

Pearson CertPREP Manager Admin Guide

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Overview

Administrators

Pearson CertPREP administrators (admins) are given tools to manage classes and instructors, including options to:

- Add classes
- Set class options
- Assign and change instructors
- View enrollments
- Monitor license usage
- Use all of the functions of an instructor such as
 - Manage learner enrollment
 - Email all enrolled learners
 - View a gradebook
 - Generate grade reports

Guide structure

This guide takes you through CertPREP Manager, the CertPREP course Instructor Dashboard, and the CertPREP course CCX Dashboard. The FAQs at the end address specific common questions and situations.

CertPREP Manager

Access

To access CertPREP Manager, you must first create a Pearson account and be registered as an Admin on the CertPREP portal by Pearson VUE staff.

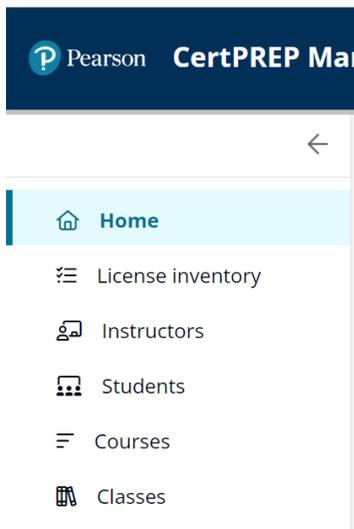
You can then access [CertPREP Manager](#) at

<https://certprepcourseware.pearson.com/institution-portal/dashboard>

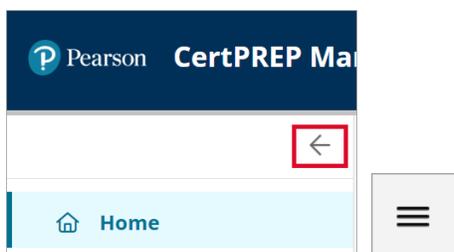
You can access specific courses (and the features housed there) from within CertPREP Manager.

Navigation

Navigation is done primarily through the navigation pane on the left of the screen.



This navigation pane can be collapsed and expanded as needed. Use the arrow at the top of the pane to collapse it and use the menu icon (three horizontal lines) to expand it.

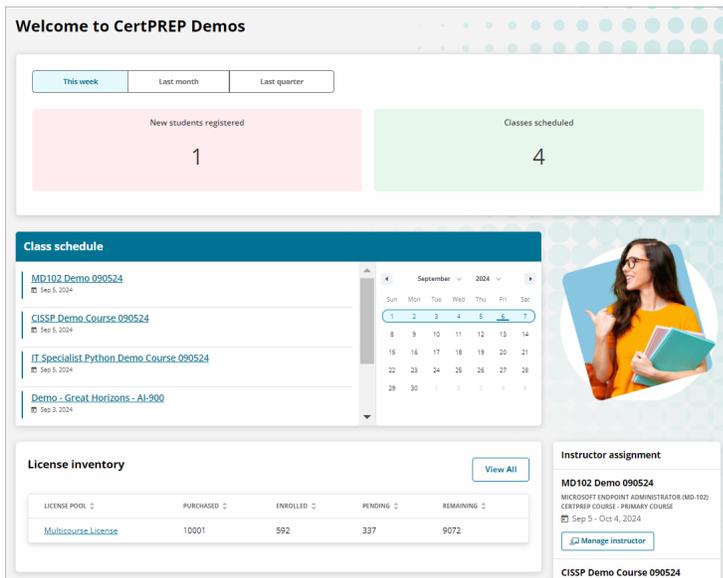


Within the detail screens, you may also see a back arrow at the top of the screen that will take you to the previous screen.



Home page

The Home page gives you an overview of your new student registrations and classes scheduled. As an admin, the numbers and classes apply to your whole institution. Admins also see an overview of license inventory and instructor assignment management



License inventory

Admins can view how many licenses and which types of licenses their organization has on the License inventory page. The list of licenses describes the:

- License pool (type)
- Number of licenses purchased
- Number of students enrolled using those licenses
- Number of students pending enrollment with those licenses
- Number of remaining licenses that can be used

This list of licenses can be searched by license name or course name using the relevant drop-down lists and then selecting the **Apply** button. This list can also be sorted by the column headers using the arrows next to each heading.

LICENSE POOL	PURCHASED	ENROLLED	PENDING	REMAINING
Multicourse License	101	96	4	1

If you want to view details of which courses are included within a license pool, select the license pool name. This takes you to the License pool detail page with a list of courses covered by the license and number of students enrolled in each.

← **License pool: Multicourse License**
 Courses for which a license can be used/assigned from this pool.

PURCHASED	ENROLLED	REMAINING
101	6	1

[Buy a license](#)

COURSE	ENROLLED
CompTIA® A+ Core 1 and Core 2 - Primary Course	7
Cisco Certified Network Associate (CCNA) - Primary Course	54
Microsoft Azure Fundamentals - Primary Course	1

Additional licenses may be purchased by clicking the **Buy a license** button.

Instructors

View instructors

Admins can access a list of the instructors in their organization on the **Instructors** page. This page gives you additional information for each instructor as well:

- Instructor email
- Number of courses taught
- Time last seen in the system

The list of instructors can be filtered by instructor name, email, and course. Enter your criteria and select the **Apply** button.

Instructors

Add new instructor

Search

Instructor name Instructor email

Reset

Apply

INSTRUCTOR	LAST SEEN	EMAIL	COURSES TAUGHT
Scol	Today	sco	6
Tii	3 days ago	tji	14
Scc	Today	scc	5

Add instructors to CertPREP

You can add instructors on the Instructors page. **However**, the instructor must first go into Pearson's identity service and create an account.

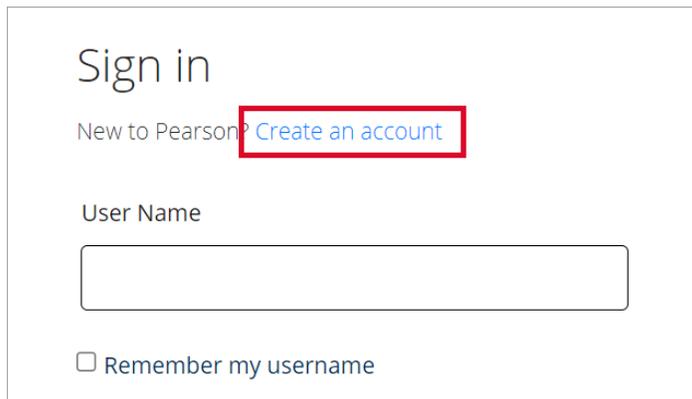
Create an account

1. Go to certprepcourseware.pearson.com.

2. Select the **Log in Here** button.



3. Select the **Create an account** link.

A screenshot of a "Sign in" form. The form has a white background and a thin grey border. At the top, it says "Sign in". Below that, it says "New to Pearson?" followed by a blue link "Create an account" which is highlighted with a red box. Below the link is a text input field labeled "User Name". At the bottom of the form, there is a checkbox labeled "Remember my username".

4. Enter your information to create an account.

NOTE: Some browsers will automatically fill in your email and password. You can delete these and enter something different if you choose.

