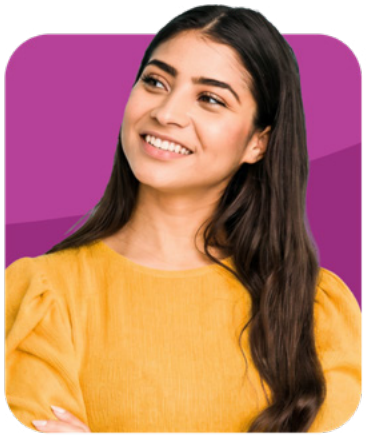






Buyer's Guide:

Online Proctoring for Certification & Licensure

How to select the right proctoring solution to secure, grow and scale your certification or licensure program

You've invested significant time, budget, and expertise into building credentialing programs people trust. The problem is that candidates now have more tools available that can help them to pass exams without proving what they know.

These tools can help another person take the test for them, or they can be AI tools that can answer pretty much any question you can think of. For example, did you know that older models of ChatGPT passed versions of certification and licensure exams required to become an attorney, CPA, and physician? If it can pass those, are your organization's exams really out of reach?

If they used those tools, could you prove it? Without the right proctoring solution, it's difficult to know whether the exam measured the candidate's knowledge and skills or the tools they used.

Use this guide to compare online proctoring solutions and choose the best one to secure your exams, support your candidates, and protect the value of every credential your organization awards.

Online Proctoring for Certification & Licensure

1. Combines AI with Live Proctors
2. A Better Candidate Experience
3. 24/7/365 Live, Multilingual Support
4. Better Visibility Into Usage, Review, and Exam Content
5. Scalable Proctoring With Predictable Costs
6. Advanced Features for New Threats

1. Combines AI with Live Proctors

Many proctoring services force organizations into choosing between a fully automated solution or only using live proctoring. When used alone, both options compromise assessment integrity, limit scalability, and create a frustrating test-taking experience.

Fully automated solutions don't consider context, which forces exam administrators to spend hours reviewing irrelevant flags like a dog barking or a test-taker coughing. Live Proctoring forces a single human to watch 10 to 12 test-takers at once, which makes it incredibly easy to miss actual misconduct.



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Honorlock's Live Pop-In™

The perfect balance of AI efficiency and human judgement

Honorlock's Live Pop-In is a hybrid proctoring model that solves what other proctoring solutions can't by combining AI monitoring with live human proctor review into one secure, scalable testing experience.

AI monitoring

Our proprietary, multi-layered AI:

- Monitors video, audio, and desktop activity
- Detects cell phones, smartwatches, tablets, and other devices
- Blocks unauthorized AI tools, software, and proxy testing

Intelligent proctor intervention

Not every flag needs to interrupt an exam. Honorlock proctors review flags based on severity, context, and live exam activity, then respond with the right level of intervention for low or high-stakes violations

Low-stakes

For low-stakes behaviors, such as brief glances off-screen or small lighting changes, the proctor can send a quick corrective message to the test taker without pausing the exam.

High-stakes

For higher-stakes violations, such as using a cell phone, the proctor can use "pop in" via chat to address the behavior in real time.

Honorlock's Live Pop-in lets candidates take high-stakes proctored exams 24/7/365 without scheduling, and it scales with program demand while providing trained human review when needed.

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2. A Better Candidate Experience

High-stakes exams are already demanding, and the testing process and technology shouldn't make them harder to complete. Honorlock protects exam content while giving candidates a more practical way to test, without scheduling delays, test center logistics, or unnecessary setup steps.

Many proctoring solutions create avoidable obstacles for candidates, including:

- Advance scheduling and limited proctor availability
- Rescheduling fees that penalize busy professionals
- Travel, traffic, parking, and time away from work
- Long check-in times, delays, or technical issues
- Inconsistent procedures across physical testing centers
- Extra account setup, user profiles, or outdated policies

> "I have been using Honorlock for a while now, and I have to say I love it. The testing process is quick, simple, and less stressful. The testers are able to take the exam immediately rather than waiting several days to take the exam. It's convenient and easy to fit into their daily schedules. I highly recommend Honorlock."
>
> Jeanne Hanlon-Martinez, RD & People Development Manager at Healthcare Services Group

With Honorlock, you can give candidates a better path to completion through:

- Flexible on-demand testing with no scheduling required
- 24/7/365 live (real humans!), multilingual support that responds in seconds
- Convenient remote exams with no driving, traffic, or parking
- Consistent testing quality without relying on test center availability
- Secure online assessments powered by AI and trained proctor review
- Ease to use technology with no separate profile creation required

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Accommodating All Test Takers

Accessibility plays a key role in the candidate experience. Online testing shouldn't create unnecessary technical or accessibility challenges for candidates.

