



Pearson

Pearson English Portal

User Guide for Teachers



Pearson

English Portal

A new era of
English teaching,
for a new future
of learning.



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Welcome

Welcome to the Pearson English Portal, designed to consolidate all of your English course materials in one place and enhance the blended learning experience.

The technology behind digital learning is designed to strengthen the connections between learners and educators, raising standards and improving outcomes.

Connect, extend, and expand the learning experience with interactive content and tools that meet learners where they are.

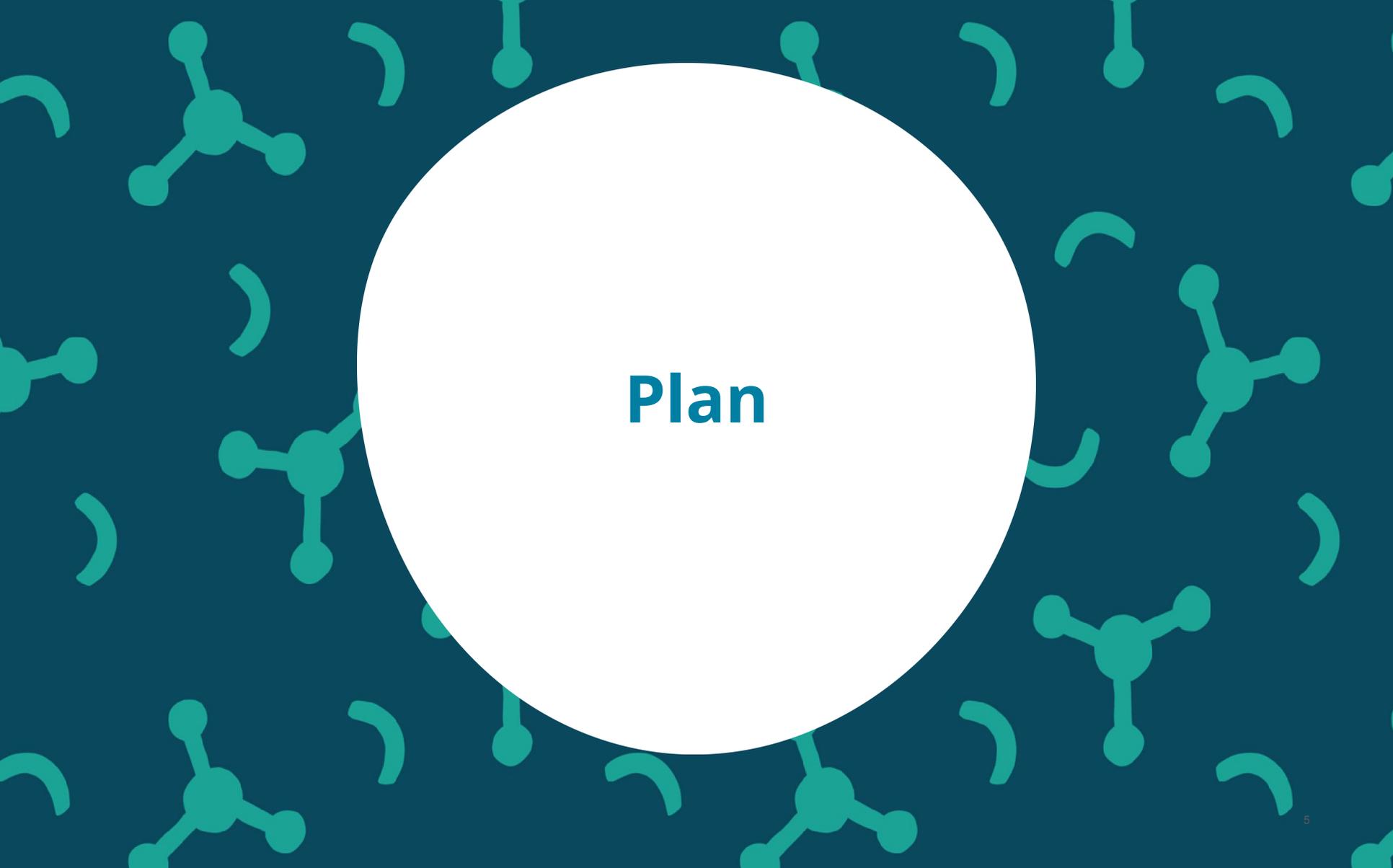
How to Best Use and Teach with the Portal

The Pearson English Portal aligns online and offline English teaching and learning resources, bringing them together at a single access point; providing a comprehensive, easy to use learning management tool. Enriched with a variety of digital resources, the Portal encourages engagement, improves teaching, enhances the learning experience and improves outcomes.

Key Benefits:

- **EASY ACCESS** - Teachers and students receive single sign-on access to all of the digital components for their courses.
- **PLAN** - Teachers can find detailed notes allowing to get the best out of their print or digital course. The resources area gives an access to extra material which can be used to plan and deliver personalised lessons.
- **TEACH** - The presentation tool designed for IWB or projector use enables teachers to deliver blended lessons with confidence. Each lesson combines the course content with activities to use in class.
- **PRACTICE** - Teachers can use the portal to select and assign practice, to be done in a class or as homework to consolidate learning. In addition, students have an access to extra practice and other digital resources to revise and improve their language skills.
- **MONITOR** - The assignment and performance areas enable teachers to monitor individual and class performance, helping to identify areas for focus and support.
- **COMMUNICATE** - Every user will get access to their individual performance area, ensuring that learners as well as parents are kept up to date with their (or their child's) results.





Plan

Using the Portal to Prepare your Classes

In 'Plan' you will find all the info you need to prepare yourself to successfully navigate through a new lesson.

Each lesson has its own 'Plan' area where teaching notes are provided activity by activity. Here we provide answer keys, audio scripts, tips, and alternative strategies - all the info you can find in a traditional teachers' book with the extra advantage of being able to preview audio, video and interactive activities alongside.

