

Learning Management System (LMS) Sign-in Guide

PearsonAccess Next (PAN) and Self-Registration

Disclaimer: The following document features screenshots using a Windows PC with the latest version of Google Chrome. Other internet browsers and operating systems will have similar options, but the options might be in different locations depending on your preferred internet browser. The use of Learning Management System (LMS) and PearsonAccess Next (PAN) will be referred to as LMS and PAN respectively throughout this document.

Sign-in Options (you will only use one option to sign in)

Option 1: PearsonAccess Next (PAN) account with Adobe account

This option is available to users who have PAN accounts. The primary LMS link will be shared with all users and is typically available on a portal site as well. Users with access to PAN are automatically registered in the LMS. Sign in to the LMS with the same email address that is used to sign in to PAN. Users newly added to PAN should wait until the following day to sign in to the LMS.

It is not uncommon to encounter an error when signing into the LMS for the first time.

Please review Section C below for more information to quickly resolve errors during the sign in process.

Option 2: Self-registration link with Adobe account

This option is available to users who do not have PAN accounts. A self-registration link is communicated to districts and schools to share with their users who may not be loaded into PAN. The link is typically available on a portal site as well. Users should always sign in with their district or school email address. Users not in PAN must use the self-registration link prior to sign in. Once users have self-registered, they will use the primary LMS link.

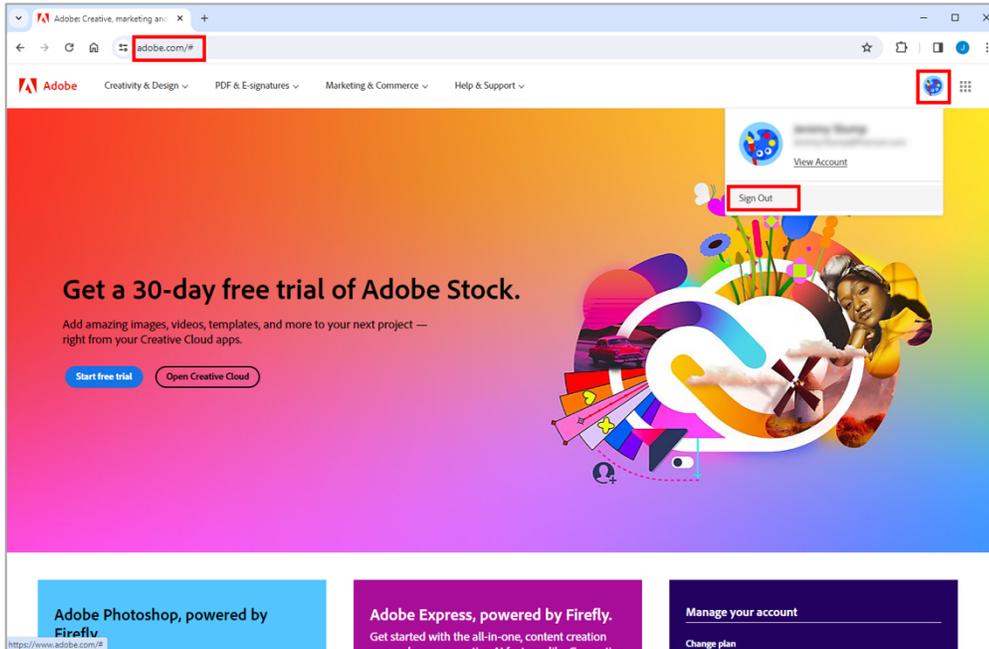
Best Practices

1. Users with an alternate Adobe account, different from their district or school email address, must sign out of that account before signing in to the LMS. If you have an alternate Adobe account, or are unsure, and need help signing out, please follow the steps **listed below in Section A.**
2. All users will need an Adobe account matching their district or school email address. Most users will need to follow the steps on the Adobe site to create an account. An exception to this would be if your district has an existing Single Sign-On (SSO) method with Adobe. **Account Creation Steps are listed below in Section B.**
3. **Self-Registration users only:** Users must select the appropriate District and School(s) when logging into the LMS the first time. **Refer to Section B for more information.**
4. If an error occurs when logging in to the LMS for the first time, try using an internet browser guest profile or private/incognito window. We recommend this troubleshooting step because browser cache sometimes impacts whether Adobe is expecting you to create an account or use an existing account. **Detailed steps are listed below in Section C - Common Errors.**
5. When a user is deleted/removed from PAN and is then recreated in PAN, please instruct the user to wait until the next day before signing in to LMS, otherwise they will likely receive an error. **Refer to Section C - Common Errors.**
6. When a user moves to a new district, it is likely they will receive a new email address and therefore will need to repeat the process of creating an account. If the user had previously completed trainings under their old account, their new District Manager is able to mark trainings complete as needed.