System Requirements

A proctoring solution needs to work for candidates who use accommodations, assistive technology, low bandwidth, hotspots, or common devices such as Chromebooks.

Honorlock supports candidates testing on low bandwidth, unstable networks, or hotspots and doesn't remove them from exams when legitimate internet issues occur. This helps candidates keep testing while giving programs a more accessible option for people without a hardwired internet setup. Honorlock also supports Chromebook testing and uses a simple browser plug-in, so candidates don't need to download a bulky standalone app before they test.

Honorlock's Accessibility-First Approach

Accessibility should be part of how a proctoring solution is designed, tested, and maintained. Honorlock conducts annual third-party accessibility testing, maintains a VPAT, and provides regular accessibility training across the organization.

Honorlock also works with assistive technology, supports flexible accommodations, aligns with WCAG 2.1 AA guidelines, holds SOC 2 Type 2 certification, and provides a public Accessibility Statement. Regular reviews throughout the year help identify and address accessibility issues as standards and candidate needs evolve.

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Accommodations Built Into the Exam Experience

Candidates with approved accommodations need a proctoring process that recognizes those needs before an exam is paused or interrupted. Honorlock lets exam admins add candidate-specific accommodations and respects accommodations set in the LMS, such as:

- Extra time or scheduled breaks
- Multiple monitors when approved
- An interpreter in the room
- Assistive technology, such as dictation software
- Extensions needed for assistive tools
- ID verification bypass when a photo ID isn't available

Honorlock's live proctors review each candidate's accommodations before they act. Instead of automatically pausing or ending an exam when behavior is flagged, proctors can confirm whether the activity is allowed for that test taker. That helps candidates test with fewer unnecessary interruptions and gives programs a more consistent way to manage accommodations.



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Screen Reader, Keyboard Access, and Smart Speech Detection

Honorlock helps candidates and exam admins use the platform with screen readers and keyboard-only navigation. Candidates who need text read aloud can use screen reader capability, and visible outlines show where users are on the page as they tab through Honorlock.

Smart Speech Detection adds another benefit for both exam security and accessibility. It is designed to detect possible attempts to activate voice assistants on nearby phones, such as “Hey Siri” or “OK Google.” Because it listens for specific phrases instead of every sound, candidates can read aloud or use approved assistive tools with fewer unnecessary interruptions.

Meets Accessibility Standards

At a minimum, like Honorlock, any worthy proctoring solution should be fully ADA compliant, conform with WCAG 2.1 level AA guidelines and provide a publicly available Accessibility Statement.

3. 24/7/365 Live, Multilingual Support

Candidates need help at the exact moment a proctored exam starts, whether they are dealing with login issues, device settings, browser updates, internet problems, authentication questions, or room scan confusion. If a provider sends those issues back to your staff, your team becomes the help desk for a tool it does not control, and candidates can lose valuable testing time.

Honorlock includes 24/7/365 end-user support from real people at no extra cost. Live support responds in less than 15 seconds and provides real-time multilingual translation in 50 languages, so candidates can get step-by-step help in their preferred language whenever they test while your team stays focused on the program.



"With Honorlock, support is instant. Candidates just open the chat, and the proctors are there. The response times are incredible... What I love about Honorlock is that you folks are constantly making your product better. It's a great product, and I'm really happy we switched."

Elizabeth Lydon, Credentials Coordinator, eLuminate

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Quality & Responsiveness

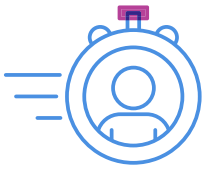
When an exam is about to begin, candidates can't afford to wait hours or days for a response. They need real-time help from people—REAL humans—who can resolve the issue, answer questions, and help them continue testing.

Honorlock provides that with 24/7/365 human support that responds in seconds whenever candidates need help, plus real-time multilingual translation in 50 languages.

