



Pearson

English Portal

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



Quick Start Guide for Students



Last Updated October 2018

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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

Before the student begins a journey with Pearson English Portal we recommend checking if their device meets the [system requirements](#).

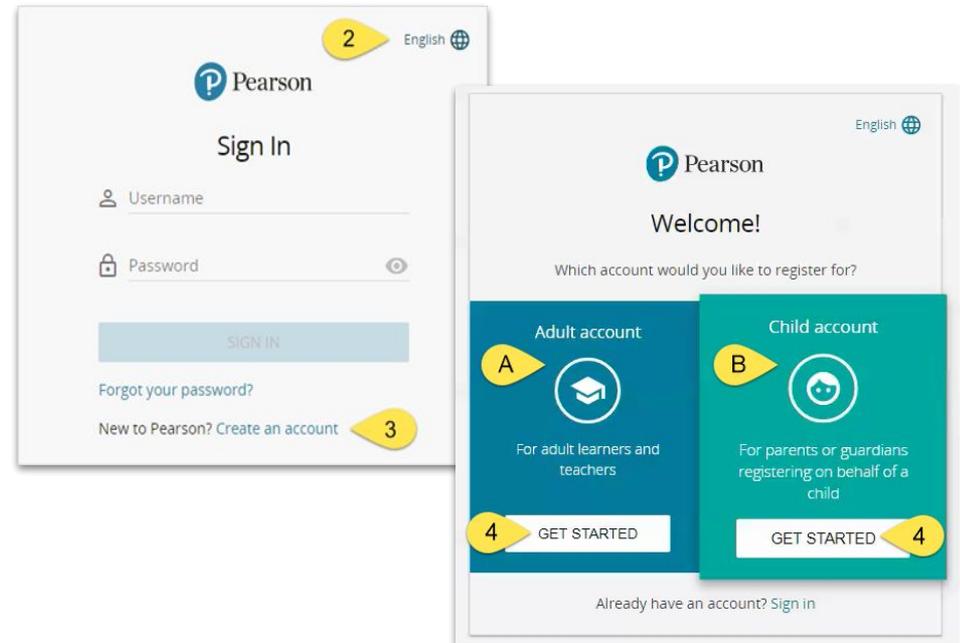
To start using Pearson English Portal a student needs:

- **an Email Address**
- **a Student Access Code.** The access code might come with your textbook, from your school, or in a separate kit. You can also contact your local Pearson Representative or distributor by visiting our [website](#).

To register an account:

1. Go to: english.com/login
2. Choose your preferred language.
3. Click on **Create an Account**.
4. If you are creating a student account for yourself, select an **Adult account [A]**.
Select a **Child account [B]** if you are creating an account for your child or a student and then click on the **Get Started** button.

Notes: *If you are a young learner, please ask your parent or a teacher to create an account for you.*



The image shows two screenshots of the Pearson English Portal registration process. The first screenshot is the 'Sign In' page, which has a yellow callout '2' pointing to the language selection dropdown (set to 'English'). It features fields for 'Username' and 'Password', a 'SIGN IN' button, and links for 'Forgot your password?' and 'New to Pearson? Create an account' (with a yellow callout '3'). The second screenshot is the 'Welcome!' page, which asks 'Which account would you like to register for?'. It offers two options: 'Adult account [A]' (with a graduation cap icon) and 'Child account [B]' (with a child icon). Both options have a 'GET STARTED' button (with a yellow callout '4'). At the bottom, there is a link for 'Already have an account? Sign in'.

