Honorlock Accessibility Conformance Report, Student

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 Student web application, extension, and desktop application

Report Date

November 2026

This report reflects remediation completed since the March 2026 accessibility evaluation of the Honorlock Student product. Conformance level changes since that evaluation: 2.4.3 Focus Order and 2.4.4 Link Purpose (In Context) moved to Supports; 4.1.3 Status Messages moved from Does Not Support to Supports; 4.1.2 Name, Role, Value, 1.4.3 Contrast (Minimum), 1.4.4 Resize text, and 1.4.11 Non-text Contrast moved from Partially Supports to Supports. Remarks were updated throughout to reflect which cited defects were remediated and which remain.

Honorlock has remediated the findings from the March 2026 evaluation that are within its control. Findings attributable to third-party components that Honorlock cannot modify are identified in the relevant remarks. Two findings relating to continuously moving or updating content were reviewed and determined to be essential to the tasks they support; these are retained in the remarks.

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 students would use to:

- Navigate to the exam with Honorlock enabled
- Install the Honorlock extension in the Chrome browser
- Use the Live Chat to contact Honorlock Support
- Download and Install the Honorlock Desktop Application
- Complete the Launch Proctoring Steps before taking the exam, including taking a photo of the student's face and ID, scanning the room where the student plans to take the exam, and sharing the computer screen
- Respond to messages from an Honorlock Proctor during the exam.

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 2026) screen reading software with Chrome Version 146. The evaluator also worked through the sample exam process using VoiceOver screen reading software (version MacOS 26.3) with Chrome Version 146.

Remediation of defects identified in the March 2026 evaluation was implemented and verified internally by Honorlock between March and November 2026. Verification was performed by an accessibility-certified developer and by Honorlock quality assurance staff using assistive technology and keyboard testing. Conformance levels in this report reflect only fixes that are released to production and verified.

Applicable Standards and Guidelines

This report covered the degree of conformance for the following accessibility standards 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 were 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 that illustrate the conformance level of each success criterion. Remaining findings within Honorlock's control, and their expected timing, are identified in the relevant remarks.

WCAG 2.1 Accessibility Conformance with Alternative Solutions

Conformance Level	Number of Criteria	Percent
Supports (labeled in green)	49	98%
Partially Supports (labeled in yellow)	1	2%
Does Not Support (labeled in red)	0	0%

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 Student 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
1.1.1 Non-text Content	Supports	Most meaningful images on the Honorlock Student pages have alt-text descriptions or accessible names that provide equivalent descriptions for the meaningful images or refer to descriptions in the page content. The "Opens in a new window" icon in the "Need help?" link on the authentication pages, identified in the March 2026 evaluation, now exposes an equivalent description to assistive technology; remediated and verified internally. The "Input Level" meter on the Microphone Check page and the system check icons on the Your Assessment Guidelines page, identified in the March 2026 evaluation, now have accessible names that provide equivalent descriptions; remediated and verified internally. Decorative images on the Honorlock Student pages do not have alt-text descriptions or accessible names. The alt text previously present on the Connect to the Honorlock App page's decorative images was removed; the removal was verified internally. Meaningful information is not provided on the Honorlock Student pages using background images. CAPTCHA images are not used on the Honorlock Student pages.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	There was no prerecorded audio-only content on the Honorlock Student pages. There was no prerecorded video-only content on the Honorlock Student pages. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
1.2.2 Captions (Prerecorded)	Supports	When synchronized media was used on Honorlock Student pages, captions were provided. The auto-generated captions for the "How to Install..." video, noted in the March 2026 evaluation, were replaced with manually generated captions that include punctuation and capitalization.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	When synchronized media was used on Honorlock Student pages, meaningful audio information was included in the narration.
1.3.1 Info and Relationships	Partially Supports	The following defects identified in the March 2026 evaluation were remediated and verified internally: the "No" and "Yes" radio buttons on the Honorlock Survey page are programmatically associated with their question; on the Room Scan page, "Before you continue" is a programmatic heading and the checklist is a programmatic unordered list; on the Enable Honorlock Extension page, the "Support", "Privacy Policy", and "Terms of Service" footer links are a programmatic unordered list; after the Honorlock Extension is installed, the install iframe content, including the "Honorlock Extension Required" heading, is removed from the accessibility tree. The "Chat Rating" defect identified in the March 2026 evaluation, in which the accessible name for the "Comment" text box included "Required" when the field was optional, appears to have been resolved by the third-party chat widget vendor; Honorlock observed the change in June 2026 and QA verification confirmed optional fields are announced as optional. Remaining: in the "Details" section of the chat content, the chat agent's name is a programmatic heading level 1 that does not logically match the visual heading structure. This is rendered by a third-party chat widget whose markup Honorlock cannot modify; Honorlock has raised the finding with the widget vendor. Each visually apparent data table on Honorlock Student pages has programmatic markup to identify it as a table, and ARIA role="presentation" is not used on the data table. Each data table appropriately identifies programmatic header relationships for each data cell. Layout tables are not used. When meaningful information is provided by the use of CSS pseudo-elements, equivalent information is provided on the page in another way.
1.3.2 Meaningful Sequence	Supports	The sequence and meaning of the content (in context) on the Honorlock Student pages were understandable without CSS positioning.
1.3.3 Sensory Characteristics	Supports	Instructions on the Honorlock Student pages for understanding and operating content did not rely on sensory information. This success criterion was not applicable.
1.4.1 Use of Color	Supports	When color was used on the Honorlock Student 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.

