



Pearson

Booking onto a training event: a step by step guide

Contents

| | |
|---|----|
| Introduction | 2 |
| Step 1: Selecting the event you would like to attend | 2 |
| Step 2: Signing in or creating an account..... | 3 |
| Step 2a: Sign into your account as an Edexcel Online customer: | 3 |
| Step 2b: Create an account and then sign in | 3 |
| Step 3: Checkout – Free Events | 6 |
| Step 4: Checkout – Paid Events..... | 7 |
| Step 4a: Checkout – Paid Events – Edexcel Online Customers | 7 |
| Step 4b: Checkout – Paid Events – Guest/non-Edexcel Online Customers..... | 9 |
| Adding other delegates to your booking (All Customers) | 10 |
| During booking process..... | 10 |
| After completing registration..... | 12 |
| Cancelling or modifying your booking..... | 14 |
| Waitlisted Delegates..... | 14 |
| Troubleshooting | 15 |
| Sign in issue/authentication failure | 15 |

Introduction

Please follow the instructions below to book a place on one of our training events.

If you are interested in receiving paid for private training at your school or college, please click [here](#) for further information.

If you have a query, please complete our [customer query form](#).

Step 1: Selecting the event you would like to attend

You can browse our upcoming live events on our [calendar](#).

The screenshot shows a 'Filter Events' sidebar on the left and a main event list for 'January 2021'. The filter sidebar includes a 'Point of Interest' search box with a placeholder 'Places, Cities...', an 'International or UK' section with an 'All' checkbox, and a 'More Details' link. The event list displays the title 'Pearson Edexcel GCSE (9-1) Drama: Preparing for component 2', the date and time '14 January 2021 at 16:00 - 18:00 GMT', the location 'Online, UK', and a description: 'This online event is designed for teachers who are delivering our Pearson Edexcel GCSE (9-1) Drama qualification.' A 'More Details' link is also present.

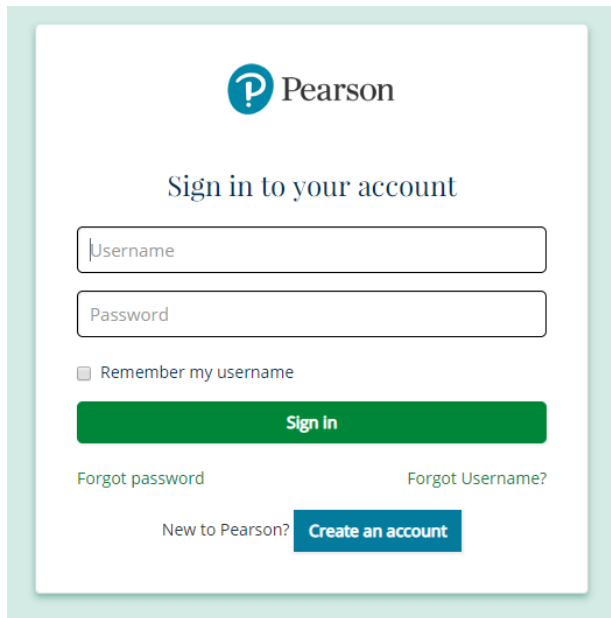
You can browse our events calendar in a variety of ways. You can search by **date, location, qualification, subject and/or keyword**. Once you've found the event you would like to attend, click on the event title. This will also allow you to view further details about the event itself, such as the event description and number of CPD hours.