5. Select the **Create Account** button.

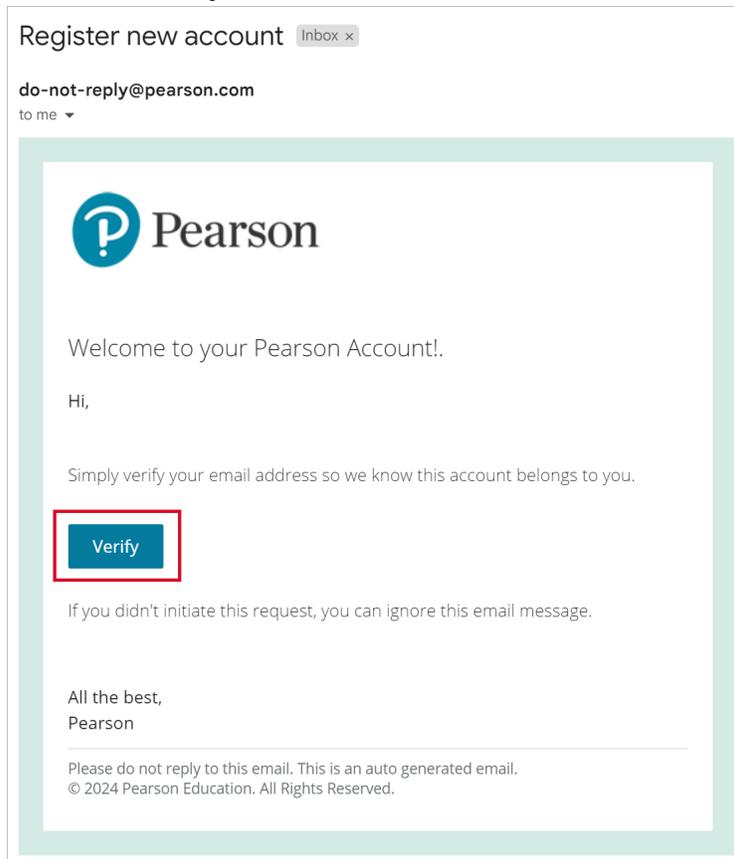
The screenshot shows a registration form titled "Register Your Account". At the top, it asks "Have a Pearson account?" with a "Sign in" link. The form contains several input fields: "Email address" (with a red border and a red error message below it: "The email address field is required."), "Username" (with a checkbox option "Same as Email address"), "First Name", "Last Name", and a "Select Country" dropdown menu. The "Password" field also has a red border and a red error message: "The password field is required.", along with a toggle icon for visibility. At the bottom, there is a yellow "Create Account" button. Below the button, a disclaimer states: "By clicking 'Create Account', you agree to our Terms of use and acknowledge our Privacy notice."

You will receive a prompt to check your email for a link to register your account.

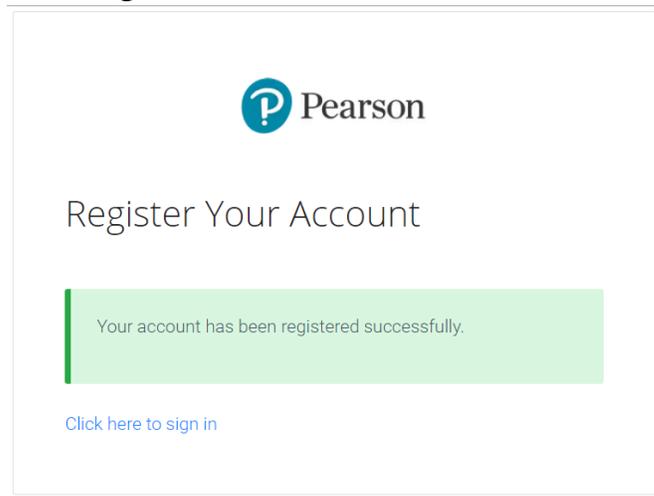
This screenshot shows the same "Register Your Account" form, but with a large blue box in the center containing the message: "We have sent you an e-mail, please follow the link in the e-mail to complete the registration process."

6. Find the registration email in your inbox.

7. Select the Verify button.



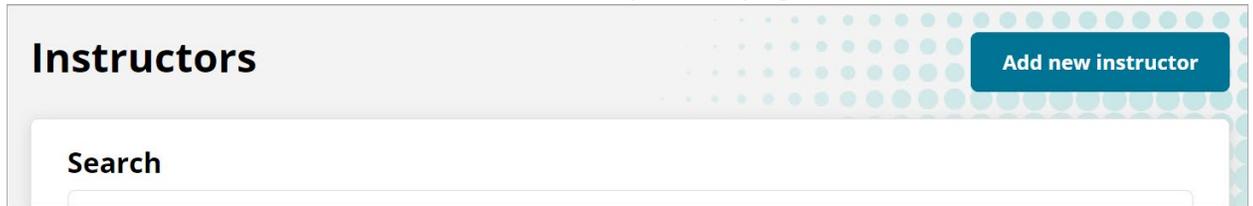
You will receive confirmation that your account has been registered successful with a link to sign in.



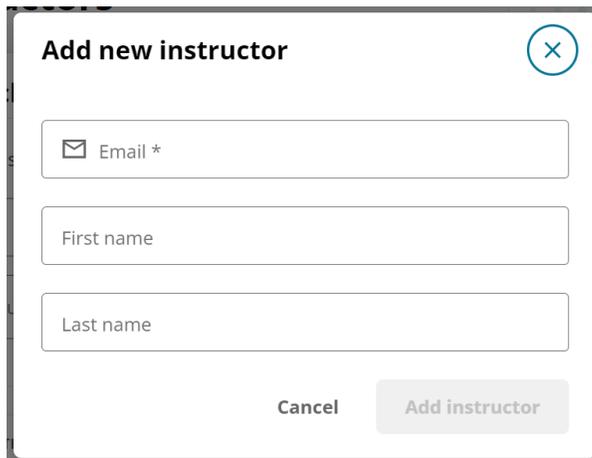
Add an instructor

After an instructor has created their Pearson account above:

1. Go to the Instructors page in CertPREP Manager.
2. Select the Add new Instructor button at the top of the page.



3. Enter the instructor's email, first name and last name **exactly** as it was entered for their Pearson account. This **must** match their Pearson account information.

A screenshot of a modal form titled 'Add new instructor'. The form has a close button (an 'X' in a circle) in the top right corner. It contains three input fields: 'Email *' with an envelope icon, 'First name', and 'Last name'. At the bottom of the form, there are two buttons: 'Cancel' and 'Add instructor'.

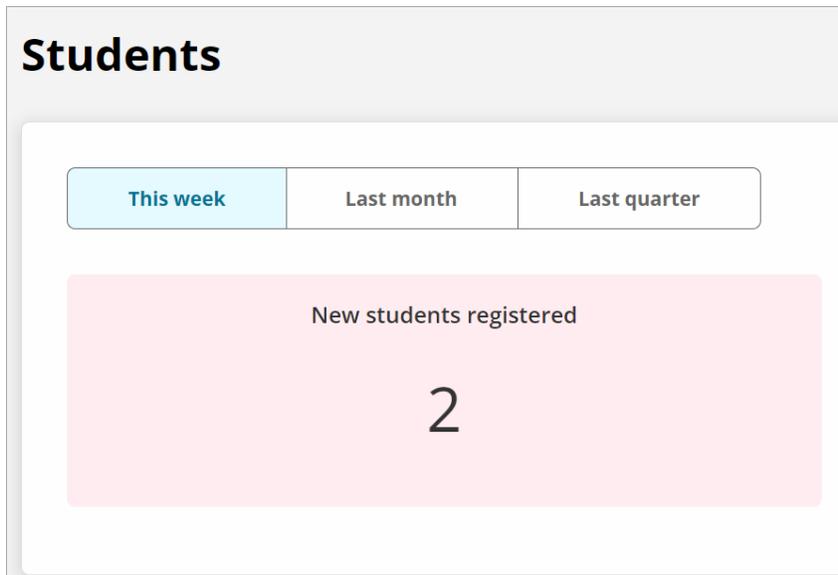
Add or change a class instructor

To add or change a class instructor, you will need to use the [Classes page](#) above.

Students

New students registered

Like the homepage, the Students page shows the number of new students registered in all classes. This defaults to the timeline of this week; however, you can also view the new students registered in the last month and last quarter using the buttons above the number displayed.



Student list

The student list provides admins with a list of students in all of the institution's classes. You can filter this list by one or more of the following criteria:

- Student name
- Student email
- Course
- Class
- Exam ready

To filter, select or enter your filter criteria and select the **Apply** button.

Search

Student name Student email

Student Name
James

Course

Class

Exam ready

Reset

Apply

STUDENT	EMAIL	CLASS NAME	START - END DATE	PROGRESS	EXAM READY
Yas	adr	CYSA CertPrep Course	11/15/23 -	<div style="width: 100%;"></div>	no
James	lc	Microsoft (PL-300)/Cassca Te...	08/27/24 -	<div style="width: 100%;"></div>	no
Scot	sc	CCNP & CCIE Enterprise	12/21/23 -	<div style="width: 100%;"></div>	no
pending_enrollment		CCNP & CCIE Enterprise	12/21/23 -	<div style="width: 100%;"></div>	no
Ro		Ronda-AZ700-0726-ABC	07/26/24 -	<div style="width: 100%;"></div>	no

The list and search results can also be sorted using the arrows next to each column header.

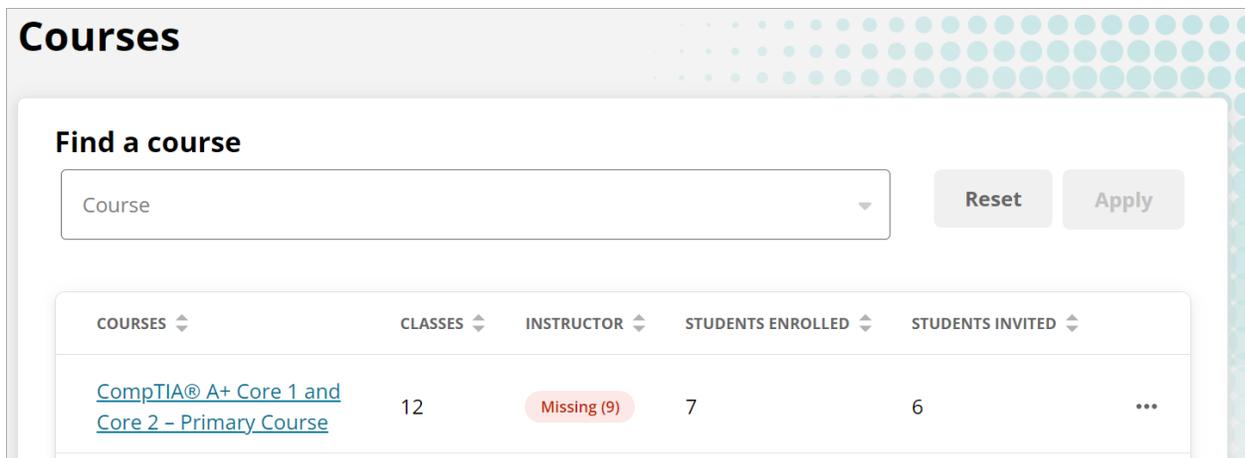
STUDENT	EMAIL	CLASS NAME	START - END DATE	PROGRESS	EXAM READY
---------	-------	------------	------------------	----------	------------

Courses (primary)

Admins can view a list of primary courses licensed across the organization on the Courses page. Information for each primary course includes:

- Number of classes
- Instructor status (ready or missing)
- Number of students enrolled
- Number of students invited

This list of courses is filterable by course name using the **Find a course** list of courses and selecting the **Apply** button. The list can also be sorted by the different column headers using the arrows next to the headers.



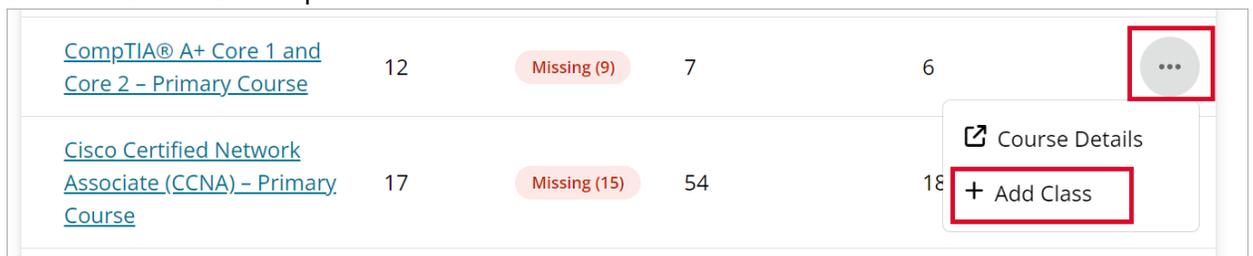
The screenshot shows the 'Courses' page interface. At the top, there is a 'Find a course' search bar with a dropdown menu, a 'Reset' button, and an 'Apply' button. Below the search bar is a table with the following columns: COURSES, CLASSES, INSTRUCTOR, STUDENTS ENROLLED, and STUDENTS INVITED. The table contains two rows of course data.

COURSES	CLASSES	INSTRUCTOR	STUDENTS ENROLLED	STUDENTS INVITED
CompTIA® A+ Core 1 and Core 2 - Primary Course	12	Missing (9)	7	6
Cisco Certified Network Associate (CCNA) - Primary Course	17	Missing (15)	54	18

Add a class

Admins can add a class to a course from the Courses page.

1. Find the appropriate course in the list.
2. Select the ellipsis (3 dots) icon to the right.
3. Select the Add Class option.



The screenshot shows the 'Courses' page interface with a dropdown menu open for the 'Cisco Certified Network Associate (CCNA) - Primary Course'. The dropdown menu contains two options: 'Course Details' and '+ Add Class'. The '+ Add Class' option is highlighted with a red box.

4. Enter the Class name and Start date at a minimum.
If you know more information at this time, you can enter it now.

5. Select the **Submit** button.

Add Class ✕

CompTIA® A+ Core 1 and Core 2 - Primary Course

Class name / Title *

Instructor

Start date *  End date 

Minimum enrollment Maximum enrollment

Cancel **Submit**

View course content

You can view the details of a course in the ellipsis menu of the course.

1. Find the appropriate course in the list.
2. Select the ellipsis (3 dots) icon to the right.
3. Select **Course Details**. This opens the course in CertPREP.

Microsoft Azure Fundamentals	2	Ready	1	0	
Communication Skills for Business: English for IT	0	Ready	0	0	 Course Details  + Add Class

Classes

Admins can view all classes for the organization on the Classes page.

You can filter classes by Course and Instructor (if one is assigned). Select your criteria and then select the **Apply** button.

You can also sort this list using the arrows next to the column headings.

The screenshot shows the 'Classes' page interface. At the top, there are two dropdown menus for 'Course' and 'Instructor', with 'Reset' and 'Apply' buttons to the right. Below these is a table with the following columns: CLASS, INSTRUCTOR, ENROLLMENT STATUS, MIN, STUDENTS ENROLLED, MAX, START DATE, and END DATE. The table contains five rows of class data.

CLASS	INSTRUCTOR	ENROLLMENT STATUS	MIN	STUDENTS ENROLLED	MAX	START DATE	END DATE	
TechNation Careers/CertP...	ke [redacted]	Complete		1	200	08/09/24	-	...
CompTIA@ A+ Core 1 and...	ke [redacted]	Complete		3	200	08/12/24	-	...
Microsoft Power BI Fund(...	ke [redacted]	Complete		0	200	08/09/24	-	...
Microsoft Power BI Fund(...	ke [redacted]	Complete		1	200	08/09/24	-	...
CEB AZ-800 Demo	ke [redacted]	Pending (2)		4	200	08/07/24	-	...

Edit a class

To edit the details of an existing class:

1. Find the class in the list.
2. Select the ellipsis (3 dots) icon to the right of the class.
3. Select Edit Class.

This close-up screenshot shows a portion of the class list table. The first row is highlighted, and a dropdown menu is open to its right. The 'Edit Class' option is highlighted with a red box.

Microsoft (PL-300)_240920	[redacted]	Complete		2	200	09/20/24	-	...
SystemSkills	u [redacted]	Pending (3)		0	200	09/		
SystemSkills	ke [redacted]	Complete		1	0	1	09/	

- Edit Class
- View class content
- Manage Instructors

4. Adjust the class details as needed.

5. Select the Submit button.

Edit Class

Microsoft Azure Administrator - Primary Course

Class name / Title *
SystemSkills Demo2

Start date *
09/18/2024

End date

Minimum enrollment

Maximum enrollment
200

Cancel Submit

Delete a class

NOTE: Classes can only be deleted if no students have been enrolled in the class.

To delete a class:

1. Find the class in the list.
2. Select the ellipsis (3 dots) icon to the right of the class.
3. Select Delete Class option

CLASS	INSTRUCTOR	ENROLLMENT STATUS	MIN	STUDENTS ENROLLED	MAX	START DATE	END DATE
C		Pending (1)		1	200	08/19/24	-
C		Complete		0	200	08/19/24	-
Co	k	Complete		3	200	08/12/24	-
C		Unassigned	Complete	0	200	07/22/24	-
Cat		Unassigned	Complete	0	200	07/19/24	-

- View class content
- Manage Instructors
- Edit Class
- Delete Class

Add or change a class instructor

To edit a class instructor:

1. Find the class in the list.
2. Select the ellipsis (3 dots) icon to the right of the class.

3. Select **Manage Instructors**.

Microsoft (PI-300)_240920	F [redacted]	Complete	2	200	09/20/24	-	...
SystemSkills	u [redacted]	Pending (3)	0	200	09/		Edit Class
SystemSkills	ke [redacted]	Complete	1	0	1	09/	View class content
							Manage Instructors

NOTE: Assigning an instructor does not necessarily mean that there will be an instructor-led delivery. In situations where an institution is using CertPREP Manager to track student progress, an “instructor” may be assigned to a class for monitoring purposes.

View class content

To view the class content:

1. Find the class in the list.
2. Select the ellipsis (3 dots) icon to the right of the class.
3. Select View class content.

Microsoft (PI-300)_240920	F [redacted]	Complete	2	200	09/20/24	-	...
SystemSkills	u [redacted]	Pending (3)	0	200	09/		Edit Class
SystemSkills	ke [redacted]	Complete	1	0	1	09/	View class content
							Manage Instructors

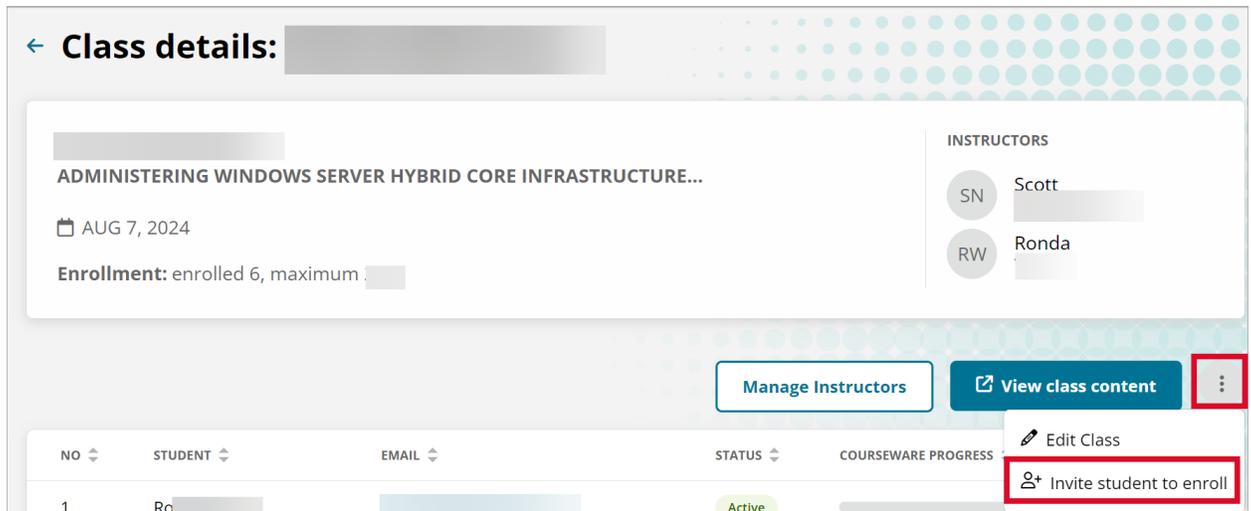
This takes you to the CertPREP class.

Enroll students

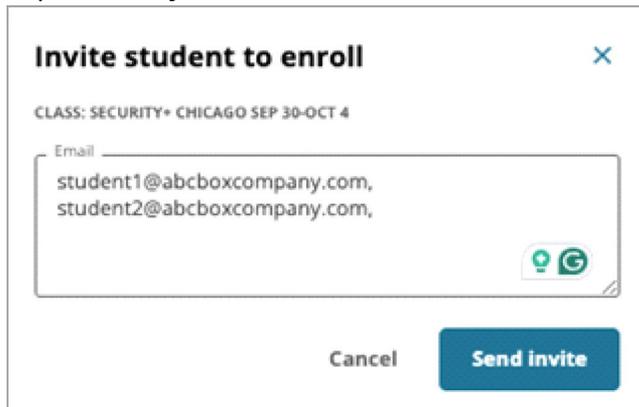
To enroll students in a class:

1. Find the class in the list.
2. Select the class name to go to the Class Details page.
3. Select the ellipsis (3 dots) icon above the student list.

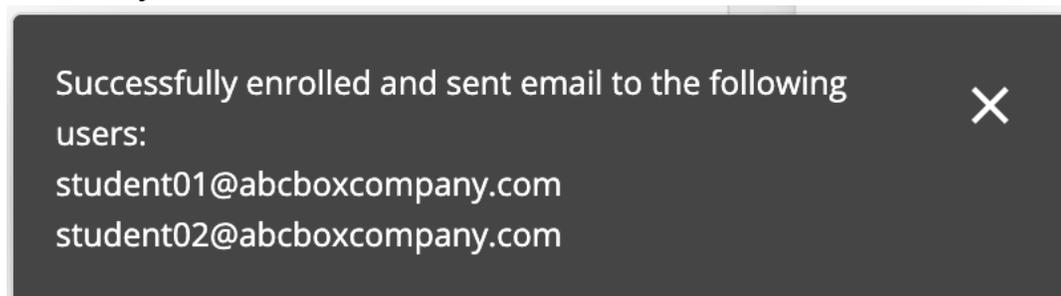
4. Select **Invite student to enroll**.



5. Enter the student's email address in the enrollment pop-up. Multiple email addresses can be copy/pasted into the pop-up window. Email addresses should be separated by a comma.



6. Select **Send invite**. A confirmation message will appear briefly in the lower left corner of your browser window.



CertPREP sends an automatic enrollment email to learners when they are enrolled in the course. This is sent from donotreply@pearsonadvance.com.

View students in class (class roster)

To view a list of students enrolled in a class, select the name of the class. This takes you to the Class details page.

← Class details: SystemSkills

SYSTEMSKILLS
ADMINISTRATOR - PRIMARY COURSE

SEP 18, 2024

Enrollment: enrolled 3, maximum 200

INSTRUCTOR
JL Jeremy

[Manage Instructors](#) [View class content](#)

NO	STUDENT	EMAIL	STATUS	COURSEWARE PROGRESS	EXAM READY
1	Pending_enrollment	sa	Pending		No
2	Pending_enrollment	SW	Pending		No
3	Pending_enrollment	sa	Pending		No

Showing 3 of 3.

Courseware Progress

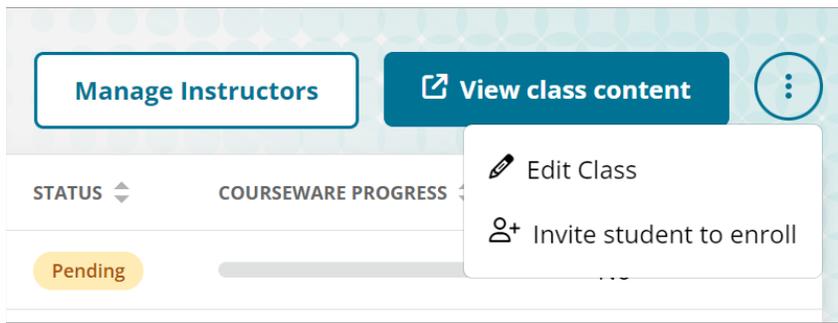
Courseware Progress is a visual representation of a student's overall progress.

Exam Ready

Exam Ready currently indicates that the student has completed the content, NOT that they are ready to take the exam. To be truly exam-ready, we recommend that students complete further study through use of the practice test. The student should achieve a 90% in Certification Mode, twice consecutively, but not on the same day. The Exam Pass Pledge requires passing the practice exam in Certification Mode with a score of 90% or more twice in a 30-day period. In the future, the Exam Ready designation will provide a true indication of exam readiness.