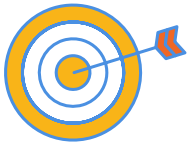
Honorlock support stats:



< 15 seconds average response time



< 7 minutes average resolution



99% issue resolution



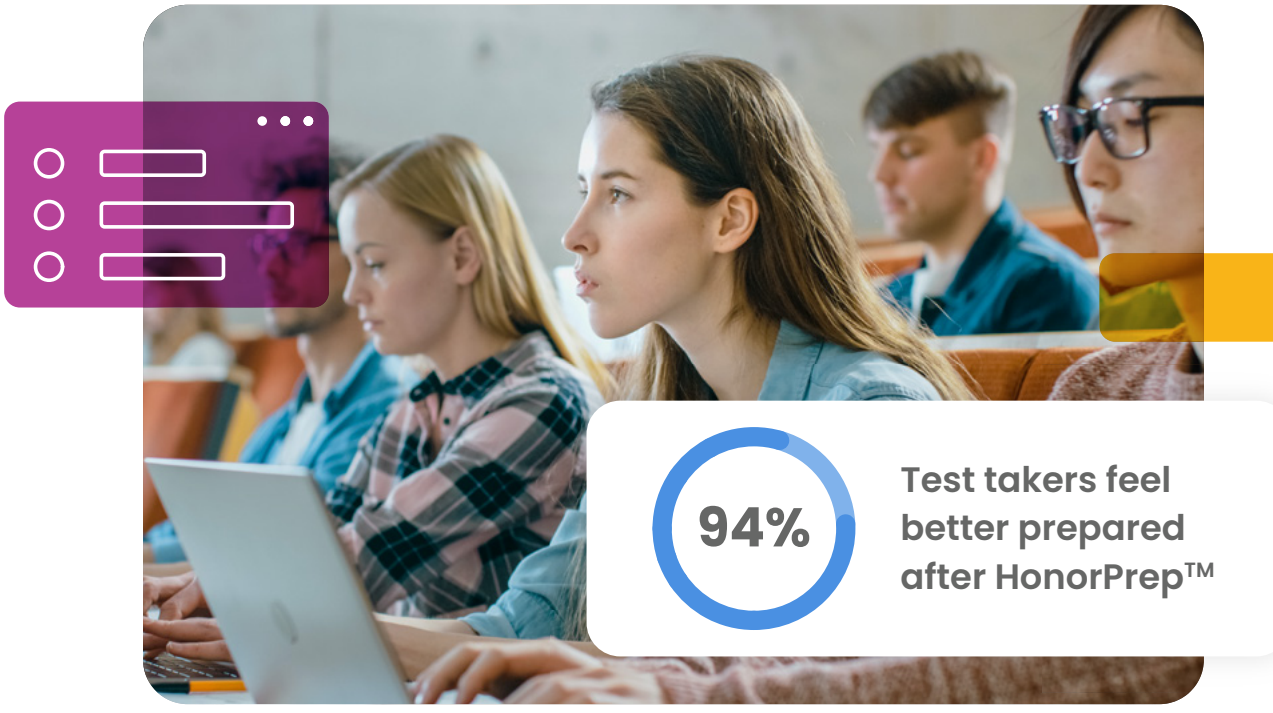
94% live chat satisfaction

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Unlimited System Checks & Practice Exams

Candidates shouldn't find out their device, browser, or internet connection has an issue when they're already trying to start a scheduled exam. Last-minute updates, failed system checks, or room scan confusion can delay testing, add stress, and even force candidates to reschedule through no fault of their own. Those issues also create more complaints, support requests, and administrative work for your program.

HonorPrep™, Honorlock's research-backed, unlimited-use tutorial, helps candidates prepare before exam day with a system check, authentication, and a sample room scan. Programs can also offer practice exams at no extra cost, so candidates know what to expect inside the assessment platform or LMS. That means a better candidate experience and fewer preventable issues for your team to manage.



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A Dedicated Success Manager

Your proctoring provider shouldn't disappear after implementation or make your team explain your program every time you need help. When support teams don't understand your exams, policies, candidates, or goals, basic questions can take longer to resolve and program-level issues can get harder to manage. With Honorlock, each partner organization has a dedicated success manager who gets to know your certification or licensure program. From onboarding and training to regular check-ins, reporting, and ongoing guidance, your success manager helps your team manage proctoring with less administrative burden and more confidence in the exam experience.



"I value explaining the difficulties we're having and sharing what we need; then Honorlock would address the difficulty and make the product even better. I like that we are able to give input. When I worked with the other proctoring company, we'd make suggestions, and their response was always, 'Oh, too bad!'"

