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](#).

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**Pearson Edexcel GCSE (9-1) Drama: Preparing for component 2**

- Date: 14 January 2021 at 16:00 - 18:00 GMT
- Location: Online, UK
- Description:
  This online event is designed for teachers who are delivering our Pearson Edexcel GCSE (9-1) Drama qualification.
  
  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](#).
  
  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.
  
  Delegates will:
  - understand the content and administration of the component
  - analyse the requirements for the performance or design roles
  - review marked examples of student performance
  - address common issues and FAQs

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Then click on ‘Register’:
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:

![Register Your Account Form](image)

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:

Dietary requirements:

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

![Congratulations, you are now registered!](image)

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):

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:

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:
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:

(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: TIP (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

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**Event title:** Flex Template FREE: TIP (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]

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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:
HRNBWQ88GRRZ

You will receive an email with your registration details.

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.