

# Poptropica<sup>®</sup> English

## QUICK-START GUIDE FOR PARENTS



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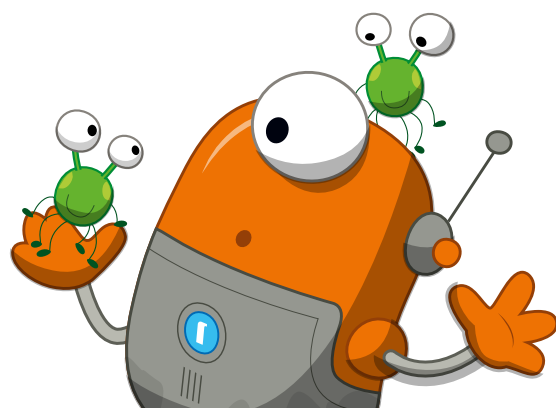
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# 1. BEFORE YOU BEGIN

Welcome to quick start guide for **Poptropica English Online World**.

Before you begin, please make sure your PC is ready to use **Poptropica English** with our [Browser Tune-up Check Tool](#).

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To run the browser tune-up check, visit:  
<https://www.MyPearsonHelp.com/pef>



**Note**

Mozilla Firefox or Google Chrome are the preferred Internet browsers for Poptropica English.

## HERE'S A LIST OF THINGS YOU need BEFORE YOU GET STARTED.

- 1. A student access code:** You will need a student access code to register and create your child's account. If you do not have this code, contact your [local Pearson Sales Representative](#).
- 2. A class code:** You will have been sent a class code from your child's teacher to enrol onto the course.
- 3. An email address:** This email address will be used to receive registration confirmation and system update notifications.

## 2. REGISTERING YOUR CHILD

As a parent/guardian, you can register your child at any time using a **student access code**. In this section, we will walk you through the steps to confirm your child's code.

If your child has been enrolled on behalf of a teacher, please ask the teacher for your child's account details and access code.

