

Troubleshooting Tips for Remote Placement Testing

[How to use Honorlock video instructions](#)

Please shut down your computer, wait one minute and then turn on your computer. After your computer reboots- launch your Google Chrome Web browser (you can only use Google Chrome).

Step 1- Login to College Success at college.measuredsuccess.com and activate your test(s):

Step 2- Open a new Chrome tab and log into your [myLCCC account](#). On the left hand Launchpad menu, select “Canvas (online Courses).” Then, click on the assigned placement test(s).

Step 3- Click on the “Honorlock” tab on the left. Click on “Get Started”. This will take you to the Chrome Web Store. Click on “Add Extension”. Once the extension has been added, return to Canvas, where you can now click on “Launch” to begin your proctoring.

Step 4- A separate page for Honorlock will appear. Click “Launch Proctoring” and the Honorlock application will open on your computer as a minimized window. Follow the prompts that Honorlock provides you (it will ask you to center your face in the frame, to show a valid ID, and complete a room scan).

Step 5- Honorlock will then give you an instruction to begin your exam. **At this point, navigate back to the College Success Chrome tab. Click on your test on the list. You will be prompted to enter an assignment password. Without navigating out of the College Success Chrome tab, pull up the Honorlock window and click on “Insert Password.” Your assignment password will be inserted automatically by Honorlock and your test will begin.**

Please make sure you have closed all other tabs and programs before attempting to take the test. The only tabs you should have open are: College Success and Honorlock. Do not open or switch to any other programs (i.e. email) on your computer. Depending on the day and time it may take several minutes before a Honorlock proctor will join the session to enter the test password.

- Honorlock technical support - <https://honorlock.com/support>
- College Success Customer Support Team: 877-614-6105
- Testing Center Phone: 610-799-1124 or email: TestingCenter@lccc.edu