

Getting in Touch with your Pearson Support Teams

How to navigate our new Pearson Support Portal which is a one stop shop for information and support and is the best way to contact us if you have any questions about any of our products or services. Though this is a very different way from what you have been used to this is designed to provide benefits;

1. You can direct your specific enquiry directly to the correct team due to the drop-down options you are given, this will save time for resolution
2. You have visibility of the cases you create and send to us so that you are kept into the loop up to resolution

To use the new Portal you will need to log in using your **Edexcel online log in details**, after which you will be able to contact us directly

How to contact us:

1. To access the Pearson Community Portal, go to <https://support.pearson.com/uk/s>
2. Use the **Sign in** button – top right of the screen – and enter your Edexcel Online details
3. Then click on **Contact us** and select **QUALIFICATION SERVICES**



4. You can then direct your question to the team who can help by selecting your **CUSTOMER TYPE**

Tell us about your issue

***What kind of customer are you?**

Select a customer type

- Select a customer type
- Administrators (WBL)
- Assessor/Internal verifier (WBL)
- Exams Officers
- Pearson Associate
- Quality Nominees
- Students & Parents
- Teachers & Department Heads
- Technical support staff

***SubCategory Type**

***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.

5. Please enter your **Centre Number** and then use the drop-down boxes to give background to your enquiry, again this ensures the right person / team picks this up for you.

Tell us about your issue

***What kind of customer are you?**

Quality Nominees

Centre Number

99999

***IssueType**

Coursework / Internal Assessments

***Category Type**

Assessment Rules

***SubCategory Type**

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6. Select the **Qualification Type** your enquiry relates to (the option of non-subject specific is being added)

***SubCategory Type**

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***Qualification**

Select Qualification
 Select Qualification
 AS & A Level
 BTEC Apprenticeships
 BTEC Enterprise qualifications
 BTEC Entry Level and Level 1
 BTEC Firsts
 BTEC Foundation Diploma
 BTEC Higher Nationals
 BTEC L1 Introductory
 BTEC Level 2
 BTEC Level 2 Technicals (post 16)
 BTEC Nationals
 BTEC Tech Awards (14-16)
 BTEC WorkSkills
 Digital Applications
 ESOL
 Edexcel Award
 Edexcel Certificate
 Entry Level Certificate
 Functional Skills

7. Then select the **Qualification Subject**

***SubCategory Type**

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***Qualification**

BTEC Tech Awards (14-16)

***Qualification Subject**

Select Qualification Subject
 Select Qualification Subject
 Art and Design Practice - 2018 RQF - BTEC Tech Awards (14-16)
 Child Development - 2018 RQF - BTEC Tech Awards (14-16)
 Creative Media Production - 2017 RQF - BTEC Tech Awards (14-16)
 Digital Information Technology - 2018 RQF - BTEC Tech Awards (14-16)
 Engineering - 2017 RQF - BTEC Tech Awards (14-16)
 Enterprise - 2017 RQF - BTEC Tech Awards (14-16)
 Health and Social Care - 2017 RQF - BTEC Tech Awards (14-16)
 Hospitality and Catering - 2018 RQF - BTEC Tech Awards (14-16)
 Music Practice - 2018 RQF - BTEC Tech Awards (14-16)
 Performing Arts - 2017 RQF - BTEC Tech Awards (14-16)
 Sport, Activity and Fitness - 2018 RQF - BTEC Tech Awards (14-16)
 Travel and Tourism - 2018 RQF - BTEC Tech Awards (14-16)

8. Please then complete the **Describe the issue** just as you would on an email and click NEXT

*Qualification
BTEC Tech Awards (14-16)

*Qualification Subject
Select Qualification Subject 0

*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.

You will then need to double check, your details to confirm your identity. These will be automatically populated if you have submitted a query before. If you are happy with the details, click “Next”.

The good news is once you have contacted us once your personal details will be automatically populated and will speed up the process for you.

9. Then choose how you want to communicate with us

You can choose a support option. Please note that “chat” is only available to some customer groups and at certain times only.

- Chat with an agent**
 Chat online with an agent that can walk you through it.
- 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.

10. If you choose **call** you will be provided with a case number and the correct phone number to call dependent on your customer type. You can add attachments if needed

Your Case Information

Your case number is: **07014027**

Please call us at: **0344 576 0045**
and provide your case number

Note: Please have your case number to hand when calling us, this is to ensure your query can be resolved as quickly as possible. If you do not contact us within 24hrs this case will be closed automatically.

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

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If you choose **send us a message** you will be provided with a case number and your enquiry will be forwarded to the relevant team. You can add attachments if needed.

Your Case Information

Your case number is: **07014008**

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

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

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11. Viewing Your Cases Once a case is created, **you can view the progress and any updates** that have been added to it by our Customer Services teams. On the top menu, select “More” and select “My Cases”. You will then see a list of all the cases that have been created under your name.

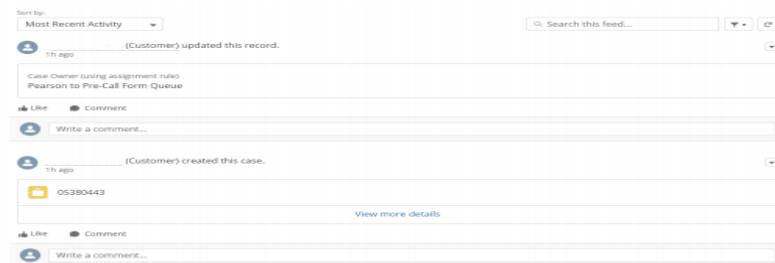
You will then see a list of all the cases that have been created under your name. You can reorder the list by using the arrows on the column headings. In this example we have the most recent cases at the top. You can click on the case number to view the case.

My Cases Self-Service

10 items • Sorted by Date/Time Opened • Filtered by all cases • Updated a few seconds ago

CASE NUMBER	SUBJECT	DATE/TIME OPENED
1 05380443	Edexcel Online Access	08/02/2019 10:57
2 05380436	Labels & Attendance Registers	08/02/2019 10:49
3 05378093	Attendance Registers	05/02/2019 10:58
4 05378092	Existing Applications	05/02/2019 10:40
5 05377822	MEETING TEST	01/02/2019 13:42
6 05377819	GDPR Test	01/02/2019 13:23

You can then view a history of activity that has occurred on the case (which you can add comments to).



The screenshot shows a feed of activity for six cases. Each case has a timestamp, a user icon, and a brief description. Below each case, there is a 'Like' and 'Comment' button, and a text input field for writing a comment.

- Case 1: (Customer) updated this record. 1h ago. Pearson using assignment rule: Pearson to Pre-Call Form Queue.
- Case 2: (Customer) created this case. 1h ago. 05380443. View more details.

12. Knowledge Articles are being developed and added to provide you with the opportunity to research and find help on the topics that are most frequently asked and needed. These articles contain documents, links, videos and other materials which may help you resolve your question without the need to contact Pearson.

As a starting point, you can search under the **Role – Quality Nominee or I Need Information About – Quality Assurance**

Role

Administrators (WBL)	Pearson Assessment	Teachers & Department Heads
Assessor/Internal Verifier (WBL)	Associate	
Exams Officers	Quality Nominees	Technical Support Staff
	Students & Parents	

I Need Information About

Onscreen Testing Entries	Pearson On-screen Platform (POP) Results	Registrations Quality Assurance
Candidate Amendments		Edexcel Online