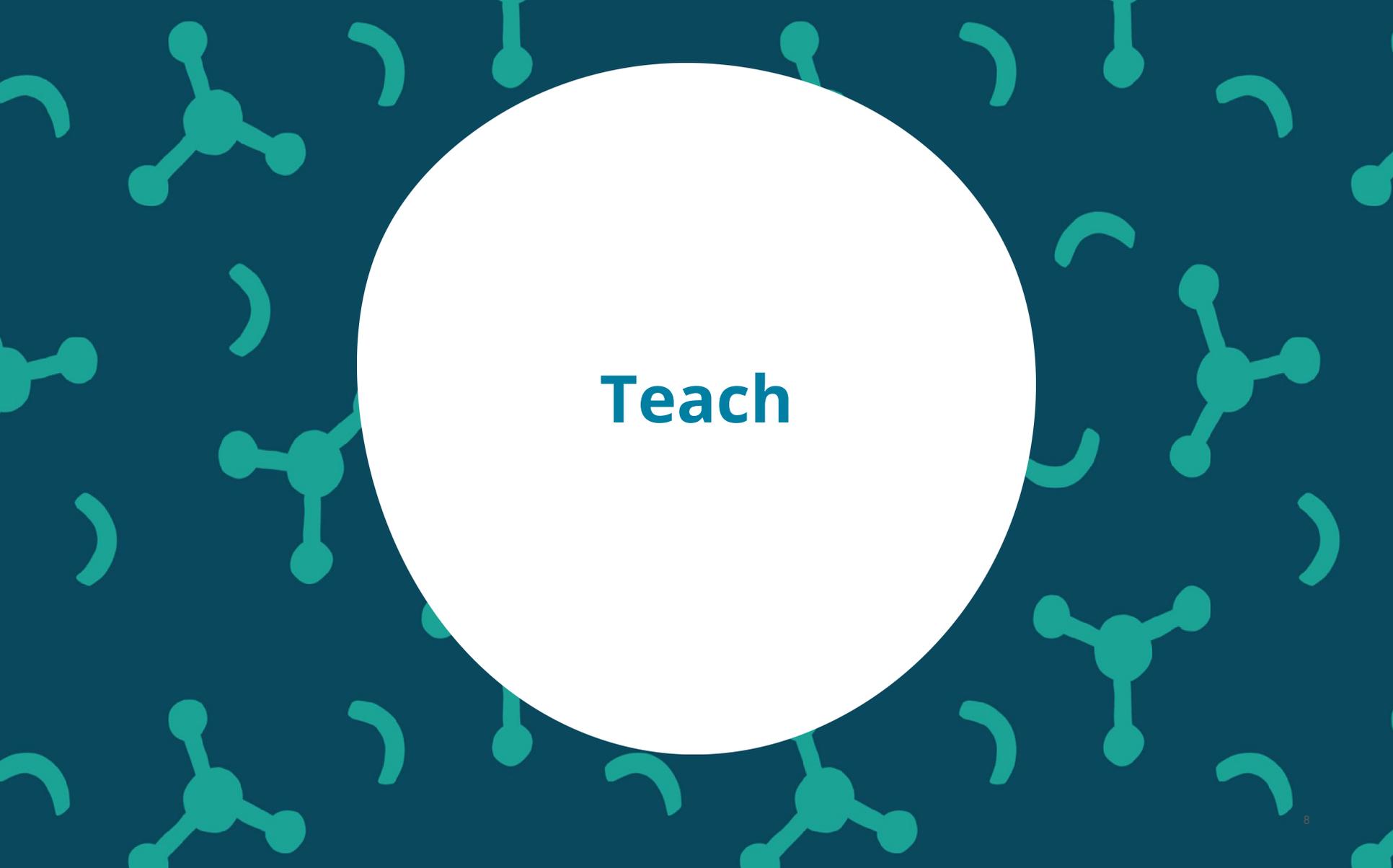
All of this is provided to you in handy and easy to manage chunks, lesson by lesson, activity by activity. Having all of this together in a digital format makes it quick and easy to prepare for a new lesson - even from your smartphone or tablet - giving you a headstart before even going into the classroom.

You can also view and print out the full lesson plan, where all the notes are combined into a printable pdf, handy reference during a class.

Using Teachers' Resources in the Portal

One of the key benefits of the Portal is having everything in one place. While planning for a school term, for example, you can use the resources area to access, review and download all the additional teaching materials that we provide along with a course. Depending on the course, you will find:

- Course-related audio and video
- Printable worksheets
- Assessment package (e.g. diagnostic tests, unit tests, cumulative reviews, etc.)
- Answer keys
- Editable powerpoint presentations
- Wordlists

The image features a dark teal background with a repeating pattern of white icons. These icons include three-lobed network structures and curved brackets. A large, white, semi-transparent circle is centered on the page, containing the word "Teach" in a bold, teal, sans-serif font.

Teach

Using the Portal to Teach

Ready-to-teach, blended lessons

All the course content is organized in ready-to-teach lessons mirroring the lessons from your course. Each lesson provides the right balance of book-based and interactive activities to maximize student engagement and use of technology. Video and audio are located where you need it in the lesson, all designed to present and practice the key language from your course.

Intuitive navigation

Each lesson in the presentation tool is made up of a number of activities organized in clear lesson stages. With the presentation tool, you can focus students' attention on specific activities as well as easily move from one activity to the other, giving students a clear sense of progression. The presentation tool has been combined with a traditional page navigation, which allows you to find a clear link between the book page and the activity. This may be helpful when students need a reminder of where they are up to in the book.

Review answers in class

Reviewing completed tasks is a key learning point in a language class as students are most receptive to feedback immediately after attempting a task. With the presentation tool you can review answers interactively and access them in the teaching notes.

For projectors or IWBs, online and offline with all the tools you need

The presentation tool is designed for online and offline use. It also works effectively on screen projectors and interactive whiteboards (IWBs). In the presentation tool you can also benefit from class tools designed for you to personalize the content on screen (e.g. highlight, draw, mask) and from other tools (such as timer or scoreboard) that make teaching more fun and interactive.

Practice

Using the Portal to Facilitate Practice

Bank of digital activities for homework

Any course in the Pearson English Portal comes with a bank of interactive activities designed to practice and consolidate the language from your course. You can browse the bank content by units and lessons and assign specific activities to the whole class or single students, depending on students' individual needs and skill level.

All the activities are auto-marked and the scores are captured in the Performance area of the Portal. We recommend setting homework at regular intervals so that you can get real-time and up-to-date information on students' performance and plan your teaching according to your students' strengths and weaknesses.

For each assignment you will be able to set a due date, provide your students with additional instructions and decide on the number of attempts allowed.

Using the Portal to Complete Homework

Make homework more fun and interactive

For each homework practice, students will have clear visibility of what the activity relates to in their course and when this needs to be completed by.

As they complete the activities, students will receive immediate feedback on their answers, thus developing independent learning skills.

Once completed, or after a due date has passed, each activity you assign for homework will still be available for additional independent practice. This is to give students a further chance to practise in their own time, without pressure.

Using the Portal for Free Practice

Digital resources for students free practice

Your students will find a bank of free practice resources in the Portal. These may include audio and video resources from the course as well as extra interactive activities designed to keep practising the language in a more informal way. The results from free practice activities are not recorded or provided to the teacher and they can be completed as many times as the student chooses.

These resources can be accessed by students at any time and can be recommended to students to complete in their own time and based on their needs.