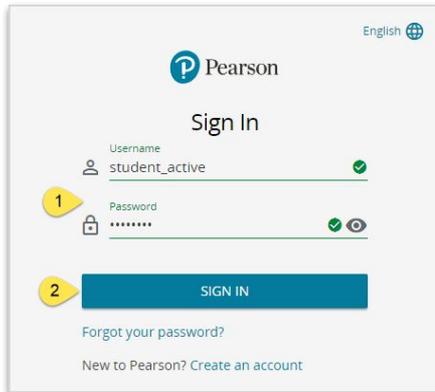
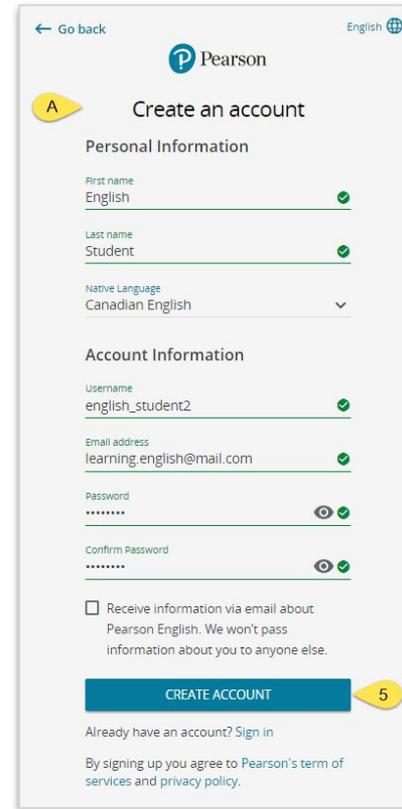
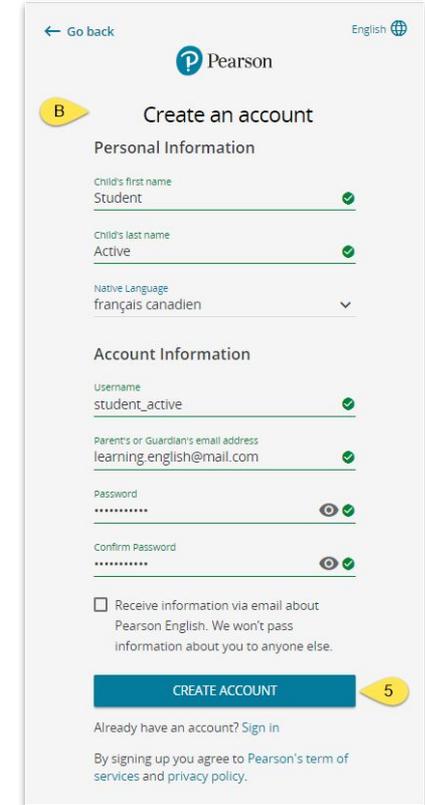
2 Registering an Account, *cont.*

- Enter the personal information for an adult account **[A]** or a child account **[B]** and click on the **Create Account** button.
Notes: *Your username can contain only lowercase letters, numbers, underscores [_], dashes [-] and full stops [.]*
- Once you click **Create account**, you will be directed to your **Dashboard**.

3 Signing in

To sign in to Pearson English Portal student account:

- Enter student **Username** and **Password**.
- Click on the **Sign in** button.
Notes: *If you forget your password, click on the **Forgot your password?** link or click [here](#) for instructions.*

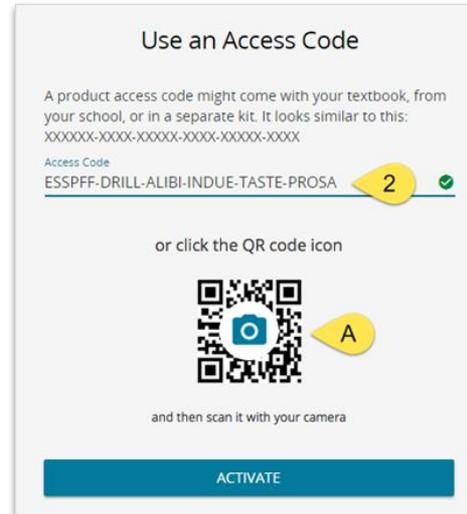
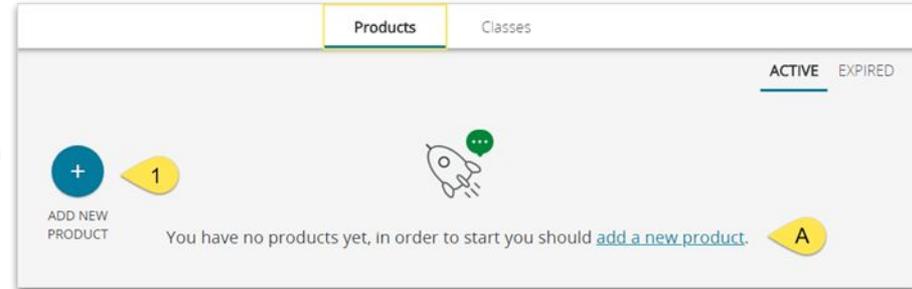




4 Adding a Product

Students need to add a product to their account to be able to fully use Pearson English Portal.