Success Criterion	Conformance	Remarks and Explanations
1.4.2 Audio Control	Supports	Honorlock Student pages did not have audio content on the pages that played automatically. This success criterion was not applicable.
2.1.1 Keyboard	Supports	Functionality on the Honorlock Student pages could be accessed and executed using only the keyboard, and essential information could be accessed via keyboard interaction, or the information was available elsewhere on the pages. The title attribute defect on the Honorlock Toolbar "Allowed URLS" links identified in the March 2026 evaluation was remediated and verified internally; the title attributes were replaced with a tooltip component that displays its content on keyboard focus as well as hover. On the Honorlock Student pages, a keyboard method was provided for functionality to be activated without requiring users to perform specific timings for activation.
2.1.2 No Keyboard Trap	Supports	On the Honorlock Student 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 Student pages. This success criterion was not applicable.
2.2.1 Timing Adjustable	Supports	Content on the Honorlock Student pages did not have time limits. This success criterion was not applicable.
2.2.2 Pause, Stop, Hide	Supports	Most of the Honorlock Student pages did not have content that continued moving for more than 5 seconds without a mechanism to pause, stop, or hide the content. On the Microphone Check page, the "Input Level" content on the page continued moving for more than 5 seconds and there was no mechanism that could pause, stop, or hide the content. There was no automatically updating content on most of the Honorlock Student pages. On the Use your mobile device to scan the QR code page, the QR code refresh message updated automatically, but no mechanism was provided that could pause, stop, or hide the content or control the frequency of the updating. Honorlock reviewed both items and determined the movement is essential to the tasks they support. The Input Level content moves only in response to detected microphone sound and confirms the microphone is operational before the exam begins. The QR code refreshes on a timed interval for exam security; students can decline the mobile workflow and continue on the desktop instead. No remediation is planned for these items.

Success Criterion	Conformance	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold	Supports	There was no flashing content on the Honorlock Student pages.
2.4.1 Bypass Blocks	Supports	When Honorlock Student pages contained blocks of content that were repeated on other pages, there was a keyboard-accessible method provided that bypassed repetitive content.
2.4.2 Page Titled	Supports	A page title element was defined for all Honorlock Student pages. The title elements for the Honorlock Student pages identified its contents or purpose. The title elements that read "Honorlock" on the Side Camera Instructions, Desktop App Required, and Install and Run the Honorlock App pages, identified in the March 2026 evaluation, now identify each page's contents or purpose; remediated and verified internally.
2.4.3 Focus Order	Supports	The following defects identified in the March 2026 evaluation were remediated and verified internally: after the Honorlock Extension is installed, the "Install the Honorlock Chrome Extension" iframe content, including the "Language" combobox, "Go to Download Page" button, and footer links, is removed from the accessibility tree and is not readable with screen reading software; when the user triggers the "Need help?" or "Contact Support" buttons on Launch Proctoring pages, keyboard focus moves to the revealed Live Chat content, and focus returns to a logical location when the content is dismissed; on the Install Honorlock Extension page, the "How to Install..." modal dialog box is exposed as a modal dialog and constrains focus while open; when an Exam Soft Pop-In, such as "We cannot see you clearly", is open, focus is constrained to the pop-in and its related support controls until the pop-in is dismissed or resolved, for both current pop-in versions. On the Honorlock Student pages, when page content is hidden or dismissed, keyboard focus returns to the logical sequence of focus order, either automatically or with one additional keystroke.
2.4.4 Link Purpose (In Context)	Supports	The defects identified in the March 2026 evaluation were remediated and verified internally: on the Launch Proctoring pages, such as on the Data Collection & Use page, the accessible name for the "Submit" button includes "Accessibility Code"; on the Install Honorlock Extension page, the accessible name for the "Download Extension" button describes that triggering the button also opens the modal dialog box associated with the "View Installation Guide" button.
2.5.1 Pointer Gestures	Supports	All functionality on the Honorlock Student 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 Student 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	The defects identified in the March 2026 evaluation were remediated and verified internally. On the Enable Honorlock Extension page, the "Go to Download Page" button's accessible name matches the visible text in the label. On the Launch Proctoring pages, such as on the Desktop App Required page, the accessible name for the "Submit" button includes "Accessibility Code".