Review

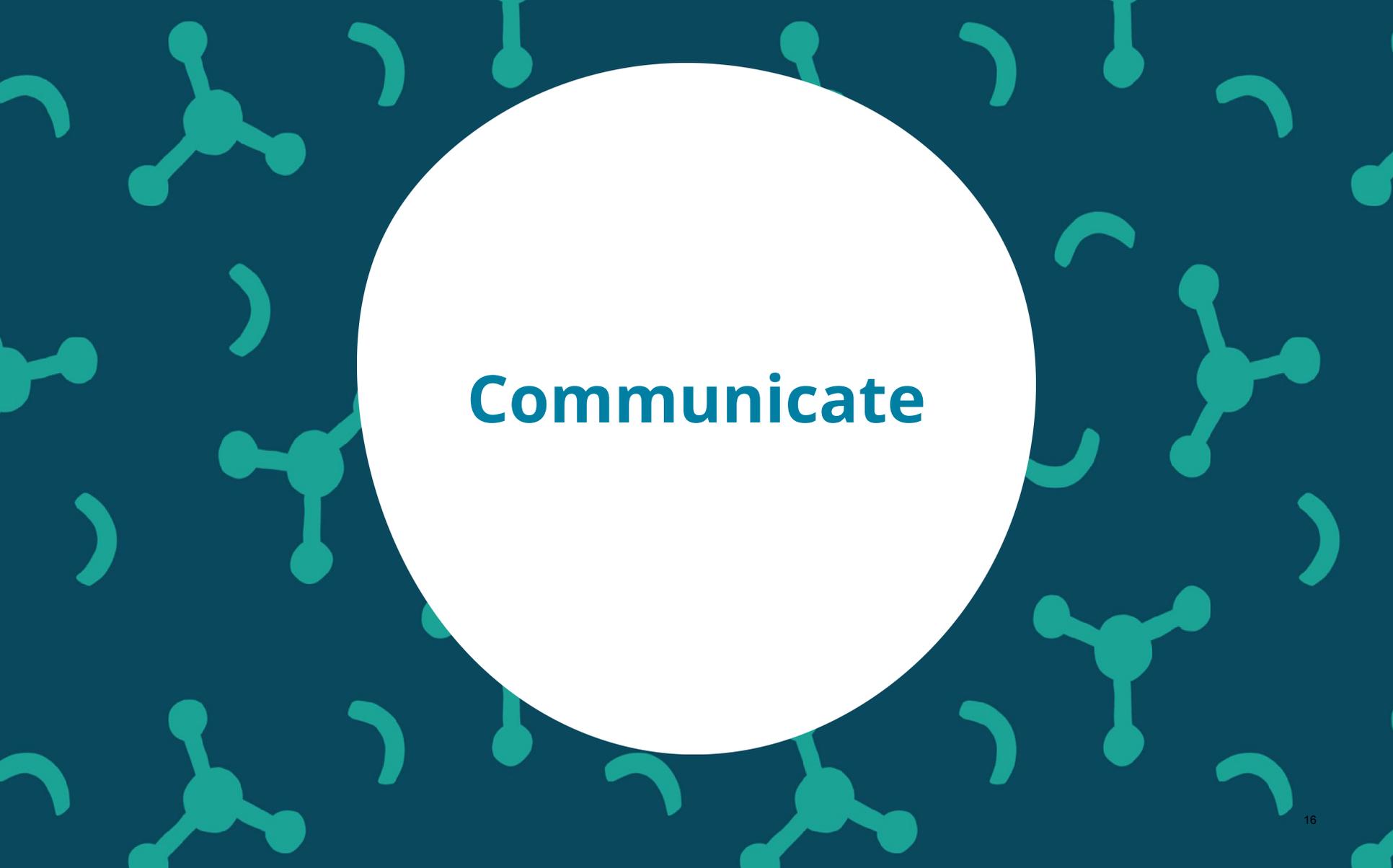
Using the Portal to Monitor Performance

Teach to specific students needs

With Pearson English Portal, you can monitor students' performance in **real-time** and without the burden of manual marking. The results from the activities you assign are stored in the Performance area - here you can find a variety of reports for the **whole class** and for **individual** students. You can monitor overall performance **over time** as well as get up-to-date information on **specific activities** and **assignments**. With each report, you can also analyze performance by **language skill** - all of this will help you understand not only how students are performing overall but also what their strengths or weaknesses are. The Performance area in the Portal is a powerful tool that helps you plan your teaching according to your learners' needs.

We recommend you review performance every time you set an assignment and at the end of every unit of work.

The Teaching Resources in the Teacher's Area and the teaching notes in your Teacher's Book will give you plenty of strategies and ideas on how to support learners at every level of ability.

The background is a dark teal color with a repeating pattern of light teal icons. These icons include three-way nodes (a central circle connected to three other circles) and curved lines. A large white circle is centered on the page, containing the word "Communicate" in a bold, teal, sans-serif font.

Communicate

Using the Portal to Communicate

Keep parents and students up to date with their performance

Parents can monitor their child's performance at any time in the portal. By signing in to their child's account, parents can review performance over time as well as performance on individual activities.

Students can also monitor their own performance in the student version of the performance area. It is designed to provide motivation by highlighting their achievements and also to indicate possible areas of improvement.

Quick Start Guide for Teachers

1. System Requirements
2. Registering an Account
3. Signing In
4. Adding a Product
5. Creating a Class
6. Assigning Homework
7. Monitoring Students' Performance



English Portal

Making teaching easier, making learning fun.



1

System Requirements



Before you begin using Pearson English Portal, please see the list of system requirements and take a moment to ensure you have the correct equipment:

[Click here](#) to check your computer now

[Click here](#) to check your Internet browser speed



For PC-Compatible Computers:

- Windows 7 or higher
- Supported browsers (in latest versions): Chrome, Firefox, Edge

For Macintosh Computers:

- Mac OS 10.13 or higher
- Supported browsers (in latest versions): Chrome, Firefox, Safari

All Computers:

- Intel Core™ Duo 2.0GHz or faster processor
- Screen resolution minimum 1366x768px
- 2GB or higher RAM
- Cookies must be enabled



For Offline App (Pearson Practice English app):

- Intel Core™ Duo 2.0GHz 64 bit or faster processor, 2GB of RAM
- *USB 2.0 Port*

For Tablets:

- iPad iOS 11.2+ , Android OS 5.0+ or Windows 8.1, 10
- Supported browsers (in latest versions): Chrome, Safari
- Presentation tool is not supported on Tablet or Mobile devices.
- IAG game is accessed using app available in Store

For iPhone devices

- iOS 11.2+
- Safari in latest version



For Android devices:

- Android OS 5.0+
- Chrome in latest version

Notes: *Some types of activities (e.g. drag & drop) may not work correctly on mobile devices. Presentation tool and Admin tool are not supported on Tablet or Mobile devices.*



2

Registering an Account

We want you to have the best possible experience when using Pearson English Portal. To make this happen please check if your device meets the [system requirements](#).

To start a journey with Pearson English Portal you will need:

- **an Email Address**
- **an Instructor Access Code**

If you do not have an instructor access code, please contact your local [Pearson Sales Representative](#).

To register an account:

1. Go to: <https://english-dashboard.pearson.com/>
2. Choose your preferred language.
3. Click on **Create an Account**.
4. Select an **Adult account** and click on the **Get Started** button.

Pearson English

Sign In

Username

Password

SIGN IN

Forgot your password?

New to Pearson? [Create an account](#)

By signing in, you accept our [Terms of Use](#)

Pearson English

Welcome!

Which account would you like to register for?

Adult account
For adult learners and teachers
GET STARTED

Child account
For parents or guardians registering on behalf of a child
GET STARTED

Already have an account? [Sign in](#)



2

Registering an Account, *cont.*

- Enter your **Personal Information [A]**, your **Account Information [B]** and click on **Create Account** button.
- Notes:** Your username can contain only lowercase letters, numbers, underscores [_], dashes [-] and full stops [.].
- Once you click on **Create account**, you will be directed to your **Dashboard**.

The first screenshot shows the 'Create an account' page with the following fields:

- First name: English ✓
- Last name: Teacher ✓
- Native Language: English ▼

The second screenshot shows the 'Account Information' page with the following fields:

- Username: english_teacher_1 ✓
- Email address: englishteacher@mail.com ✓
- Password: ***** ✓
- Confirm Password: ***** ✓

Below the password fields, there is a checkbox for 'Receive information via email about Pearson English. We won't pass information about you to anyone else.' and a 'CREATE ACCOUNT' button highlighted with a yellow callout '5'.

3

Signing in

To sign into your Pearson English Portal teacher account:

- Enter your **Username** and **Password**.
- Click on the **Sign in** button.

Notes: If you forget your password, click on **Forgot your password?** link or click [here](#) for instructions.

The screenshot shows the 'Sign In' page with the following fields:

- Username: english_teacher_1 ✓
- Password: ***** ✓

Below the password field is a 'SIGN IN' button highlighted with a yellow callout '2'. At the bottom, there are links for 'Forgot your password?' and 'New to Pearson? Create an account'.

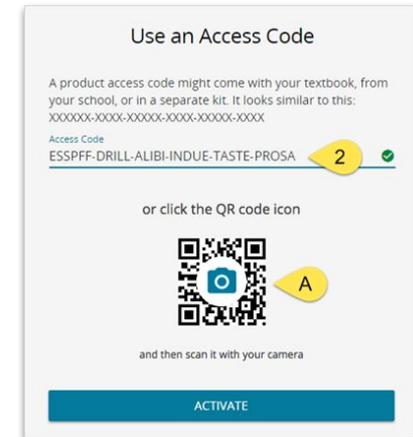
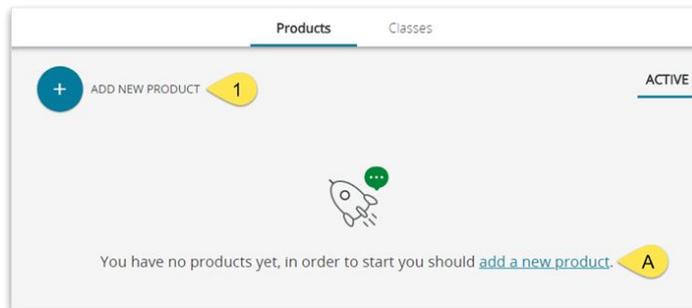


4 Adding a Product

To use Pearson English Portal, you will need a teacher access code to a product. If you don't have one, please [contact your Local Sales Representative](#).

To add a product:

1. After logging in, click on **Add New Product** button or **add a new product** link [A].
2. Enter your Access Code and click on the **Activate** button. If you use a device with a camera, you will also see the option to add a product by scanning the **QR code** [A].
3. Click on the **Go To Products** button to see your Dashboard with an added product.



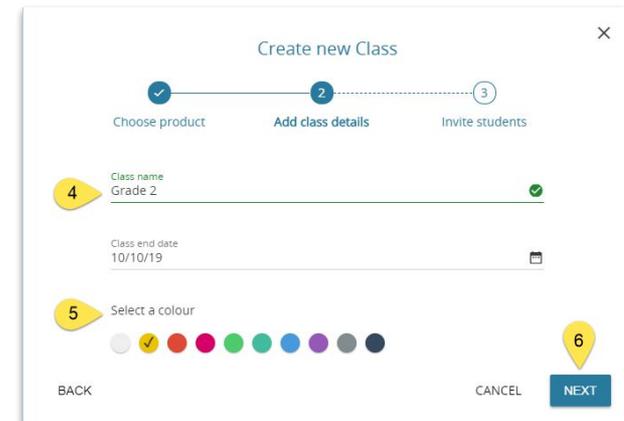
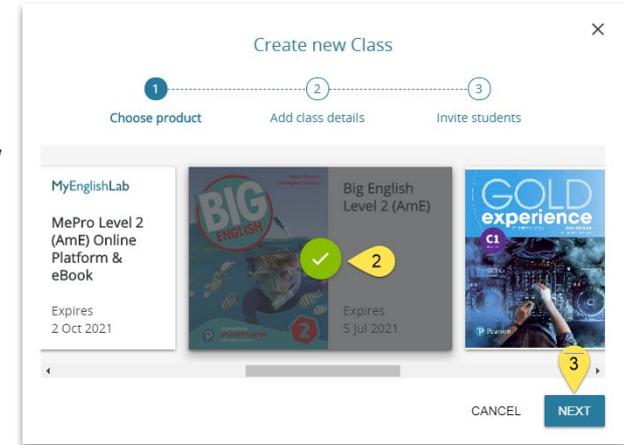
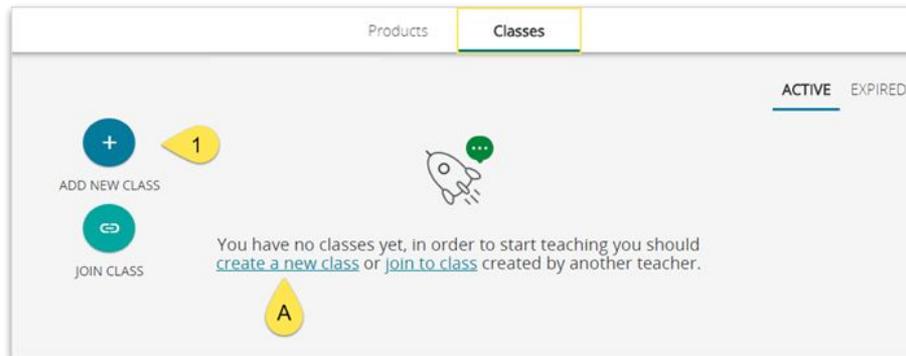


5 Creating a Class

After adding a product on your teacher account you can create a class.

To create a class:

1. Go to the **Classes** tab and click **Add New Class** button or click on **create a new class** link [A].
 2. In the pop-up window, select a **Product** for which you will create a class.
 3. Click **Next**.
 4. In the pop-up window, type in the **Class name** and choose the **Class end date**.
- Notes: When the class end date is over, you will be able to extend it.*
5. You have the option to **give your class a color** to better organize your class dashboard.
 6. Click **Next**.

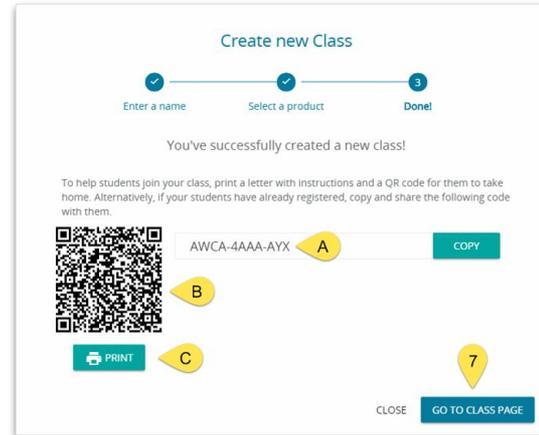




5

Creating a Class, *cont.*

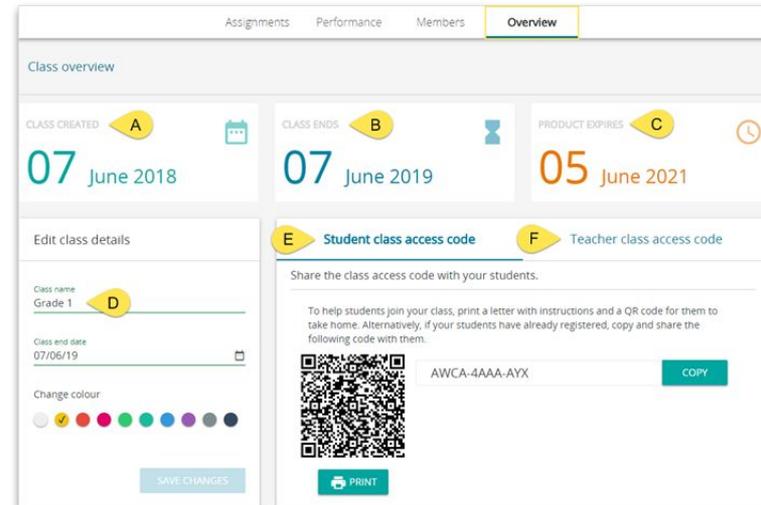
7. Your class has been created!
 You will see the **class access code [A]**, a **QR code [B]** and the **Print [C]** button to print the instructions for students.
 Next, click **Go To Class Page**.



The **Class Overview** screen shows:

- Class start date.
- Class end date.
- Product expiration date.
- Class name.
- Student class access code.
- Teacher class access code.

Notes: Please note that class access codes are different for teachers and for students.



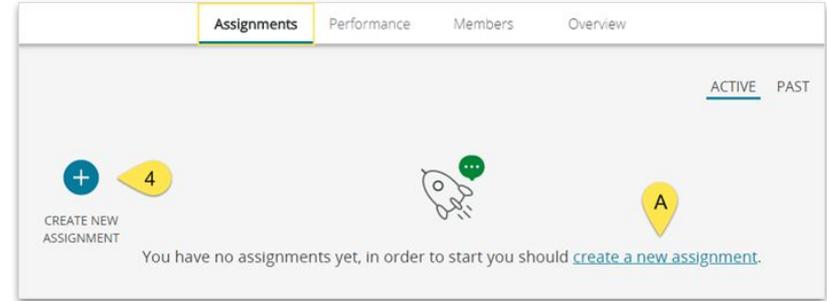
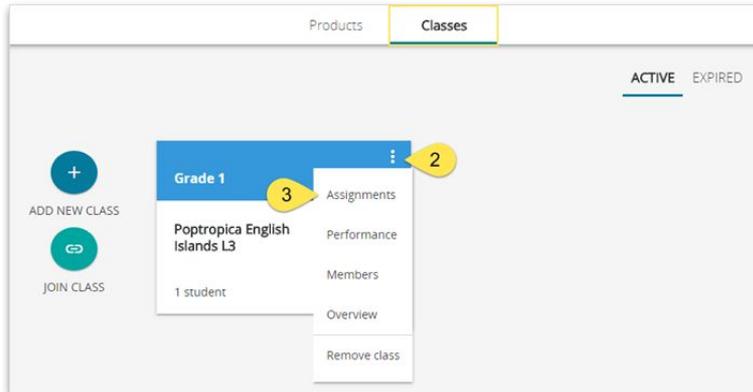


6 Assigning Homework

Assign activities as homework to your students to give them more practice and track their performance and progress.

To assign homework to your students:

1. Go to the **Classes** tab.
2. Click on the **menu button** to expand the options list.
3. Select **Assignments**.
4. Click on **Create new assignment** button or **create a new assignment [A]** link.
5. Fill in **Assignment title**.
6. Select **due date, time**
7. Optionally, you can organize your assignments using **colors**.





6 Assigning Homework, *cont.*

7. Select **activities** you wish to assign from the drop-down list. The selected activities will appear below and you will have an option to reorder them by dragging them up or down the list.
8. Select the **number of allowed attempts**. By default, there is no limit to the number of allowed submissions.
9. Select single students **[A]** or the whole class **[B]**.
Notes: You can assign the same homework to several classes at the same time: in the **Selected students** field click on the **Assign to other class button [C]**. Then, from the drop-down list, you can select other classes or single students.
10. Add **instructions** to give more information to your students (optional).
11. Click on the **Assign** button.

Select activities (2 selected) ^

Poptropica English Islands Level 3 ^

1 Vocabulary ^

1 Nature, Lesson 1 homework 7 ✓

4 Grammar ^

1 Nature, Lesson 4 homework ✓

10 I can do it v

Each student may submit their answer

Up to times As many times as they like

Add Instructions ^

10

While watching the video, please note down new vocabulary. We will go through it during our ...

11

CANCEL ASSIGN

Selected students (2 selected) ^

Share assignment with selected students First name v

Grade 1 B

Assign to other classes C

Other classes

Class #2

Filter students

Grade 1 ^

Student, English A

English, Loving



7

Monitoring Students Performance

Assignments Overview allows you to track your students' performance for a particular assignment.

To see the scores of your students by assignment:

1. Go to the **Classes** tab.
2. Click on the **Menu** button.
3. Select **Assignments**.
4. In the Assignment tab, click on the **assignment** you would like to see.

In this view you can see:

- A. The **title**, **due date**, and **instructions** of the Assignment.
- B. The **Edit** button, which allows you to edit the settings of the assignment.
- C. **Overall assignment score**.
- D. **Scores by skill** (Vocabulary, Grammar, Reading, Writing, Listening, Speaking), depending on a particular activity.
- E. The number of allowed **Attempts**.
- F. Activity status with the number of submitted (**Completed**) and not submitted (**Pending**) activities.
- G. Switch between **Students** and **Activities** views.

The screenshot illustrates the navigation process through the Teacher Journey interface:

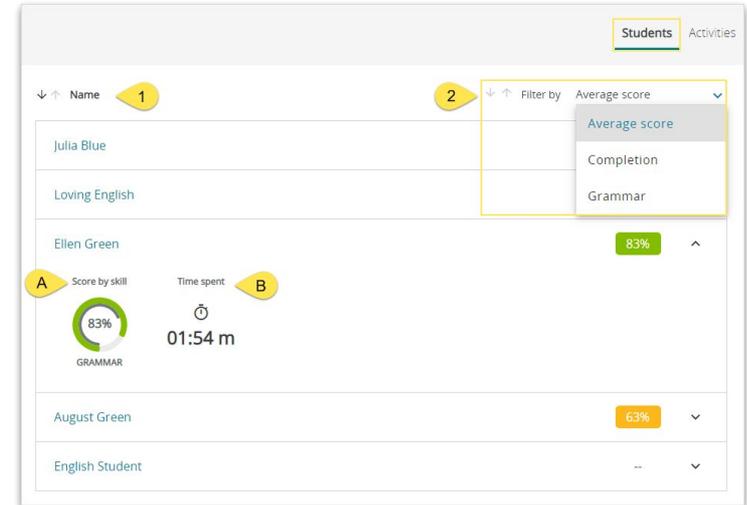
- Top Panel:** Shows the 'Classes' tab selected. Two class cards are visible: 'Class #2' (1 student) and 'Grade 1' (2 students). A dropdown menu for 'Grade 1' is open, showing options: Assignments (2), Performance (3), Members, Overview, and Remove class.
- Middle Panel:** Shows the 'Assignments' tab selected for the 'Grade 1' class. Two assignment cards are visible: '1 Nature, 2 Me, 3 Pets, 4 Home, 5 Cloth... Assignment' (Due 29th August, 0 completed) and '4 Home, 5 Clothes Assignment, 2018/08/30 8:58' (Due 30th August, 4 completed).
- Bottom Panel:** Shows the 'Assignments' tab selected for the '4 Home, 5 Clothes Assignment, 2018/08/30 8:58'. The assignment overview is displayed, including:
 - Due date: 30 Aug 2018 at 14:58
 - Instructions: (represented by a yellow box labeled A)
 - Overall assignment score: 70% (represented by a green progress bar labeled C)
 - Score by skill: 70% GRAMMAR (represented by a green progress bar labeled D)
 - Attempts: 1 Per activity (represented by a blue circle labeled E)
 - Activity status: 4 Completed, 1 Pending (represented by blue and red circles labeled F)
 - Buttons for 'EDIT' (B) and 'Students' (G) are visible.

7 Monitoring Students Performance, *cont.*

Assignments Overview - Student View

Here you can:

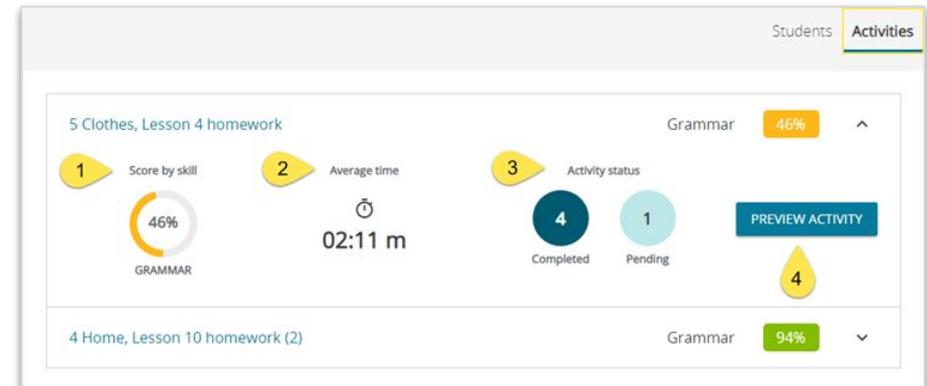
1. Sort the list by students' names
2. Filter the scores by the **Average score**, **Completion**, and **Skill**.
3. See detailed reports for a particular student with **Score by skill** compared to the **Class average** (marked in grey) [A], and **Time spent** on the activities [B].