To add a product to an account:

1. On your Dashboard, click on either **add a new product** button or **add a new product** link [A].
2. Enter your Access Code and click 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 the **Go to Products** button.

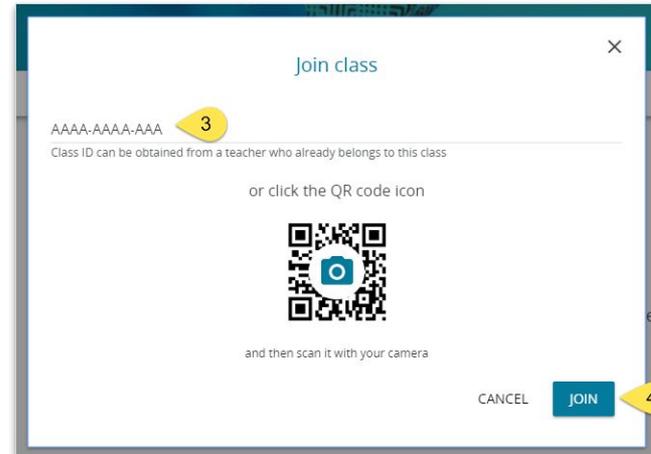
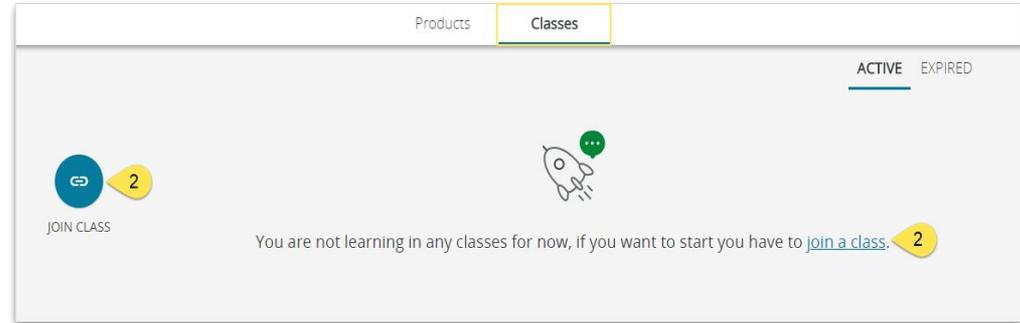


5 Joining a Class

Teacher is able to track students' progress and provide feedback on their work after students have joined the class.

To join a teacher's class:

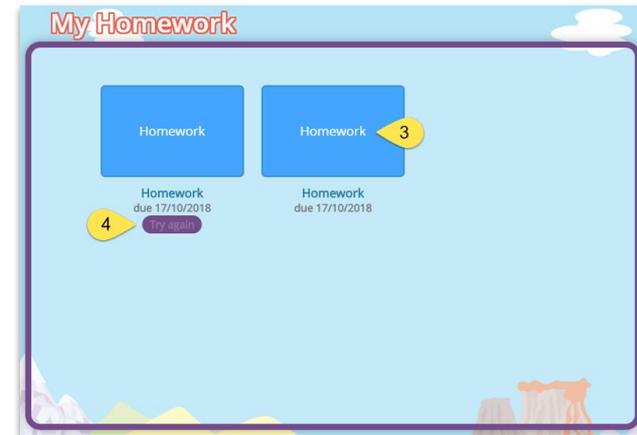
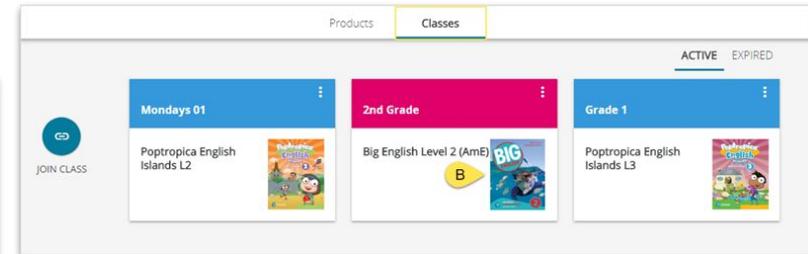
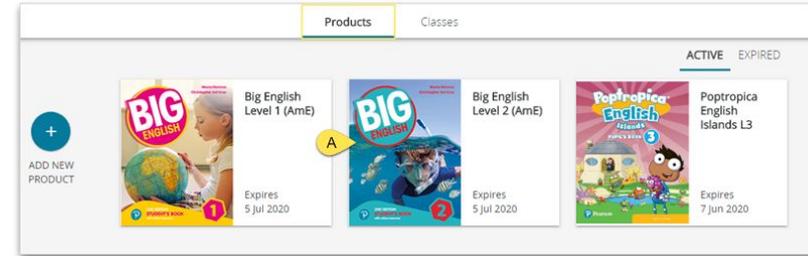
1. Go to the **Classes** tab.
2. Click on the **Join Class** button or **join a class** link.
3. Enter your teacher's **Class code**.
4. Click on the **Join** button.



6 Completing Homework – Primary

As a Primary Student you can easily access your assignments from **Student World**.

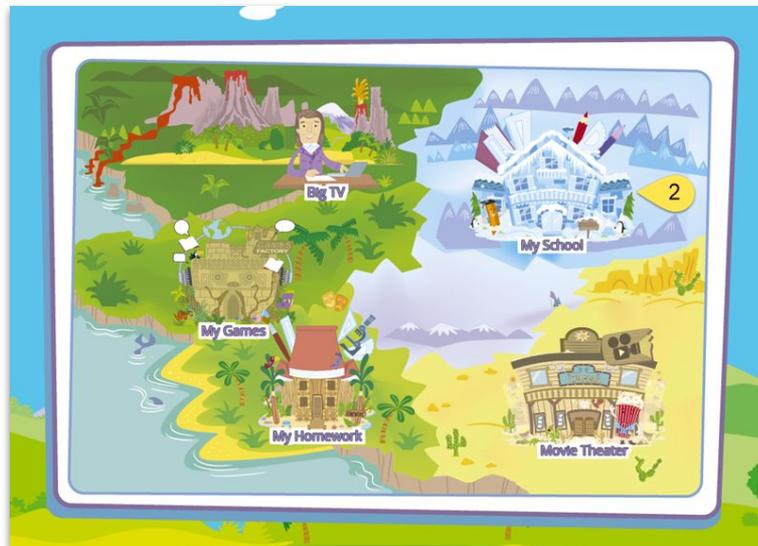
1. Click on a Product icon under the **Products [A]** or **Classes [B]** tab.
2. Go to **My Homework** on **Student World** Island.
3. Click **Homework**.
4. Click **Try again** to open an assignment that you already started or did previously.



7 Accessing Past Homework - Primary

After the due date, any past Homework activity will be available for free practice.
To practice your homework activity again:

1. Go to **Products** (or **Classes**) tab and click on the Product icon (for more information go to [slide 8](#)).
2. Go to **My School** on **Student World** Island.
3. Choose **Past Homework**.