Success Criterion	Conformance	Remarks and Explanations
2.5.4 Motion Actuation	Supports	The Honorlock Student 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.
3.1.1 Language of Page	Supports	The default primary language was correctly specified and matched the default human language of the Honorlock Student pages.
3.2.1 On Focus	Supports	When an interface component received focus on the Honorlock Student 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).
3.2.2 On Input	Supports	Changing the value of form elements on the Honorlock Student pages did not initiate an unexpected change in context.
3.3.1 Error Identification	Supports	On most Honorlock Student pages, the item in error on the page was identified in text and sufficiently described to the user in text. After the user closed the chat and tabbed through the "Rating" radio button questions without selecting a radio button, the error detection message referred to "required fields", but the red asterisk was not described in text to indicate a required field. This error message is rendered by a third-party chat widget whose markup Honorlock cannot modify; the required state is exposed programmatically and announced by screen readers, and Honorlock has raised the visible-text finding with the widget vendor.
3.3.2 Labels or Instructions	Supports	Labels or instructions were provided for form elements on the Honorlock Student pages (the label or instruction was visible when the form field had focus and at all times).
4.1.1 Parsing	Supports	4.1.1 Parsing was removed from WCAG 2.2. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
4.1.2 Name, Role, Value	Supports	The following defects identified in the March 2026 evaluation were remediated and verified internally: on the Enable Honorlock Extension page, the "Enable Honorlock Extension" iframe has an accessible name (title attribute), applying to exams activated after the fix's release (exams activated earlier retain the previously injected iframe without an accessible name); when an Exam Soft Pop-In appears, the page provides programmatic notification for the user, for both current pop-in versions; on Launch Proctoring pages, when the user triggers the "Enter Accessibility Code" button, the page provides programmatic notification of the content changes and the button exposes its expanded or collapsed state. In the Honorlock Desktop Application, the application notifies the user programmatically when its launch, update, and secure browser messages change, including the "Launch Secure Browser" message; remediated and verified internally. The "Details" button identified in the March 2026 evaluation is no longer present in the third-party chat widget. Frames were not used on the Honorlock Student page. When an iFrame was used on the Honorlock Student pages and the iFrame was in the page tab order, the combination of the accessible name and description for most iFrames described 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 Student pages. This success criterion was not applicable.
1.2.5 Audio Description (Prerecorded)	Supports	When synchronized media was used on Honorlock Student pages, the soundtrack (combination of audio descriptions and narration) adequately described important visual content in the media, including information about actions, characters, scene changes, onscreen text, and other visual content.
1.3.4 Orientation	Supports	The Honorlock Student 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 Student 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 Honorlock Live Chat, only two form elements accepted an individual's personal data, and the autocomplete attributes were set with the appropriate value to identify the purposes of those user interface components (name and email).

