



Pearson

iPay 2 Online Account Frequently Asked Questions

Customers of VUE, GED, Certiport, Evaluation Systems

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Who do I contact for questions on account balances?

Phone: 1-800-843-0019

E-Mail: credit@pearson.com

How do I set-up my Online Account?

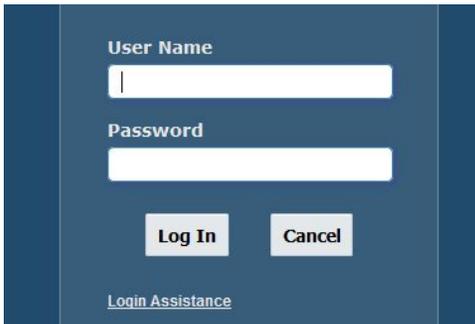
Customers who were registered for iPay prior to June 2019, please refer to an email sent to you the week of June 3, 2019 with the instructions to validate your account.

Customers who would like to start using iPay, please contact credit@pearson.com

Forgot user name or password?

Use the Login Assistance link shown on the screen shot below to reset your user name or password. After you click on the link, you will be prompted with password and user name reset options.

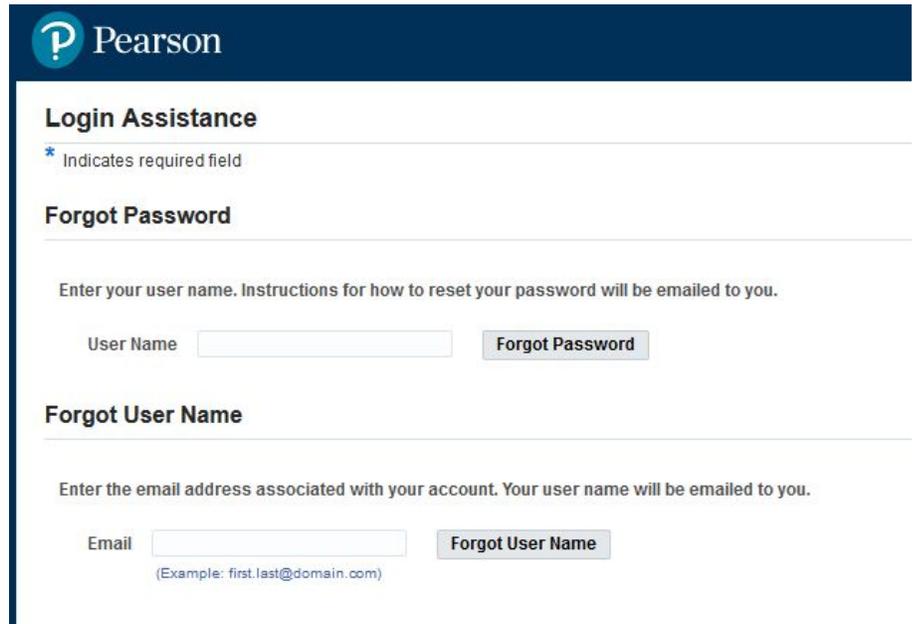
If your account is locked, wait 5 minutes and try again.



User Name

Password

[Login Assistance](#)



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Login Assistance

* Indicates required field

Forgot Password

Enter your user name. Instructions for how to reset your password will be emailed to you.

User Name

Forgot User Name

Enter the email address associated with your account. Your user name will be emailed to you.

Email

(Example: first.last@domain.com)

Change Password



Known As

Old Password

New Password

Repeat Password

TIP Please enter your old and new passwords. Passwords are case sensitive.

What if I change my email address?

Since your email address is your login user name, you will need to complete the Self Registration process with your new email address at <https://ipay2.bizsys.pearson.com/register> and follow the section of "How do I set-up my iPay online account."

Account Navigation

How do I view my account balance?

After login, from the Home page click on the **Customer Access** link. This will bring you to the **Summary** page. The Summary page provides Account Balances, Aging, On-Demand Statements, FAQs, and Contacts.

How do I pay invoices with my credit card?

- Pearson accepts credit card types: Visa, MasterCard, Discover, and American Express
- Select the checkbox next to each invoice(s) you want to pay.
- Select the Pay button.
- Select a previously saved credit card or create a new credit card token*
- Pearson will not store your credit card numbers. We use a Token obtained from Cybersource Gateway. Only the last 4 digits of your credit card number is obtained.
- Click on Apply
- A receipt confirmation number will be created.

***Credit card details in iPay**

In compliance with the Payment Card Industry security rules, we did not move your credit card information to our new portal. You will need to add your credit card details again when paying your first invoice on the new portal.

How do I pay invoices with a new credit card/token?

- Select the checkbox next to each invoice(s) you want to pay.
- Select the **Pay** button.
- Select **Create Credit Card** button
- Complete the **Billing Information** form
- Enter your **Credit Card** details
- Click on **Finish** button
- Select the new credit card token that was created
- Click on **Apply** Payment

Privacy and Security

How will Pearson protect the security of my personal information and online payment transactions? What measures do you take to protect my bank account information?

We know that protecting customers' privacy and providing security within our online environment is important, so Pearson takes great precautions to safeguard your personal information and online financial transactions. Measures that we take include:

- Password and security protection. You will be asked to login to the secure section of our web site with a password that you select.
- Electronic encryption. Your account and financial information is stored in a secure encryption environment. All online transactions are handled from a secure server and encrypted for transmission.
- Limited access and procedural safeguards. Access customer account information is restricted solely to the account holder who has registered and provided a username and password.