Then click on 'Register':

The screenshot shows a registration modal window for the event 'Pearson Edexcel GCSE (9-1) Drama: Preparing for component 2'. It includes the event title, date and time '14 January 2021 at 16:00 - 18:00 GMT', an 'Add to Calendar' link, and the location 'Online, UK'. A prominent blue 'Register' button is displayed. Below the button is a 'Description' section with the text: 'This online event is designed for teachers who are delivering our Pearson Edexcel GCSE (9-1) Drama qualification.' It also includes a note: 'NB: this event is a re-run, and the exemplar work is from the 2019-20 training. This event will focus briefly on the 2021 assessment changes but is not a training event solely about the 2021 assessment changes. For support on these changes please look [here](#).' A paragraph follows: 'Online events are a great way to train the whole department, you can do this by simply projecting the session onto a whiteboard rather than placing multiple bookings.' The modal concludes with a 'Delegates will:' section and a bulleted list: '- understand the content and administration of the component', '- analyse the requirements for the performance or design roles', '- review marked examples of student performance', and '- address common issues and FAQs'.

Step 2: Signing in or creating an account

You will then be directed to the Pearson events sign in page:



Step 2a: Sign into your account as an Edexcel Online customer:

To sign in as an Edexcel Online customer, please ask your Exams Officer who will be able to provide your login details. There is **no need** to create a new account as you can simply sign in with your Edexcel Online details straightaway. We **strongly** recommend that if you are booking from a centre that you sign in using your Edexcel Online account details.

If you need to modify your registration, please follow the steps from the 'Cancelling or Modifying your booking' section.

Please note that the email address you use to register for the training event will be the address that we send your event details to before the event, and your e-certificate after you have attended the event.

For issues regarding your name please contact customer service. If you require any changes to be made to your name/email address or any other account related information, please contact customer services by clicking [here](#).

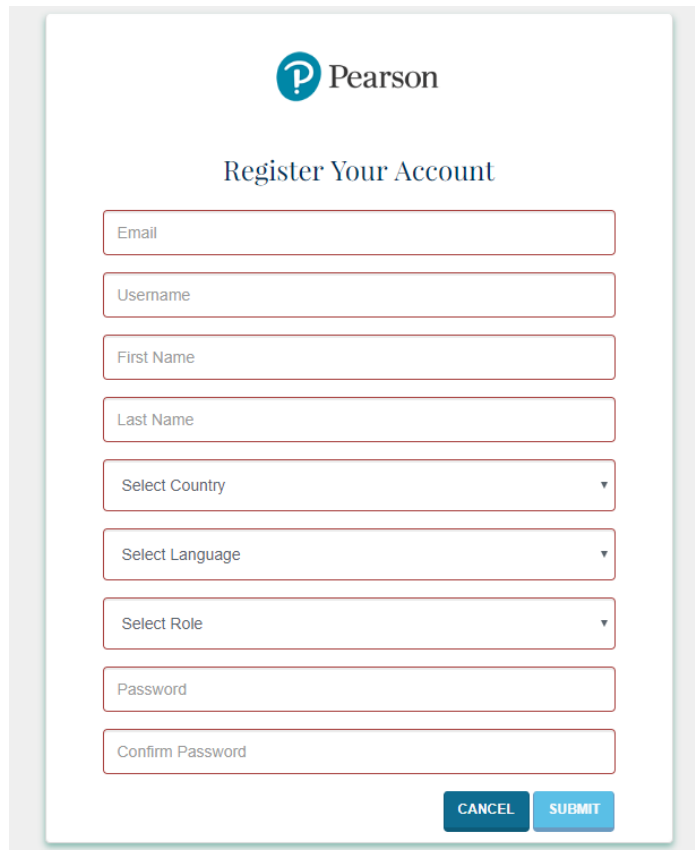
Step 2b: Create an account and then sign in

Non-Edexcel Online customers will need to create an account.

Please note that if you sign in as a guest you may need to pay for any events which have a fee by credit card. You will be presented with the options available to you in the booking

pages. If you request to pay on invoice please ensure that you complete your billing address accurately, otherwise this may affect your ability to make future bookings.