Success Criterion	Conformance	Remarks and Explanations
1.4.3 Contrast (Minimum)	Supports	The contrast defects identified in the March 2026 evaluation were remediated and verified internally. Text and text in controls, including hovered states, meet a contrast ratio of at least 4.5:1.0 for regular text: the hovered state of the "Need help?" button on the Honorlock Exams page and Launch Proctoring pages, the "Microphone" text inside the "Choose your microphone" combobox on the Microphone Check page, the hovered state of the "Close Tabs" button on the Browser Security Check page, and the hovered state of the "Close All Applications" button on the Close Applications to Continue page.
1.4.4 Resize text	Supports	The defect identified in the March 2026 evaluation was remediated and verified internally. On Launch Proctoring pages, when the page content is resized to at least 200% with the browser settings, the "Live Chat" modal dialog box can be scrolled vertically to display all content, including the "Options" button at the top of the modal.
1.4.5 Images of Text	Supports	Images of text were not used on the Honorlock Student pages. This success criterion was not applicable.
1.4.10 Reflow	Supports	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 no loss of information or functionality on the Honorlock Student pages, except for parts of the content which required two-dimensional layout for usage or meaning. The title attribute defect on the Connect to the Honorlock App page identified in the March 2026 evaluation was remediated and verified internally; the reliance on title attributes on the decorative images was removed.
1.4.11 Non-text Contrast	Supports	The component state defects identified in the March 2026 evaluation were remediated and verified internally. Active user interface component states maintain a contrast ratio of at least 3.0:1.0 against adjacent colors: the hovered state of menu items in the toggle menu on the Honorlock Exams page, the default and hovered states of the "Use Webcam" and "Upload Photo" buttons on the ID Verification page, and the focused states of the toolbar buttons on the Honorlock Toolbar. Visual boundaries were not used as the only means of indicating an active user component's hit area on Honorlock Student pages. Parts of graphics required to understand the content on the Honorlock Student pages had a color contrast ratio of 3.0:1.0 against adjacent colors, except for graphics which have visible text for the same information or that were decorative.
1.4.12 Text Spacing	Supports	On the Honorlock Student pages, with no loss of content or functionality, the spacing between letters, words, lines of text and/or paragraphs on the page could not be adjusted to: 1. Line height (1.5 times the font size); and 2. Spacing following paragraph (at least 2 times the font size); and 3. Letter spacing (at least .12 times the font size); and 4. Word spacing (at least .16 times the font size).
1.4.13 Content on Hover or Focus	Supports	On the Honorlock Student pages, additional content triggered by the pointer hover or keyboard focus that becomes visible and then hidden is dismissible, hoverable, and persistent. The title attribute defect on the Honorlock Toolbar identified in the March 2026 evaluation was remediated and verified internally; the title attributes on the "Allowed URLS" links were replaced with a tooltip component that is hoverable, persistent, and dismissible.

Success Criterion	Conformance	Remarks and Explanations
2.4.5 Multiple Ways	Supports	The Honorlock Student 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.
2.4.6 Headings and Labels (Part 1 of 2)	Supports	Each heading on the Honorlock Student pages described the topic or purpose of its content.
2.4.6 Headings and Labels (Part 2 of 2)	Supports	Most form labels on the Honorlock Student pages were sufficiently clear and descriptive so users knew the purpose of the form element and what input data was expected (the label included applicable data requirements). In the "Chat Rating" modal dialog box, the text label for the "Leave a Comment" text box did not include "Required". In the "Chat Rating Survey Questions", the text labels for questions did not include "Required". These labels are rendered by a third-party chat widget whose markup Honorlock cannot modify; the required state is exposed programmatically, and Honorlock has raised the finding with the widget vendor.
2.4.7 Focus Visible	Supports	When interface elements on Honorlock Student pages receive focus, there is a visible indication of focus. The focus indicator defect on the Install Honorlock Extension page identified in the March 2026 evaluation was remediated and verified internally; the visible focus indication is scoped to the "Agree to Terms of Service" and "Privacy Policy" checkbox itself.
3.1.2 Language of Parts	Supports	All the content on the Honorlock Student 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 Student 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 Student pages that performed the same function within a set of web pages.
3.3.3 Error Suggestion	Supports	On most Honorlock Student pages, when there was automatic error detection on the page, suggestions for corrected input were provided and the description contained adequate information for the user to know what was required to correct errors in form fields. After the user closed the chat and tabbed through the "Rating" radio button questions without selecting a radio button, the error detection message referred to "required fields", but the red asterisk was not described in text to indicate a required field. This error message is rendered by a third-party chat widget whose markup Honorlock cannot modify; the required state is exposed programmatically and announced by screen readers, and Honorlock has raised the visible-text finding with the widget vendor.

Success Criterion	Conformance	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	When users were required to submit user form entries on Honorlock Student pages that resulted in or caused legal commitments or financial transactions, or to submit entries that modified or deleted user-controllable data in a data storage system, or to submit test responses, either: 1. The user could reverse the submission; or 2. The user was presented with an option to review, confirm, and correct information before finalizing the submission; or 3. The page checked data for input errors and allowed the user an opportunity to correct any errors.
4.1.3 Status Messages	Supports	When status messages are used on the Honorlock Student pages, they can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. The following defects identified in the March 2026 evaluation were remediated and verified internally: on the Launch Proctoring pages, such as on the Your Assessment Guidelines page, when the user enters an invalid accessibility code, the error message that is added to the page is exposed with alert semantics; Exam Soft Pop-Ins, such as "We cannot see you clearly", are exposed with alert semantics, for both current pop-in versions. In the Honorlock Desktop Application, the "Launch Secure Browser" message and the application's launch and update messages are exposed as status messages and announced by screen reading software without receiving focus; remediated and verified internally. While the secure browser launches, the application announces "Launching Secure Browser" once. The rotating messages displayed during the launch, such as "Diving in...", do not convey application status and are not announced.

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