A. Sign Out of Your Alternate Adobe Account

This can be done by going to **adobe.com** and selecting the **profile dropdown** and then selecting **Sign Out**. If your current Adobe account in the profile dropdown matches your district or school email, then you can remain signed in and open the primary LMS link.

Please note, if you arrive at adobe.com and no profile dropdown appears, then you should be ready to follow the steps in Section B.



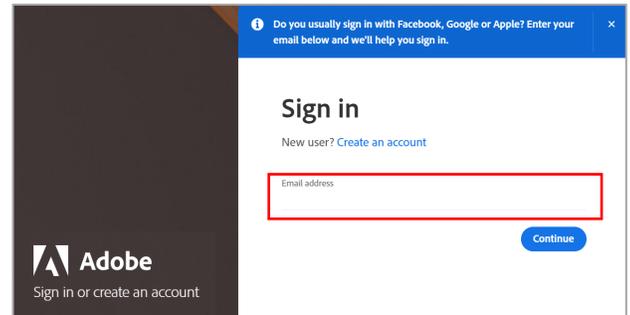
B. Create An Adobe Account or Log In With An Existing Adobe Account

1. **PAN users:** Use the primary LMS link provided. If you see an Email ID field enter the email associated with your district or school and select the blue **Sign In/Log In** button.

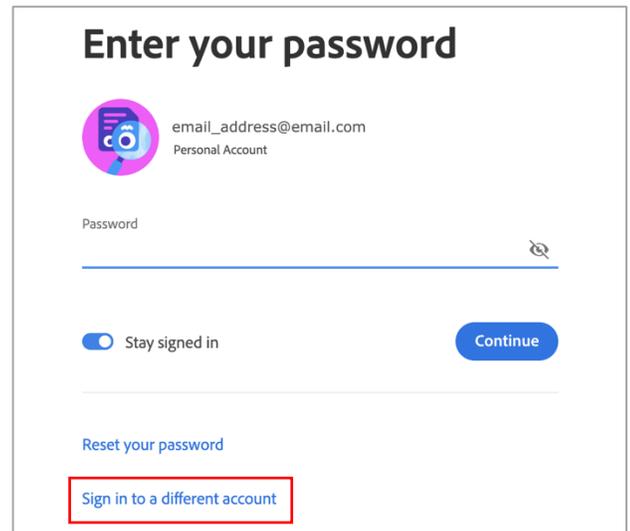


Self-registration users: Use the self-registration link provided by their program and proceed to Step 2.

2. Learners are automatically re-directed to Adobe's sign in page.

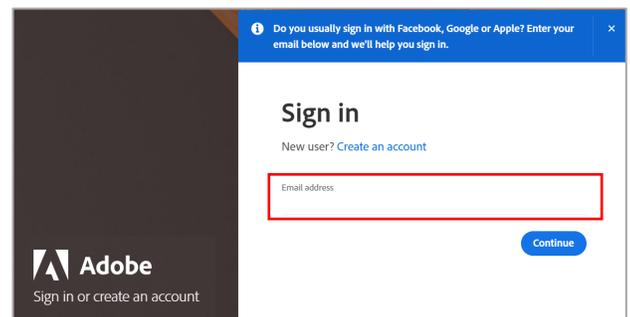


If you are prompted to enter your password and see an alternate email address, different from your district or school email address, select **Sign in to a different account**.



If you have an Adobe account associated with your district or school email address, enter that email and select **Continue**. Then skip to Step 3.

Note: Sometimes the district email may be identified as part of a company or school SSO (most commonly this will appear as a Microsoft or Google sign in). Attempt to sign in through the SSO. If an error occurs refer to Section C - Common Errors for more information.



If you do not have an Adobe account associated with your district or school email address, select **Create an Account**.

Enter your district or school email address and create a password and select **Continue**.

Enter basic demographic information, including first name, last name, and date of birth and select **Create Account**.

Note: Several laws and acts require collection of date of birth for age verification and website access.

3. Select whether this is a personal account or company/school account.

Note: Most users should select "Company or School Account."

4. Enter the password in the password field and select **Continue**. If you forgot your password, select "Reset your password."

Tip: To avoid signing into Adobe each time, select the "Stay signed in" toggle.