Class management options

You can also access the options to manage instructors, view class content, edit class details, and invite students to enroll from this page using the buttons and ellipsis menu above the list of students.



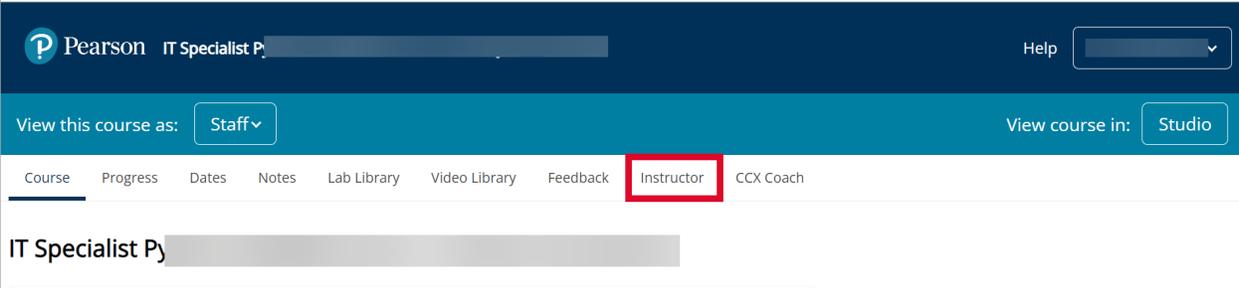
Add a class

To add a new class , you must use the Add Class feature on the primary courses, which can be accessed from the

[Back to top](#)

CertPREP instructor tools

A number of Instructor tools are found under the Instructor tab inside each individual course in CertPREP class tool.

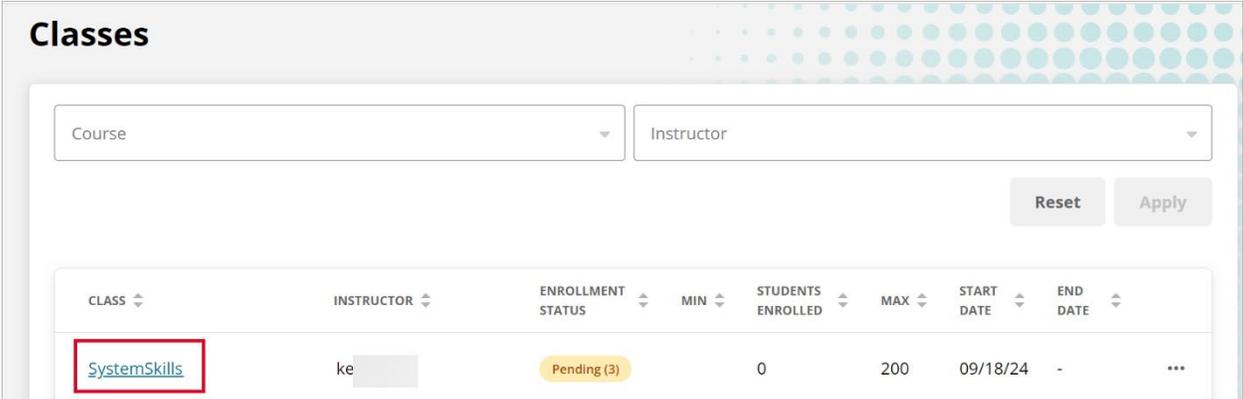


In the future, these tools will be accessible directly from CertPREP Manager

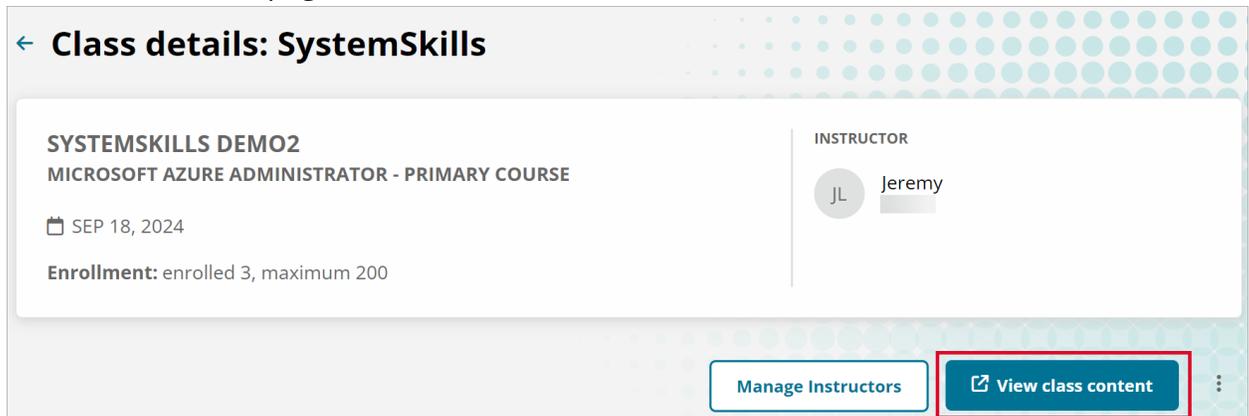
How to access

You can navigate to the Instructor tab in the CertPREP class tool by accessing a specific class from within CertPREP Manager.

1. Go to the **Classes** section using the Navigation pane.
2. Find the relevant class in the list.
3. Select the class name to view its details and options.



4. In the Class details page, select the **View class content** button.



This takes you to the class content in the CertPREP class tool.

5. Select the **Instructor** tab to access the Instructor Dashboard.

Instructor dashboard

The Instructor Dashboard provides you with tools to manage your class before, during, and after the class start date.

Course info

The Course Info tab provides an overview of overall class enrollment and other basic class information.

Modifications

If you need to modify the class name or schedule, use the [Classes > Edit a class feature in CertPREP Manager](#).

Student admin

The Student Admin tab allows you to manage learner enrollment status and view the gradebook and individual learner progress.

View gradebook for enrolled learners

The gradebook provides a view of all learners' scores for all assignments and evaluations.

Pearson Courses

<< Back to Dashboard

Gradebook

course-v1:VUE+ITSPYTHON+2022

Step 1: Filter the Grade Report

[Edit Filters](#)

Step 2: View or Modify Individual Grades

Score View:

Percent

Showing 46 of 115 total learners

Username Student Key*	Email	Hands On Labs 01	Quiz 01	Hands On Labs 02	Quiz 02	Hands On Labs 03	Quiz 03	Hands On Labs 04	Quiz 04	Hands On Labs 05	Hands On Labs 06	Quiz 05	Hands On Labs 07	Quiz 06	Practice Exam 01	Cert 01	Total Grade (%)
Ca...		100	100	0	100	100	100	100	100	100	100	100	0	100	29	100	56%
Da...		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

Score View

Scores can be viewed as a percentage score or as an absolute score out of the total points possible. Use the Score View dropdown menu to select between the two options.

Pearson Courses

<< Back to Dashboard

Gradebook

course-v1:VUE+ITSPYTHON+2022

Step 1: Filter the Grade Report

[Edit Filters](#)

Step 2: View or Modify Individual Grades

Score View:

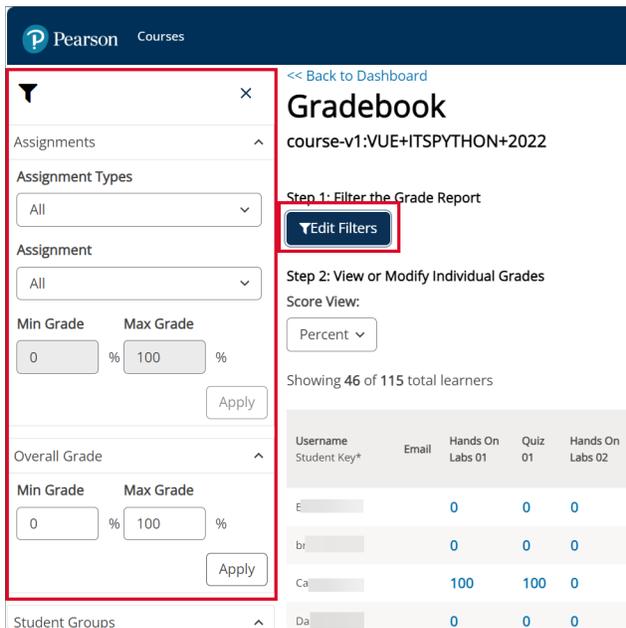
Absolute

Showing 46 of 115 total learners

Username Student Key*	Email	Hands On Labs 01	Quiz 01	Hands On Labs 02	Quiz 02	Hands On Labs 03	Quiz 03	Hands On Labs 04	Quiz 04	Hands On Labs 05	Hands On Labs 06	Quiz 05	Hands On Labs 07	Quiz 06	Practice Exam 01	Cert 01	Total Grade (%)
Ca...		100/100	10/10	0/100	10/10	100/100	10/10	100/100	10/10	100/100	100/100	10/10	0	10/10	0.29/1	1/1	56%
Da...		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

