

University Administrative Support Guide

For Higher Nationals Under

Licence

Accessing Edexcel Online

About this guide

Welcome to Pearson.

At Pearson, we recognise the important role that you as an Exams Officer play in making sure all process run smoothly.

This guide is designed to help you navigate around Edexcel Online and to support you in finding updates and important information to assist you in your role.

Contents

02

1 Your account specialist p3

2 How to create an account p4

3 Selecting yourrole p5

4 What access do I need? p6

5 Account management p7

Your account specialist

As a Higher Education centre operating under the Pearson Licence Agreement, you may have had limited or no contact with your Account Specialist. We would like to think that this is because you have had no issues and don't need us but in reality, we know it's because there isn't much awareness in centres about what our role is and how we can help.

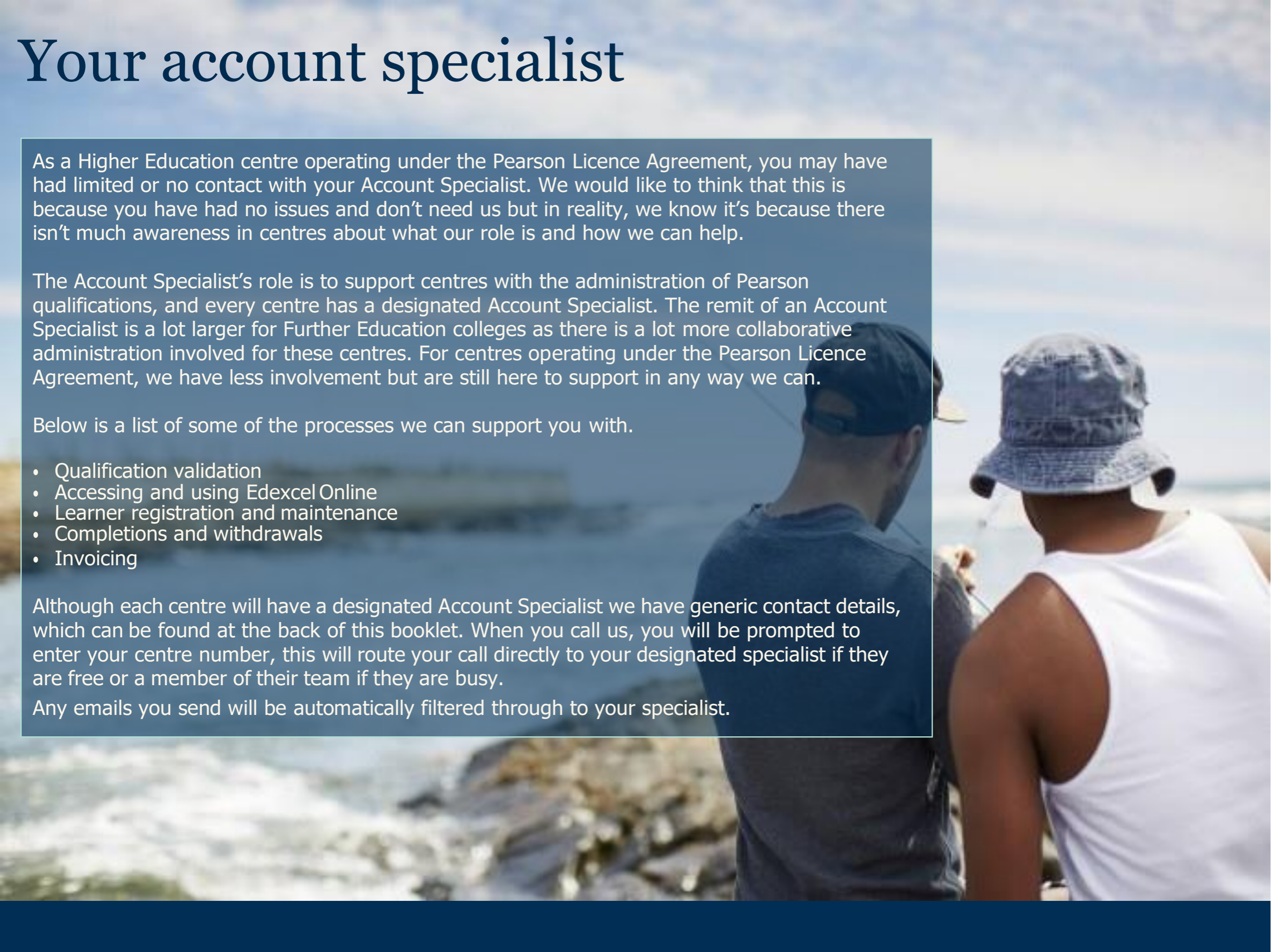
The Account Specialist's role is to support centres with the administration of Pearson qualifications, and every centre has a designated Account Specialist. The remit of an Account Specialist is a lot larger for Further Education colleges as there is a lot more collaborative administration involved for these centres. For centres operating under the Pearson Licence Agreement, we have less involvement but are still here to support in any way we can.

