page. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Users were not required to submit user form entries on the page that resulted in or caused legal commitments or financial transactions, to submit entries that modified or deleted user-controllable data in a data storage system, or to submit test responses. This success criterion was not applicable.
4.1.3 Status Messages	Supports	When status messages were used on the Honorlock Instructor pages, status messages could be programmatically determined through role or properties such that they could be presented to the user by assistive technologies without receiving focus.

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