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### FIRST TIME REGISTRATION

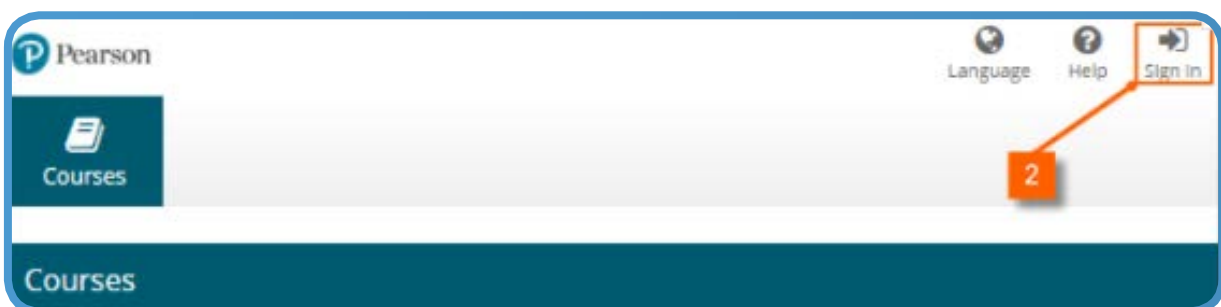
**To register your child:**

1. Go to <https://english.pearson.com>
2. Click on **Sign in**

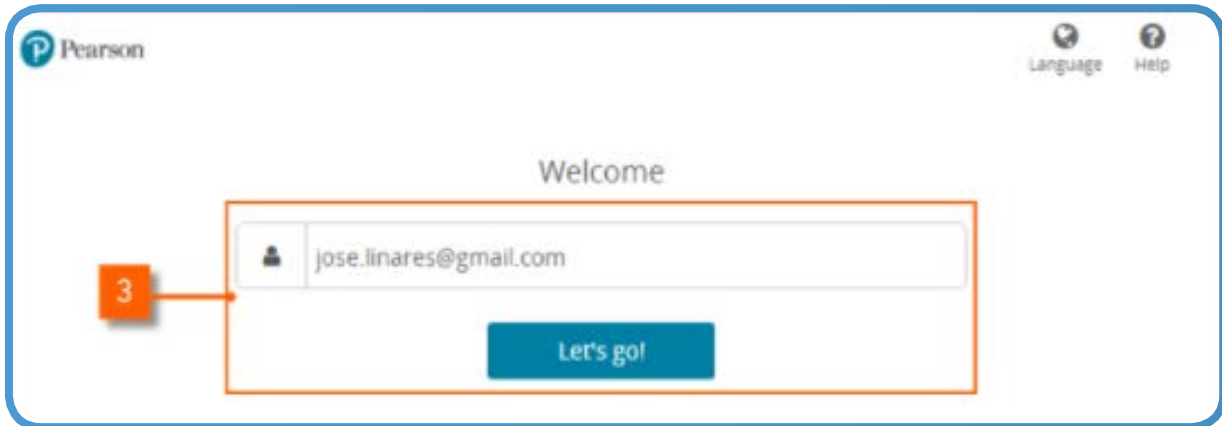


**Note**

We recommend you save this website to make it easier for next time!



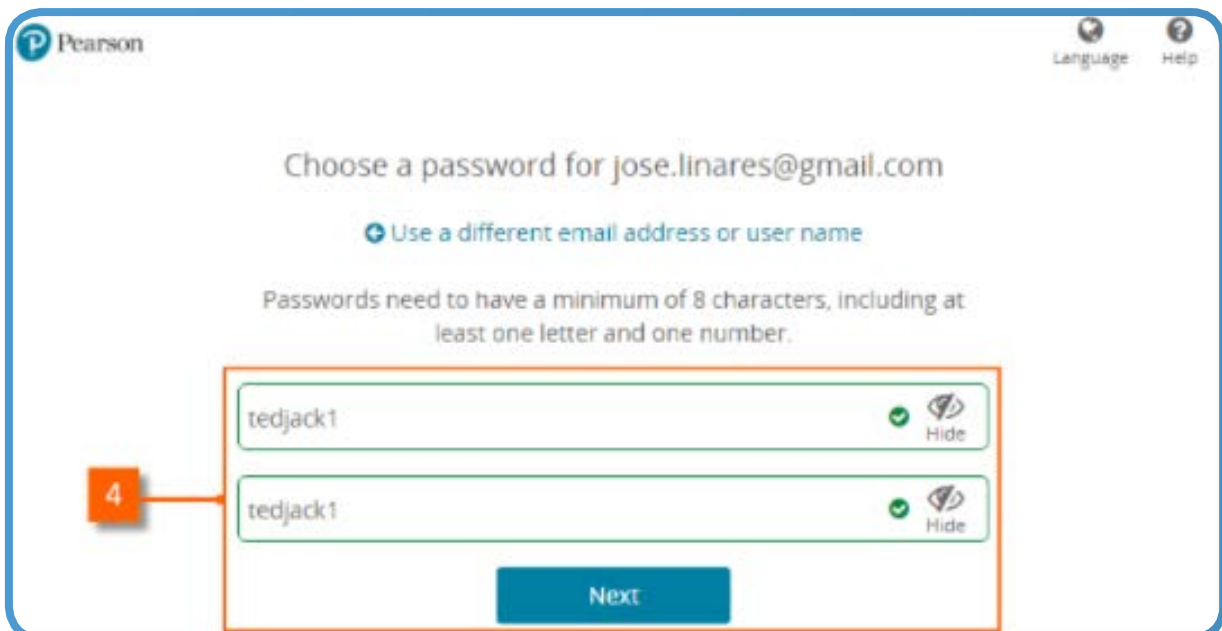
3. Enter your email address and click on **Let's Go!**



The screenshot shows the Pearson login interface. At the top left is the Pearson logo. At the top right are links for 'Language' and 'Help'. The main heading is 'Welcome'. Below it is a text input field containing the email address 'jose.linares@gmail.com'. To the left of the input field is an orange square with the number '3' and an arrow pointing to the field. Below the input field is a blue button labeled 'Let's go!'.