Filtering

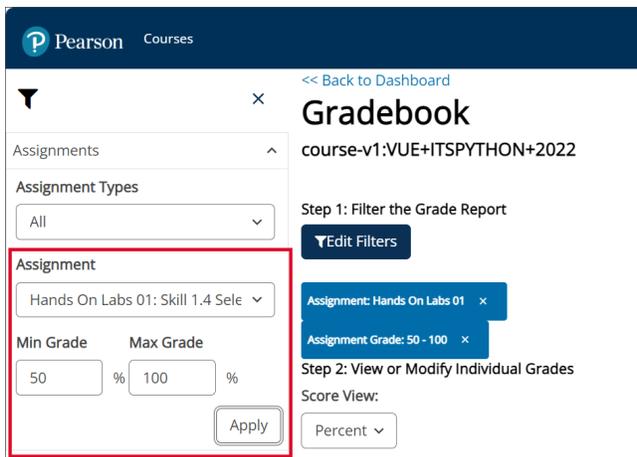
Click the Edit Filters button to display the filter options on the left.



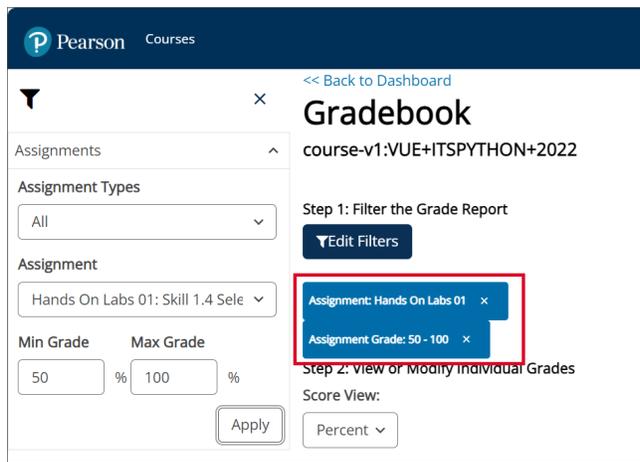
Assignment Types filters by a set of assignment types such as labs or quizzes.

Assignment filters by a specific assignment, quiz, lab, etc.

If you select a specific assignment, the Min Grade and Max Grade filters also become available. Once you enter the Min and Max Grade values, you must click Apply for that filter to be applied.



Filters currently applied to your results will appear below the Edit Filters button.



View a specific learner's enrollment status

It is recommended to use the [CertPREP Manager Classes > View students in a class](#) feature for this information. However, you can also access it here.

1. Enter the learner's Pearson email address or username.
2. Click View Enrollment Status.

The learner's enrollment status is displayed below the entry field.

View a specific learner's enrollment status

Learner's Pearson email address or username *

Enrollment status for : : active

[View Enrollment Status](#)

View a specific learner's grades and progress

1. Enter the learner's Pearson email address or username.
2. Click View Progress Page.

View a specific learner's grades and progress

Learner's Pearson email address or username

[View Progress Page](#)

This opens the Progress page and displays details of the learner's progress and grades.

Course completion

This represents how much of the course content you have completed. Note that some content may not yet be released.

0% completed

Related links

- [Dates](#)
A schedule view of your course due dates and upcoming assignments.
- [Course Outline](#)
A birds-eye view of your course content.

Certificate status

In order to qualify for a certificate, you must have a passing grade.

Grades

This represents your weighted grade against the grade needed to pass this course.

0% Your current grade

Passing grade 80%

▲ A weighted grade of 80% is required to pass in this course

Grade summary

Assignment type	Weight	Grade	Weighted grade
Quiz	20%	0%	0%
Hands On Labs	30%	0%	0%

Adjust a learner's grade for a specific problem (course question)

You currently have two options for adjusting a learner's grade for a specific problem:

- Reset learner's attempts to zero
- Delete a learner's answers and scores from the database

NOTE: The Rescore and Override Score options are currently under construction and not functional at this time.

There are two ways to make these adjustments: here on the student admin page and on a specific problem debug page. The student admin page is best for adjusting multiple learners. The specific problem debug page is best for adjusting a single learner. Choose the instructions best for your situation.

Student Admin Page

Best for adjusting multiple learners

1. Enter the location of the problem (question) in the course.

Adjust a learner's grade for a specific problem

Learner's Pearson email address or username

Location of problem in course

Example: block-v1:edX+DemoX+2015+type@problem+block@618c5933b8b544e4a4cc103d3e508378

To find the location of a problem in the course:

- a. Go to the Course tab.
- b. Go to the specific problem in the course.
- c. Click the Staff Debug Info button.

Question 2

What is the data type of variable a expressed in the line `a = 45 > 16`?

Float ✘

[Show answer](#)

[SUBMISSION HISTORY](#) [STAFF DEBUG INFO](#)

0/1 point (graded)

The location line appears below the Actions section.

Staff Debug: Dropdown

Actions

Username:

Score (for override only): / 1

[[Reset Learner's Attempts to Zero](#) | [Delete Learner's State](#) | [Rescore Learner's Submission](#) | [Rescore Only If Score Improves](#) | [Override Score](#)]

```
is_released = <font color='red'>Yes!</font>
location = ccx-block-
v1:VUE+ITSPYTHON+2022+ccx@1100+type@problem+block@9bcbf490941f475d9cf08561e42d13f3
```

2. Copy the entire problem location after the equal sign.
(Highlight the text, right-click, and select Copy.)
3. Return to the Instructor > Student Admin tab.

4. Paste the problem location into the "Location of problem in course" field.
5. Enter the learners' Pearson email addresses or usernames, separated by a comma.

Adjust a learner's grade for a specific problem

Learner's Pearson email address or username

Location of problem in course

Example: block-v1:edX+DemoX+2015+type@problem+block@618c5933b8b544e4a4cc103d3e508378

6. Select the override button that is appropriate for the situation.
7. You will receive a confirmation pop-up message that the task has been started.

Specific Problem Debug Page

Best for adjusting a single learner

1. Go to the Course tab.
2. Go to the specific problem (question) in the course.
3. Click the Staff Debug Info button.

Question 2

What is the data type of variable a expressed in the line `a = 45 > 16`?

Float ✖

Show answer

Submit

SUBMISSION HISTORY STAFF DEBUG INFO

0/1 point (graded)

4. Click the link for the appropriate action at the top of the page.

5. A green confirmation message will appear if the action was successful.
A red error message will appear if the action fails.

Staff Debug: Multiple Choice

Actions

Username:

Score (for override only): / 1

[[Reset Learner's Attempts to Zero](#) | [Delete Learner's State](#) | [Rescore Learner's Submission](#) |
[Rescore Only If Score Improves](#) | [Override Score](#)]

Successfully rescored problem for user .

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Email

Automatic emails from the platform

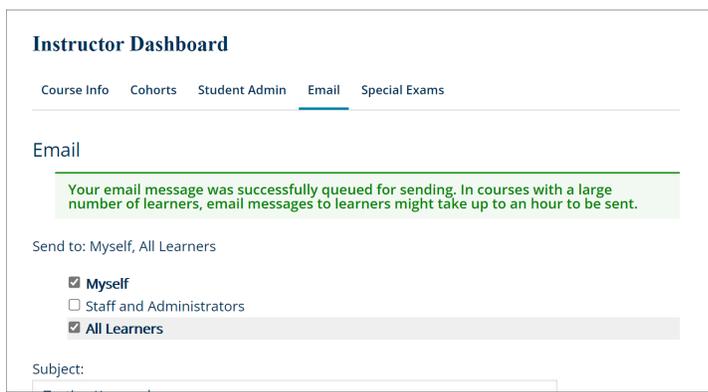
CertPREP sends an automatic enrollment email to learners when they are enrolled in the course. This is sent from donotreply@pearsonadvance.com.

