

# ResultsPlus Direct

## Registering your students

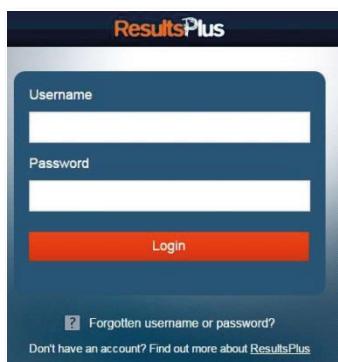
### Quickstart guide

Please follow these step-by-step instructions to accessing and using the ResultsPlus Direct administration area within your ResultsPlus account.

#### Step 1

##### Login to ResultsPlus at

[www.resultsplusdirect.co.uk/ResultsPlus/Default.aspx](http://www.resultsplusdirect.co.uk/ResultsPlus/Default.aspx)



Please use the same username and password when accessing [Edexcel Online](#).

Trouble shooting: **'My Edexcel Online username and password doesn't work?'** Your exams officer can grant access to ResultsPlus using Edexcel Online. If you're an International centre and you dont know who your exams officer is contact [pqs.internationaleo@pearson.com](mailto:pqs.internationaleo@pearson.com) or your relevant RDM.

#### Step 2

##### Select the 'ResultsPlus Direct (for students) administration' option

Please note only Exams Officers, Exams Managers and Exams Assistants can see this option.

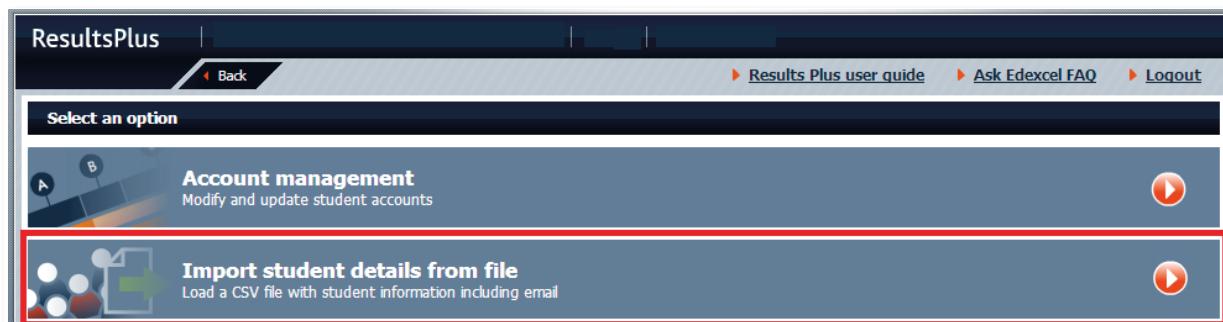


Trouble shooting: '**I cant see this option?**' ask permission from your exams officer to change your role within [Edexcel Online](#).