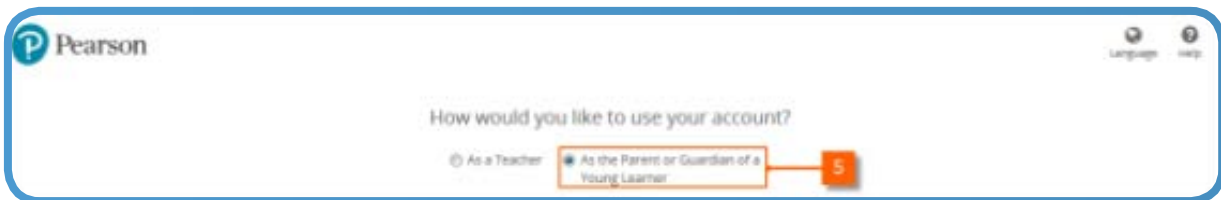
4. Enter a password and then click on **Next**.

**Remember** Passwords need to have at least **8 characters**, including at least **one letter** and **one number**!



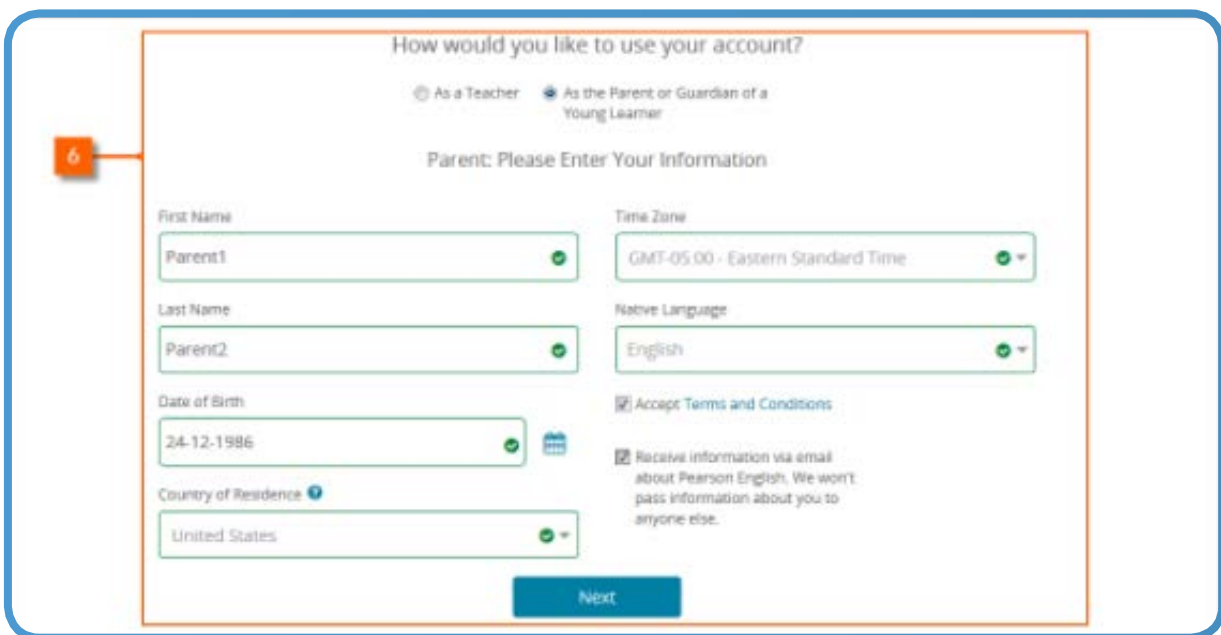
The screenshot shows the Pearson password creation interface. At the top left is the Pearson logo. At the top right are links for 'Language' and 'Help'. The main heading is 'Choose a password for jose.linares@gmail.com'. Below the heading is a link that says 'Use a different email address or user name'. Below that is a note: 'Passwords need to have a minimum of 8 characters, including at least one letter and one number.' There are two password input fields, both containing 'tedjack1'. To the left of the input fields is an orange square with the number '4' and an arrow pointing to the first field. Each input field has a green checkmark and a 'Hide' button with an eye icon. Below the input fields is a blue button labeled 'Next'.