Jeannie Fissinger Senior VP, Policy & Training Development, Healthcare Services Group

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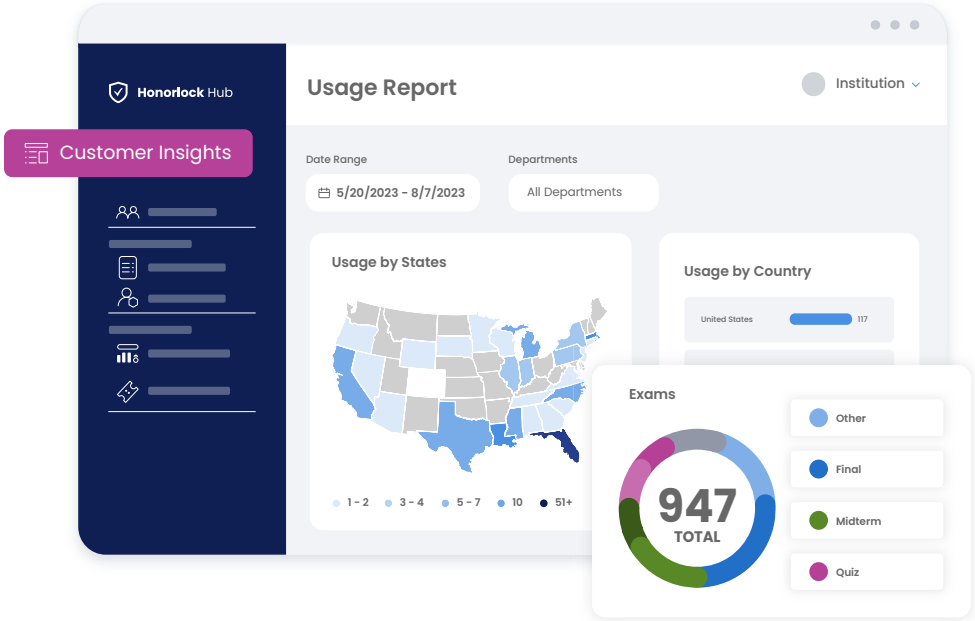
4. Better Visibility Into Usage, Review, and Exam Content

Buying a proctoring solution shouldn't leave your team guessing about usage, exam security, candidate issues, or review workload. Static reports can tell you what happened after the fact, but they don't give your organization enough information to manage proctoring across a certification or licensure program.

Honorlock's Analytics Hub™ gives programs a 360-degree view of proctoring performance, from usage and flagged sessions to review needs and compromised exam content. Your team can see what's working, where issues are occurring, and which exams may need attention, so you can get more value from your proctoring system and make better decisions as your program grows.

Analytics You Can Use

Honorlock gives programs real-time visibility into how proctoring is being used across exams. Instead of relying on limited reports, your team can monitor usage, review trends, track adoption, and apply consistent policies across your program.



Find and Address Leaked Exam Content

Certification and licensure programs need to know when exam content may be exposed online. Honorlock helps identify compromised assessment items across exams and provides one-click takedown requests, along with guidance to help your team strengthen assessments and protect exam validity.

Reduce Review Time

With many proctoring solutions, your team is left reviewing large volumes of AI-flagged behavior after each exam. That can be time-consuming, especially when staff members aren't trained reviewers.

Honorlock's proctors review flags in real time and intervene when needed, so your team spends less time sorting through low-value alerts and more time reviewing the sessions that need attention. The Integrity Funnel™ gives your team visibility into what Honorlock reviewed, what was resolved, and what still needs program review. A third-party study found that Honorlock reduced violation review time by 87% or more for exam administrators.



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5. Scalable Proctoring With Predictable Costs

Cost can limit a certification or licensure program's ability to expand. Setup fees, hourly pricing, rescheduling fees, and added charges for support can make proctoring harder to budget as exam volume changes. Buyers need a model that protects exam security, supports candidates, and doesn't create surprise costs for the organization.

Honorlock offers flat-rate pricing per exam or per candidate, so your organization doesn't pay more just because an exam runs longer. Candidates also benefit from no required scheduling, which means fewer rescheduling fees and fewer testing headaches.

Flat-Rate Cost, No Setup Fees

Honorlock includes implementation, training, setup, end-user support, and a dedicated success manager at no additional cost. That gives your team a more predictable way to manage proctoring costs while still providing the security, service, and support your certification or licensure program needs.



"Partnering with Honorlock was a game-changer for Docebo University. We not only freed up our team's time, but we also elevated the certification experience for the 45,000 learners we serve. Honorlock helped us deliver on our commitment to continuously improve the customer experience while scaling with confidence."