Below is a list of some of the processes we can support you with.

- Qualification validation
- Accessing and using Edexcel Online
- Learner registration and maintenance
- Completions and withdrawals
- Invoicing

Although each centre will have a designated Account Specialist we have generic contact details, which can be found at the back of this booklet. When you call us, you will be prompted to enter your centre number, this will route your call directly to your designated specialist if they are free or a member of their team if they are busy.

Any emails you send will be automatically filtered through to your specialist.

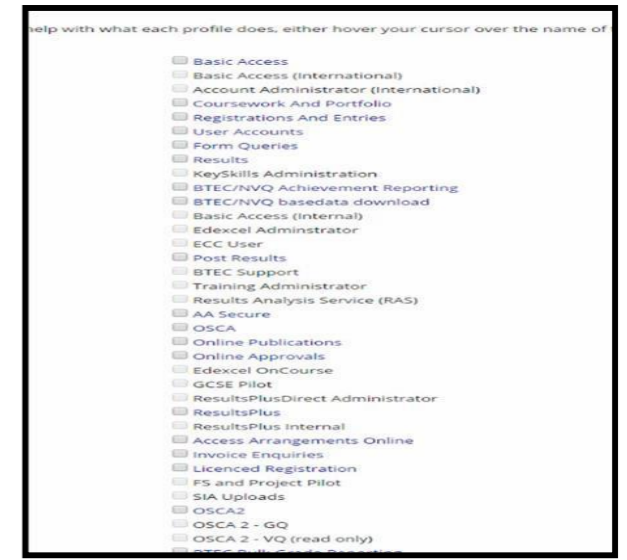
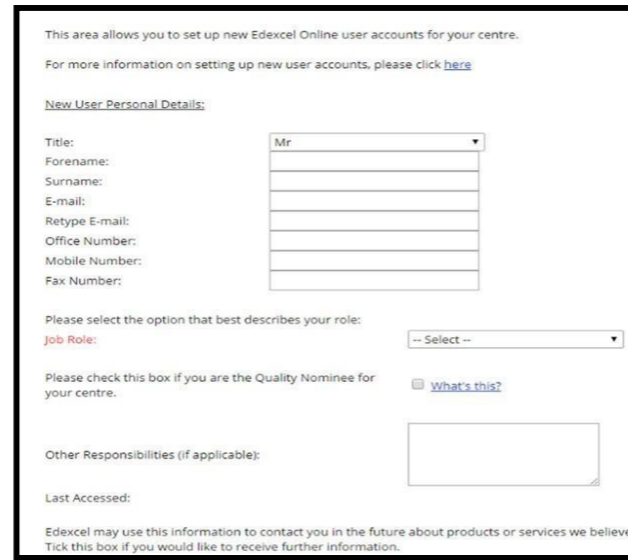
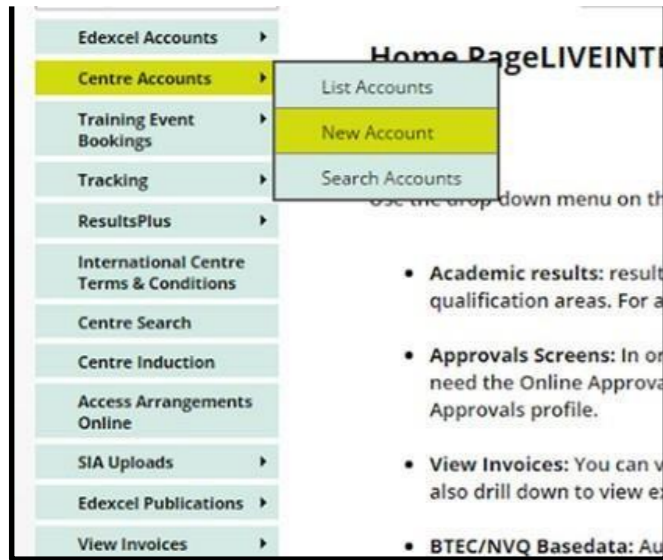


How to create an account

In order to perform certain actions on Edexcel Online (EOL) you will first need to be set up as a user. As a member of the exams team, you should have access on your account to enable you to create accounts for others. To do this just follow the steps below;