Click on the 'Create an account' button and then fill in the form that appears:



The image shows a registration form for Pearson. At the top is the Pearson logo (a blue circle with a white 'P') and the word 'Pearson'. Below the logo is the title 'Register Your Account'. The form consists of several input fields: 'Email', 'Username', 'First Name', 'Last Name', 'Select Country' (a dropdown menu), 'Select Language' (a dropdown menu), 'Select Role' (a dropdown menu), 'Password', and 'Confirm Password'. At the bottom right of the form are two buttons: 'CANCEL' and 'SUBMIT'.

All fields are required. Please note that you are also able to use your email address as your username.

Once complete, click 'Submit' or, if you do not wish to proceed with your account creation then click 'Cancel'.

You will only need to create an account once; you can then use this account to sign in for any events in the future. It is **not** necessary to create an account every time you wish to register onto an event.

Once you have created your account, you will be sent an email asking you to verify your email address.

You will then need to return to the [events calendar page](#), find the event you wish to register for and complete the registration by signing in, using your newly created account details to do so.

You will need your '**Username**' and '**Password**' to sign into your Pearson account.

If you encounter a sign in/authentication issue, please refer to the troubleshooting section on **page 10**.

Step 3: Checkout – Free Events

Once you have signed in you will then be directed through the checkout pages.

Edexcel Online account holders can only update their personal information in the Edexcel Online platform. This **cannot** be done during the booking process for training events. Please refer to Step 2a if you need to make changes to your Edexcel Online details.

During the booking process, you will be required to complete your name, email address, centre name and number and work address.

Please indicate if you have any dietary (F2F only) or accessibility requirements.

Accessibility requirements:

If you select 'Yes', please let us know further details in the text box displayed:

Do you have any accessibility requirements? (eg. closed captions)

Yes ▾

* Please let us know of any accessibility requirements you have below.

Dietary requirements:

* Please identify any dietary requirements you may have:

- Halal
- Gluten Free
- No Requirements
- Vegetarian
- Vegan
- Other

* Please describe

If you would prefer to opt out of emails regarding our range of products and services, you can tick the box as below:

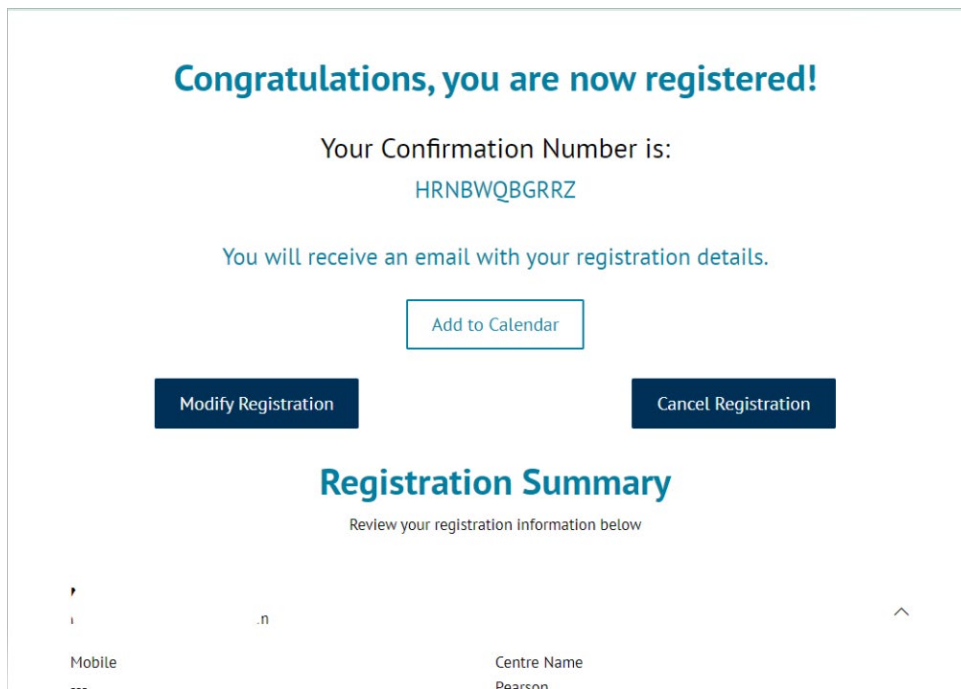
Pearson would like to keep you updated with information on our range of products & services. Please note that this will include invites to similar future events and training.