Melissa Kruminas, Senior Director of Learning, Docebo

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6. Advanced Features for New Threats

Honorlock gives programs the standard proctoring tools they expect, plus the advanced features that other providers don't offer, but today's exams require.

Nearly all proctoring solutions include standard features that lock the browser, verify identity, and record behavior. Those are a good starting point, but they can't and won't address newer risks such as "invisible" exam assistants, chatbots, and hidden smart devices.

Nearly all proctoring solutions include foundational features that locked browser, identity verification, and desktop recording. In addition to all the basic security tools available in other solutions, Honorlock provides several unique integrity features that other solutions fail to offer. With Honorlock, these security tools elevate the security of your exams and firmly uphold your program's reputation.



Block Unauthorized AI Tools

How can you prevent test takers from stealing your exam content? How can you block unauthorized AI tool usage? Protect your certification program and exams through Honorlock by:

- Disabling copy/paste
- Blocking AI extensions
- Detecting voice assistant activation speech
- Preventing access to other applications or notes
- Deterring phone and tablet use with comprehensive multi-device detection

Protect Proprietary Exam Content

How can you protect the time and resources you invest in creating quality certification exams? How do you know if your exam content has been leaked online?

Honorlock's unique Search & Destroy™ automatically searches the internet for your leaked exam content in minutes, and provides one-click takedown requests. Unlike other solutions, Search & Destroy is easy to use and doesn't require bulky Excel sheet uploads for any change you need to make.



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Detect phones, smartwatches, and other secondary devices

Cell phones are a huge threat to exam integrity. In fact, it's the most common way test takers try to cheat on proctored exams.

There are many types of online proctoring services, and many rely on a live proctor, who may be watching 10-12 exams sessions at once, to catch cell phones.

71%

of violations involve secondary devices

What are the odds that one proctor will catch someone sneaking to use their cell phone in that situation?

Honorlock features that detect devices like cell phones, tablets, smartwatches:

- **Handheld device detection** flags visible mobile phones and other handheld devices (e.g., calculators) unless admins allow them.
- **Apple Handoff detection**, an Honorlock-exclusive feature, identifies nearby Apple devices in the testing area.
- **Smart voice detection** listens for voice commands that activate AI assistants, such as "Hey Siri" or "OK Google," creates a transcript, and alerts a proctor.

  Prioritized proctor review verifies suspected device use before it's marked as a violation. Honorlock proctors are also trained to identify phones that may appear in glare, shadows, camera views, or from light emitted by the device.

Side-Cam Monitoring for Added Exam Security

Honorlock offers a secondary side-camera that works alongside the front camera to provide a wider view of the testing area for exams that need added oversight. By using a second camera angle, proctors can see the candidate's face, hands, keyboard, monitor, desk, and nearby space. This gives programs more visibility into the full exam environment and helps proctors identify unauthorized materials, secondary devices, or behavior that requires review.

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Checklist:

Essential Elements for Certification and Licensure Proctoring

- [ ] Combines AI and live proctor review to detect issues, verify concerns, intervene during exams, and reduce the sessions your team needs to review.
- [ ] Provides 24/7/365 live support in candidates' preferred language, with responses in seconds and most issues resolved in minutes.
- [ ] Lets candidates take proctored exams anytime without scheduling.
- [ ] Blocks unauthorized AI tools, websites, and applications during exams.
- [ ] Detects cell phones and other devices using AI tools instead of only relying on proctor seeing one.
- [ ] Offers side-camera monitoring for added visibility into the candidate's hands, desk, keyboard, and screen.
- [ ] Finds leaked exam content automatically and offers one-click takedown requests.

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- [ ] Offers flat-rate pricing per exam or candidate, with setup, implementation, training, end-user support, and success management included.
- [ ] Works on low bandwidth, hotspots, and Chromebooks, with flexible settings for ADA accommodations and candidate needs.
- [ ] Offers unlimited practice exams, candidate tutorials, and pre-exam system checks at no added cost.
- [ ] Assigns a dedicated success manager for onboarding, check-ins, reporting, and ongoing guidance.
- [ ] Provides in-depth analytics with time-stamped reports, filters, session summaries, and an easy-to-use session viewer.
- [ ] Listens for commands that activate voice assistants on nearby phones, flags them, and alerts a live proctor.
- [ ] Provides accessibility documentation, annual accessibility testing, a third-party VPAT, WCAG 2.1 AA alignment, SOC 2 Type 2 certification, and a public Accessibility Statement.

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