

## Pearson Educator Portal (PEP) FAQs

**Effective June 1, 2026**, the National Board’s candidate registration system has moved to the Pearson Educator Portal (PEP)!

**Note:** This is a phased launch—core features are available in PEP starting June 1, and additional enhancements will roll out over time.

**PEP is a redesigned, easier-to-use system.** It offers a cleaner, more intuitive experience designed to make it easier to understand your status and next steps. Improvements include:

- Clearer navigation and layout
- Better visibility into your candidacy and required actions
- Streamlined registration and account management
- Consistent experience across desktop, tablet, and mobile devices

### Q: Where can I access PEP?

**A:** Log in here: <https://nationalboard.pearson.com/signin>. Don’t forget to clear any existing bookmarks and saved passwords for the old registration system from your devices.

### Q: Do I need to create a new PEP account?

**A:** No. If you already have a National Board account, you don’t need to create a new one. You’ll use your existing username. The first time you log into PEP, you will need to reset your password.

- Select *Forgot Password* on the [PEP log in page](#)
- Enter your existing username
- You’ll receive an email to the primary email address in your account
- Reset your password using the link in the email (Note: The link will only be active for 4 hours)

### Q: Why do I have to reset my password?

**A:** For security reasons, passwords from the previous system were not moved to PEP. The new system uses stronger password requirements to better protect your account.

### Q: What is Two-Factor Authentication (2FA)?

**A:** 2FA adds an extra layer of security to your account. Each time you log in, you’ll enter a one-time verification code in addition to your username and password.

### Q: What is a Magic Link?

**A:** Magic Link allows you to access your account securely without entering your password each time; However, we recommend you reset your password first.

- Select *Log in with Magic Link* on the [PEP log in page](#)

- Enter the primary email address in your account
- You'll receive an email containing a one-time log in link (Note: The link will only be active for 15 minutes)

**Q: I no longer have access to the primary email address in my account; how can I log in?**

**A:** Customer Support can help you update the email address on your account. When you contact them, have your National Board candidate ID number ready.

**Q: Can I still access my account using the old system?**

**A:** No. If you try to log in to the old system, you'll receive an error message directing you to the [PEP log in page](#).

**Q: Were my previous purchases or submissions affected by this change?**

**A:** No. If you tested or submitted material for scoring during the 2025–26 cycle, your registration and purchases were not affected by the move to PEP.

**Q: When I log in, I don't see my purchases for the 2025–26 cycle. Where are they?**

**A:** Your dashboard will default to the current cycle. You can switch between cycles using the radio buttons on your dashboard to view past information.

**Q: Will deadlines or score reporting change because of PEP?**

**A:** No. Deadlines and score reporting timelines remain the same. More information about how to access your scores will be provided as we get closer to score release.

**Q: Where can I get help using the new system?**

**A:** Check out our short [how-to videos](#) for help accessing and navigating PEP. You can also find screenshots and detailed instructions in the Guide to National Board Certification and Guide to Maintenance of Certification on [nbpts.org](#).