## Step 3

### 3.1 How to use the Import (CSV upload) option

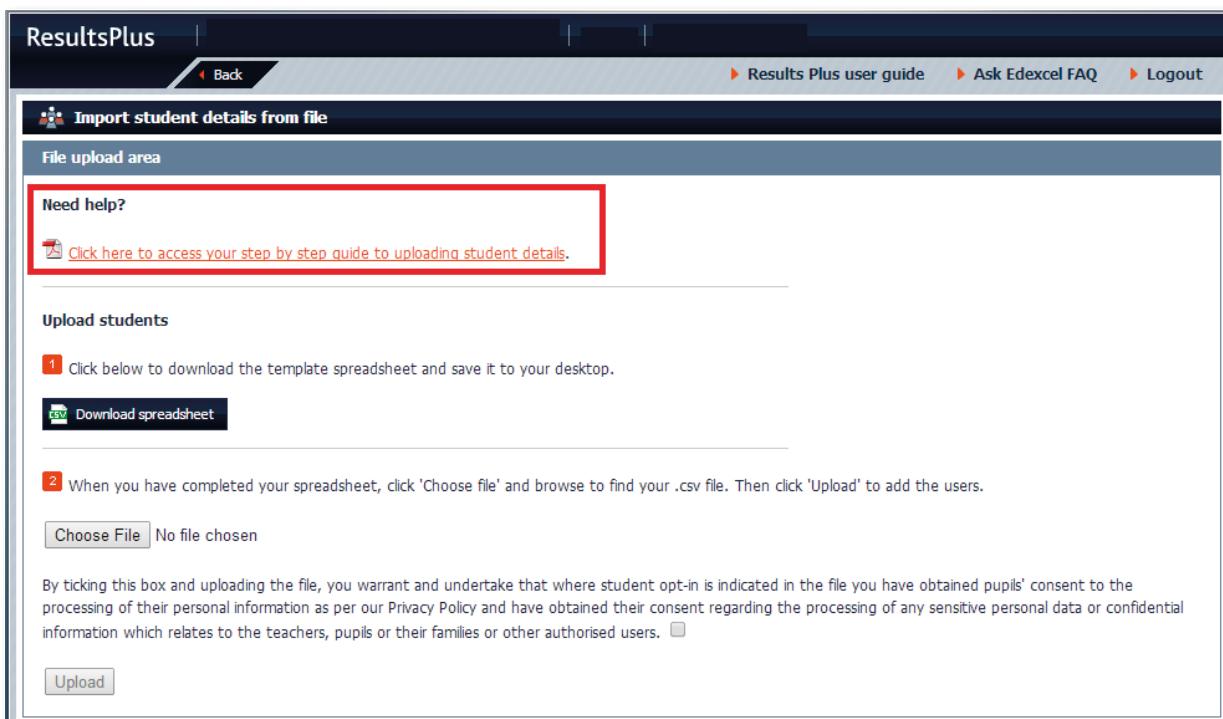
Please note that the import option can only be used if your school gives permission to share student email addresses with third parties.



The screenshot shows the 'ResultsPlus' interface. At the top, there is a navigation bar with links for 'Back', 'Results Plus user guide', 'Ask Edexcel FAQ', and 'Logout'. Below this is a dark header bar with the text 'Select an option'. The main content area contains two options: 'Account management' (with a description 'Modify and update student accounts') and 'Import student details from file' (with a description 'Load a CSV file with student information including email'). The 'Import student details from file' option is highlighted with a red box and a red arrow points to the 'Import' button on the right.

### 3.2 Using the Import registration option

Please refer to the user guide provided in the import registration area when preparing and uploading your student file. Note that only 600 students can be uploaded via CSV at one time.



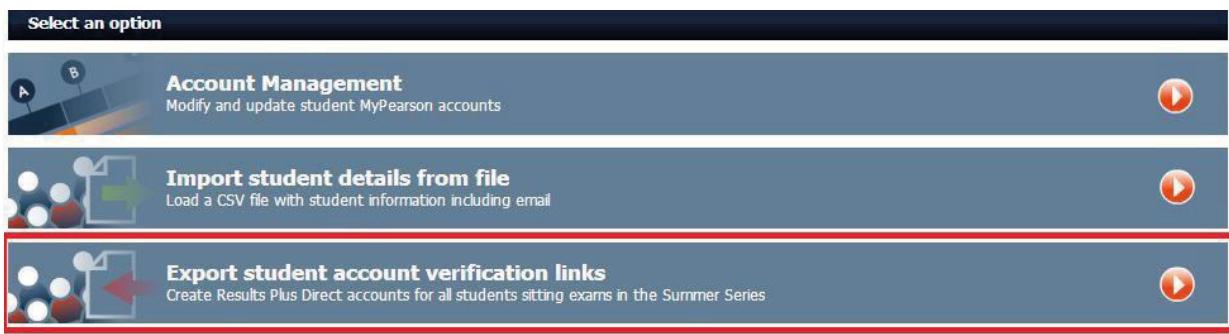
The screenshot shows the 'Import student details from file' page. At the top, there is a navigation bar with links for 'Back', 'Results Plus user guide', 'Ask Edexcel FAQ', and 'Logout'. Below this is a dark header bar with the text 'Import student details from file'. The main content area is divided into sections: 'File upload area' (with a 'Need help?' link and a 'Click here to access your step by step guide to uploading student details.' button), 'Upload students' (with a '1 Click below to download the template spreadsheet and save it to your desktop.' instruction and a 'Download spreadsheet' button), and a file input field ('2 When you have completed your spreadsheet, click 'Choose file' and browse to find your .csv file. Then click 'Upload' to add the users.') with a 'Choose File' button and a 'No file chosen' message. At the bottom, there is a checkbox for accepting terms and conditions: 'By ticking this box and uploading the file, you warrant and undertake that where student opt-in is indicated in the file you have obtained pupils' consent to the processing of their personal information as per our Privacy Policy and have obtained their consent regarding the processing of any sensitive personal data or confidential information which relates to the teachers, pupils or their families or other authorised users.' followed by a checkbox. There is also an 'Upload' button.

