Q: What is happening?
A: For Q-global® customers that are managed by Pearson Clinical Assessment in the United States, we will be moving your data from our Amazon Web Services (AWS) servers in Canada to AWS servers in the United States. This will all happen automatically, and after the migration is complete, you’ll be able to access our new US instance of Q-global via https://qglobal.pearsonassessments.com.

Q: When is this happening?
A: The migration will happen on November 18, 2023. We are doing this on the weekend to minimize the impact to customers. The current Q-global URL will be unavailable between November 18 at 10:00am CST and 10:00pm CST while we complete this migration. After November 18 at 10:00pm CST you will be able to log in to the new US instance of Q-global via https://qglobal.pearsonassessments.com.

Q: Why is Q-global moving its data storage from Canada to the United States?
A: We’re making this change in response to the needs of our customers in the Americas (excluding Canada), where data storage in the US is becoming increasingly important.

The decision to move your data storage from Canada to the United States helps ensure that we’re able to meet the needs of Government customers in the United States, and to allow Q-global to progress toward FedRAMP and other future certifications.

Q: Will my data be safe in the United States?
A: Pearson will take appropriate measures to ensure the security and privacy of your Q-global data, in compliance with applicable laws and regulations.

Q: Will my data be subject to US government surveillance?
A: It is possible that US government authorities may have access to data stored in the United States under certain circumstances, such as through court orders or subpoenas. However, Pearson will strive to fully protect users’ privacy, in accordance with applicable laws and regulations.

Q: Can I opt out of having my data stored in the United States?
A: It isn't possible to opt out of having your data stored in the United States. If you do not want your data to be transferred to the United States, you will need to export any data that you wish to retain from Q-global prior to the migration and delete your account via the Manage My Account functionality within Q-global prior to November 18, 2023.

Review further information on how to export data from Q-global. >>>
https://support.pearson.com/usclinical/s/article/Q-global-Export-Assessment-Records
Q: **Will my data be transferred securely to the United States?**
A: Pearson will take appropriate measures to ensure that data is transferred securely from Canada to the United States, in compliance with applicable laws and regulations. This will include using encryption, secure protocols, and other methods to protect data during transit.

Q: **How long will it take for my data to be transferred to the United States?**
A: The migration will happen automatically during the downtime window on November 18, 2023. The Q-global platform will be unavailable between November 18 at 10:00am CST and 10:00pm CST while the migration takes place. After November 18 at 10:00pm CST you will be able to log in to the new URL [https://qglobal.pearsonassessments.com/](https://qglobal.pearsonassessments.com/) using the same username and password that you currently use.

Q: **What do I need to do to prepare for the migration?**
A: The migration will happen automatically, so there is very little that you need to do to prepare. After the migration has happened, you will need to access Q-global via the new URL: [https://qglobal.pearsonassessments.com/](https://qglobal.pearsonassessments.com/)

If you have previously whitelisted the current Q-global URL, you will also need to whitelist the new URL: [https://qglobal.pearsonassessments.com/](https://qglobal.pearsonassessments.com/).

The current Q-global website will remain active for customers outside of those managed through the United States. If you attempt to log in to this site after the migration, you will see a message advising you that your data has moved and a link to the new website. We would encourage you to replace the new site in your web browser bookmarks.

Q: **What will happen to any on-screen administration assessments that are in progress?**
A: Both on-screen administration and remote on-screen administration sessions will automatically be redirected to the new United States servers to ensure continuity following the migration.

Q: **Will I need to change my username or password?**
A: No. Your existing username and password will stay the same as part of the move.

Q: **My Q-global account is not managed through the United States. Does this affect me?**
A: No. This change only affects Q-global accounts that are managed through the United States (via PearsonAssessments.com). If your Q-global account is managed through another Pearson office, then your data will continue to reside in the current Q-global instance hosted in Canada.