

## 1. Introduction

This document outlines how you register and make entries for your candidates for the Pearson Mocks Service. In this document, we will refer to making entries as making bookings.

## 2. Centre Registration

When you complete a Pearson Mocks Service 'Intention to Offer' form, Pearson will upload your centre details to the Mocks Service booking platform. You will then receive an email notifying you and asking you to complete the registration process. In the email a link will be included for you to confirm the email address you'll be using for making entries and setting a password.

### How to register

Please click the link below where you will be asked to register and provide a password using your administrative ID.

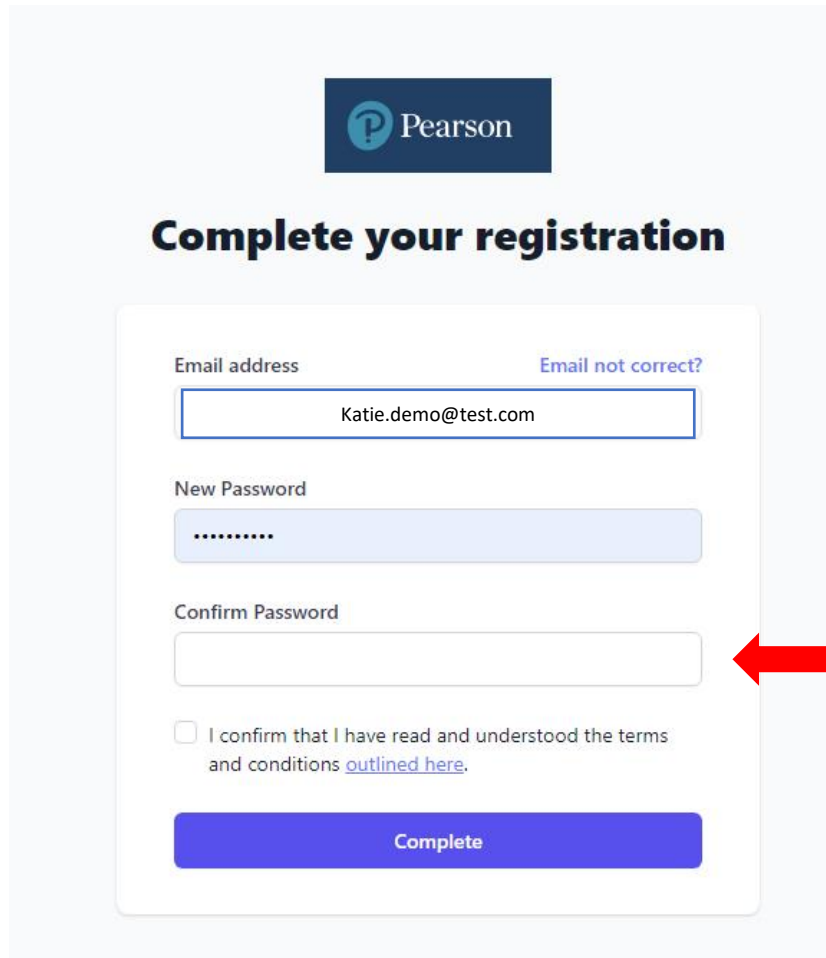
Complete Registration




You've received this email because your email address was submitted on our Intention to Offer form. However, if you wish to change the email address linked to your account for making entries for our Mocks Service, you will be given this option during your registration.

Once your school or college is registered, you will be able to start making your entries.

At this point you will need to type in a password and confirm it and accept the [terms and conditions](#) of the service.





## Complete your registration

Email address [Email not correct?](#)

Katie.demo@test.com

New Password

.....

Confirm Password

I confirm that I have read and understood the terms and conditions [outlined here](#).

Complete

When all password fields are entered click the “Complete” button and you will be redirected to the login page.

### Changing your email address during registration

If you’d like to change your email address linked to the booking platform, please select ‘Email not correct?’ in the top right-hand corner of the registration screen. You can then change the email address in the ‘Email address’ field, confirm it’s the correct email address in the ‘Confirm email address’ field and then set your password before accepting the terms and conditions and selecting ‘Complete’.



## Complete your registration

Email address [Email not correct?](#)  
Katie.demo@test.com

Confirm email address

New Password

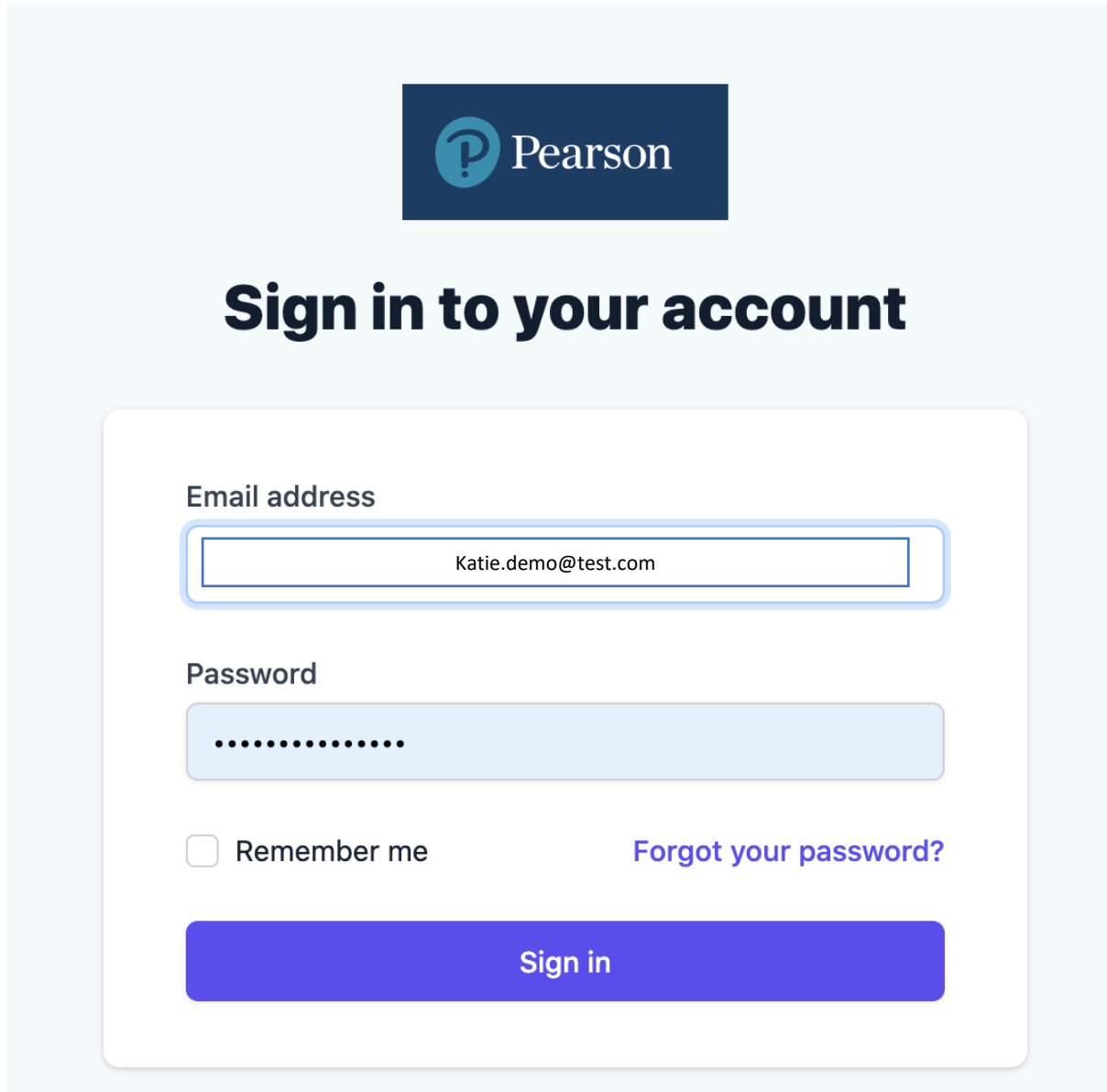
Confirm Password

I confirm that I have read and understood the terms and conditions [outlined here](#).