Please note it is important that data entered in the required fields of the CSV file is identical to the data supplied during student registration for an exams series.

## Step 4

### 4.1 How to use the Export registration option

This option is more suitable for larger groups and if you are still in contact with your students (method involves passing on activation information).

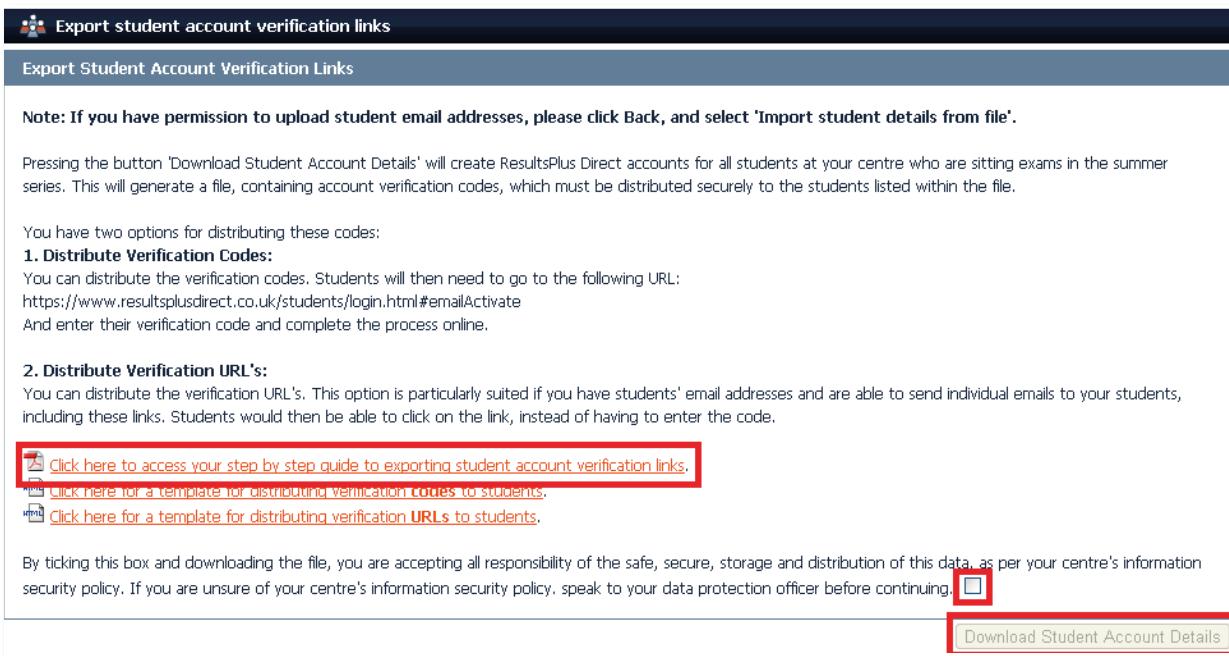


Select an option

- Account Management**  
Modify and update student MyPearson accounts
- Import student details from file**  
Load a CSV file with student information including email
- Export student account verification links**  
Create Results Plus Direct accounts for all students sitting exams in the Summer Series

### 4.2 Using the Export registration option

Please refer to the user guide provided in the export registration area when downloading your student file.



**Export student account verification links**

**Export Student Account Verification Links**

**Note:** If you have permission to upload student email addresses, please click [Back](#), and select 'Import student details from file'.