Step 1 of 2
Create an account
Sign up with email
Already have an account? [Sign in](#)

Email address

Password

[Continue](#)

Step 2 of 2
Create an account
Already have an account? [Sign in](#)

First name Last name

Date of birth ⓘ
Month Year
January

Country/region United States

By clicking Create account, I agree that:

- I have read and accepted the [Terms of Use](#).
- The [Adobe family of companies](#) may keep me informed with [personalized](#) emails about products and services.

See our [Privacy Policy](#) for more details or to opt-out at any time.

[Create account](#)

Select an account

Email address

Personal Account

Company or School Account

Enter your password

Password

Stay signed in

[Continue](#)

[Reset your password](#)

[Sign in to a different account](#)

5. **Self-registration users only:** Select the checkbox next to your District and School(s) and then select **Proceed**.

Note: It is important to select your correct district and school so your District or School Assessment Coordinator can view your record of completed trainings. If a self-registered account was set up incorrectly, contact the Pearson help desk at (888) 817-8659 or submit a Pearson help desk request to update the account.

Tip: Use Ctrl+F to search for the district and school name or district and school number. Multiple districts/schools can be selected, as needed.

Complete your profile

We need additional information about you to make your experience better.

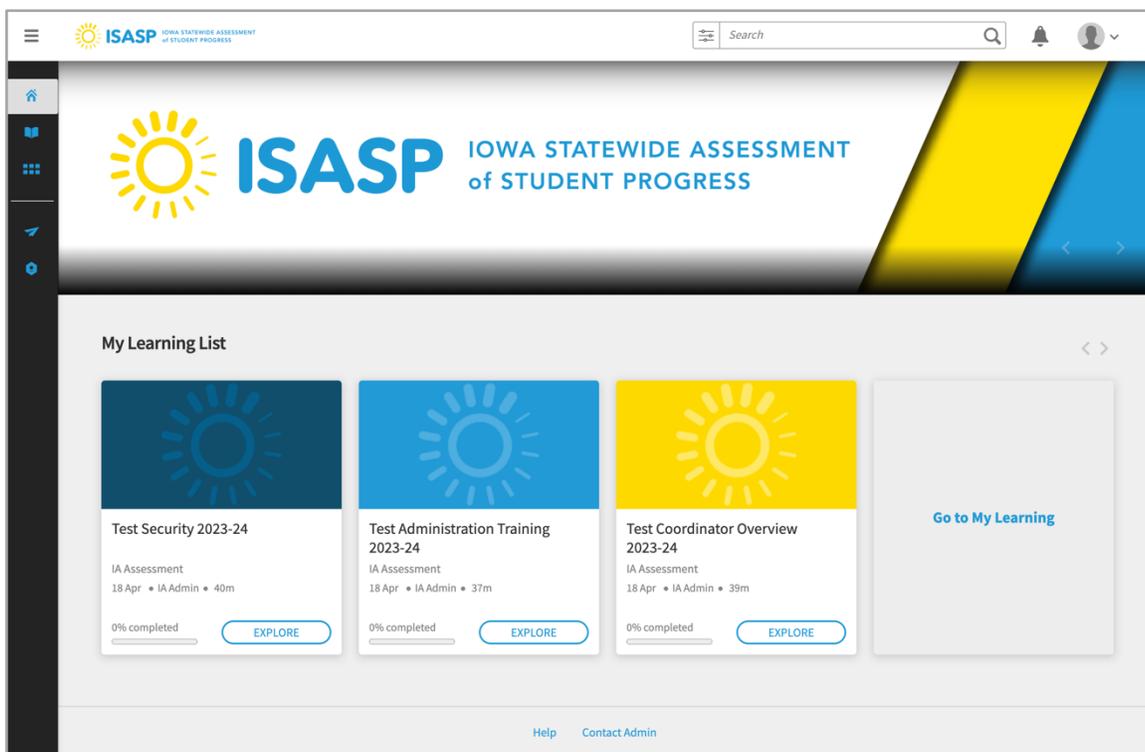
Please provide as much information as possible.