Complete

### 3. Logging In

Enter the email address and password selected at the registration stage to login.



The screenshot shows the Pearson login interface. At the top center is the Pearson logo. Below it is the heading "Sign in to your account". The login form contains two input fields: "Email address" with the value "Katie.demo@test.com" and "Password" with masked characters. There is a "Remember me" checkbox and a "Forgot your password?" link. A blue "Sign in" button is at the bottom of the form.

Following a successful login, you will be presented with the “Dashboard” where the process for creating Mock Exam bookings can begin.

### 4. Bookings

The first field you are presented with is “Series”. Select the relevant series you are booking for from the drop-down list and then the “Booking Services” field will become visible.

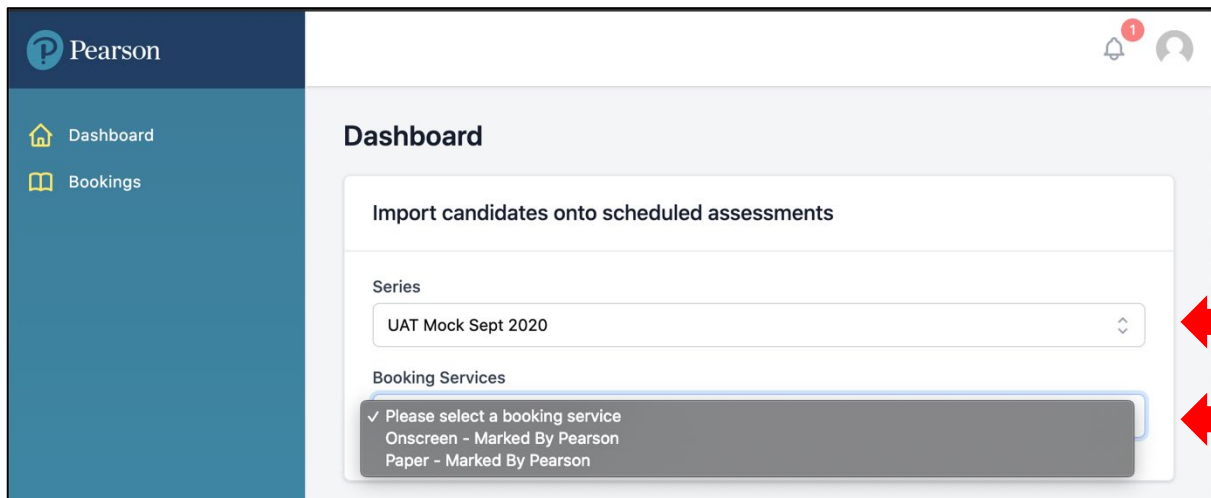
Only the booking services available for your centre and series selected will be listed.

Currently a centre can only book **one form** of Onscreen assessment - either Onscreen Pearson-Marked or Onscreen Teacher-Marked for all centre cohorts.

The default setting in our system is for centres to select Onscreen Pearson-Marked. If you wish to change this so that your centre can mark the onscreen tests (Onscreen Teacher-Marked), please contact our Customer Services team for Qualifications via the '[Contact Us](#)' form on our website (referring to the Mocks Service in your communication). The Customer Service team will then get the setting changed for you.

Each series has a booking window, during this period you can make and remove bookings against the services for that series. Once the booking window is closed you will no longer be able to upload or remove candidates for that series.

Invoices for the services booked will be raised following the closure of each series window.



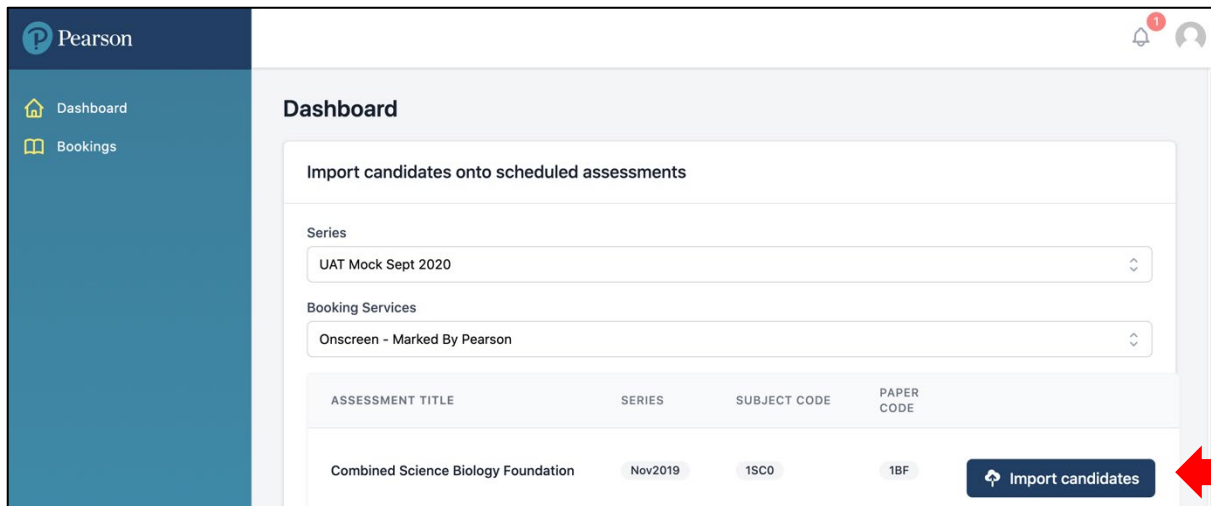
Following selection of a booking service the available assessments will be listed. At the bottom left of this list is a button to download the template needed to make your bookings. Click the "Download Candidate CSV Template" button and access the file from your download location, this can usually easily be reached from a banner that appears at the bottom of the browser.



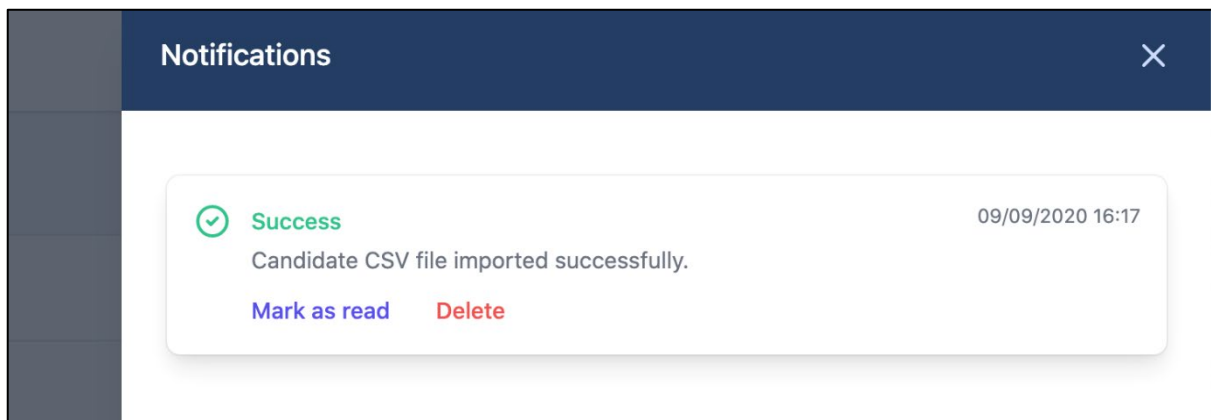
The template contains the following fields with some example data shown:

Field	Example Data	Mandatory
Forename	Lisa	Y
Surname	Green	Y
DOB	09/07/2006	Y
Gender	f	Y
Candidate ID	9878	Y
Purchase Order Number	3434535	N

When the template has been filled it can be uploaded using the “Import candidates” button. Each assessment listed for the series and booking service selected has one of these buttons next to it. Please ensure you click the button next to the assessment you are registering your candidates for.

