

Corrections GED Manager™ Training





Welcome

Training for

Corrections access to GED Manager™

Eunice, 2012 graduate

Objectives

To
review:

- **GED Manager™**- which provides a streamlined way to view test-taker activity and history, demographic information, status, scores, exceptions management, and more.
- **Resources that are available for you** – which includes who to contact sheets and step-by-step “How to Guides”

GED Manager™ Overview

GED Manager™ is a web-based program management tool built for GED Administrators™ and Educators

It provides an efficient and streamlined way to:

- Create Corrections accounts on behalf of Testers
- View Tester demographic and score information
- Run Passers Reports
- Release Tester accounts
- Approve exceptions if applicable

GED Manager™ Benefits

Fast – One-click access to approve exceptions

Easy – Additional search fields so you have more options to find Tester records

Convenient – One central place to see Tester information & manage records

GED Manager™ Walk-Through



Home Page – You should access GED Manager™ using Chrome or Firefox

The screenshot shows the GED Manager Home page. A red box highlights the top navigation bar containing 'Home', 'Manage Student', and 'Reporting' links. A red arrow points to the 'Log Out' link in the top right corner. The main content area features a 'Welcome to GED Manager Super!' message. Two red circles highlight the 'What's New' and 'Who to Contact:' sections. A red arrow points to the 'Voucher questions' row in the 'Who to Contact:' table.

GED Manager™ Home Manage Student Reporting Log Out

Home

Role: SuperUser Works: []

Welcome to GED Manager Super!

What's New

GED Manager has a new look and feel

Take note of the new top row navigation. The 'How to Guides' have been updated to the right. There is also a recorded webinar that walks through the new design [here](#).

Buy a GED Test and get a GED Ready for Free

Back to school momentum is in full swing, and in order to build tester's confidence, we are offering each tester a free GED Ready test when they schedule their GED Test.

Testers can purchase this combo [here](#). Offer ends October 31st.

GED Live is live

This new, interactive online classroom experience became available to testers on September 14th. The current offering is a package containing access to classes in all 4 subject areas. By the end of October, Reasoning Through Language Arts and Math classes will be available by individual subject area.

Learn more about how GED Live can augment your classroom experience [here](#).

Who to Contact:

Type of Issue	Contact Info
Test taker support and GED Ready delivery	help@gedtestingservice.com 1-877-EXAM-GED (877-392-6433)
Testing Center (Non-Tester) Support	1-866-389-3665
Voucher questions	pearsonvuevoucherstore@pearson.com

Helpful Links

- [Jurisdiction Testing Policies](#)
- [List of Jurisdiction Administrators](#)
- ["How to Guides" for Testers](#)

How to look up Tester accounts



Blue bar will be across the top of each page –Click on “Manage Student” and then “Student Search”



What the “Student Search” screen looks like

The screenshot shows the 'Student Search' interface in GED Manager. At the top, there is a navigation bar with 'GED Manager™', 'Home', 'Manage Student', and 'Reporting' menus, and a 'Log Out' button. Below the navigation bar is the 'