



# Pearson Support Portal User Guide

June 2022

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# Signing In

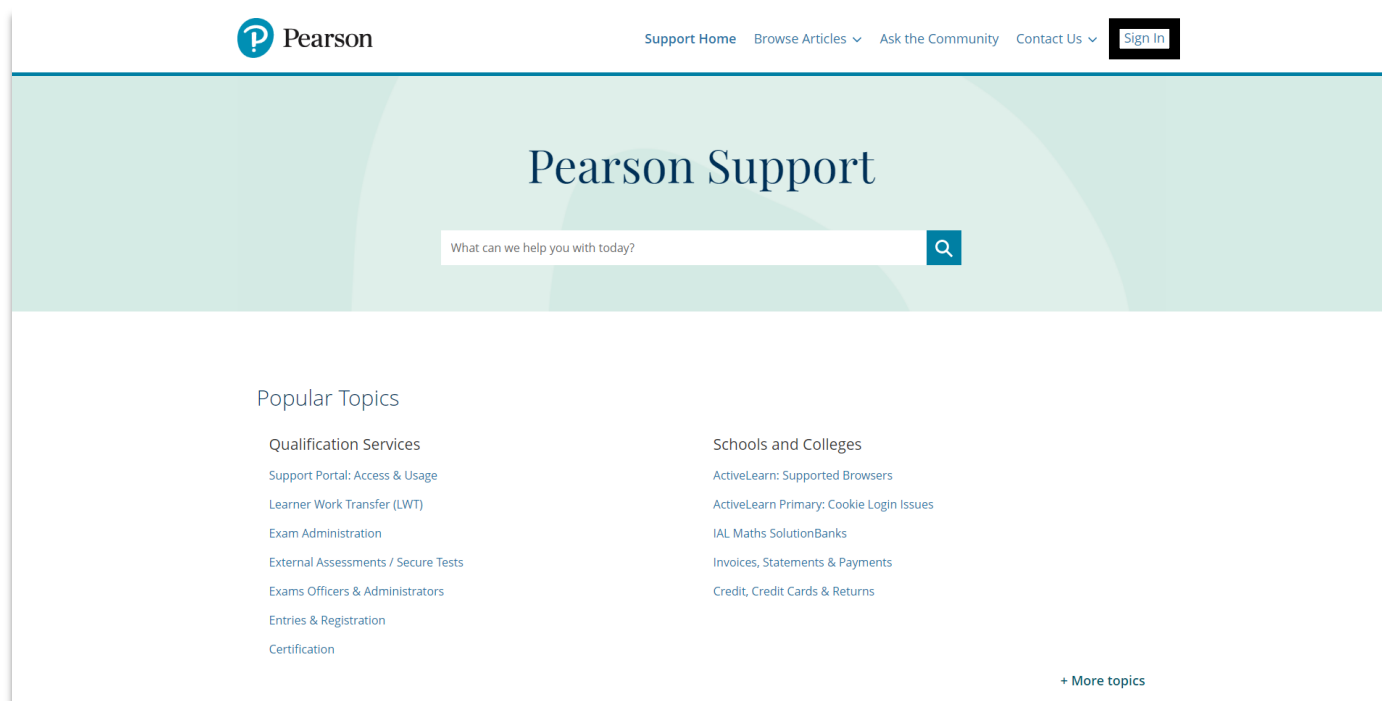
To access the Pearson Support Portal, please click [here](#).

To submit your queries to Pearson, the following roles will need to sign in to the portal using existing Edexcel Online or Gateway log-in details:

- Exams Officers
- Administrators
- Quality Nominees
- Teachers
- Assessors
- Assessment Associates

You can still browse and view our support articles and community group discussions without signing in.

To sign in to the support portal, use the “Sign in” option in the top right corner of the home page:



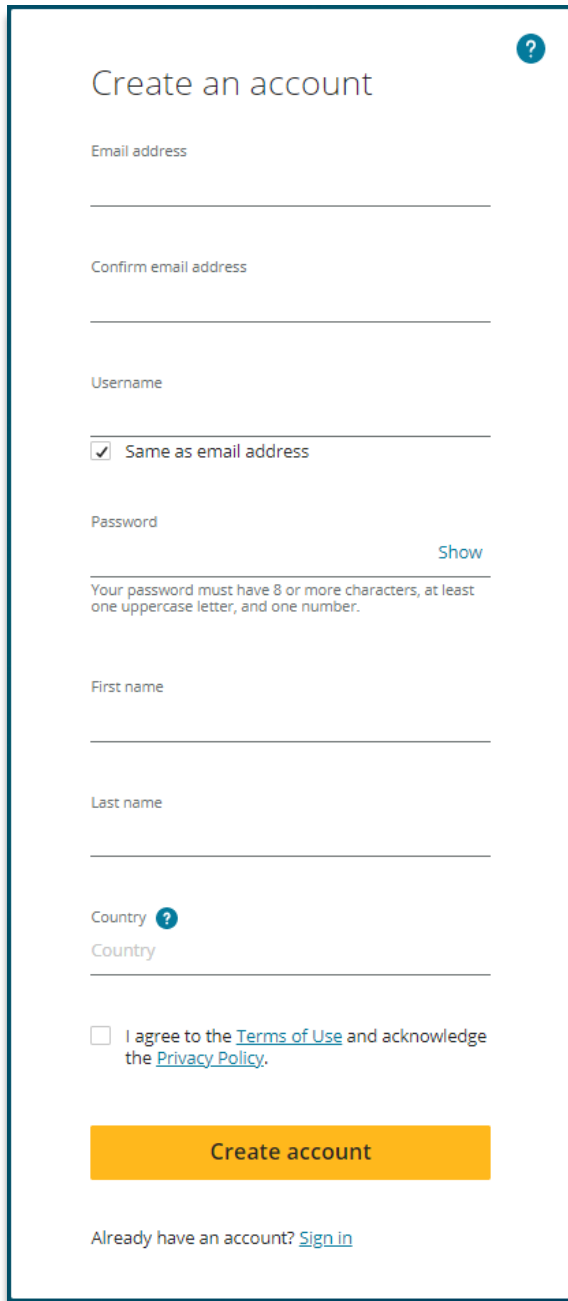
To log in with an existing Edexcel Online or Gateway account, provide your Username (usually your email address) and password, and click **“Sign in”**.

The image shows a screenshot of the Pearson sign-in interface. On the left, the Pearson logo is displayed above the text "Hello. Sign in and let the learning begin!". On the right, a white sign-in form is overlaid on a dark teal background. The form includes a "Sign in" title, a "Username" field, a "Password" field with a "Show" button, a "Forgot your username or password?" link, a yellow "Sign in" button, and a "Terms of Use" link. Below the form, a grey section contains the text "New to Pearson?" and a blue "Create an account" button.

If you do not have an Edexcel Online or Gateway account, you will need to create an account by clicking the **“Create an account”** option at the bottom of the window.

# Creating an Account

You will be required to complete the account registration form to create an account. Complete all the required fields on the form:



The screenshot shows a registration form titled "Create an account" with a help icon in the top right. The form contains the following fields and elements:

- Email address:** A text input field.
- Confirm email address:** A text input field.
- Username:** A text input field with a checkbox labeled "Same as email address" checked.
- Password:** A text input field with a "Show" link to its right. Below the field is a note: "Your password must have 8 or more characters, at least one uppercase letter, and one number."
- First name:** A text input field.
- Last name:** A text input field.
- Country:** A dropdown menu with a help icon.
- Agreement:** A checkbox with the text "I agree to the [Terms of Use](#) and acknowledge the [Privacy Policy](#)."
- Create account:** A prominent orange button.
- Footer:** The text "Already have an account? [Sign in](#)".

If you are contacting Pearson on behalf of your learning institution, the email address should be your centre-based email domain wherever possible, rather than a public domain address such as 'Gmail', 'Hotmail' or 'Yahoo!'.

The Username field can be used; however, this will need to be unique. As your email address will be unique, leaving this field blank is recommended ensuring the box 'Same as email address' is ticked.

Your password choice should be a minimum of 8 characters, including at least one uppercase letter and one number.

Include your first name, last name, and country in the appropriate fields. Country is collected to help with data privacy regulations and should be the country of your residence.

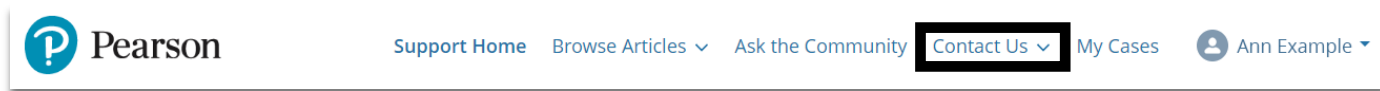
Tick the box to agree to the terms of use and acknowledge the privacy policy.

Once all fields have been completed, click "Create account".

You will then be sent an email to verify your identity and complete the registration. Please be aware that the link in this email will expire after 24 hours. You will then need to create a new account again.

# Contact Us

To submit a query directly to Pearson, select **“Contact Us”** from the top menu bar:



Teachers, Assessors, Exams Officers, Administrators and Assessment Associates should select **“Qualification Services”**:



You will be presented with a form to complete to tell us about your query.

Tell us about your issue

**\*What kind of customer are you?**  
Select a customer type

**\*Issue Type**  
Select IssueType

**\*Category Type**  
Select Category

**\*Subcategory Type**  
Select SubCategory

**\*Qualification**  
Select Qualification

**\*Qualification Subject**  
Select Qualification Subject

**\*Describe the issue you're experiencing**  
Please provide all information relevant to your case.  
Have attachments? You can add them at the end, once you have submitted the case.

Mandatory fields are marked with an asterisk (\*).

The options that appear in each of the drop-down menus will change depending on the options you select.

The lower half of the form requires you to define the qualification and subject. This will ensure that your query is responded to by the most appropriate support team.

Enter your specific query in the final box, providing all the relevant information to your case

Once all required fields are complete, click the **“Next”** button in the bottom right corner of the page to proceed.


Support articles may appear on the right-hand side as you complete the drop-down fields. If clicked, support articles will open in a new browser tab and may help resolve your query. Please see **“Articles Just For You”** on page 15 for further information.


Please complete the form on the next page to ensure we can contact you with any information required for your query. If this is not the first time you have contacted us using the support portal, the boxes will be pre-populated with the information you provided previously. Please double-check your details to ensure we have captured the correct contact information.

Once you are happy with the details, click **“Next”** on the right of the page to proceed. Please note that this **“Next”** button will only appear if all mandatory fields have been completed and the reCAPTCHA box has been ticked:

### Tell us about yourself

<b>*First name</b> <input type="text" value="Ann"/>	<b>*Last name</b> <input type="text" value="Example"/>
<b>*Email address</b> <input type="text" value="ann.example@school.sch.uk"/>	<b>*Phone number</b> <input type="text" value="+44 (0) 1234 567 890"/>
<b>*Country</b> <input type="text" value="United Kingdom"/>	<b>*Language</b> <input type="text" value="English"/>
<b>*School, College, Institution, WBL provider or Associate Role</b> <input type="text" value="Example School Examination Officer"/>	

I'm not a robot  [Privacy - Terms](#)



Please fill out all of your contact information to view your support options.

Some data entered in this form will be saved as a convenience to our returning customers. If you are on a shared or public device and don't want your information saved in these fields, please clear your browsing history.

By requesting support and using this site, you agree to the [Terms of Use](#) and [Privacy Policy](#)

You can then choose a support option.


If you choose **“Chat with an agent”**, a new tab will open on your browser, and you will be connected with the next available specialist. Please note that the chat option is only available to some customer groups and at certain times of the day and may not always be visible.


If you choose **“Call us”**, a pop-up window will appear in the centre of the page containing your unique **“Case number”** and a contact telephone number.


If you choose **“Send us a message”**, a pop-up window will appear in the centre of the page containing your unique **“Case number”**.

Please see below for examples of each support option and how these can be used:

Please choose a support option.

**Chat with an agent**  
Chat online with an agent that can walk you through it.  
Our Support Staff are available  
Monday - Friday 9 am - 5 pm

**Call us**  
Our Support staff is available to take your call.

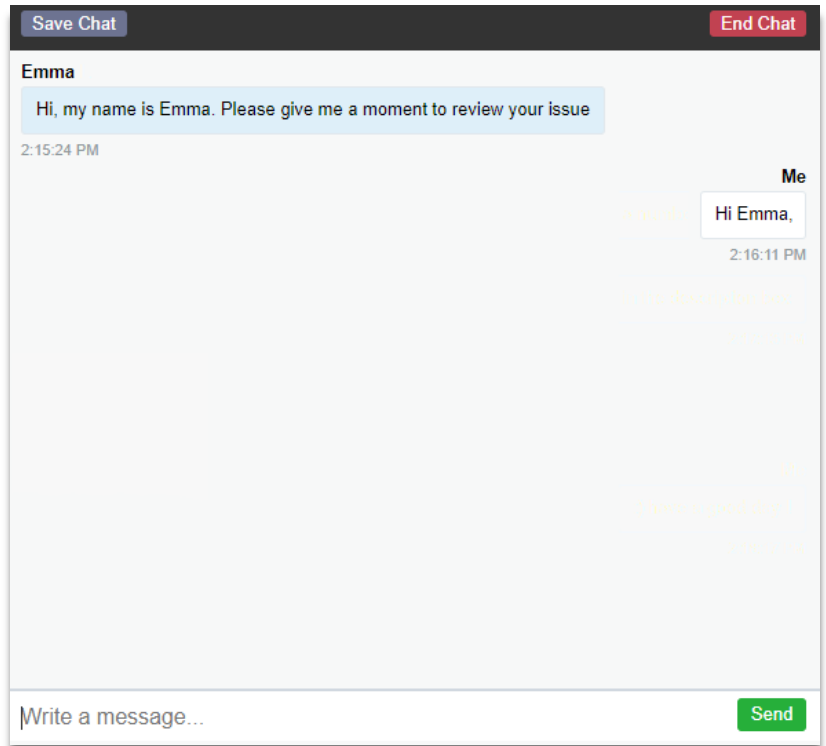
**Send us a message**  
A Pearson Customer Service representative will respond to your inquiry by email.

# Support Options

## Chat with an agent

If you choose “Chat with an agent”, a new browser tab will open, and you will be connected with the next available specialist. The specialist will take a moment to review the content of your case, including any notes you have added, and then respond to assist you.

At the top of the window, you will find options to “Save Chat” and “End Chat”; at the bottom of the window, you will find a text box that will enable you to correspond with the specialist. When you have typed a message, click the “Send” button to add your message to the chat thread.

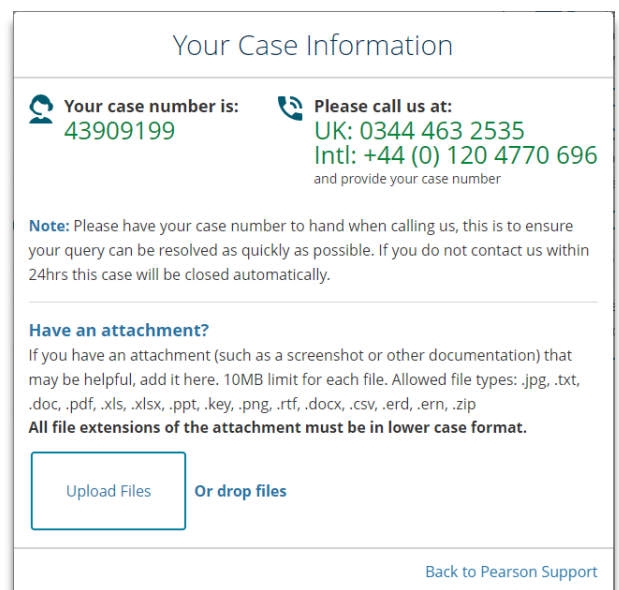


## Call us

If you choose “Call us”, a pop-up window will appear in the centre of the page containing your unique “Case number” and a contact telephone number. Please note that if you do not call us within 24 hours of creating the case, we will close it automatically.

The telephone number will change depending on how you completed the drop-down fields in the previous steps.

You can also attach any relevant documents via the “Upload Files” button, or you can drag and drop your document files in the area labelled “Or drop files”.





## Send us a message

If you choose **“Send us a message”**, a pop-up window will appear in the centre of the page containing your unique **“Case number”**.


You can also attach any relevant documents via the **“Upload Files”** button, or you can drag and drop your document files in the area labelled **“Or drop files”**.

We aim to respond to all messages within 48 hours.

Your case number can be tracked on the support portal via **“My Cases”**, which can be accessed from the top menu bar.

Please see **“Viewing your Cases”** on page 10 for further information.

### Your Case Information

 **Your case number is:**  
**43909402**

Thank you for your question. We aim to get back to you within 2 working days, either with the resolution or to update you on our progress. Some queries may take longer to resolve such as;

- Pearson Associates (contracts, deployment & allocation) - 3 Working days
- Special Considerations, Students & Parent queries - 5 Working days
- Complaints - 10 Working days

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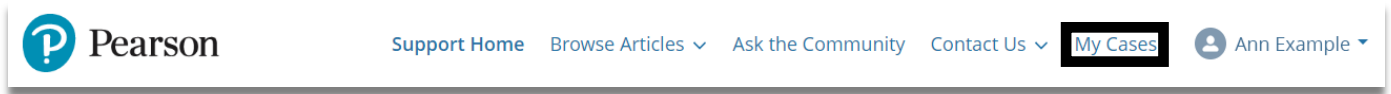
**Have an attachment?**  
If you have an attachment (such as a screenshot or other documentation) that may be helpful, add it here. 10MB limit for each file. Allowed file types: .jpg, .txt, .doc, .pdf, .xls, .xlsx, .ppt, .key, .png, .rtf, .docx, .csv, .erd, .ern, .zip  
**All file extensions of the attachment must be in lower case format.**

**Or drop files**

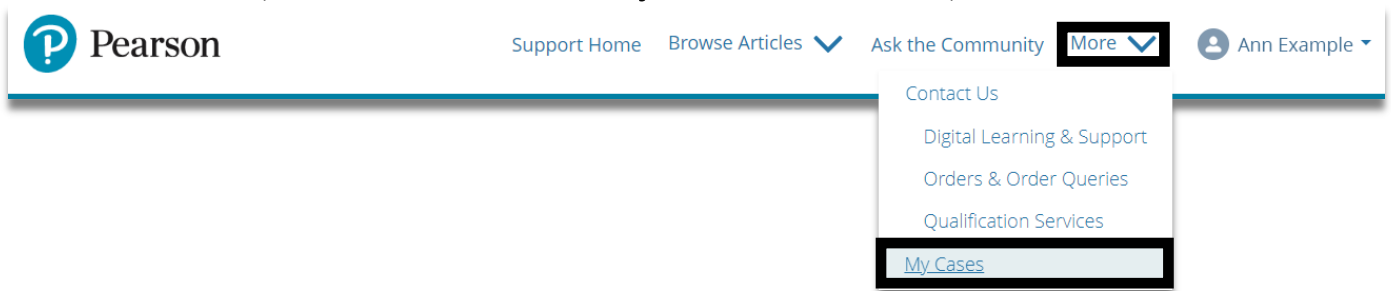
[Back to Pearson Support](#)

# Viewing your Cases

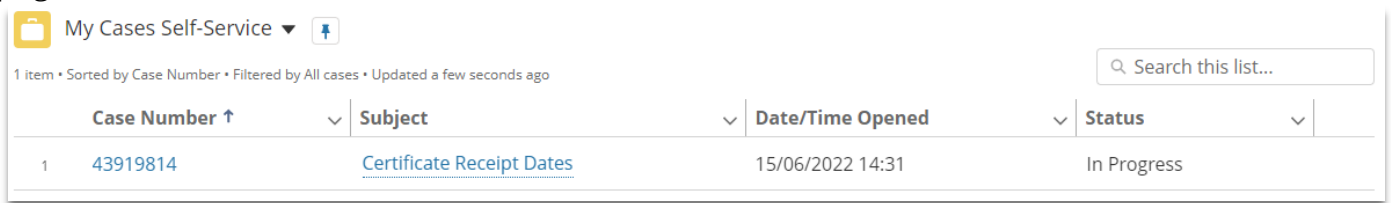
Once a case is created, you can view the progress, including any updates that have been added to it by our Customer Services teams. Select **“My Cases”** from the top bar menu:



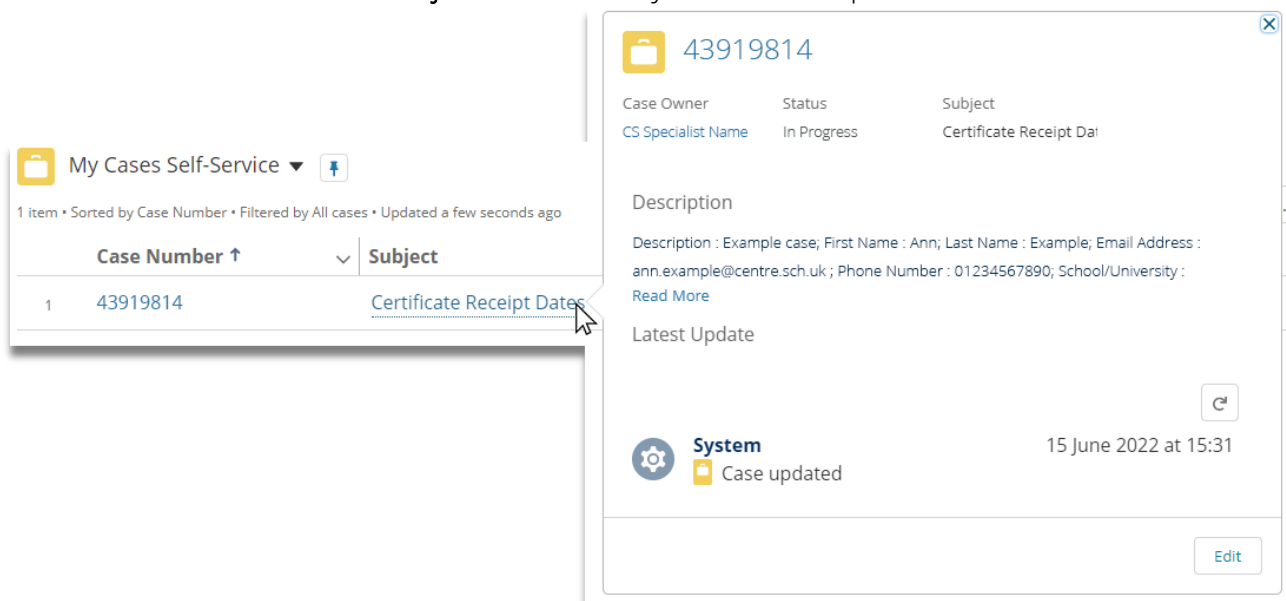
In some areas of the support portal, you may not be able to see the option for **“My Cases”**. This is to ensure that you have access to the most appropriate options. If you need to access your cases, locate the option **“More”** and select **“My Cases”** from the drop-down menu:



A list of your cases will be presented. You can reorder the list by using the arrows on the column headings. The current status of each case can be seen in the column on the right of the page. You can click on the case number to view the case details:




You can also hover over the **“Subject”** of each of your cases to preview the case content:




# Case Activity & Detail



Each case contains the activity and history of the query. This includes the interactions between the customer and the Pearson team who own the case. In addition, you can add comments to each stage of the case where needed. Finally, at the bottom of the page are the case details submitted when the case was opened:


Sort by: Most Recent Activity  ▼ 🔄


 **Ann Example** (Customer) created this case. 11m ago ▼

 43919814



[View more details](#)


 Like  Comment



 **Ann Example** (Customer) updated this record. 11m ago ▼

Case Owner  
Pearson to COREUK-Quals: Exams Officers

 Like  Comment



**CASE DETAIL** RELATED

Reason for Waiting on Customer

**Additional Information**

Case Number	Status
43919814	New

Subject

Certificate Receipt Dates

Description ⓘ

Description : Example case;

First Name : Ann;

Last Name : Example;

Email Address : [ann.example@centre.sch.uk](mailto:ann.example@centre.sch.uk) ;

Phone Number : 01234567890;

School/University : Example School Examination Officer

**System Information**

Date/Time Opened	Date/Time Closed
15/06/2022 14:31	

# Support Articles

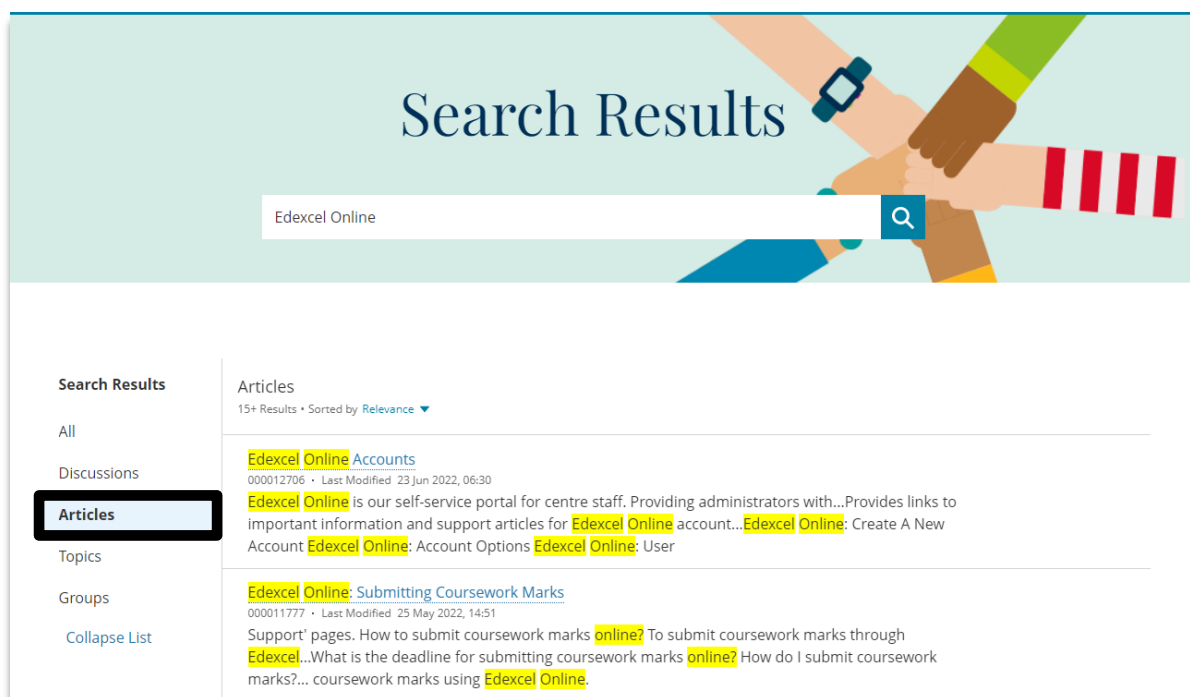
Every page on the Support Portal contains a search box that will enable you to find additional support. This will search across the discussions in our community area as well as our support articles:



A comprehensive range of support articles have been created to cover every aspect of the qualification lifecycle, containing step-by-step guides and instructional videos to provide support in the usage of systems and processes.

You can use simple keywords to self-serve and find solutions to your queries, enabling you to work more efficiently.

If you use this search box, you will be directed to a results page where you can filter which area of the site you would like to view results from. By selecting "Articles" from the options on the left side of the page, you will see your search terms highlighted in the most relevant articles:



# Browsing Articles

To search the article library, you can select “Browse Articles” from the top menu on any page on the site and then select “Qualification Services”:



The search box on this page will limit your results only to those found in the article library and can be used in several ways.

By typing keywords into the box, the site will provide matching suggestions in a drop-down box beneath, showing when the article was last updated and the total number of views it has received. This search is based on matching your keywords with the words in the article title:



You can also use the secondary search box, which can be seen lower down the page, to view matching articles where your keywords may appear in the article title or summary. These will be presented in order of those with the most views on the site:

The screenshot shows a search interface with a search bar containing 'Edexcel Online' and a magnifying glass icon. Below the search bar are four filter buttons: 'By Role...', 'By Qualificat...', 'By Subject...', and 'I Need Information A...'. The search results are displayed in a table with three columns: 'ARTICLE NAME', 'VIEWS', and 'DATE MODIFIED'. The first result is titled 'Results, Post Results & Appeals' and has 115,572 views, dated June 21, 2022. The second result is titled 'Functional Skills Support' and has 108,142 views, dated January 14, 2022.

ARTICLE NAME	VIEWS	DATE MODIFIED
<b>Results, Post Results &amp; Appeals</b> Explains where to find information for results and post results services. Results, Post Results Services, Administrators, Secondary Administrator, Secondary Teachers & Department Heads, Secondary School Administrator, Administrators (WBL), Assessor/Internal Verifier (WBL), Students & Parents, Post Results, Post Results & Appeals, Qualification-browsearticle, Teachers & Department Heads, Exams Officers, Quality Nominees	115572	June 21, 2022
<b>Functional Skills Support</b> Quality Assurance, Results, Teacher, Administrators (WBL), Assessor/Internal Verifier (WBL), Functional Skills, Entries, Candidate Amendments, Claims, Qualification-browsearticle, Teachers & Department Heads, Exams Officers, Onscreen Testing	108142	January 14, 2022

Your results will show a brief description or summary and/or a list of the topics and roles associated with the article content.

There are also additional filter options included beneath the search box to help fine-tune your results:

The screenshot shows four filter buttons: 'By Role...', 'By Qualificat...', 'By Subject...', and 'I Need Information A...'. Each button has a downward-pointing arrow on its right side.

Finally, you can view the article content by clicking on the article title.

# Articles Just For You

You can also find support articles when completing the "Contact Us" form.

Suggested articles will appear on the right side of the page under the heading "Articles just for you" as you complete the various drop-down categories:

The image shows a form titled "Tell us about your issue" on the left and a sidebar titled "Articles just for you" on the right. The form has several dropdown menus and one text input field. The sidebar lists four article categories with their descriptions, view counts, and last update dates.

**Tell us about your issue**

\*What kind of customer are you?  
Exams Officers

Centre Number

\*Issue Type  
Entries & Registrations

\*Category Type  
Entries

\*Subcategory Type  
Entry Codes

\*Qualification  
GCSE

\*Qualification Subject  
English

**Articles just for you**

**Exams Officers & Administrators**  
Provides links to our most popular information and support articles for Exams Officers/Administrators.  
153295 views · Last updated 13 April 2022

**Entries & Registrations**  
Direct links to articles that provide support and information when making entries and registrations.  
84947 views · Last updated 17 June 2022

**Entries: UK Centre Entry Deadlines**  
Advises UK centre qualification entry deadlines for upcoming exam series.  
65611 views · Last updated 31 March 2022

**UCI Numbers**  
Explains what a Unique Candidate Identifier (UCI) is and how to create one.  
54802 views · Last updated 28 January 2022

Articles will always open in an additional browser tab to ensure you can always find your way back to your contact us form. If the content isn't what you are looking for, you can simply close the tab and move back to your form to complete your request.

# Feedback

Each article contains a feedback section at the very bottom of the page. This is indicated with the question **“Was this article helpful?”** and includes options to print or share the article where required:



When clicking on either thumb up or thumbs down, you will be presented with a box where you can provide more detail about how this did or didn't help you. This feedback is important as this will help us implement improvements and fine-tune the article content:

