

Troubleshooting: Activation Error

If you click the activation link in the account activation email multiple times, you will receive an error. The error message looks like:

```
{"result":2021,"message":"The registration link sent has not activated. Please forward the error message you received when you tried to activate your account to accommodationspearsonvue@pearson.com to have an administrator activate your account manually. We will respond to your email when your account is activated so that you can login to submit your accommodation request. We apologize for the inconvenience and are working to resolve this issue.
```

Explanation:
"}
"

Before contacting the email address in the error message, try the following workaround:

Please go directly to <https://certiport.onhgcloud.com/asp/HgPortal.asp> and try logging in with the newly created username and password.

If this workaround does not work, then please send an email to accommodationscertiport@pearson.com explaining what happened and what you have tried.