Pressing the button 'Download Student Account Details' will create ResultsPlus Direct accounts for all students at your centre who are sitting exams in the summer series. This will generate a file, containing account verification codes, which must be distributed securely to the students listed within the file.

You have two options for distributing these codes:

- 1. Distribute Verification Codes:**  
You can distribute the verification codes. Students will then need to go to the following URL:  
<https://www.resultsplusdirect.co.uk/students/login.html#emailActivate>  
And enter their verification code and complete the process online.
- 2. Distribute Verification URL's:**  
You can distribute the verification URL's. This option is particularly suited if you have students' email addresses and are able to send individual emails to your students, including these links. Students would then be able to click on the link, instead of having to enter the code.

[Click here to access your step by step guide to exporting student account verification links.](#)

[Click here for a template for distributing verification codes to students.](#)

[Click here for a template for distributing verification URLs to students.](#)

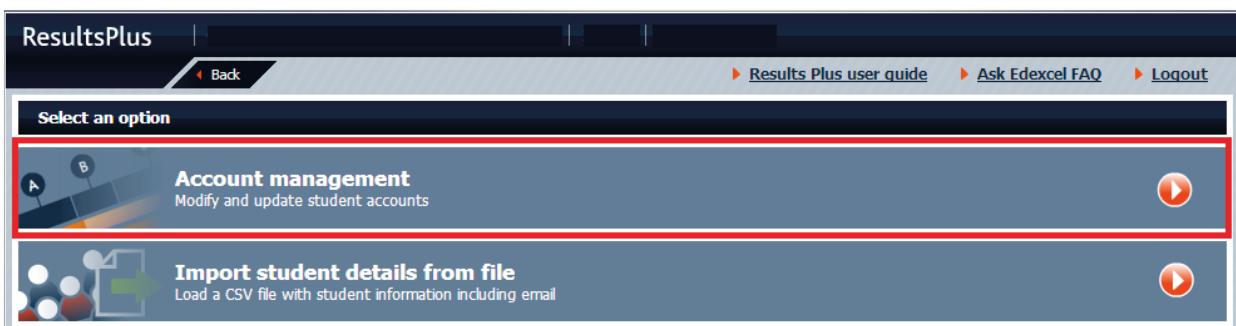
By ticking this box and downloading the file, you are accepting all responsibility of the safe, secure, storage and distribution of this data, as per your centre's information security policy. If you are unsure of your centre's information security policy, speak to your data protection officer before continuing.

[Download Student Account Details](#)

## Step 5

### 5.1 Using the Account Management Option; Searching for registered students

You can search for students using any of the search fields available – including accounts that are locked, not yet activated, or where students have forgotten their passwords. Once you have found your student click 'View'.