Email recipients

You can use the email function within CertPREP to contact specific groups of people relevant to the class:

- All Learners (everyone enrolled in the class)
- [Staff and Administrators](#) (only those labeled in the platform for the course)

You will receive a confirmation message at the top of the page when your email is successfully sent.

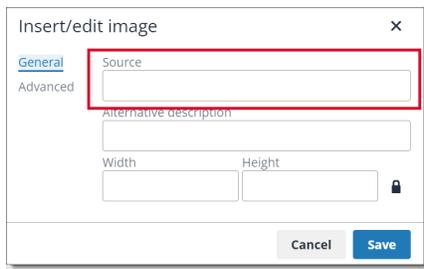


NOTE: You cannot cancel email messages after you send them. Before you send a message to a wide audience, consider sending the message to yourself first to make sure it displays as intended and all links/media function correctly.

Tip: It is highly recommended that you include yourself in all emails sent for full transparency.

Images

Messages can include images, but the image must be saved in an accessible external website through a URL that you can link to in the Source field. Images cannot be uploaded or stored on the CertPREP platform.



Restricted HTML Content

The following HTML elements cannot be used in email messages:

- iframe
- svg
- form
- script

Email History

The Email Task History shows you the history of emails sent for the course.

The Sent Email History shows basic information on the email sent and allows you to read the email by clicking on the subject line. The Email Task History provides additional technical details of the task behind the email.

Email Task History

To see the content of previously sent emails, click this button:

[Show Sent Email History](#)

There is no email history for this course.

To read a sent email message, click its subject.

Subject	Sent By	Sent To	Time Sent	Number Sent
Test CertPREP Email		Myself	Dec 01, 2024 at 22:49 UTC	1 sent

To see the status for all email tasks submitted for this course, click this button:

[Show Email Task History](#)

There is no email history for this course.

Task Type	Task inputs	Task ID	Requester	Submitted	Duration (s)	State	Task Status	Task Progress
bulk_course_email	{"email_id": 39, "to_option": ["myself"]}	fbfcc082-9ab7-4c98-9c18-7c19f2488752		2024-12-01T22:49:24.984604+00:00	1	SUCCESS	Complete	Message successfully emailed for 1 recipients

Special Exams

Exams are taken through Pearson VUE, not through the CertPREP platform. Therefore, the Special Exams features are not utilized.

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Course CCX Coach dashboard

NOTE: The CCX Coach dashboard provides access to features that are available in CertPREP Manager, which is where we recommend performing these tasks, or the feature will be moved to CertPREP Manager in the near future. In some cases, the feature is planned for deprecation.

Enrollment

Use the Enrollment tab allows instructors to [enroll](#) students into the class. However, we recommend using the [CertPREP Manager Classes > Enroll students instructions](#) for this task, as that feature will be fully supported.

Schedule

The Schedule tab allows you to set [start dates](#) and [due dates](#) at certain levels of content. You can also [remove](#) or [re-add](#) course content. This feature is not yet available in CertPREP Manager, so the instructions for use are included below.

Set start dates

The start dates default to the date the course was created in the platform for sections and subsections. You might want to customize these dates to follow your curriculum.

To set a new start date:

1. Go to the CCX Coach tab > Schedule tab.
2. If needed, expand the unit to see the subsections.
3. Click the start date for the appropriate section or subsection.
4. Enter the new start date and time.

Clicking the date field displays a calendar. The final selection displays in a YYYY-MM-DD (year-month-day) format.

The time is in a 24 hour format and based on the UTC time zone.

5. Click Set Date.

The screenshot shows the 'CCX Coach Dashboard' with the 'Schedule' tab selected. A modal dialog titled 'Enter Start Date and Time' is open, containing two input fields: one for the date '2024-01-05' and one for the time '8:00'. Below the inputs is a blue 'Set Date' button. In the background, a table lists units with their start and due dates. The 'Start Date' column for the unit 'Lesson 1: Operations Using Data Types and Operators' is highlighted with a red box, showing '2022-07-20 00:00'.

Unit	Start Date	Due Date	Actions
Python	2022-07-20 00:00	N/A	remove all, remove
Lesson 1: Operations Using Data Types and Operators	2022-07-20 00:00	N/A	remove
Lesson 1 Introduction	2022-07-20 00:00	Set date	remove
Skill 1.1 Evaluate expressions to identify the data types Python assigns to variables	2022-07-20 00:00	Set date	remove

6. Click Save changes on the right side.

The screenshot shows the 'CCX Coach Dashboard' with the 'Schedule' tab selected. The table from the previous screenshot is visible, but the 'Start Date' for 'Lesson 1: Operations Using Data Types and Operators' is now '2024-01-05 8:00'. On the right side of the table, a 'Save changes' button is highlighted with a red box. A message above the button says 'Save changes. You have unsaved changes.'

Unit	Start Date	Due Date	Actions
Python	2024-01-01 00:00	N/A	remove
Lesson 1: Operations Using Data Types and Operators	2024-01-05 8:00	N/A	remove

Set due dates

Due dates are not set by default and are only available for subsections. To set a due date:

1. Go to the CCX Coach tab > Schedule tab.
2. If needed, expand the unit to see the subsections.
3. Click Set date for the appropriate subsection.
4. Enter the due date and time.

Clicking the date field displays a calendar. The final selection displays in a YYYY-MM-DD (year-month-day) format.

The time is in a 24 hour format and based on the UTC time zone.

5. Click Set Date.

Course Progress Dates Notes

CCX Coach Dashboard

Enrollment Schedule Student Admin

Schedule

Unit	Start Date	Due Date	remove all
Python	2024-01-01 00:00	N/A	remove
Lesson 1: Operations Using Data Types and Operators	2024-01-05 8:00	N/A	remove
Lesson 1 Introduction	2024-01-05 8:00	Set date	remove
Skill 1.1 Evaluate expressions to identify the data types Python assigns to variables	2024-01-05 8:00	Set date	remove

Enter Due Date and Time

2024-01-11 17:00

Set Date

6. Click Save changes on the right side.

CCX Coach Dashboard

Enrollment Schedule Student Admin Grading Policy Course Name

Schedule

Expand All Collapse All

Unit	Start Date	Due Date	remove all
Python	2024-01-01 00:00	N/A	remove
Lesson 1: Operations Using Data Types and Operators	2024-01-05 8:00	N/A	remove
Lesson 1 Introduction	2024-01-05 8:00	2024-01-11 17:00	remove
Skill 1.1 Evaluate expressions to identify the data types Python assigns to variables	2024-01-05 8:00	Set date	remove

Save changes

You have unsaved changes.

Save changes

Schedule a Unit

All units have been added.

Remove class content

Within a class, you can remove sections, subsections, or units within a subsection.

To remove content:

1. Go to the CCX Coach tab > Schedule tab.
2. Fully expand the relevant section to see all levels of class content.

- Click remove next to the content you want to remove from the class.
Removing a section or subsection will remove all nested content underneath it.

CCX Coach Dashboard

Enrollment Schedule Student Admin Grading Policy Course Name

Schedule Expand All Collapse All

Unit	Start Date	Due Date	remove all
▼ Python	2024-01-01 00:00	N/A	remove
▼ Course Introduction	2022-07-20 00:00	2023-12-11 00:00	remove
Welcome to the IT Specialist Python Course!	2022-07-20 00:00	2023-12-11 00:00	remove
Benefits of Certification	2022-07-20 00:00	2023-12-11 00:00	remove
Navigating this Course	2022-07-20 00:00	2023-12-11 00:00	remove
Copyright	2022-07-20 00:00	2023-12-11 00:00	remove
▶ Lesson 1: Operations Using Data Types and Operators	2024-01-05 8:00	N/A	remove

Re-add class content

If you have removed class content, you can re-add all or part of it at any time.