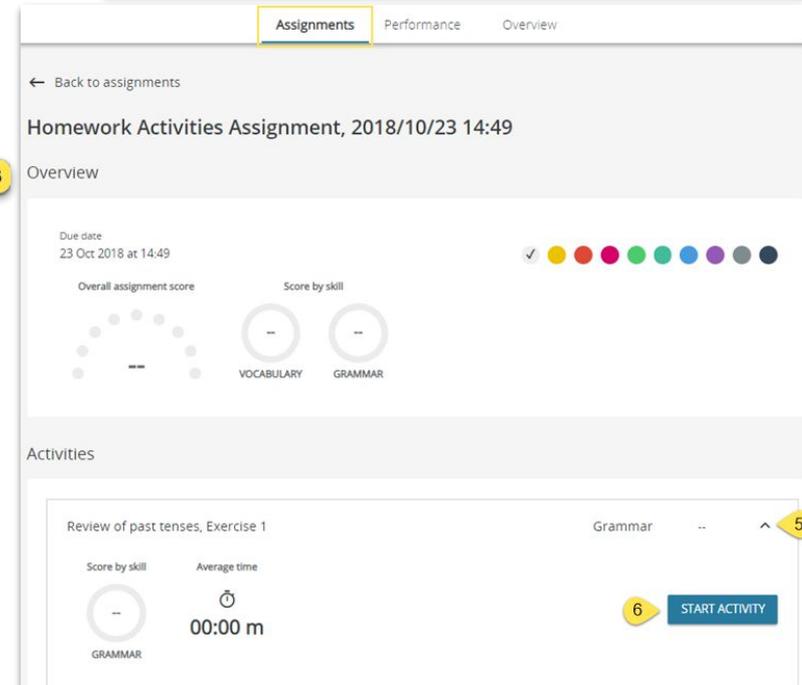
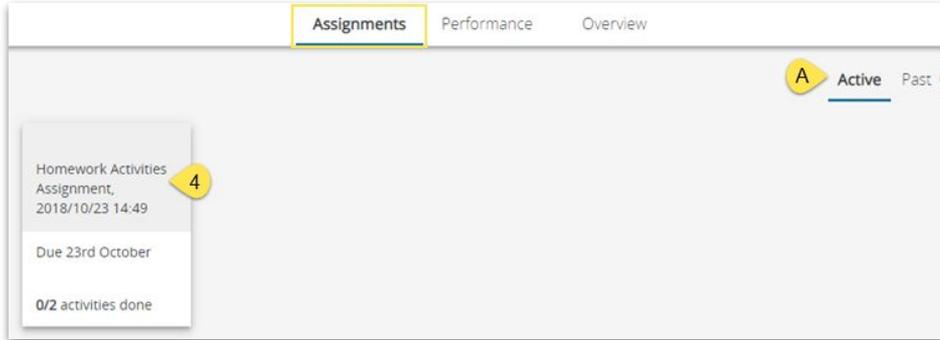
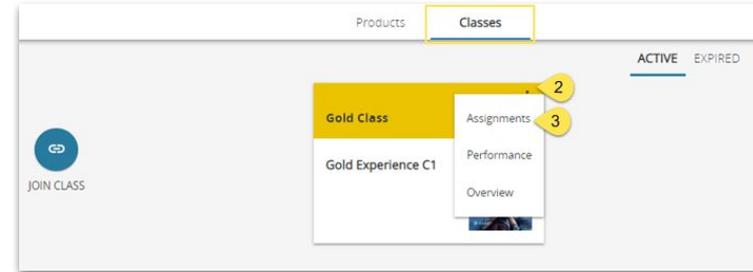


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Completing Homework and Accessing Past Homework for Extra Practice – Secondary

To complete an assignment:

1. Go to the **Classes** tab.
2. Click on the **menu** button to expand the options list.
3. Select **Assignments**.
4. In the **Assignments** tab, click on the **assignment's title**.
5. Click on the **arrow** to expand the list of activities.
6. Click on **Start Activity** to open an assignment.