1. Log into Edexcel Online and select 'Centre Accounts', then click 'New Account'

2. You will then be prompted to enter the new user details and select their role/ user rights.

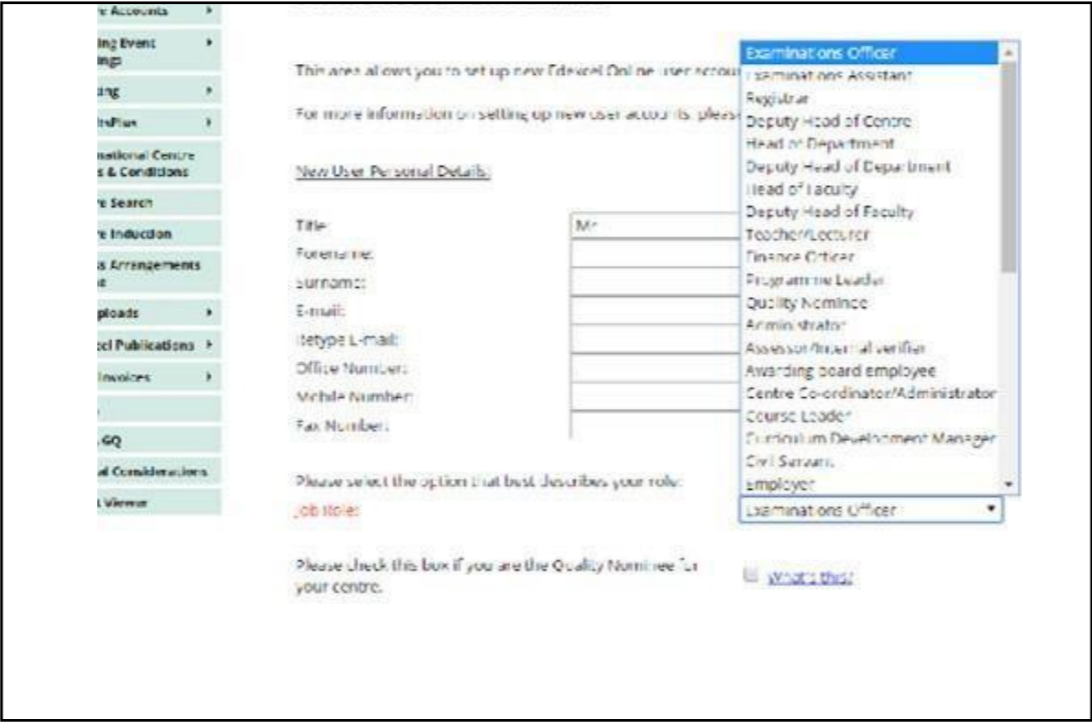


Selecting a role

When selecting a role for a new Edexcel Online account, there are many available. Some staff at your centre may have dual roles within the centre and therefore, no one role on Edexcel Online is applicable.

If you do have multiple roles within the centre and one of them is to register learners or mark completions, you don't have to be listed as an exam officer as the access on an account can be tailored to your job functions. However, if you wish to receive any relevant communications you should be listed as either 'Examinations Officer' or, 'ExaminationsAssistant'.

This also helps us to determine who we are speaking to when you call, to ensure we can give you all the support you need.



What access do I need?

In order to carry out your day to day duties within Edexcel Online, you will need to have certain access granted on your account. The access you have can vary depending on the roles you are required to carry out and these can be amended at any time by a centre administrator. The centre administrator has the ability to create new accounts and grant them any of the access that has been given to it.

Below is list of the different profiles and what they allow an Edexcel Online User to perform.

- Basic access - all users require this as this allows them to perform any of the other functions that have been given to them.
- Registrations and entries - this allows users to make learner registrations. This will cause invoices to be generated so should only be given to those accountable.
- User accounts - allows the user to create accounts for other people.
- BTEC/NVQ achievement reporting - allows users to report completions.
- BTEC/NVQ basedata download - allows the user to download EDI basedata for the purpose of making registrations using this method.
- Invoice enquiries - Allows the user to view online invoices.
- Licensed registration - All users at HEI centres operating under the License agreement require this function.



Viewing and amending existing accounts

There are other profiles available to be added to an Edexcel Online account and all these will have been granted to the centre administrator when their account was created by us. It is at their discretion whether they pass this access onto you. This additional access may or may not be required depending on the qualifications you offer.

