Edexcel Gateway Troubleshooting Steps

Below, you will find some information and steps which should resolve any access/loading issues that you might be having with Edexcel Gateway.

Clear cookies and cache data

We have provided steps on how to clear cookies and cache for some of the most popular browsers in the "How to clear browser cookies and cache" knowledge article. If your browser isn't listed, please follow the recommended instructions provided by your browser's creator.

When presented with options of what information you want to clear please select any that include headers such as "*Cookies*", "*Cache*", "*Cached data*", "*Cached images*", "*Cached files*" or "*Other site data*" and if you are presented with a time range please select "*All time*". After the data has been cleared, please restart your browser and attempt to access the Pearson Support Portal again. If you are still experiencing issues, please move onto the next step.

Invalid username or password

If your username and password combination is not working, please click Forgot Password to reset your password and you should receive an email to set up a new password. Please note, your new password email is only active for 1 hour and can sometimes be sent to your spam or junk folder. If you cannot see the email in your main inbox, please check these other locations.

Once a new password has been set up, try to log-in again

If you are still unable to log into Edexcel Gateway please complete the Access Issues Form and a member of the Associate Helpdesk team will contact you.