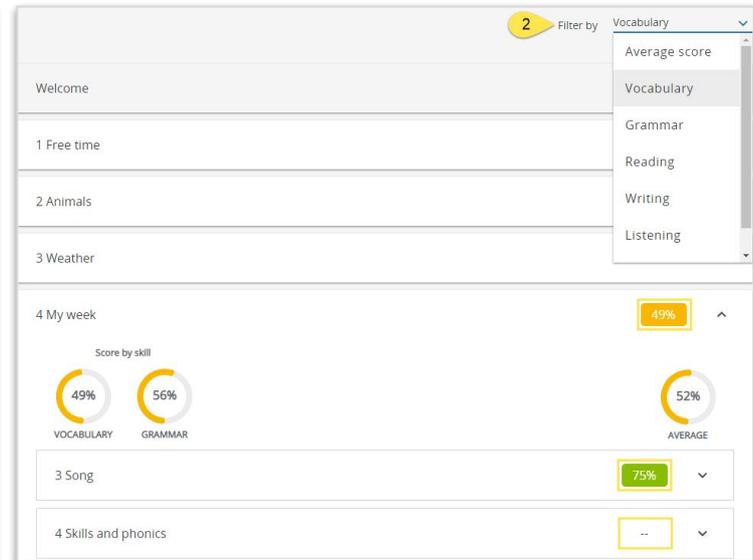
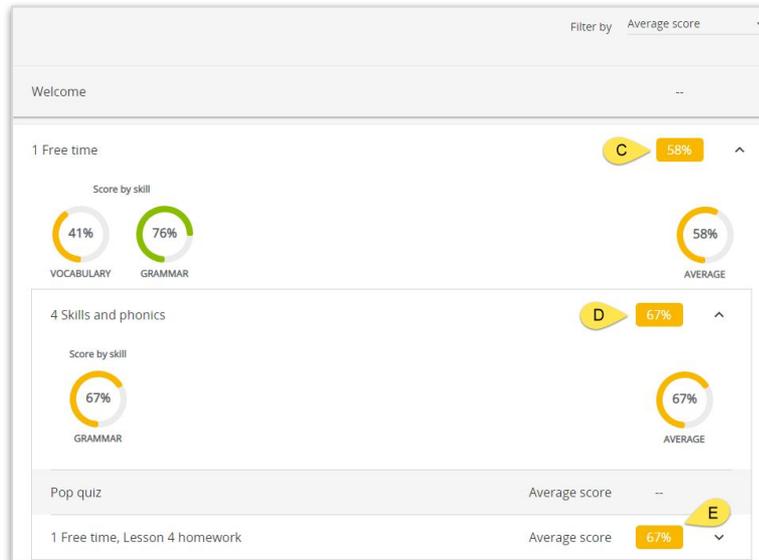
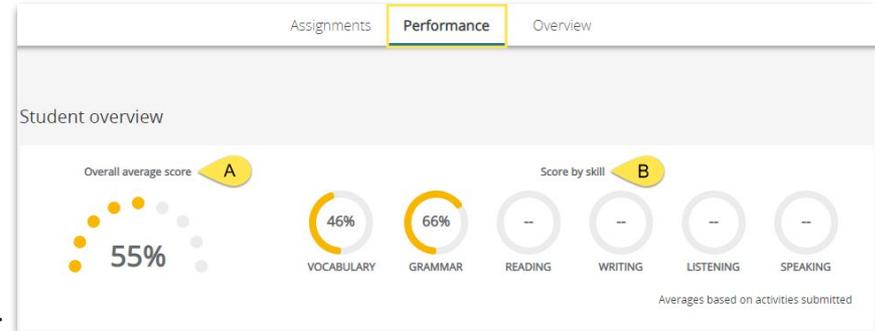
Note: Every **past homework** activity can be done as a **free practice** from the **Assignments** tab, by switching from **Active [A]** to **Past Assignments [B]**. Please remember that **past homework** will be available after homework due date has passed and the results for it will not be saved in the Portal.

9 Checking Performance

Performance tab shows students' overall course performance and their progress for every particular exercise.

Here you can see:

1. Your **Overall average score [A]** for this class and a more detailed **Score by skill [B]**.
2. The dropdown list which filters the view of your scores: either as **Average Score** or by a particular **skill**. Depending on which option you choose, you will see different scores next to the completed activities.
3. Your score for a particular **Unit [C]**, **Section [D]** and **Activity [E]**.



10 Free Practice for Primary Students

You have access to different free practice resources and learning material related to your course.