Org (Supports one or more values)

<input type="checkbox"/>	Sample School 1
<input type="checkbox"/>	Sample School 2
<input checked="" type="checkbox"/>	Sample School 3
<input checked="" type="checkbox"/>	Sample School 4
<input type="checkbox"/>	Sample School 5

[Proceed](#)

6. Learners are directed to the home page of the LMS

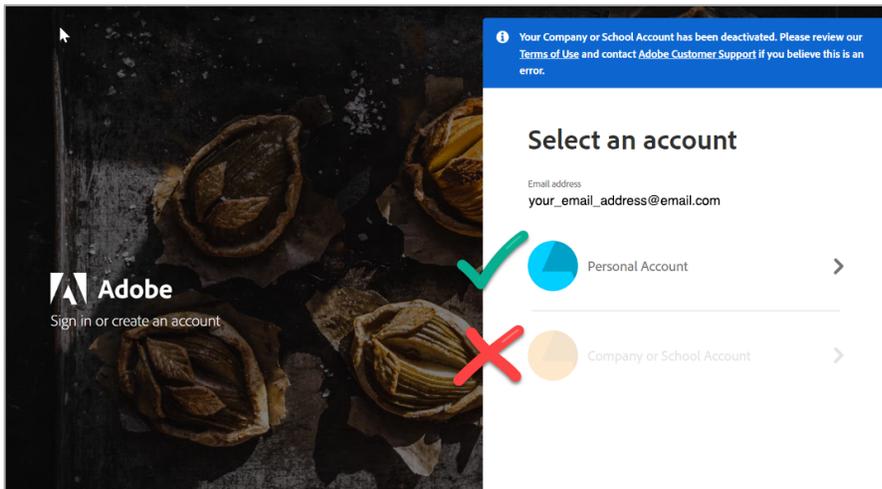
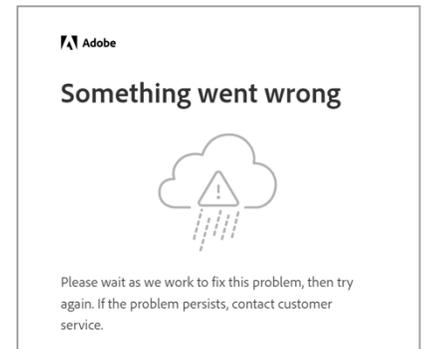


C. Common Errors

1. Single Sign-On (SSO) Error

Cause: This happens when the company or school SSO does not work.

Fix: Try creating an account with your district email address using the steps from section B, but this time choose a personal account instead of a company or school account. In the future, if you are asked to log back in to the site make sure to select the personal account option and not the company or school account.



2. Sign-In Continuous Loop Error

The user is unable to login to the LMS because it is remembering a previous email and password.

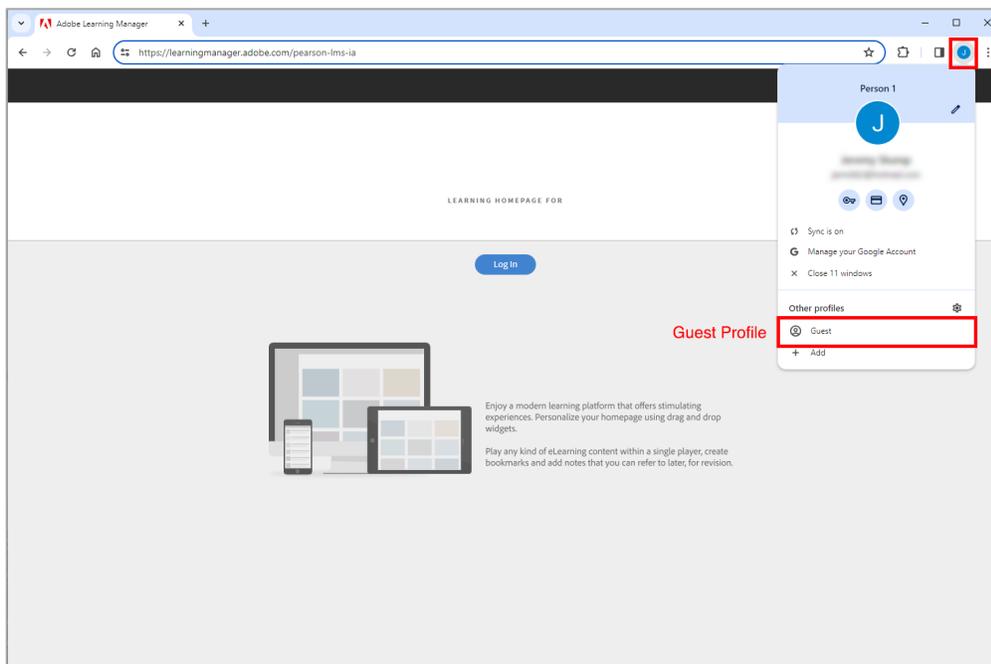
Cause: The LMS is remembering a previous login and is automatically signing them back in.

