

# Q-global and Q-interactive Login FAQs

## What's happening?

We are migrating Q-global® and Q-interactive® to Pearson's new login service in phases during 2025. This will make signing in simpler and more secure.

If you have received an email about migration, your login will change soon. If you have not yet received an email, please continue logging in with your current username and password until further notice.

## When will it happen?

All users will be moved across in 2025. You will be notified by email when your account is included.

## Will I use the same login for Q-global and Q-interactive?

Yes. Once migrated, you will use the same Pearson identity (email address + password) to access both platforms, as long as both accounts use the same email address.

## Why do I need to use my email address as my username?

Your email address is unique to you and ensures a more secure and consistent login. Old Q-global usernames will no longer work once you are migrated.

## What about my password?

- **If you already have a Pearson identity** (for example, because you order assessments online), you will use your existing Pearson password to log in.
- **If you do not yet have a Pearson identity**, the first time you log in after migration you will be guided to create a new Pearson password.

## What is Multi-Factor Authentication (MFA)?

MFA adds an extra layer of security beyond your password. It requires two verification methods: something you know (password) and something you have (such as a code or device approval).

## When you first log in after migration, you will be prompted to set up MFA.

You can choose from three options:

- **Email code** (sent to your registered email address)
- **Pearson Authenticator app – code** (time-based code from the app)
- **Pearson Authenticator app – push notification** (tap to approve login on your device)

We recommend setting up more than one method so you have a backup if needed.

## What is a passkey?

A passkey lets you sign in quickly using your device's built-in login (such as Face ID, Touch ID, or your computer login).

- After MFA is set up, you will be prompted to create a passkey.
- With a passkey, you only need your **email + passkey** — no password or MFA code.
- If you skip setting it up, you'll be prompted again within a few days.

We strongly recommend enabling a passkey for the fastest login experience.

### What about the login page?

After migration you will use a **new login page**.

- You will be redirected to it automatically when you migrate.
- We encourage you to bookmark the new page for future use.
- If you go to the old login page by mistake and enter your email or old username, you will be redirected, but it's an extra step.

### Can I still use my old Q-global username and password?

No. After migration, you must use your **email address** and Pearson password. Old usernames and passwords will no longer work.

### What if we share a single login in our team?

 **Each user must have their own login credentials.**

Shared accounts will not work under the new system. This is required by Pearson's license agreement and by data privacy laws, which mandate that it must always be clear who accessed what data.

If your team currently shares a login, please contact your account administrator to create separate accounts for all users.

### What happens if I lose my MFA device?

- If you set up more than one MFA method, you can log in using your alternative option.
- If you have no alternative, please contact Pearson Customer Support and they will help reset your MFA settings.

### Will this change affect my data?

No. Your Q-global and Q-interactive data will remain secure and accessible as before.

### What if my organization uses Single Sign On (SSO)?

If your organization uses SSO, you will not need to set up MFA. However, your account will still be migrated to the new service. SSO customers will be contacted separately with detailed instructions.

### Where can I get help?

If you need assistance, please call Customer Support at **1-800-627-7271**.