



Pearson

## Pearson Support Portal Troubleshooting Steps

Below, you will find some information and steps which should resolve any access/loading issues that you might be having with the Pearson Support Portal.

### 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.

### Using an Incognito/Private Window

You can open an Incognito/Private window with the keyboard shortcut combination Ctrl-Shift-N (Windows) or Command-Shift-N (macOS) in most browsers. If you are still experiencing issues, please move onto the next step

### Using a different browser

If the options above have not fixed your access issues, we request that you try to access the Pearson Support Portal using a different browser.

### Confirming your login details

Most accounts for the Pearson Support Portal are linked to a user's Edexcel Gateway login credentials, if after following all the steps above and you are still having access issues with the Support Portal, we ask that you check that you are able to log into [Edexcel Gateway](#).

If you are unable to log into Edexcel Gateway please follow the [Edexcel Gateway Troubleshooting Steps](#) and attempt to log into the Pearson Support Portal again.

If you are able to log into Edexcel Gateway or you do not have an Edexcel Gateway account and are still having issues logging into the Pearson Support Portal, please complete the [Access Issues Form](#) and a member of the Associate Helpdesk team will contact you.