Pearson

Updating Your Q-interactive and Q-global Sign-In

A step-by-step guide for Q-interactive, the Assess app, and Q-global

About This Guide

Q-interactive, the Assess app, and Q-global are changing how you sign in. This guide explains how to update your sign-in credentials and access each product. After completing the steps, you will use the same email address and password across Q-interactive, the Assess app, and Q-global.

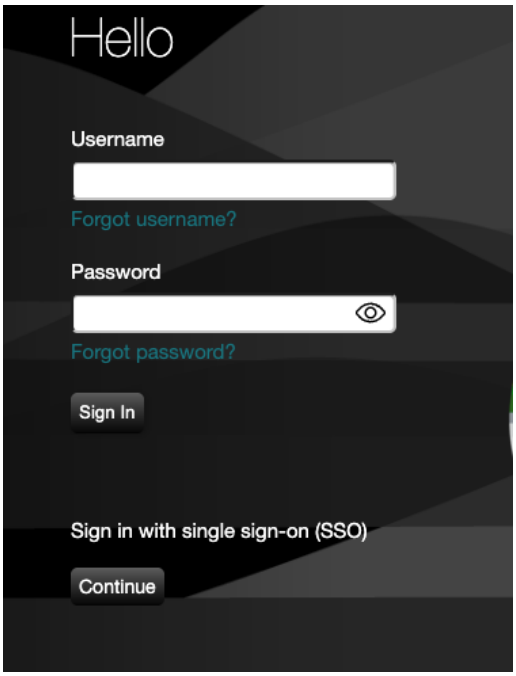
Follow the instructions for the products you use. You may also be asked to enter an authentication code sent to your email address.

Important: If you experience a sign-in issue, start over and carefully follow the steps in this guide. Most issues are resolved by completing the process again and verifying all information.

Q-interactive Website

1. Sign in using your current Q-interactive username and password. If needed, use the Forgot Username or Forgot Password links.

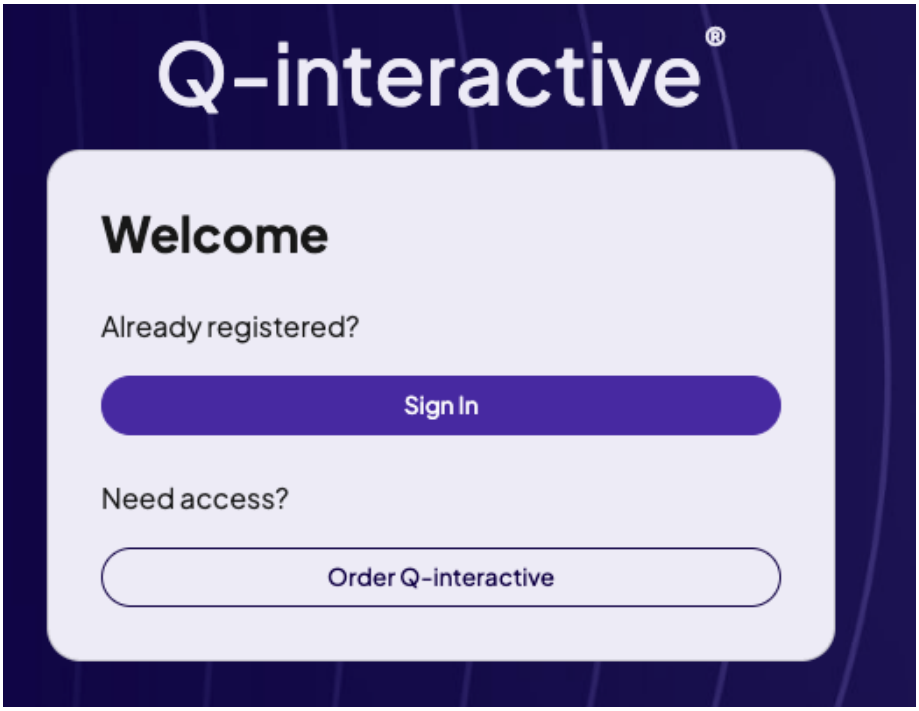
Open the Q-interactive sign-in page



2. Follow the on-screen steps to set up your new sign-in credentials. You may be asked to create a new password.

3. After completing the setup process, you will be directed to the new Q-interactive sign-in page. Users who have already completed setup will be taken there automatically.

[Open the new Q-interactive sign-in page]



4. On the new sign-in page shown above, click Sign in.

5. In the Username box, enter your email address.

6. Enter your password. If needed, use the Forgot Password link.

7. If prompted, select Email to receive an authentication code at your email address.

8. Enter the code you receive.

9. If the sign-in is successful, you will be taken to your Q-interactive dashboard.

Assess App

Before signing in to the Assess app:

- Complete the Q-interactive website steps above. This only needs to be done once.
- Update the Assess app to the latest version from the Apple App Store.

To sign in:

1. On the Assess app sign-in screen, do not enter anything in the Username or Password fields.

2. Tap Sign in with Pearson.

3. In the Username box, enter your email address.

4. Enter your password. If needed, use the Forgot Password link.

5. If prompted, select Email to receive an authentication code at your email address.

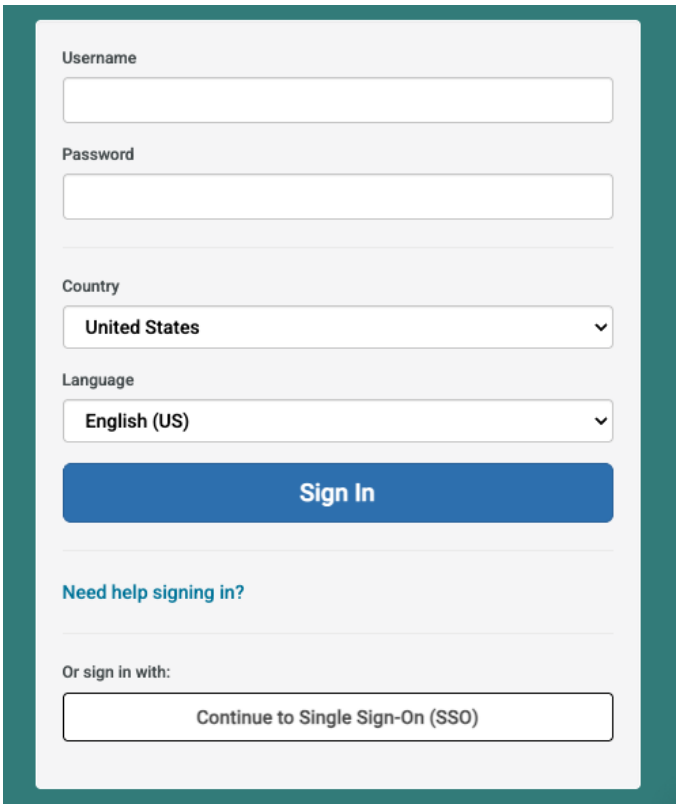
6. Enter the code you receive.

7. If the sign-in is successful, you will be taken to the Assess app dashboard.

Q-global

1. Sign in using your current Q-global username and password. If needed, use the Need help signing in link.

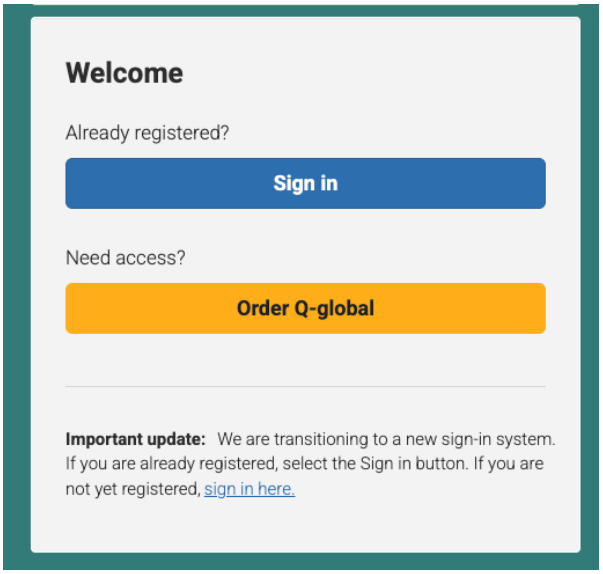
[Open the Q-global sign-in page]



2. Follow the on-screen steps to set up your new sign-in credentials. You may be asked to create a new password.

3. After setup is complete, you will be directed to the new Q-global sign-in page. Users who have already completed setup will be taken there automatically.

[Open the new Q-global sign-in page]



4. On the new sign-in page shown above, click Sign in.

5. In the Username box, enter your email address.

6. Enter your password. If needed, use the Forgot Password link.

7. If prompted, select Email to receive an authentication code at your email address.

8. Enter the code you receive.

9. If the sign-in is successful, you will be taken to your Q-global dashboard.

Helpful Tips

Trust This Device

When entering an authentication code, we recommend selecting Trust this device on devices you use regularly. This reduces how often you will be asked for authentication codes. You can trust up to five devices.

Update Your Bookmarks

Update any saved bookmarks to the new sign-in pages:

- New Q-interactive sign-in page
- New Q-global sign-in page

Remember Me

On the Q-interactive and Q-global websites, select Remember me when entering your email address to save it for future sign-ins.

Note: The Remember me option applies only to the Q-interactive and Q-global websites. It does not apply to the Assess app on iPad.

Using the Passwords App on iPad

The Remember me option does not apply to the Assess app. To save your credentials on an iPad, use the Passwords app. When entering your email address or password, tap the Passwords button above the keyboard to access your saved credentials.

Support

Technical Support

For sign-in, access, or technical issues with Q-interactive, the Assess app, or Q-global:

1 (800) 627-7271

Monday–Friday, 8:00 a.m.–7:00 p.m. ET

To help us troubleshoot, please have:

- The username and email address associated with your account
- The product you are using: Q-interactive, the Assess app, or Q-global
- The exact error message, if available
- A screenshot of the issue, if available