1. Log into Edexcel Online and select 'Centre Accounts', 'List Accounts'



2. This will list all accounts. Those with an * before their title are account administrators

* Title	Firstname	Lastname	Username	Centre Number	Centre Name	Examiner ID	Role	Description	
* Ms						0	Administrator		
Ms						0	Quality Nominee		

3. Here you also have the option to lock or unlock the account, which can be used to temporarily disable an account, or you can delete it altogether using the red cross

4. If you are an administrator and need to amend an account, follow the steps above and then click on the username. This will then take you back into the profile screen where you can add/ remove access

* Title	Firstname	Lastname	Username	Centre Number	Centre Name	Examiner ID	Role	Description	
* Mr	Ofqual	Access	ofqual@pearson.com	99999	DUMMY SCHOOL CENTRE FOR TESTING 2	0	Examinations Officer		
Mr	Example	Access Account	access@access.com	99999	DUMMY SCHOOL CENTRE FOR TESTING 2	0	Teacher/Lecturer		

If you don't have an account at all and can't check who your centre administrator is please contact your Pearson Account Specialist

Support

Your dedicated Account Specialist support team can be contacted via telephone or email:

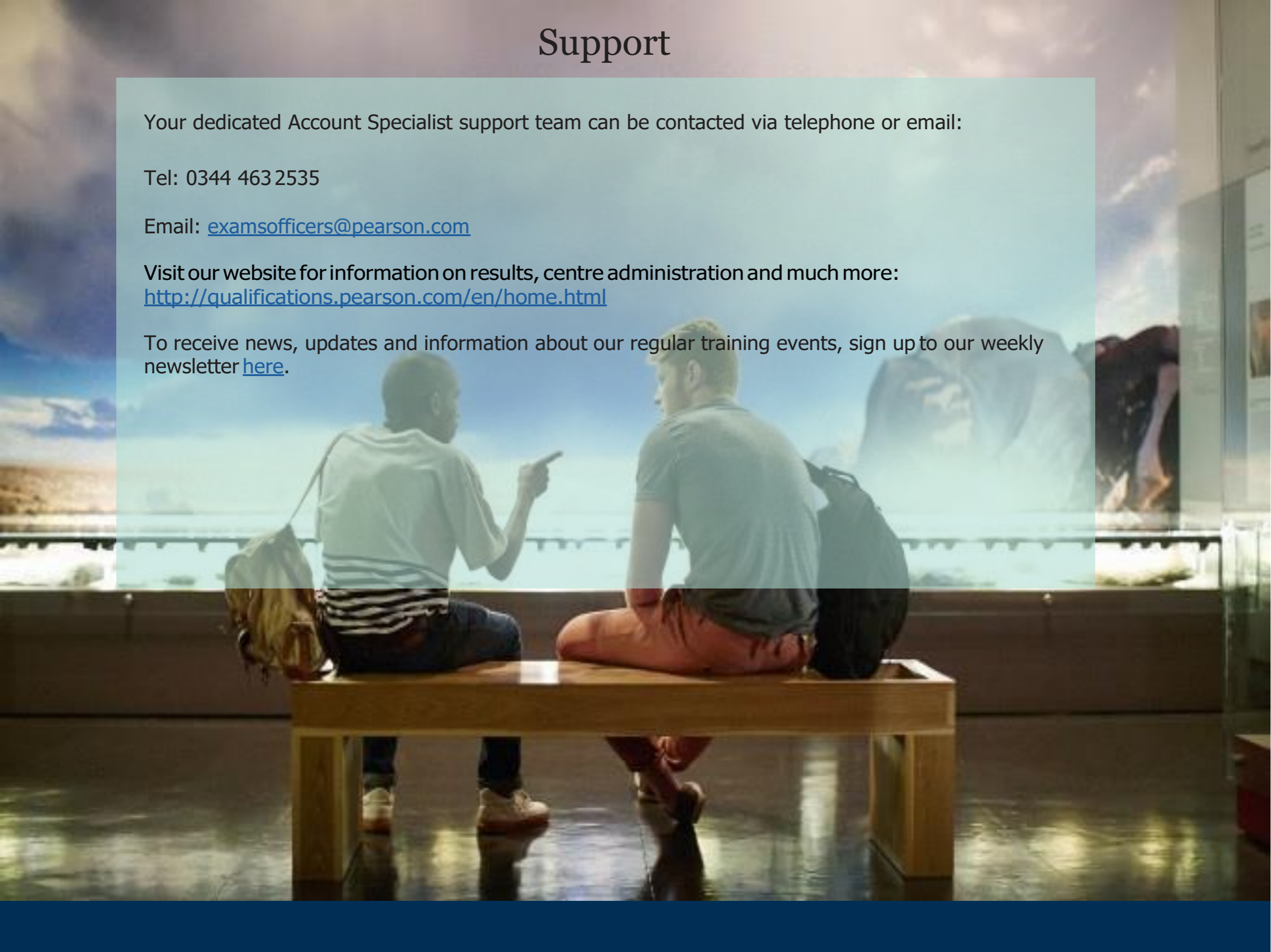
Tel: 0344 463 2535

Email: examsofficers@pearson.com

Visit our website for information on results, centre administration and much more:

<http://qualifications.pearson.com/en/home.html>

To receive news, updates and information about our regular training events, sign up to our weekly newsletter [here](#).



ALWAYS LEARNING