5. Select how you would like to use your account  
e.g. As the **Parent** or **Guardian** of the **Young Learner**



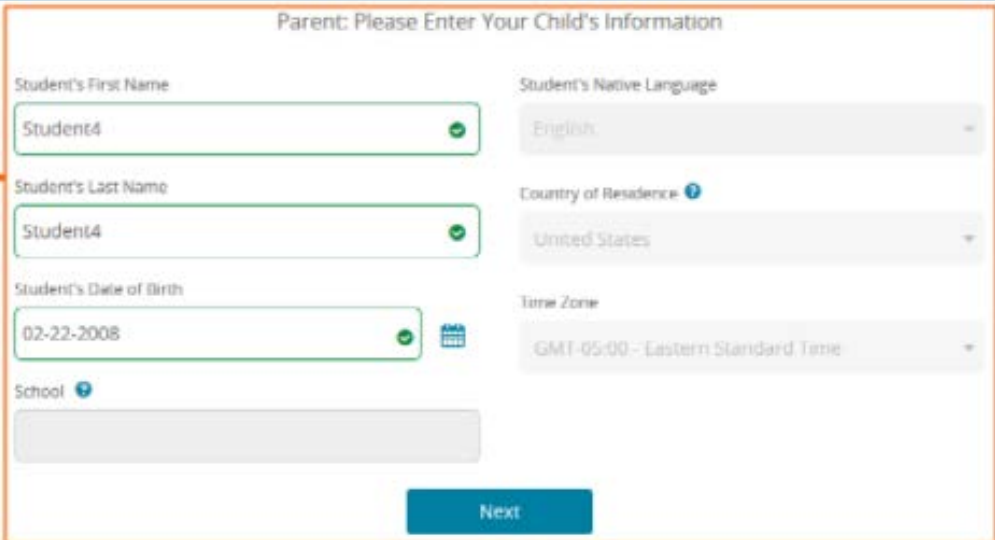
The screenshot shows the Pearson logo in the top left corner. In the top right corner, there are links for 'Language' and 'Help'. The main heading is 'How would you like to use your account?'. Below this heading, there are two radio button options: 'As a Teacher' and 'As the Parent or Guardian of a Young Learner'. The second option is selected and highlighted with an orange box. An orange number '5' is placed to the right of this box.

6. Enter your personal information and click **Next**.



The screenshot shows the same heading as the previous page, but now it's for a parent/guardian. Below the heading, there are two radio button options: 'As a Teacher' and 'As the Parent or Guardian of a Young Learner'. The second option is selected. Below this, the text 'Parent: Please Enter Your Information' is displayed. The form contains several input fields: 'First Name' (with 'Parent1' entered), 'Last Name' (with 'Parent2' entered), 'Date of Birth' (with '24-12-1986' entered), and 'Country of Residence' (with 'United States' entered). There are also dropdown menus for 'Time Zone' (set to 'GMT-05:00 - Eastern Standard Time') and 'Native Language' (set to 'English'). Below these fields, there are two checkboxes: 'Accept Terms and Conditions' and 'Receive information via email about Pearson English. We won't pass information about you to anyone else.' Both checkboxes are checked. A blue 'Next' button is at the bottom right. An orange box highlights the entire form area, and an orange number '6' is placed to the left of this box.

## 7. Enter Your Child's Information.



Parent: Please Enter Your Child's Information

Student's First Name: Student4

Student's Last Name: Student4

Student's Date of Birth: 02-22-2008

Student's Native Language: English

Country of Residence: United States

Time Zone: GMT-05:00 - Eastern Standard Time

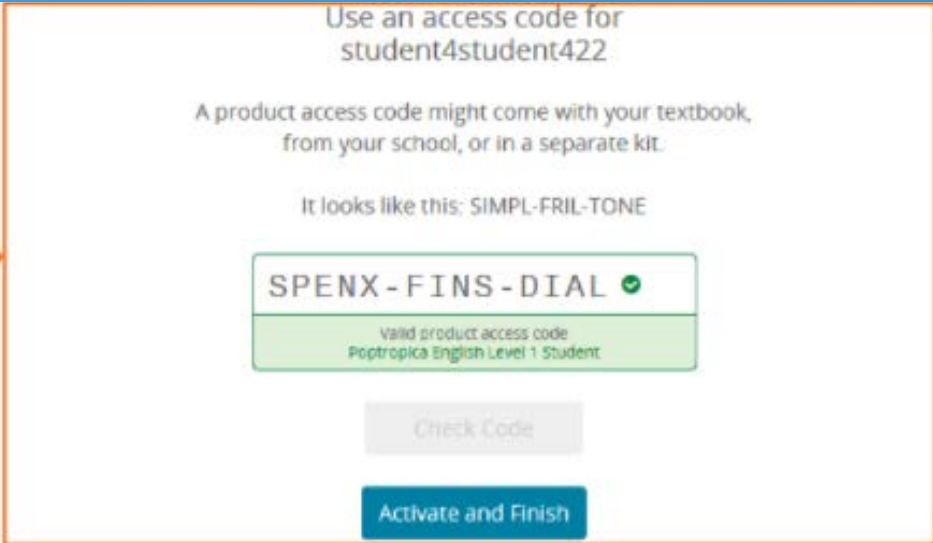
School:

Next



- \* Click on the ? symbol to add the class code for the teachers course.
- \* If your child is home schooled enter the student First Name and Last Name, then click on next.

## 8. Enter your child's **access code**, click on **check code** and then click on **Activate** and **Finish**.



Use an access code for student4student422

A product access code might come with your textbook, from your school, or in a separate kit.

It looks like this: SIMPL-FRIL-TONE

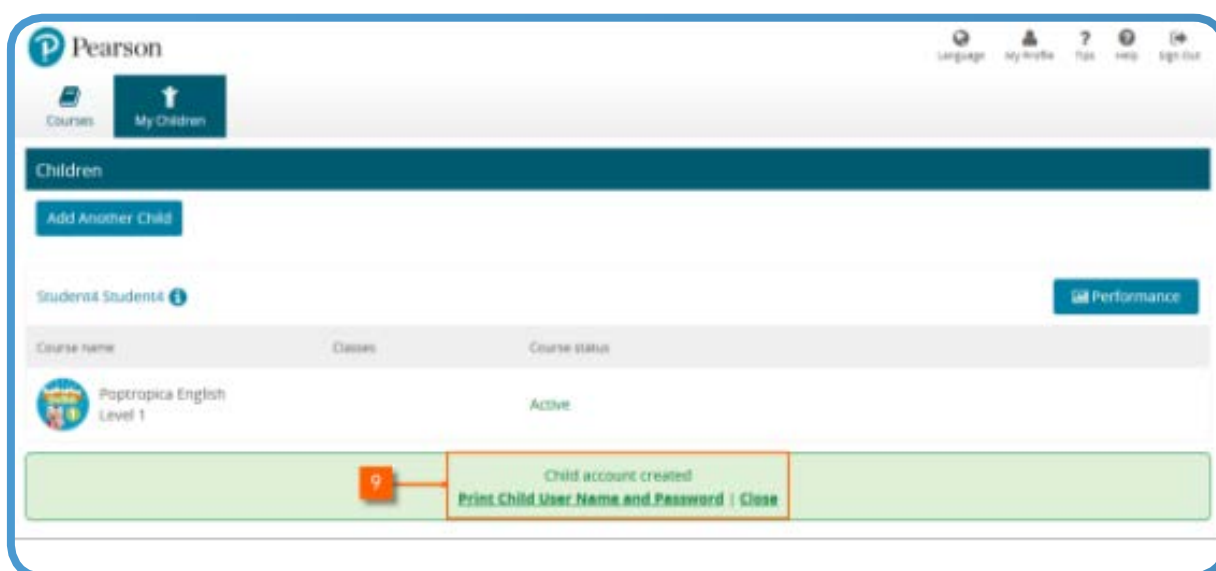
SPENX - FINS - DIAL

Valid product access code  
Poptrópica English Level 1 Student

Check Code

Activate and Finish

9. Click on **Print Child Username and Password** to print out the student login details.





### 3. MONITORING YOUR CHILD'S PERFORMANCE

You can see and monitor your child's performance at any time.  
Follow these four simple steps:

1. Go to <https://english.pearson.com>

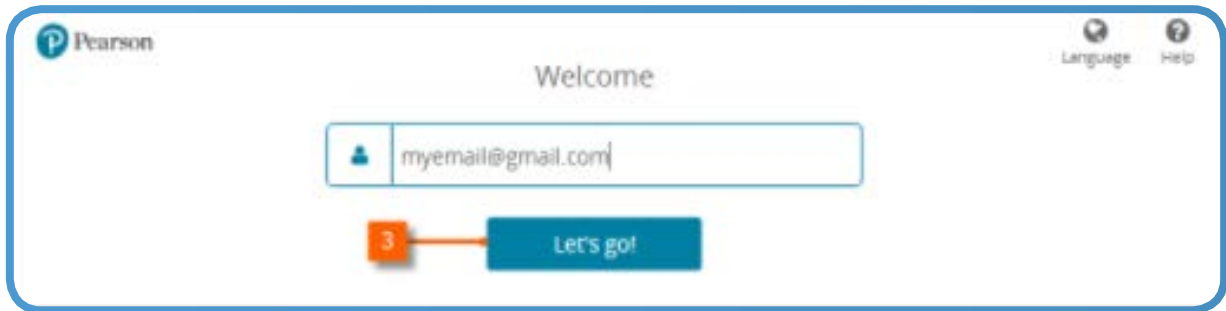


We recommend you bookmark this website to make it easier for yourself

2. Click on **Sign In**.



3. Enter your email address and then click on **Let's Go**.



4. Under the **My Children** tab, click on **Performance** to view your child's progress.



## 4. FREQUENTLY ASKED QUESTIONS

**Question:** My Access Code is not working. What should I do?

**Answer**

- Have you entered the dashes? Make sure you enter these when submitting your access code.
  - An access code can only be used once and is only needed for registration. Don't worry, this is not needed for every sign-in. You will set up a username and password when you register.
  - Still having problems? Visit <https://support.pearsonelt.com>.
- .....

**Question:** I forgot my username and password. How can I get this information sent to me?

**Answer**

- If you know your e-mail address and/or your username, you can request that your sign in name and password be sent to you in an email.
  1. Go to <https://english.pearson.com>.
  2. Hit **Sign-in** and enter your email address or login name, and then click on **Let's go**.
  3. Reset your password by clicking "**Send an email to reset my password**".
  4. We will send you an email containing a link to reset your password.

**Question:** The Course ID my teacher gave me is not working. What should I do?

**Answer**

- Check with the teacher to make sure you have the correct Course ID and that they have made the course available to students.
  - The Course ID is case sensitive so make sure to enter each character exactly as it is shown.
  - If these steps do not fix the issue, make sure to check you have registered the right product. Confirm with your teacher which product you should be using.
  - Any more issues? Please visit <https://support.pearsonelt.com>.
- .....

**Question:** Why didn't I get a confirmation email after I registered?

**Answer**

- Have you checked your junk/spam folder?
  - Sometimes users enter their email incorrectly during the Access Code registration. Visit <https://support.pearsonelt.com> to contact our support team.
- .....

**Question:** I am getting a message saying that I need to install Flash Player or that my Flash Player version is outdated. Where do I get the latest version?

**Answer**

- You need Flash Player plug-in installed on your computer to listen to audio files, watch videos, and do recording and other activities. Download the latest Adobe® Flash® Player plugin here: <http://get.adobe.com/flashplayer> and then follow the onscreen instructions.
- If you are still having problems? Contact the support team at <https://support.pearsonelt.com>.

**Question:** Do I have to install Poptropica English?

**Answer**

- It is all online so no installation is required. All you need is a computer with Internet access and Adobe software plug-ins like [Adobe® Reader 8](#) or [Adobe® Flash Player 10](#) or higher.
- .....

**Question:** Can I access Poptropica English from a mobile device?

**Answer**

- Poptropica English is currently supported on iPad IOS and Android devices. See online [System Requirements](#) for further information.
- .....

**Question:** The whole page does not fit on my screen. Some of the material is cut off.

**Answer**

- Check your browser is set to the right size so it is maximised and takes up your entire screen. There are many ways to do this, but often there will be “minimize”, “maximize”, and “close” icons on the top right of your browser window. Click on the “maximize” icon.
- Pearson online products are designed to work effectively with screen resolution set at 1027 by 768 or higher. Find out more here: [System Requirements](#).
- If you are still experiencing problems, visit <https://support.pearsonelt.com>.

## 5. FURTHER HELP

Visit <https://support.pearsonelt.com/pef.html> for further help, training, and support.