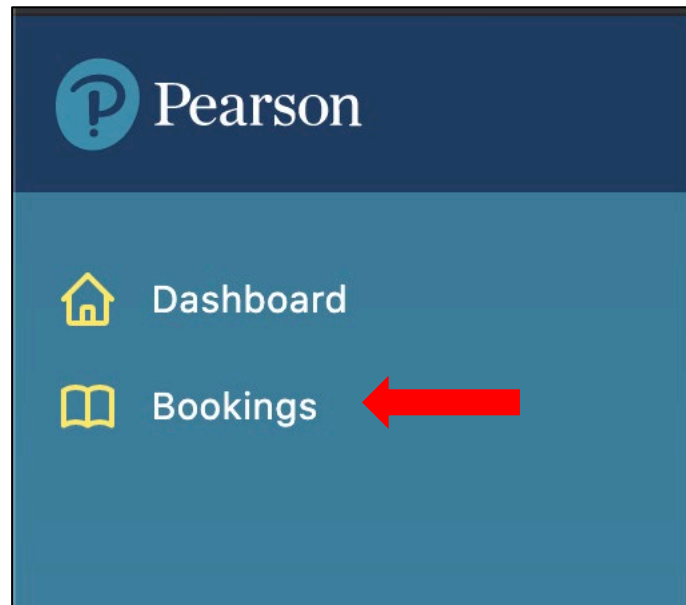


If the file import is successful a notification will be displayed in the top right of your screen.



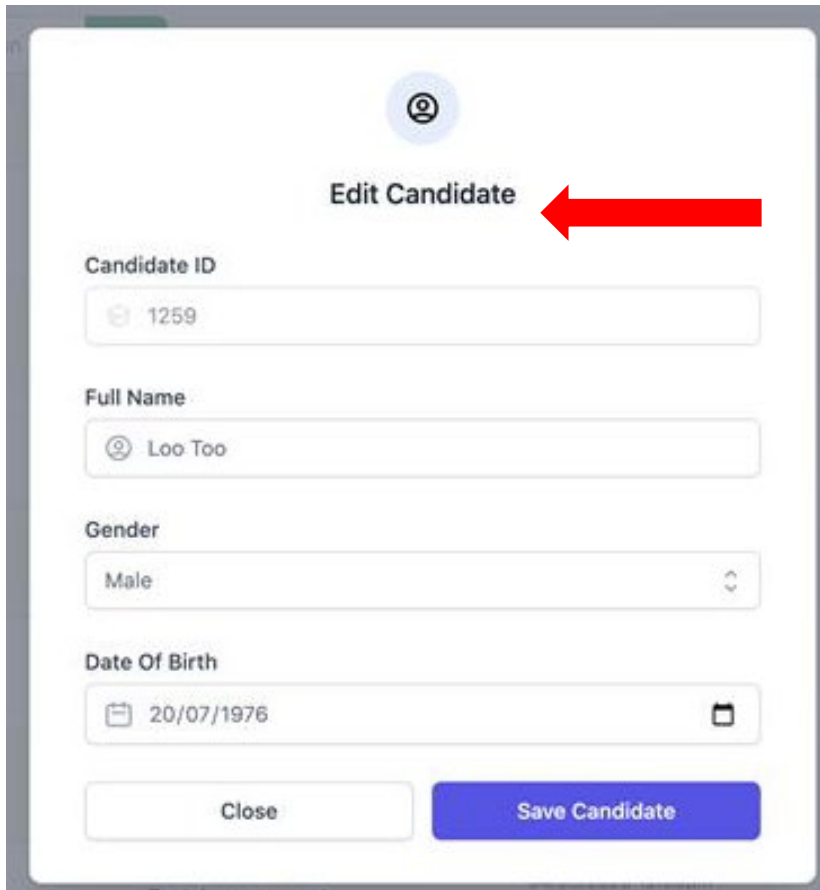
## 5. Viewing/Amending/Removing Bookings

If you wish to view, amend or remove any booking you have made you can access them from the “Bookings” option on the left-hand menu.