If you don't want to receive this information, please tick this box.

When you have entered this information, click 'next'.

Once you are ready to finalise your booking, please ensure that you have read and agree to our Terms and Conditions before ticking the 'I agree to the Terms and Conditions' box. Then click 'submit'.

Next, you will be taken through to the registration confirmation page:



The screenshot shows a registration confirmation page with the following elements:

- Congratulations, you are now registered!** (Large blue heading)
- Your Confirmation Number is: **HRNBWQBGRZ** (Confirmation number)
- You will receive an email with your registration details. (Text)
- Add to Calendar** (Light blue button)
- Modify Registration** (Dark blue button)
- Cancel Registration** (Dark blue button)
- Registration Summary** (Large blue heading)
- Review your registration information below (Text)
- Mobile: --- (Text)
- Centre Name: Pearson (Text)

You will also be sent a confirmation email with all of this information.

Step 4: Checkout – Paid Events

If you are booking onto an event with a fee you will need to provide payment information to confirm your booking.

Step 4a: Checkout – Paid Events – Edexcel Online Customers

Edexcel Online customers will have the option of paying on credit card or their centre's account:

Payment

Select Payment Method

Credit Card

Payment on Account

Previous

Cancel

Submit

Step 4b: Checkout – Paid Events – Guest/non-Edexcel Online Customers

Guest/non-Edexcel Online customers will **have** to pay by credit card for some events or they will have the option to pay on account (as seen above):



Payment

Select Payment Method

Credit Card

Payment on Account

Total Due £60.00

* Type
Visa

* Credit Card Number

* Name on Card

* Card Security Code
 [What is this?](#)

Expiration Date

* Month
January

* Year
2021

Once you have provided your payment information and you are ready to finalise your booking, click submit.

You will then be taken through to the registration confirmation page as shown at the end of **Step 3**.

Adding other delegates to your booking (All Customers)

During booking process

To add other delegates to your booking, click the 'add group member' button as shown below:

Registration Summary

Your registration is almost complete. Please review your registration below and if everything is correct, click Next to proceed with payment and finish your registration.

| | |
|------------------------|------------------|
| Edit | |
| Mobile | Centre Name |
| --- | Pearson |
| Centre Number (or N/A) | Region (Country) |
| N/A | United Kingdom |

Add Group Member

You will then be prompted to enter the details of the delegate as below. This is important as we will need their details so that the joining link and confirmation email will be sent to them post registration and an e-certificate will be sent after they attend the event:

Personal Information

Updates to Personal Information should be made within your EOL account.

* First Name

* Surname

* Email Address

Mobile

* Centre Name

* Centre Number (or N/A)

* Region (Country)

Once you have entered the details of the delegate, click next and you will see the below page with your details and the added delegate details:

Registration Summary

Your registration is almost complete. Please review your registration below and if everything is correct, click Next to proceed with payment and finish your registration.

[Edit](#)

| | |
|------------------------|------------------|
| Mobile | Centre Name |
| --- | Pearson |
| Centre Number (or N/A) | Region (Country) |
| N/A | United Kingdom |

[Add Group Member](#)

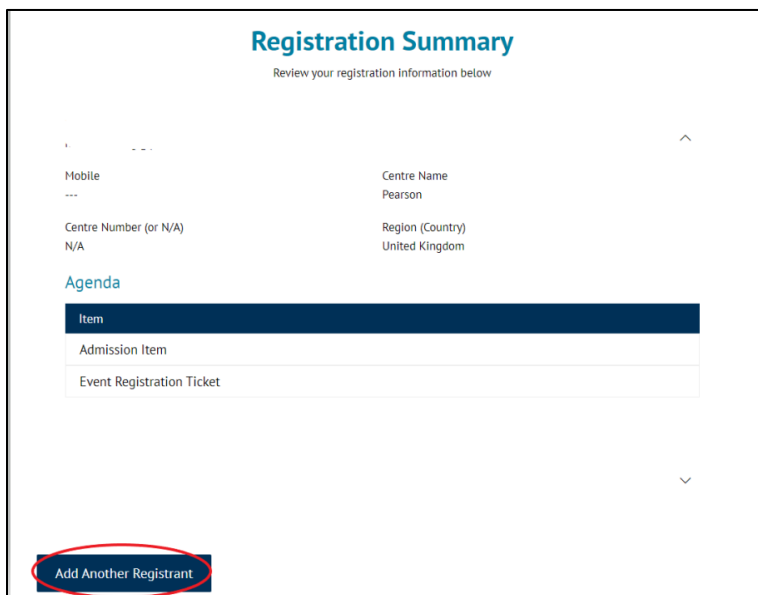
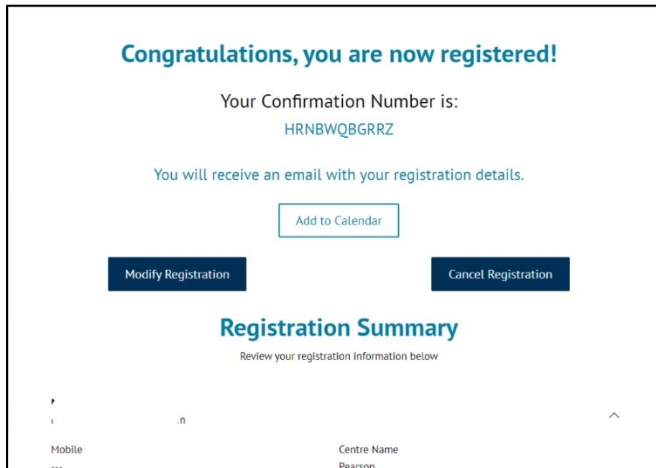
(You can add more than one delegate to your booking by clicking the 'add group member' button)

If this is a free event, you can then click 'submit' and you will be taken to the confirmation page as shown at the end of **Step 3**.

If this is a paid event, you will be taken to the order summary page where you can choose a payment option as shown in **Step 4a**.

After completing registration

On the registration confirmation page, under Registration Summary (as shown on the second image) you can click 'Add Another Registrant' button:



You will then be required to complete the form with the details of the delegate, as explained on the section 'During booking process'.

Please note: You are able to add another registrant later on from your event registration confirmation email. Please click the button 'Amend my booking' as seen below. You will then be directed to the registration confirmation page, and you can follow the steps from section 'After completing registration'.

Dear ExampleContactFirstName,

Thank you for booking onto Flex Template FREE: TfP (UK) Online Events. Your registration has been confirmed. We look forward to seeing you on 01/05/2040 at 09:00. Please save this email for future reference.

Your confirmation number is:ExampleContactConfirmationNumber

Event title: Flex Template FREE: TfP (UK) Online Events

Event code:

Date/Time: 01/05/2040 09:00 to 01/05/2040 17:00 Greenwich Time

[Add to calendar](#)

Please click the button below to join the event:

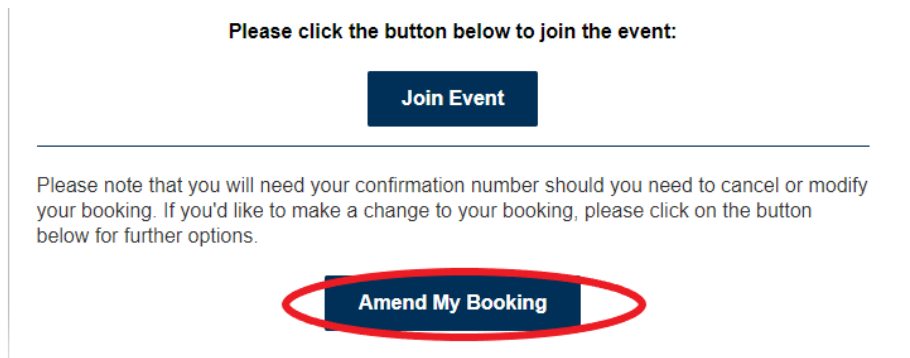
Join Event

Please note that you will need your confirmation number should you need to cancel or modify your booking. If you'd like to make a change to your booking, please click on the button below for further options.

Amend My Booking

Cancelling or modifying your booking

Firstly, click on the 'Amend my Booking' button on your confirmation email:



You can then click on one of the buttons below to either cancel or modify your booking:

Congratulations, you are now registered!

Your Confirmation Number is:

HRNBWQBGRZ

You will receive an email with your registration details.

Add to Calendar

Modify Registration

Cancel Registration

Waitlisted Delegates

Free Events: If you register yourself to the event 'Waitlist', you will automatically be moved from the 'Waitlisted' to the 'Accepted' list should a space become available to you. You will then be notified of this by our Event Management System. If you are moved to the 'Accepted' list but no longer wish to attend the event, please refer to the **'Cancelling or modifying your booking'** section.

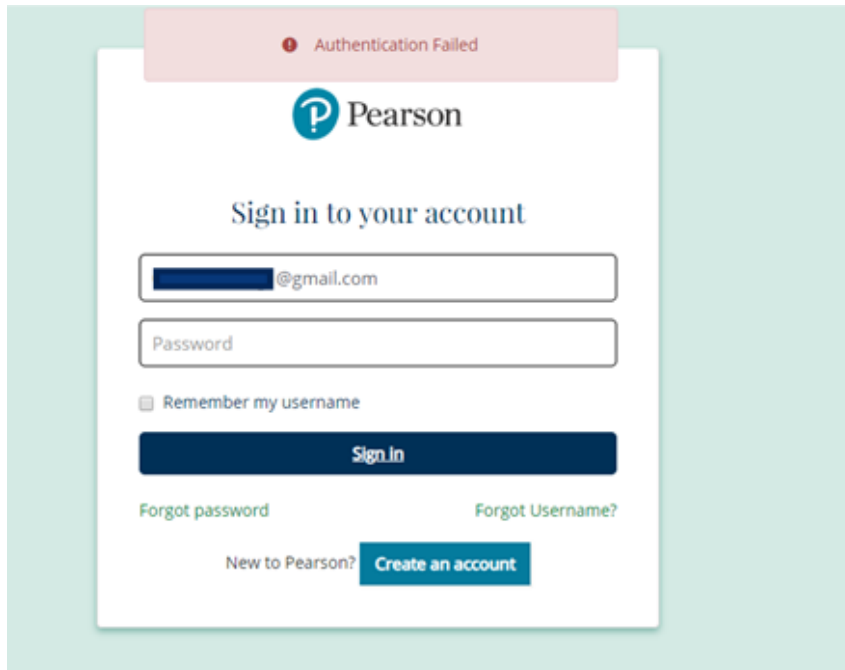
Paid for Events: If you register yourself to the event 'Waitlist', you will receive an email notification should a space become available for you to register as an 'Accepted' invitee. Your space will be held for 24 hours before the registration is opened to other delegates.

Troubleshooting

Sign in issue/authentication failure

When signing in if you encounter an 'Authentication Failed' message, please check that you are using the correct login details:

- Edexcel Online account customers should check their credentials with their Examinations Officer in the first instance.



- You can also reset your password by clicking '**Forgot Password**' or you can request a username reminder by clicking '**Forgot Username?**' – both will require you to provide the email address associated with the account.

If you are still unable to sign in after trying these steps, please complete our [customer query form](#) so that we can investigate and resolve the issue for you.