To re-add content:

- Go to the CCX Coach tab > Schedule tab.
The “Schedule a Unit” box will appear on the right side if any content has been removed from the course.
- Select the level of granularity you want to add back into the course: section, subsection, or unit (within a subsection). Adding a section or subsection will include all nested content under it.
- The “Start Date” and “Due Date” fields are currently under construction. Use the instructions above for [start date](#) and [due date](#) instead.

4. Click Add All Units.

CCX Coach Dashboard

Enrollment Schedule Student Admin Grading Policy Course Name

Schedule ↕ Expand All ↖ Collapse All

Unit	Start Date	Due Date	✕ remove all
▶ Python	2024-01-01 00:00	N/A	✕ remove
▶ Lesson 1: Operations Using Data Types and Operators	2024-01-05 8:00	N/A	✕ remove
▶ Lesson 2: Flow Control with Decisions and Loops	2022-07-20 00:00	N/A	✕ remove
▶ Lesson 3: Input and Output Operations	2022-07-20 00:00	N/A	✕ remove
▶ Lesson 5: Python Packages: random Edit	2022-07-20 00:00	N/A	✕ remove
▶ Lesson 6: Operations using Modules and Tools	2022-07-20 00:00	N/A	✕ remove
▶ Practice Exam	2022-07-20 00:00	N/A	✕ remove
▶ Get Certified!	2022-07-20 00:00	N/A	✕ remove

Save changes

You have unsaved changes.

Schedule a Unit

Section

Lesson 4: Code Documentatio ▾

Subsection

Skill 4.1 Document Code Segm ▾

Unit

Document Code Segment ▾

Start Date

2022-07-20

00:00

Due Date (Optional)

yyyy-mm-dd

time

5. Click Save changes.

CCX Coach Dashboard

Enrollment Schedule Student Admin Grading Policy Course Name

Schedule ↕ Expand All ↖ Collapse All

Unit	Start Date	Due Date	✕ remove all
▶ Python	2024-01-01 00:00	N/A	✕ remove
▶ Lesson 1: Operations Using Data Types and Operators	2024-01-05 8:00	N/A	✕ remove
▶ Lesson 2: Flow Control with Decisions and Loops	2022-07-20 00:00	N/A	✕ remove
▶ Lesson 3: Input and Output Operations	2022-07-20 00:00	N/A	✕ remove
▶ Lesson 4: Code Documentation and Structure	2022-07-20 00:00	N/A	✕ remove

Save changes

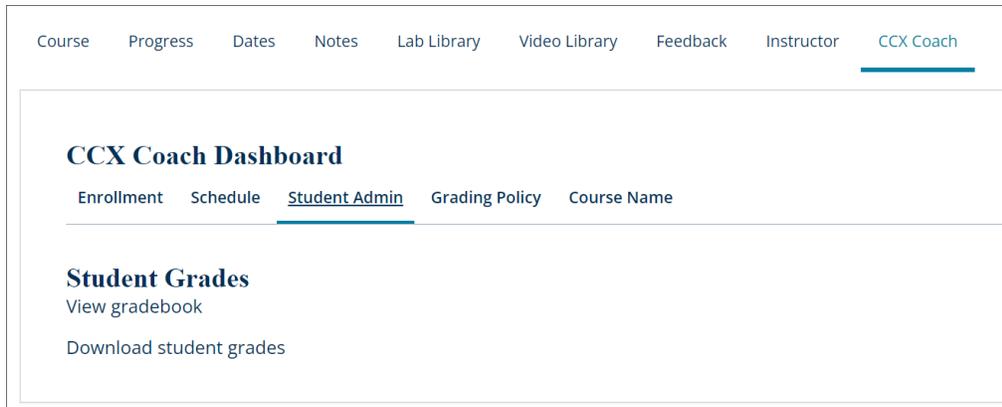
You have unsaved changes.

Schedule a Unit

All units have been added.

Student admin (CCX Coach)

The Student Admin tab provides a copy of the class gradebook. This information may also be accessed from the [Student Admin section under the Instructor tab](#).



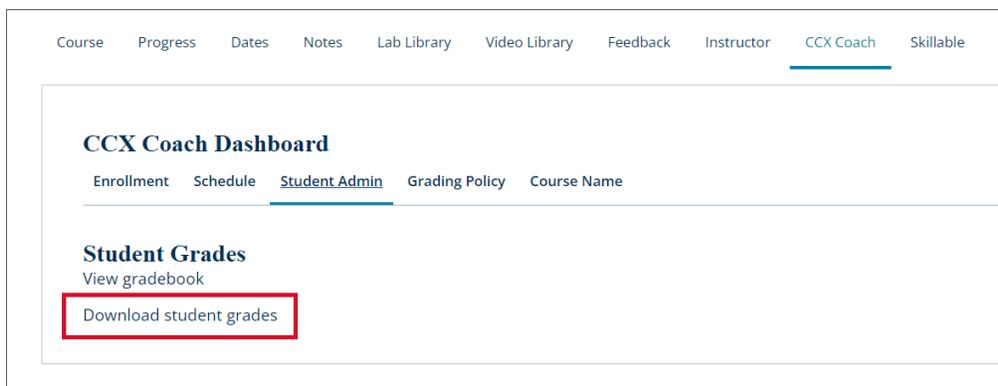
View gradebook

The View gradebook link provides a table view of all learners and the results of all class evaluations such as quizzes and labs. You can search for a specific learner to look at an individual's results.



Download student grades

You can download a CSV file of student grades which you can then use as needed in Excel or other applications.



The file will download to your Internet browser's default folder location and can be opened from there. Your browser may also have a pop-up that provides a more direct route to open the file.

Grading policy

The grading policy should not be altered. This feature is targeted for deprecation and will be replaced with options for course completion metrics and passing grade thresholds.

Course name

Instead of this function, use the [Classes > Edit a class instructions](#) in the CertPREP Manager section above please.

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FAQs

How do I add an instructor?

To add an **existing** CertPREP instructor to a course, follow the steps in the [Classes > Add or change an instructor](#) section.

To add a **new** instructor to CertPREP, the instructor must **first** create a Pearson identity account. Instructions on for both sets of steps are available in the [Instructors > Add instructors to CertPREP](#) section.

How do I unenroll a learner?

Contact your sales rep to unenroll the learner.

NOTE: The license cannot be revoked or transferred if the learner has already access the labs or practice exams.

What happens if I purchase seats for an existing title and a new version of that title is published?

Students in existing classes are unaffected. The new course will be added to the license and the older version will be retired. New classes and enrollments can be created in the update primary course.

May I exchange seats if I purchase for the wrong title?

Absolutely. Contact your sales representative or CertPREP Support with the pertinent information to get seats moved to a new title.

It is possible to purchase a full catalog license so that any seats purchased may be used against any course in the catalog. When courses are licensed this way, it is not necessary to know every learner's training need up front, and the catalog will be automatically updated with new course versions as they are released. Please contact your sales representative if you would prefer to purchase full catalog licenses.

If I purchase seats and they are unused, can they be transferred to a new title if my needs change?

Please contact your sales representative or CertPREP support if your seat inventory does not meet your current needs.

It is possible to purchase a full catalog license so that any seats purchased may be used against any course in the catalog. When courses are licensed this way, it is not necessary to know every learner's training need up front, and the catalog will be automatically updated with new course versions as they are released. Please contact your sales representative if you would prefer to purchase full catalog licenses.

How do I add seats to my account/license?

Contact your sales representative to purchase additional seats. Those seats will be added to your license at the conclusion of the sales transaction.

I titled my class incorrectly. How do I change the title?

Follow the steps in the [Classes > Edit class instructions](#) in the CertPREP Manager section above.

How do I add staff to a class?

Contact your sales rep via email with your class name, the class URL, and the email address of the staff member. The Pearson Team will add your staff member to the class.

What is the difference between a CCX Coach and a staff member?

CCX Coaches are administrators. They have access to Primary Courses, can create classes from those Primary Courses, and may access any Primary Course and class in the account. Staff access is restricted to the classes to which they are assigned.

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