Why are you moving these tests to the Pearson Onscreen Platform (POP)?

Starting from Autumn 2017 we will be transferring all our onscreen assessments from Promissor to the Pearson Onscreen Platform (POP), as the version of Promissor which we have been using for most of our onscreen assessments will be decommissioned and will no longer be supported.

POP will allow us to deliver new functions and testing improvements to centres more effectively, and to provide them with access to a wider range of delivery models via a more flexible and stable testing platform.

I have previously only used Promissor before, should I be using POP LAN or POP Offline?

For centres who run Promissor tests offsite on laptops we would recommend using the POP Offline test player. You download packages from the POP Assessor Dashboard and run the test offline before uploading. This is generally more relevant to work based learning training providers.

If you generally run all of your tests on site within your centre on a network, we would recommend Pearson Onscreen Platform LAN.

I already use POP to deliver some of my onscreen tests, do I need to do anything?

Customers who already use POP either LAN or Offline there is no further action you need to take other than to book your tests to POP. Preparing and delivering your tests on POP will work in exactly the same way for those tests you delivered on Promissor previously. If you do already have the software installed it is worth checking that you are on the most up to date version.

I already use POP, how to do I check that I am on the most recent version of the software?

To check the version that you have installed follow these instructions - Open Control Panel -> Programs and Features. Find the software in the list and check the version number in the last column. You can then view what the latest version is by going to the installation guide on our website.

Does the process of booking tests change on the new system?

You will be able book onscreen tests on Edexcel Online in the usual way. For a limited time during the transition of all tests from Promissor to POP you will have the option to book your tests on either platform.

This document gives you a quick guide to what Edexcel Online will look like during this time and help you confidently book your learners' tests.

How can I book a demo test?

Your Account Specialist will be able to arrange a demo test for you, you can contact them by email or phone to let them know when is the most convenient time for your demo test to be available to you.

I already use POP LAN for onscreen tests, do I have to download anything else?

You can run all of your onscreen tests on POP LAN. You will need to ensure you have the most up to date version - information on this can be found in section 6 of the POP LAN In Depth Guide.

How do I create new users?

POP LAN - If this is your first time using POP (all versions) the first step to take is to complete the declaration form and return it to your account specialist. You will find the contact information for your specialist at the end of the form.

For existing users, the administrator for the Administrator Dashboard software can create these.

POP Offline - If this is your first time using POP (all versions) the first step to take is to complete the declaration form and return it to your account specialist. You will find the contact information for your specialist at the end of the form.

If you are already using the offline version of POP, but require additional accounts for your assessors to be able to access their onscreen tests on POP Assessor Dashboard, please complete the additional user form.

If you are a new POP user, but also have a large number of assessors who require an account, please complete both the declaration form and the additional user form.

How do I install the Pearson Onscreen Platform?

POP LAN - Once user accounts are set up (see above) you will need to run through the stages outlined in section 2 of the POP LAN in depth guide

POP Offline - If you are a WBL centre or FE college with assessors who use laptops to run one test at a time, and go out to your learners workplace, your centre should install the POP Offline test player onto assessors' laptops (see link for details). This will allow them to manage the tests that they have booked using the POP Assessor Dashboard and download tests ahead of time.

How can I apply for Access Arrangements for onscreen tests?

You can apply up to 25% additional time at the point of booking your learners test on Edexcel Online. This can be done by ticking the box to add 25% additional time.

If your learner requires more than 25% additional time or any other access arrangements you can send your request via the Access Arrangements Online Tool.

What support or training material is available?

Our support and training materials can be found on [our website](). There are guided video tutorials and step by step guides available to download. In addition we will also be running online training sessions on the new POP Assessor Dashboard for running offline tests - a variety of dates are available for you to book on our website.

Can tests booked on Promissor be taken on POP?

Test bookings are not transferable between the different platforms.

What can I do if I have booked my tests on the wrong platform?

If your test is scheduled in the future you can cancel the booking on Edexcel Online, this will then allow you to rebook the test for your learner on the platform that you are wanting to use.

If the test time has passed you can contact your account specialist who will be able to remove the booking for you which will then allow you to rebook your learners test for the correct platform.

My PIN won't work?

If your PIN is not working or you cannot remember it you can generate a new one. Generating a new PIN will mean that you will have to download the test package again.

If you are a centre who book onscreen test using both QMA and Edexcel Online, you will have a different PIN for each system. If you are accessing your tests on both QMA and POP Assessor Dashboard (tests booked on Edexcel Online), this could cause you to get an Invalid PIN message when using the test player.

To avoid this you can use the POP Assessor Dashboard to access all of your on-screen tests booked on both QMA and Edexcel Online in one place, meaning that you will only need to use the PIN that you have for the POP Assessor Dashboard.

I've forgotten my password/cannot log in

If you have forgotten your password or are not able to log in please contact your account specialist who will be able to reset your password for you and check for anything else that could be preventing you from logging in.