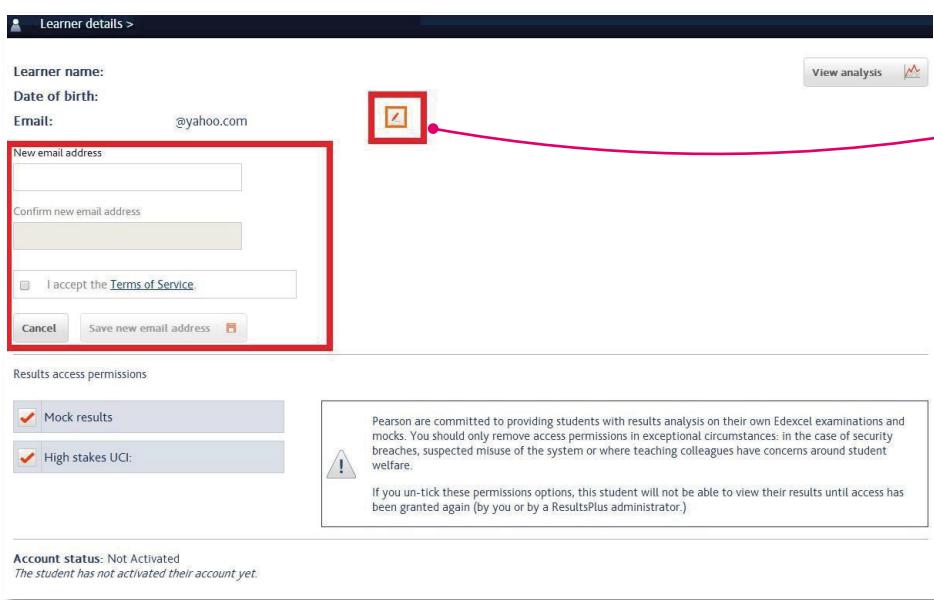


The screenshot shows the 'ResultsPlus Direct' interface. At the top, there is a 'Learner access control' section with search filters for Forename, Surname, UCI, Email, Date of birth, School year, Date created, Created by, Permissions, and Status. Below this is a table of student records with columns for Forename, Surname, DOB, UCI, Email, Permissions (High stakes, Mock), Status, and Details. The first student in the list has an email of yahoo.co.uk and is marked as Active. The second student has an email of @hotmail.co.uk and is marked as Not Activated. The third student has an email of @hotmail.com and is marked as Locked. A 'Find students' button is located to the right of the search filters.

Please note you only need to register your students once, you do not need to do this for each exam session.

## 5.2 Registered accounts that are 'Not activated'

If a registered student has not yet activated their account, please check the email address that is stored for that user. The email address can be edited via the **edit icon**. Changing or re-entering the student email address will trigger the deployment of a new welcome email.

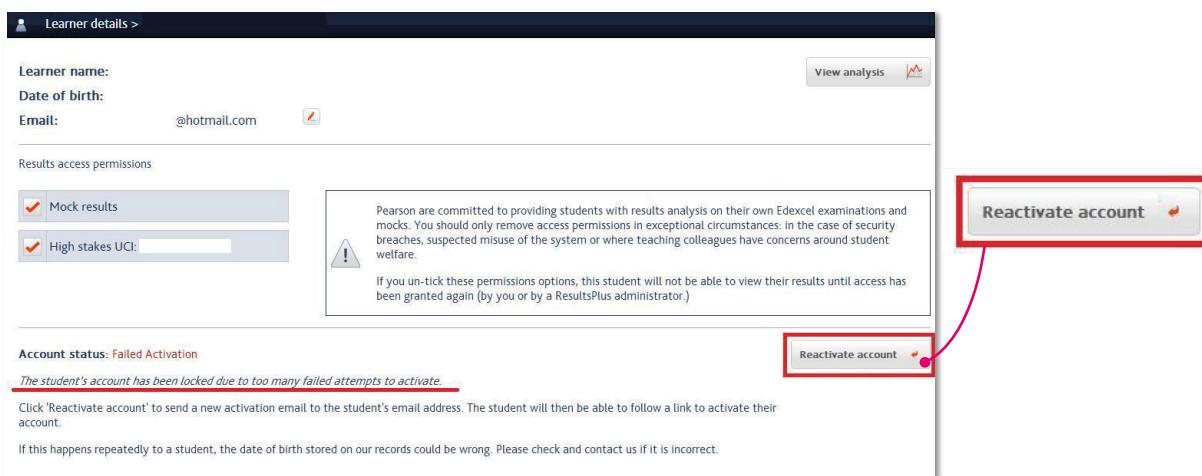


The screenshot shows the 'Edit learner details' form. In the 'New email address' section, there is a red box around the 'New email address' input field and a red box around the 'Save new email address' button. A red line points from the 'Edit icon' in the 'Learner details' section of the previous screenshot to this 'Save new email address' button. Below this section is a 'Results access permissions' section with checkboxes for 'Mock results' and 'High stakes UCI'. A warning message in a box states: 'Pearson are committed to providing students with results analysis on their own Edexcel examinations and mocks. You should only remove access permissions in exceptional circumstances: in the case of security breaches, suspected misuse of the system or where teaching colleagues have concerns around student welfare.' It also notes: 'If you un-tick these permissions options, this student will not be able to view their results until access has been granted again (by you or by a ResultsPlus administrator.)' At the bottom, it says 'Account status: Not Activated' and 'The student has not activated their account yet.'