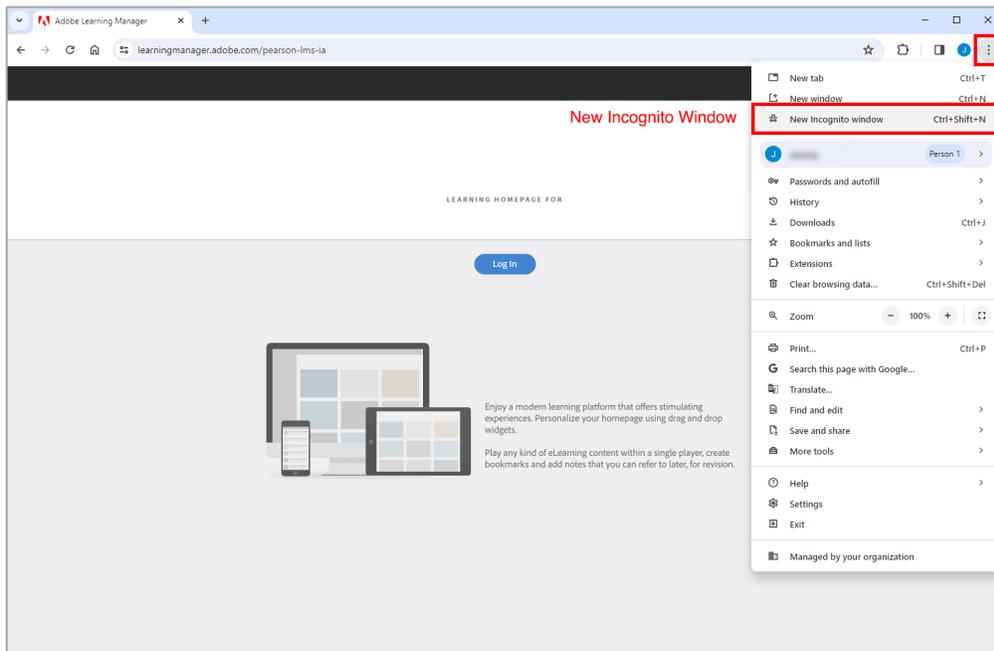
Fix: Try the following methods below to fix this issue.

Method 1: Sign out of your Adobe account if it is a different email than your district or school email address by following the steps in **Section A**.

Method 2: Guest profile or private/incognito window

Open a new browser window using a guest profile account or private/incognito window. Then try to log in using the primary LMS link if you have a PearsonAccess Next (PAN) account or the self-registration link.





Method 3: Use a different browser to login

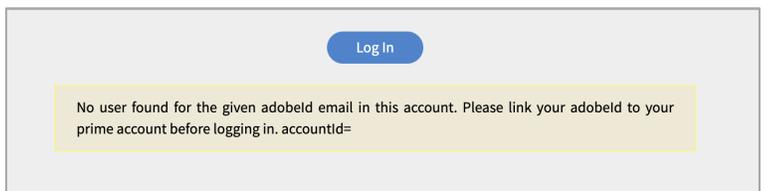
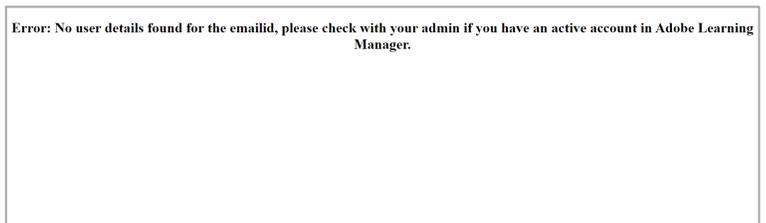
Open a different browser. Then try to log in using the primary LMS link if you have a PearsonAccess Next (PAN) account or the self-registration link.

Note: If you return to your preferred browser, the problem will likely reoccur. Try clearing cache and cookies or using Method 2 above if you wish to use this browser to access the LMS.

3. Wrong Email Address or User Not Added to PAN Error

Cause: The user entered the incorrect email address, possibly due to a misspelling, or the user has not been added to PAN.

Fix: Verify the correct email address, and confirm you have an active account in PAN. If a user is added to PAN they will be registered in the LMS the next day.



4. User State Is Deleted Error

Cause: The user has been deleted from PAN, changed districts and now has a new email address, or an admin has deleted the user. The user is no longer an active user in the LMS.

Fix: Add the user back into PAN. If a user is added to PAN they will be registered in the LMS the next day.

Note: If you recently moved to a new district and have a new email address, it is recommended to create a new Adobe account with the new email address. If you had previously completed trainings under an old account, your new District Manager is able to mark trainings complete as needed.

