

Honorlock: Student Troubleshooting Guide

Summary & Scope

UVU's Honorlock [student info page](#) has extensive list of resources under the Guides drop-down on the right.

Objective

A commonly occurring error is “Access Code Needed” – or similar - which is not readily referenced from those resources. (Also includes a tip for using Proctorio on third-party websites where it is enabled.)

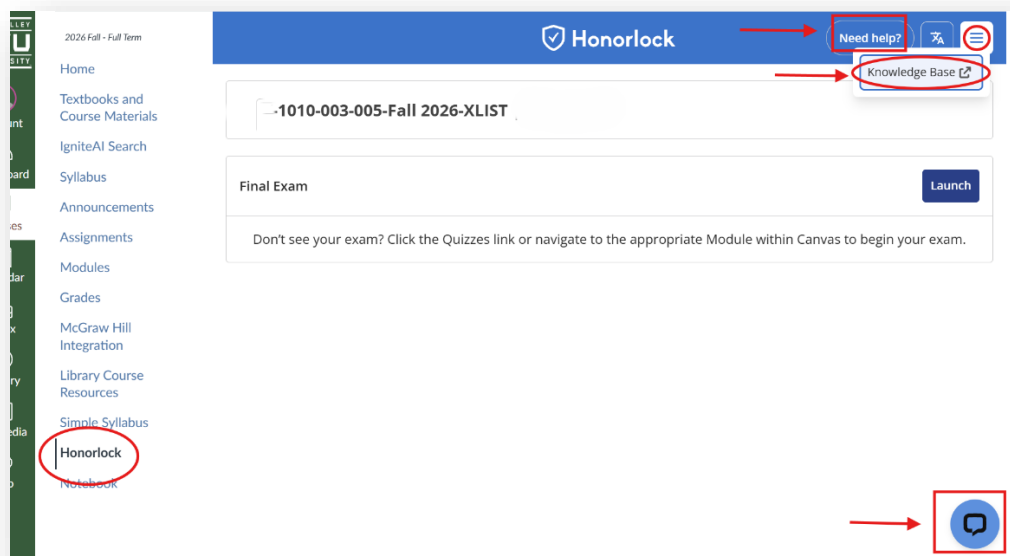
Main Resources

- [Test Taker Resources](#)
- A helpful guide from the resources above is [How to Use Honorlock \(Test Takers\)](#)

Troubleshooting Tips

“Access Code Needed” error:

- To confirm you are ready, select Honorlock in the course navigation to view proctored quizzes. Launch the quiz you plan to take. The quiz description will confirm whether the Honorlock extension is installed correctly. If you see an “Access Code Needed” error, check the following:
- Use a PC or Mac—not a phone or tablet—and access the course in Google Chrome.
- [Remove the Proctorio extension](#); disabling it may not be sufficient.
- If the issue persists, open Honorlock from the blue course navigation menu on the left and use its support resources. The blue chat bubble in the bottom right corner is recommended.



Still need access to Proctorio:

- **Pro-tip:** Some third-party online assessments use Proctorio, so students may need its browser extension while using Honorlock in another course. Because the extensions are incompatible, **install Proctorio Extension in Microsoft Edge**. For a Proctorio-proctored exam, sign in to Canvas using Edge; continue using Chrome for Honorlock and other course activities and tests.