



## ePEN2: Access and Guidance

For markers and supervisors using ePEN2 to carry out online marking.

Nov 2018, -Associate Support

### FAQs

#### **Where should I access ePEN2?**

The marking platform is available online, click here to [Access ePEN2](#). Please be aware ePEN2 is only compatible with Safari, Firefox and Chrome. If you need to open a new browser past the following link into one of these browsers:

<https://uk.pearsonepen.com/epen-login/>

#### **How do I log into ePEN2 for the first time?**

You will receive email communication the first time you are required to log into ePEN2. Please refer to our guidance on [Accessing ePEN2 for the first time](#).

#### **How do I reset my password?**

You are able to reset your password directly through [ePEN2](#), just click reset password.

If have attempted to reset your password and are unable to remember the answers to your security questions, please contact the Associate Helpdesk for assistance.

#### **Where can I find user guidance for ePEN2?**

There are a number of online tutorials and documents available to [Markers](#) and [Supervisors](#).

#### **Can I mark from a school computer?**

No - For security reasons we require all markers to use a personal computer on a secure network. You should not use a public network to carry out marking as these may not be secure and firewall settings may prevent you from being able to use the marking platform.

**Which version of ePEN should I be using?**

Pearson operates two versions, ePEN and ePEN2, with more marking being moved to the new improved version ePEN2.

Information about which will be contained within your contract. You will also receive communication prior to marking detailing the platform you will be using. Further information can be found on our [Marking and Awarding](#) webpage.

**Attachments**

[ePEN2 System Requirements](#)

[Marker Guidance](#)

[Supervisor Guidance](#)