You will be presented with a list of all candidate bookings you have made.

To **amend bookings**, check the box on the left of the candidate entry you wish to edit and select ‘Edit candidate’ by clicking on the three vertical dots at the end of the candidate row. From here, you can edit the candidate’s name, gender and date of birth. The candidate ID will be shown but you will not be able to edit this field. If you have made an error with the candidate ID and wish to amend it, please contact our Customer Service team. When you edit the candidate information, this will update across all bookings linked to that candidate.



**Edit Candidate**

**Candidate ID**

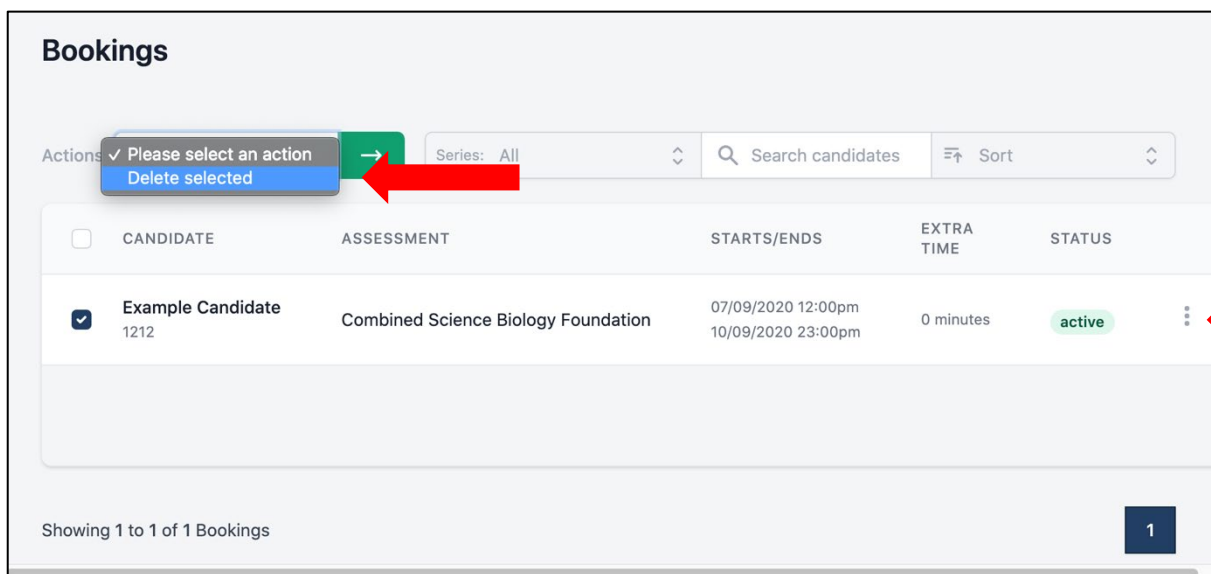
**Full Name**

**Gender**

**Date Of Birth**

To **remove bookings** check the box on the left of the candidate entries you wish to remove and select “Delete selected” from the “Actions” menu located at the top left of the list. If you then select the green button next to the action menu the deletion will be submitted. Please note bookings can only be removed if the booking window is still active.

You can also select ‘Delete’ by clicking on the three vertical dots at the end of the candidate row.



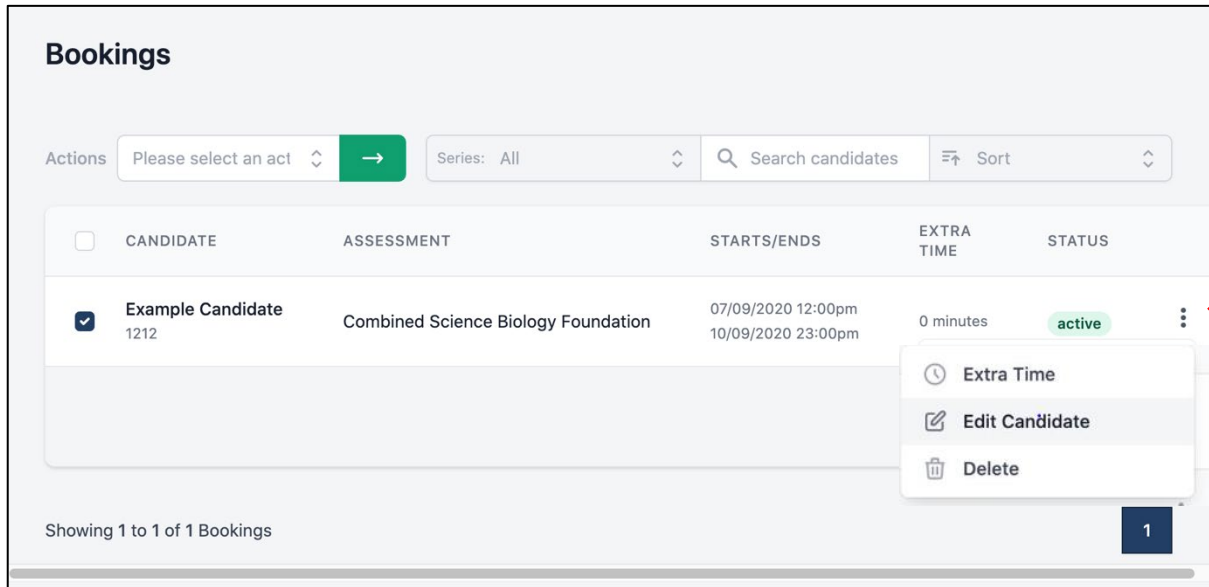
CANDIDATE	ASSESSMENT	STARTS/ENDS	EXTRA TIME	STATUS
<input checked="" type="checkbox"/> Example Candidate 1212	Combined Science Biology Foundation	07/09/2020 12:00pm 10/09/2020 23:00pm	0 minutes	active

Showing 1 to 1 of 1 Bookings



## 6. Extra Time

From the bookings screen you also have the option to allocate extra time for a candidate. This option can be accessed from the right-hand side of the candidate entries by selecting the three vertical dots.

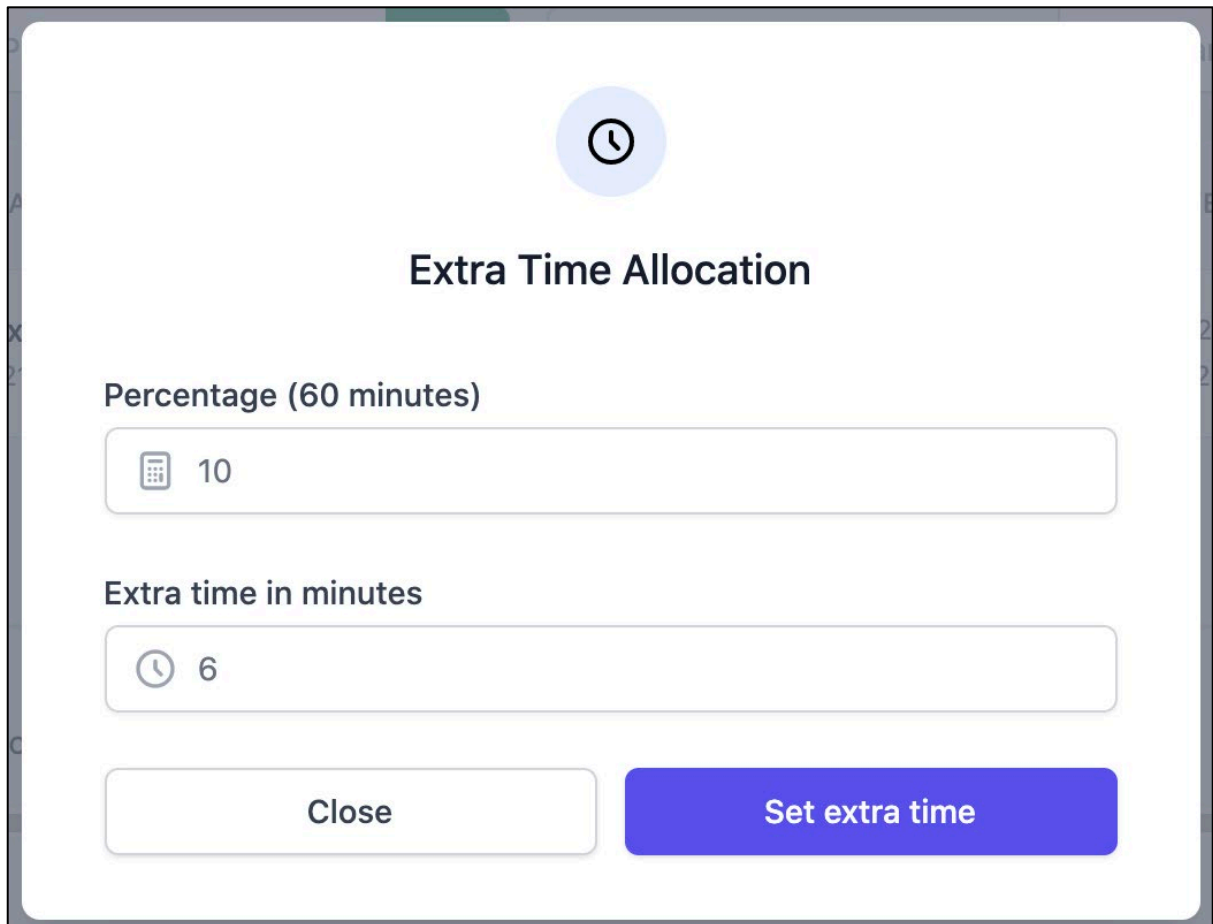



The screenshot shows the 'Bookings' interface. At the top, there are filters for 'Series: All', a search bar for 'Search candidates', and a 'Sort' dropdown. Below this is a table with columns: CANDIDATE, ASSESSMENT, STARTS/ENDS, EXTRA TIME, and STATUS. A single candidate entry is shown: 'Example Candidate 1212' for 'Combined Science Biology Foundation', with dates '07/09/2020 12:00pm' to '10/09/2020 23:00pm', '0 minutes' extra time, and 'active' status. A context menu is open on the right side of the row, with options: 'Extra Time', 'Edit Candidate', and 'Delete'. Two red arrows point to the three vertical dots menu icon and the 'Extra Time' option.

CANDIDATE	ASSESSMENT	STARTS/ENDS	EXTRA TIME	STATUS
<input checked="" type="checkbox"/> Example Candidate 1212	Combined Science Biology Foundation	07/09/2020 12:00pm 10/09/2020 23:00pm	0 minutes	active

Showing 1 to 1 of 1 Bookings


Extra time can either be set as a percentage of the assessment length or using minutes. When you enter a value in the 'Percentage' field, it will automatically calculate the number of minutes this equates to based upon the assessment's duration. It will automatically populate the 'Extra time in minutes' field with this value.






### Extra Time Allocation

Percentage (60 minutes)

 10

Extra time in minutes

 6

## 7. Logging out of the system.

To log out of the booking system go to the icon in the top right-hand corner of your screen and select 'Sign out'.

## 8. Support

If any assistance is required during your use of the Mocks Service booking platform, please refer to the guidance in our FAQs on the [website](#). If you're unable to find the support you need, please contact our [Qualifications Customer Services team](#) and refer to the Mocks Service Booking system in your communication.