Pearson
Community Portal
User Guide
Contents

Signing In

Contact Us

Viewing Your Cases

Knowledge Articles
Signing In

To access the Pearson Community Portal, go to https://support.pearson.com/uk/s

For Teachers, Assessors, Exams Officers, Administrators, and Assessment Associates, you will need to sign in to the Community Portal in order to submit your queries directly to Pearson. You can still browse and view our Knowledge Articles and Community discussions without signing in.

To sign in to the Community Portal, use the “Sign in” option at the top right hand side of the home page.

If you have an existing Edexcel Online or Gateway account, you can use those log in details and click the green “Sign In” button.

If you do not have an Edexcel Online or Gateway account then you will need to create your account by clicking the “Create an account” link.
You can then enter your details.

The username needs to be unique and will be used to log into the site in the future, so you may want to use your email address.

Please note for the “Role” option, teachers, assessors and administrators should select “Educator”. Assessment Associates should select “Partner”.

Once you have completed all fields, click the blue “Submit” button, you will then be sent an email to verify your identity and complete the registration. Please be aware, the link in this email will expire after 24 hours. You will then need to create a new account again.
Contact Us

To submit a query directly to Pearson, select “Contact Us” from the top menu bar.

Teachers, Assessors, Exams Officers, Administrators and Assessment Associates should select “Qualifications”.

You will then be presented with a form to complete to tell us about your query. Anything marked with an * is a mandatory field. The options that appear in the drop down menus will depend on the options you selected on the menu before.

You will notice that relevant Knowledge Articles may appear on the right hand side. Right click on these and open in a new tab, they may help you to resolve your query.
The lower half of the form prompts you to enter a qualification and subject, and a free text section to describe your query in more detail. Once complete, click the blue “Next” button to proceed.

*Qualification
GCSE

*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.

Hi,

I would like a replacement label for my GCSE math exam sent ASAP please.

Thanks,

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”.

Tell us about yourself

*First name
Test

*Email address
test.user@test.com

*Country
United Kingdom

*School, College, Institution, WBL provider or Associate Role
Test College

*Last name
User

*Phone number
4455467778

*Language
English

Please fill out all of your contact information to view your support options.

Some data entered in this form will be saved as a convenience to our returning customers. If you are on a shared or public device and don’t want your information saved in these fields, please clear your browsing history.

By requesting support and using this site, you agree to the Terms of Use and Privacy Policy
You can then choose a support option. Please note that “Chat” is only available to some customer groups and at certain times, and will only be visible if that is the case.

Please choose a support option.

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.

If you choose the “Call Us” option, a case will be created, you will be allocated a unique case number and you can then call us to discuss the query in more detail. The phone number will change depending on your customer type. You also have the option to upload an attachment at this point.

Please note, if you do not call us within 24 hours of creating the case, we will close it automatically.
If you select “Send us a message”, a case will be created, you will be allocated a unique case number and we will begin working on resolving your query. You will also receive an email notification. You also have the option to upload an attachment at this point.

Your Case Information

Your case number is:
05380436

Thank you for your question. We aim to get back to you within 2 working days, either with 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 - 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

Upload Files Or drop files

Back to Pearson Support
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 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.

You can then view a history of activity that has occurred on the case (which you can add comments to).
Below this you can view all information associated with the case. This can viewed across two tabs. The “Case Detail” shows the information that you submitted when creating the case.

<table>
<thead>
<tr>
<th>CASE DETAIL</th>
<th>RELATED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer’s Contact Information</strong></td>
<td><strong>Account Name</strong></td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Case Information</strong></td>
<td><strong>Status</strong></td>
</tr>
<tr>
<td><strong>Case Number</strong></td>
<td>New</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td><strong>Phone Number</strong></td>
</tr>
<tr>
<td><strong>Educe Online Access</strong></td>
<td>0944 463 2535</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td><strong>Other</strong></td>
</tr>
<tr>
<td><strong>First Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Last Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Email Address</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Phone Number</strong></td>
<td></td>
</tr>
<tr>
<td><strong>School/University</strong></td>
<td>Test College</td>
</tr>
<tr>
<td><strong>System Information</strong></td>
<td><strong>Date/Time Closed</strong></td>
</tr>
<tr>
<td><strong>Date/Time Opened</strong></td>
<td>08/02/2019 10:57</td>
</tr>
</tbody>
</table>

The “Related” tab will show activity history but also allow you to upload attachments if you need to add these after creating the initial case.

<table>
<thead>
<tr>
<th>CASE DETAIL</th>
<th>RELATED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emails (0)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Articles (0)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Open Activities (0)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Activity History (0)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Case History (2)</strong></td>
<td><strong>View All</strong></td>
</tr>
<tr>
<td><strong>DATE</strong></td>
<td><strong>FIELD</strong></td>
</tr>
<tr>
<td>08/02/2019</td>
<td>Created</td>
</tr>
<tr>
<td>08/02/2019</td>
<td>Owner Assigned</td>
</tr>
</tbody>
</table>

**Files (0)**

- **Add Files**
- Or drop files
Knowledge Articles

There are several places within the Community Portal where Knowledge Articles can be viewed. These articles contain documents, links, videos and other materials that may help you resolve your query without the need to contact Pearson.

**Browse & Search Articles** - You can search for Knowledge Articles on the Community Portal home page using the main search bar in the middle of the screen.

You can also go to the Browse Articles section to search by category and topic.

You can also find Knowledge Articles when completing the Contact Us form. This will suggest articles to you based on the Issue Type and Categories you select.
Once you are viewing an Article, you can rate this using the thumbs up or thumbs down symbols at the bottom of the page.

Was this article helpful?