## 5.3 Failed activation

If a registered student has failed to activate their account, they may have been entering the wrong date of birth for that account. This may happen if an incorrect date of birth was provided when the candidate was entered for the exam, or if during the registration process the wrong email addresses was entered against that student. If this has happened, you can resolve this by:

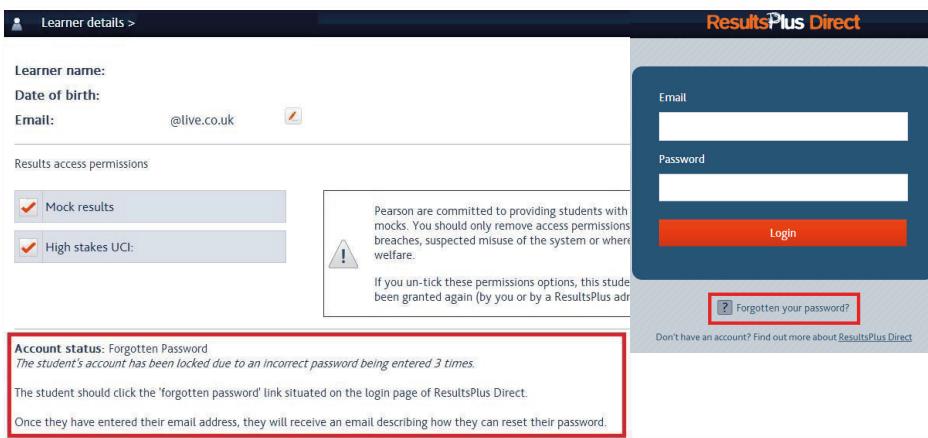
- Logging into account management (step 5.1) then searching for the student
- Check the students email address & DOB is correct, if the email address is incorrect update it using the 'Edit Icon' (pictured above). A new welcome email will then be sent to the student
- If the DOB displayed is incorrect this means an incorrect DOB was given during an exam entry for this student – Please [contact us](#) to resolve this
- If both the email address and the DOB are correct (you may want to double check with the student) then select '**Reactivate Account**', the student will then receive another email allowing them to re-attempt the activation process



The screenshot shows the 'Learner details' section of the ResultsPlus Direct interface. The 'Account status' is listed as 'Failed Activation'. Below this, a message states: 'The student's account has been locked due to too many failed attempts to activate.' A red box highlights the 'Reactivate account' button, which is also shown in a larger inset. The inset shows a detailed view of the 'Reactivate account' button, which is red with white text and has a small icon.

## 5.4 Forgotten password

If a registered student has forgotten their password and has locked their account by entering the wrong password 3 times, they should click on the forgotten password link stated on the [login page](#) of ResultsPlus Direct.



The screenshot shows the 'Learner details' section of the ResultsPlus Direct interface. The 'Account status' is listed as 'Forgotten Password'. Below this, a message states: 'The student's account has been locked due to an incorrect password being entered 3 times.' A red box highlights the 'Forgotten your password?' link on the login page, which is also shown in a larger inset. The inset shows a detailed view of the 'Forgot your password?' link, which is blue with white text.

## 5.5 Locked accounts

If a registered student has locked their account by entering the wrong date of birth or security question 3 times while trying to reset their password, click on the 'Reactivate account' button to send a new activation link to the students email account.

The screenshot shows a 'Learner details' page with the following elements:

- Learner name:** [redacted]
- Date of birth:** [redacted]
- Email:** @hotmail.com
- Results access permissions:**
  - Mock results
  - High stakes UCI:
- Account status:** Locked  
*The student has unsuccessfully attempted the forgotten password process 3 times.*
- Reactivate account** button (highlighted with a red box and a red arrow pointing from the 'Locked' status text).
- View analysis** button (with a line chart icon).
- Information box:** Pearson are committed to providing students with results analysis on their own Edexcel examinations and mocks. You should only remove access permissions in exceptional circumstances: in the case of security breaches, suspected misuse of the system or where teaching colleagues have concerns around student welfare.
- Warning message:** If you un-tick these permissions options, this student will not be able to view their results until access has been granted again (by you or by a ResultsPlus administrator.)
- Text below the status:** To reactivate this account click 'Reactivate account' to send a new activation link to the student's email address.  
The student will then be able to follow a link to activate their account.

## Step 6

### Any questions?

Please refer to our [contact us](#) page.