Assignments Overview - Activities View

Here you can:

1. See the **Score by skill** for the particular activity.
2. Check the class' **Average time**.
3. Check the **Activity status** (**Completed** and **Pending** submissions).
4. **Preview** the assigned activity.





7 Monitoring Students Performance, *cont.*

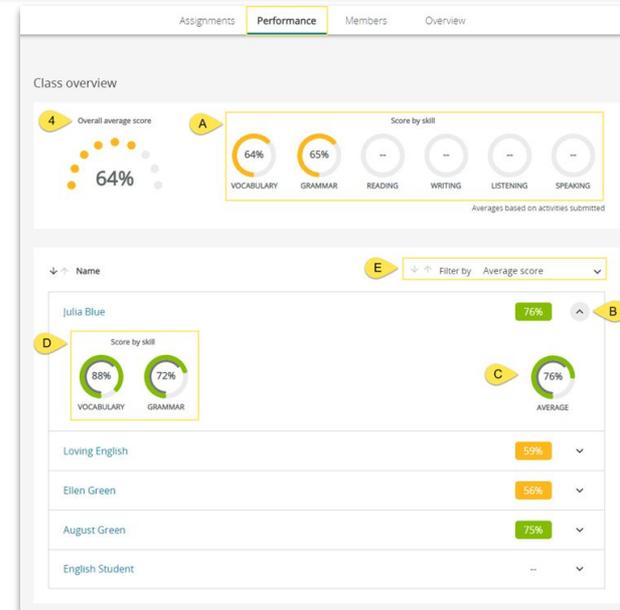
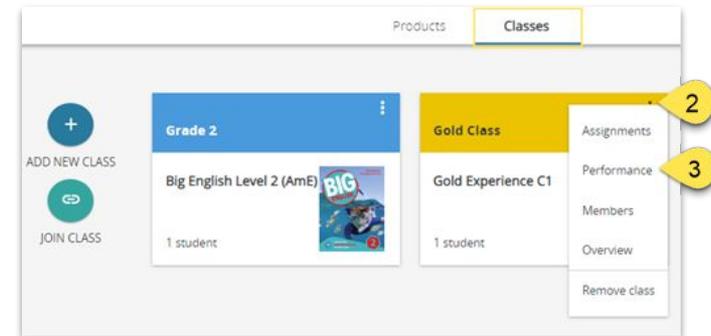
Class Performance Overview

You can see how your students are progressing throughout the entire duration of the course.

To view the Class Performance overview:

1. Go to the **Classes** tab.
2. Click on the **menu button**  to open the options list.
3. Select **Performance**.
4. View the **Overall average score** and **Scores by skill** of your class **[A]**.
5. Click on the arrow **[B]** to see the **average score** of a particular student compared to the **class average [C]** (marked in green on circle charts) as well as **scores for particular skills [D]**.

Notes: You can also filter the view **[E]** to see scores for the selected skill instead of the average score.



7 Monitoring Students Performance, *cont.*

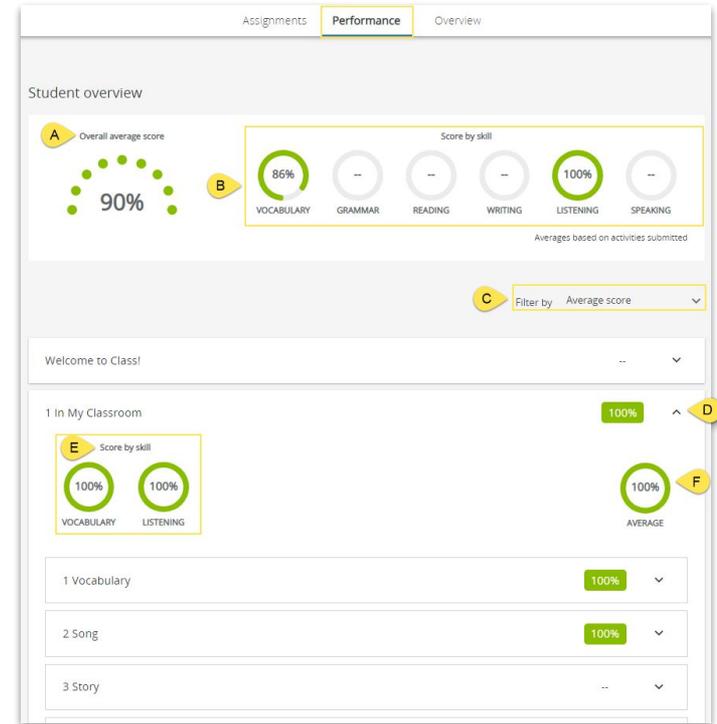
Individual Student Performance Overview

You can see how each of your student is progressing throughout the entire duration of the course.

To view a single Student Performance overview:

1. Go to the **Classes Performance Overview** (you will find more instructions in the previous [slide](#)).
2. Click on **Student's name**.
3. View the **Overall average score [A]** and **Scores by skill [B]** of your student.
4. Click on the arrow **[D]** to see the student's **average score** for a particular unit **[F]** as well as scores by skill **[E]** (marked in green on the circle charts).

Notes: You can also filter the view **[C]** to see scores for the selected skill instead of the average score.



For Teachers



Teach with Presentation Tool

Teach with Presentation Tool

Incorporating presentation tool into your classroom can increase students' participation as it will make their learning experience more interactive. This tool will also help you to make a smooth transition to blended teaching. Presentation tool is **course-specific** and it is available for each **lesson [1]**, through **Teach link [2]**.

The screenshot displays the Pearson presentation tool interface. At the top, a banner reads "1 Look ahead, look back". Below this, a navigation bar includes a yellow callout "1" pointing to the "Lessons" tab, with "Resources" also visible. A "Back to Units" link is on the left, and a volume slider is on the right. The main content area is titled "Gold Experience C1 - 1 Look ahead, look back" and includes a "Student book" checkbox (checked) and a "Work book" checkbox (unchecked). The interface is organized into a grid of six activity cards, each with a teal header and a "Teach" button highlighted in blue. A yellow callout "2" points to the "Teach" button of the "Reading" card. The cards are: "Lead-in" (Student Book - page 7), "Reading" (Student Book - pages 8-9), "Grammar" (Student Book - page 10), "Vocabulary" (Student Book - page 11), "Listening" (Student Book - page 12), and "Use of English 1" (Student Book - page 13). Each card also features a "PLAN" button.

Teach with Presentation Tool

Features of the presentation tool may slightly differ depending on the course and type of activity.

Teaching Tools are available for every course.

