Booking onto a training event: a step by step guide

Contents

Introduction .................................................................................................................................................. 2
Step 1: Select the event you would like to attend .................................................................................... 2
Step 2: Signing in or creating an account .................................................................................................. 3
Step 2a: Sign in to your account as an Edexcel Online customer: .......................................................... 4
Step 2b: Create an account as a guest or non-Edexcel Online customer and then sign in ............... 4
Step 2c. Sign in issue/authentication failure ............................................................................................. 6
Step 3: Checkout – Free Events .............................................................................................................. 7
Step 4: Checkout – Paid Events ............................................................................................................. 9
Step 4a: Checkout – Paid Events – Edexcel Online Customers .............................................................. 9
Step 4b: Checkout – Paid Events – Guest/non-Edexcel Online Customers ........................................... 10
Cancelling your booking .......................................................................................................................... 10
Modifying your booking ........................................................................................................................ 12
Introduction

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

If you have a query, please complete our customer query form.

If you are interested in receiving training at your school or college, please click here to fill in a form and a member of our team will be in touch with you to discuss your requirements.

Please make sure you familiarise yourself with our Terms and Conditions before placing your order.

Step 1: Select the event you would like to attend

You can browse our upcoming face-to-face and online event on our calendar.

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’:

Step 2: Signing in or creating an account

You will then be directed to the Pearson events sign in page. Below is what the customer sign in page will look like for both Edexcel Online and guest customers:
Step 2a: Sign in to your account as an Edexcel Online customer:

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

Step 2b: Create an account as a guest or non-Edexcel Online customer and then sign in

Guest or non-Edexcel Online customers will need to create an account.

Please be aware that if you sign in as a guest you will need to pay for any events that have a fee by credit card.

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

![Register Account Form]

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

Once complete, click ‘Submit’ or, if you wish to cancel creating an account, click ‘Cancel’.

You will only need to create an account once as you can then use this account to sign in for any events in 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 guest account details to do so.

You will need your ‘Username’ and ‘Password’ to sign in to your Pearson account.
Step 2c. Sign in issue/authentication failure

When signing in you might encounter an ‘Authentication Failed’ message. If this happens please check that you are using the correct log in details:

- Edexcel Online account customers can check their credentials with the account details holders at their centre (usually the Examinations Officer).
- 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 your email address that is associated with the account.

If you are still unable to sign in after trying these steps then please complete our customer query form so that we can investigate and resolve the issue for you.
Step 3: Checkout – Free Events

Once you have signed in you will then be directed through the checkout pages. For free events this is a simple process for both Edexcel Online account holders and guest customers.

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.

You can also indicate if you have any special requirements. This includes dietary requirements for face-to-face events and disability requirements for face-to-face and online events.

Once you have entered this information click ‘save and next’: 
At this point in the booking process, if you are an Edexcel Online customer, you can add details of other attendees if you are planning on attending the event with colleagues from your centre.

Once you are ready to finalise your booking, make sure you have ticked the ‘I agree to the Terms and Conditions’ box and then click ‘Finish’:

You will then be taken through to the registration confirmation page:

From here you can see an overview of your booking and also modify any special and dietary requirements. You will also be sent a confirmation email with all of this information.
For some events you will also be able to unregister your booking should you no longer be able to attend.

You can also modify your special and dietary requirements or unregister (if that option is applicable to the event you are booked on) at a later date. You will need your confirmation number to do so. You can find this on the registration confirmation page and in your confirmation email.

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

Guest/non-Edexcel Online customers will **have** to pay by credit card:

![Payment Method](image)

Once you have provided your payment information and you are ready to finalise your booking please ensure you have ticked the ‘I agree to the Terms and Conditions’ box and then click ‘Finish’.

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

Cancelling your booking

Firstly, click on the “View More Information” button on your booking confirmation email.

![View More Information](image)

*Streamlined Communications* will be managing the session on behalf of Pearson and will provide any support you need in advance and during the web conference. Please read the following instructions carefully to ensure that you have a good experience online.

Then hover over “My Registration” and click on the “Confirmation” option.
At this point, add your reference to the “Confirmation Number” box, and press OK in the bottom right hand corner.

Enter Confirmation

In order to view your registration information, please enter your registration confirmation number.

Registrant: event019 test019 (Not you? Register for this event)

Confirmation Number: [ ]

To have the Confirmation Number sent to you, click this link: Confirmation Number

NB: If you do not have your confirmation number click the link below the box labelled “Confirmation Number”, add your email address and it will be sent to yourself at which point return to this page and add the booking number into the box and press OK to proceed.
To cancel the booking click the “Unregister” button, followed by your booking confirmation on the following page and finally press “Finish” on the cancellation information page.

Cancellation Information
You are about to cancel your registration.

Personal Information

First Name: Tom
Surname: Ashman
Email Address: tom.ashman@pearson.com

Modifying your booking

Firstly, click on the “View More Information” button on your booking confirmation email.

If you require to make changes to your booking, please click on the button below for further options.

View More Information

Streamlined Communications will be managing the session on behalf of Pearson and will provide any support you need in advance and during the web conference. Please read the following instructions carefully to ensure that you have a good experience online.

Then hover over “My Registration” and click on the “Confirmation” option.
At this point, add your reference to the “Confirmation Number” box, and press OK in the bottom right hand corner.

Enter Confirmation

In order to view your registration information, please enter your registration confirmation number.

Registerant: event019 test019 (Not you? Register for this event)

Confirmation Number: __________________________

To have the Confirmation Number sent to you, click this link: Confirmation Number

NB: If you do not have your confirmation number click the link below the box labelled “Confirmation Number”, add your email address and it will be sent to yourself at which point return to this page and add the booking number into the box and press OK to proceed.

To cancel the booking click the “Unregister” button, modify your chosen answers, then press “Finish” to confirm the changes.