The variety of free practice resources includes: **songs** and **chants**, **audio**, **flashcards**, **documentary** and **drama video**, **memory games**, as well as **Past Homework** activities for revision. Depending on the product you have on your student account, you will have different sets of free practice resources, based on the language of your course.

To find your free practice activities: Click on a product icon under the **Products [A]** or **Classes [B]** tab.



The collage displays several interface elements:

- Main Menu:** A colorful map-style interface with icons for Big TV, My School, My Games, My Homework, and Movie Theater.
- Products Tab (A):** A list of products including 'Big English Level 1 (AmE)', 'Big English Level 2 (AmE)', and 'Poptrópica English Islands L3'. Each product has an expiration date and a 'BIG' logo.
- Classes Tab (B):** A list of classes including 'Mondays 01', '2nd Grade', and 'Grade 1', each with a corresponding product icon.
- Movie Theater:** A section with a 'Back' button and icons for 'Documentary Video' and 'Drama Video'.
- My School:** A grid of activity icons for 'Past Homework', 'Songs and Chants', 'Welcome to Class!', 'In My Classroom', 'My Games', and 'In My House', organized into Unit 1, 2, and 3.
- My Games:** A grid of six 'Pelmanism' game icons, labeled Unit 1 through Unit 6.

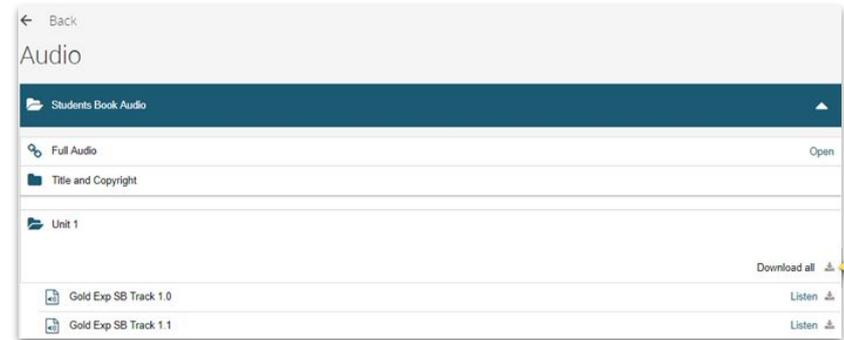
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Free Practice for Secondary Students

Portal offers you a variety of resources and learning materials related to your course.

Depending on the product you have on your student account, you will have different available resources*, such as **audio**, **video**. You can work with them online as well as **download [C]** to your device.

To find your course resources: Click on a product icon under the **Products [A]** or **Classes [B]** tabs.





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. If the problem persists, [contact Technical Product Support](#). Take a screenshot if possible (this will help us to identify a problem), and describe the issue in details.

Question: I want to register my child. Should I select an adult or a child account?

Answers: If you register an account on behalf of a minor, please select child account.

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



Access Codes & Products

Question: How do I get an access code?

Answers: Contact your teacher, institution or [Local Sales Representative](#) for assistance.

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. Each access code can only be used once when you register. The access code is only needed to activate your product. It is not needed to sign in. If you continue to have issues, please [contact Technical Product Support](#).

Question: I mistakenly lost or damaged my access code. What should I do?

Answers: Click [Contact Us](#) to submit a ticket. Please prepare a photograph of the damaged access code and the confirmation of its purchase to include it in your message.

Question: When I try to 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](#).



Classes

Question: The class code my teacher gave is not working. What should I do?

Answers: Please make sure the code has the correct format. It should look something like this: AKCA-NAIA-AKP. If the issue still persists, please try to take a screenshot and [contact Pearson Technical Product Support](#). Please provide us with the screenshot and a description of the issue.

Question: How do I join a class?

Answers: Please click [here](#) to learn how to join a teacher class.

Question: Can I join more than one class?

Answers: Yes. To join another class simply follow the instructions in [our help article](#).

Question: Can I leave a class?

Answers: No, you can only be removed from a class by your teacher.

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



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.*

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.

Question: Do I have to download media files to use Pearson English Portal?

Answers: No, media files download is not required. The Pearson English Portal platform stores all data on our secure servers.

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