1) Use **Teaching Tools [A]**:

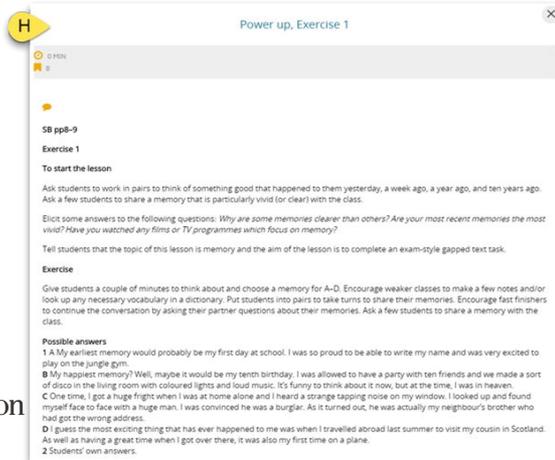
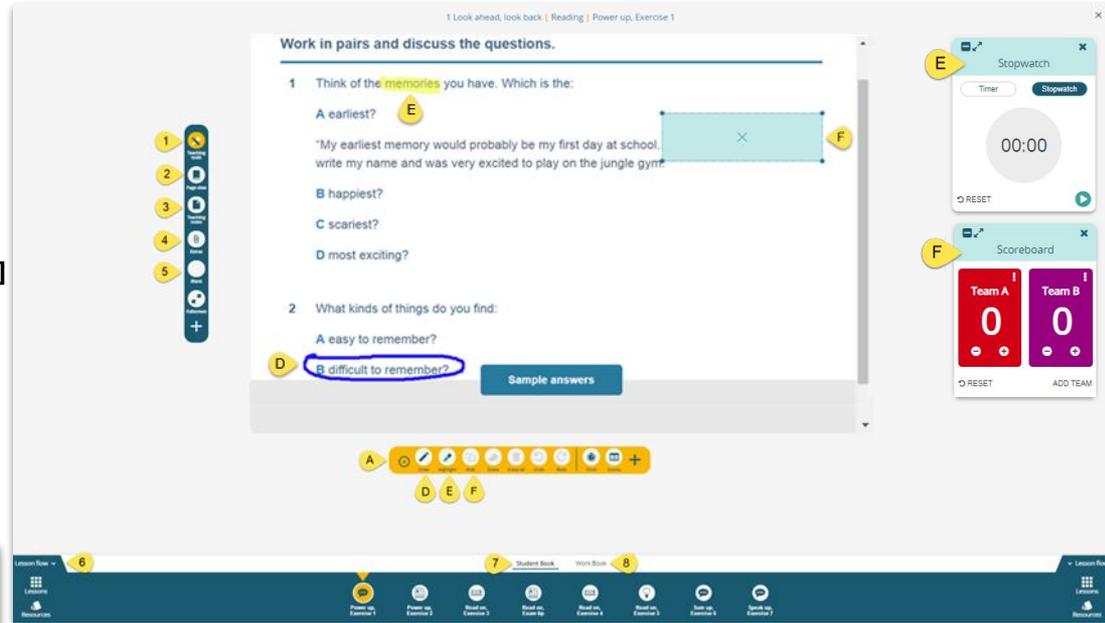
Draw - to engage students with your lesson **[B]**

Highlight - option to mark important content **[C]**

Hide - to cover specific materials from your students **[D]**

Timer - to set a specific time for students to complete the activity **[E]**

Scoreboard - function helps you to track the progress of class teams' competition **[F]**



- 2) **Page View** - displays the spread page view (go to next [slide](#) to see more details) **[G]**
- 3) **Teaching Notes** - shows activity notes (the type of activity, timebox, student book reference and instructions with teacher tips) **[H]**
- 4) **Extras** - extra resources e.g. Student Book
- 5) **Blank** - allows you to go to the whiteboard
- 6) **Lesson Flow** - navigates through the lesson activities
- 7) **Student Book** - provides an access to Student Book
- 8) **Work Book** - provides an access to unit activities

Teach with Presentation Tool, *cont.*

Page View [G] features:

1. **Navigation** bar with magnifying tools at the bottom of the page.
2. Direct **access to activities** marked by a star.

The screenshot displays a presentation tool interface with a reading passage and various interactive elements. At the top, a navigation bar includes '1 Look ahead, look back | Reading | Power up, Exercise 1'. A yellow star icon is visible in the top left corner. The main content area is divided into several sections:

- READING**: A section titled 'Power up' with a star icon, containing a 'Work in pairs and discuss the questions' activity. Below it is a 'Read the quote' activity with a star icon.
- Read on**: A section with a star icon containing a 'Read the article' activity. A 'Cam Tip: gapped text' box is present, explaining that content clues in the paragraph before and after the gap will help. Below this is a 'Match the words and phrases in bold in the article with the meanings' activity.
- Sum up**: A section with a star icon containing a 'Work in pairs' activity to read the article again and give a short summary.
- Speak up**: A section with a star icon containing a 'Read the posts about the article' activity.

The reading passage itself is titled 'Memory Hackers' and discusses the work of neuroscientists like Jake Haasser, Merel Kindt, and Julia Shaw. It explores how memory can be manipulated and the ethical implications of such technology. The text includes several paragraphs and a section titled 'Implanting false memories is clearly now possible'.

At the bottom of the interface, there is a navigation bar with a yellow star icon, a magnifying glass icon, and several navigation arrows. The Pearson logo is visible in the bottom left corner of the overall image.

For Teachers 

Plan with Lesson Plan

Plan your Lesson

Lesson Plan provides you with lesson layout with the list of activities. This functionality is available for each lesson (use **Plan** icon link [A] to open it).

Each activity can be previewed in a Front of Class mode. From here you can also access Teacher Notes (Notes) with instructions for an activity.

You can also view **Full Lesson Plan [B]**, showing Notes for the whole lesson.

B Full lesson plan

← Back to Activities

Warm-up
5 MIN SB P. 006

Look

Display several different comic books and/or newspaper comic strips. Point out the fact that the story is told in frames and that speech bubbles show who is talking and what each character is saying. Let students browse through the comic books and comic strips. Ask them to tell you which ones interest them the most and why. Tell students they will be reading a story that is told in comic-strip style. Check answers from the HW in the last lesson.

Lesson Objective
5 MIN SB P. 6

Today I will read...

INVOLVE
Introduce the lesson objective. Say: Today I will learn to read a story about classroom activities. Students will listen to and read a story, answer a question about it, and discuss ideas related to it.

Pre-reading
5 MIN SB P. 6

Look and say.

Point to and read the story title aloud! Have students repeat after you. Explain that this story is about a group of children doing different classroom activities.

Guided Prediction: Have students look at the pictures in the story frames. Help them point to and name school activities in the pictures. Then point to each school activity and say its name. Have students point and repeat after you.

1 In My Classroom

Lessons Resources

← Back to Units

1 Vocabulary

2 Song

A 3 Story

4 Language in Action

Activities

Lessons Resources

← Back to Lessons

B View full lesson plan

1 Warm-up

2 Lesson Objective

3 Pre-reading

4 Reading

5 Comprehension 1

For Teachers



Use Teacher Resources

Use Teacher Resources

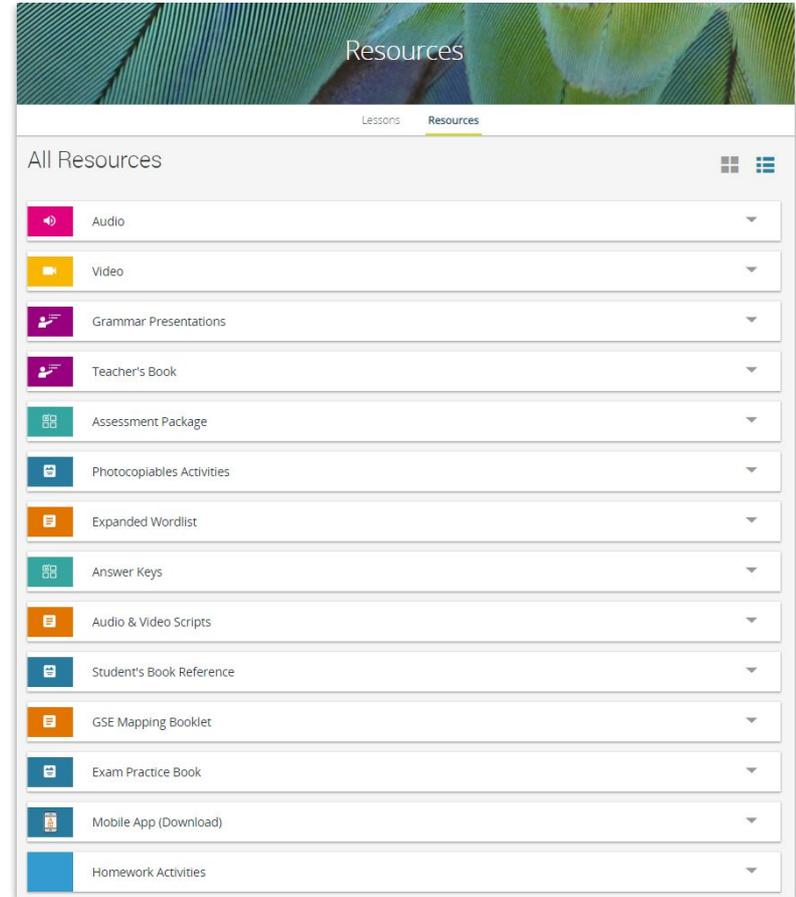
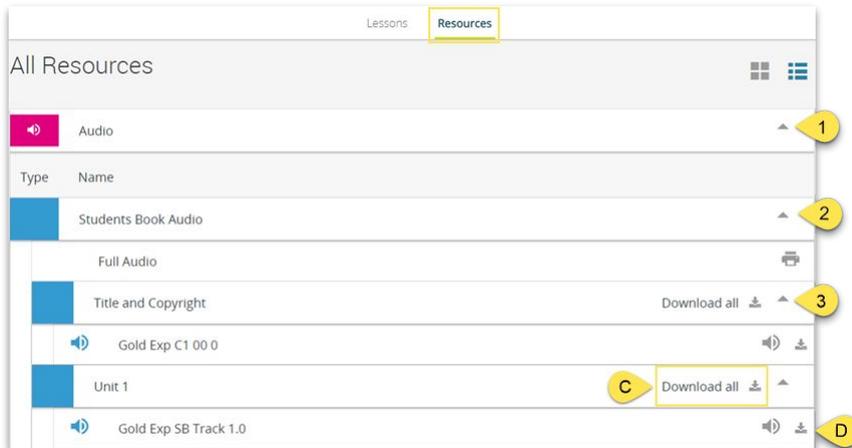
Depending on a product, you may have access to a rich list of resources, which can be used to engage students in your classes.

Every product has its particular set of embedded resources, such as Audio, Video, Flashcards, Songs and Chants, Grammar Presentations, Tests, Wordlist, Tests, and many others.

Teacher Resources are **downloadable**.

To download resources, first open chosen type of resource [1], select **Student Book** or **Workbook** [2] and click on chosen section or **unit** [3].

You can download all resources available for the unit by **Download all** option [C] or single resources using **download icon** [D].



Teacher Resources available for Gold Experience C1, 2nd Ed.



Frequently
Asked
Questions

Registration & Login

Question: How do I retrieve my username and/or password?

Answers: If you know your e-mail address, you can reset your password with the use of the **Forgot your password?** link on the login page.

If you cannot remember your e-mail address or continue to have issues, please [contact Technical Product Support](#).

Question: I get an error message when I am trying to register. How do I resolve this issue?

Answers: Reload the browser window and try again. Take a screenshot if possible (this will help us to identify a problem), and [contact Technical Product Support](#). Please provide us with the screenshot and a description of the issue.

Question: What is the difference between adult and child accounts?

Answers: An adult account is for teachers and for the students who are of legal age. Child account is for minor students. If you are a parent registering an account for a minor, please select child account.

For more questions and detailed answers, please go to our [Help site](#).



Access Codes & Products

Question: Where can I get an access code?

Answers: [Contact your local Pearson Representative](#) to obtain an access code.

Question: My access code is not working. What should I do?

Answers: Access codes are six "words" long and should look something like this: LSWMWL-HELLO-LEARN-SIDED-TOPAZ-VEXES. You need to enter the dashes as you redeem your access code. If you continue to have issues, please [contact Technical Product Support](#).

Question: I can't add a product. How do I resolve this issue?

Answers: Please make sure that you have correctly copied the code. Please remember that each access code can be used only once. If the issue persists, please take a screenshot if possible (this will help us to identify a problem), and [contact Technical Product Support](#). Please provide us with the screenshot and a description of the issue.

Question: When I try to join a course or add a product, a QR code option is not displayed. Why?

Answers: The QR code options are only displayed on devices with cameras. The system detects a camera and shows you the QR code option. If you are using a PC without a camera, this option will be unavailable to you. See [our help articles about QR codes](#) to learn more.

For more questions and detailed answers, please go to our [Help site](#).



Presentation Tool

Question: How do I open presentation tool?

Answers: Presentation tool is product-specific. Some Pearson products may not have the embedded this tool. To open presentation tool, click on Products tab and select a book. Choose a unit and click on the Teach icon. To learn more about presentation tool, please click [here](#).

Question: The content is not loading. What should I do?

Answers: Please check if you are online. Please check if your device and bandwidth connection fulfill [the system requirements](#).

If the issue persists, please take a screenshot if possible (this will help us to identify a problem), and [contact Technical Product Support](#). Please provide us with the screenshot and a description of the issue.

Question: I have opened the Front of Class tool. How do I go back to the Dashboard view?

Answers: Once you open the FoC tool, click on the **Exit** icon in the upper right corner and then on the **Pearson** logo to go back to the Dashboard view.

For more questions and detailed answers, please go to our [Help site](#).



Managing Classes

Question: How do I add students to my class?

Answers: To help students join your class, share the class code with them. You can also print a letter with instructions and a QR code for them to take home.

You can find the class code and QR code in the overview of a class.

Question: How do I change the class settings?

Answers: You can customize the name, color, and end date of a course once you go to the Overview. Click [here](#) to learn more about customizing a course.

Question: Can I delete a class?

Answers: Yes. Click [here](#) to learn how to do it. Please remember that deleting a class is permanent. Please make sure that you are the only teacher joined the class, if you delete a class shared with another teacher, he or she will lose this class as well (you can remove yourself from the class without deleting it, click [here](#) for instruction).

Question: How do I know if I have successfully assigned content?

Answers: Once you assign content, you will be directed to the Assignments section where your newly assigned homework will be displayed.



Technical Issues

Question: Can I access Pearson English Portal from a mobile device?

Answers: Yes, you can access Pearson English Portal from any mobile device.

*Notes: Student or Teacher interaction with Learning Objects/activities is not supported on mobile devices.
Front of Class tool is not supported on Tablet or Mobile devices.*

Question: Can I use Person English Portal without the internet connection?

Answers: No, Pearson English Portal is an online program that requires the internet connection.

Therefore, a stable internet connection is needed in order to access the platform. However, teachers have a possibility of downloading teacher resources to their devices.

For more questions and detailed answers, please go to our [Help site](#).



Help & Support

If you need Help or Support, please go to

[Pearson English Portal](#)
[Help & Training](#)

Pearson is committed to providing the best
technical support possible.

ALWAYS LEARNING