

# Troubleshooting & Instructions: Remote Placement Testing

## Pre-Test Preparation

To ensure a smooth testing experience, please complete these steps before starting:

1. **Restart:** Shut down your computer completely, wait one minute, and turn it back on.
  2. **Browser:** Launch **Google Chrome** (Honorlock is only compatible with Chrome).
  3. **Clean Workspace:** Close all other tabs, apps, and programs (e.g., email, Spotify, Discord).
  4. **Tabs:** You should only have the testing sites and Honorlock open during the session.
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## English & Reading Placement (College Success)

- **Step 1: Activate Test** – Log in to [college.measuredsuccess.com](https://college.measuredsuccess.com) and activate your exam(s).
  - **Step 2: Access Canvas** – Open a new Chrome tab and log in to your **myLCCC** account. Select **Canvas** from the Launchpad, then click on your assigned placement test.
  - **Step 3: Setup Honorlock** – Click the **Honorlock** tab on the left. Click **Get Started** to install the Chrome Extension. Once installed, return to Canvas and click **Launch**.
  - **Step 4: Verification** – An Honorlock window will appear. Follow the prompts to center your face, show a valid ID, and complete a 360° room scan.
  - **Step 5: Insert Password** – Once Honorlock gives the "Begin" instruction, go back to the **College Success** tab. Click your test. When asked for a password, bring up the Honorlock window and click **Insert Password**.
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## Math Placement (EdReady)

- **Step 1: Access Canvas & Honorlock** – Log in to **myLCCC** and select **Canvas**. Choose the **Math Literacy Placement Test**.
  - Navigate to the **Honorlock** tab, install the extension if prompted, and click **Launch**.
  - Complete the ID verification and room scan prompts.
- **Step 2: Open Exam** – Once Honorlock clears you to begin, click the **Math Placement Test** link in Canvas to open the testing site in a new tab.
- **Step 3: Enter EdReady** – Select **Go to Goals**. When prompted for the site password, use the password found on the **Canvas Homepage**.
- **Step 4: Start Diagnostic** – Click the **Get Started!** button at the bottom of the page.
- **Step 5: Unlock Test** – Under the test title, click the yellow **Unlock** button. Pull up the Honorlock window, click **Insert Password**, and select **Start Diagnostic** to begin.

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[IMPORTANT]

**Please Note:** Depending on volume, it may take several minutes for a proctor to join and authorize your session. Do not close your browser or navigate to other websites while waiting.

### **Technical Support Contacts**

- **Honorlock Support:** [honorlock.com/support](https://honorlock.com/support)
- **College Success Support:** 877-614-6105
- **LCCC Testing Center:** 610-799-1124 | [TestingCenter@lccc.edu](mailto:TestingCenter@lccc.edu)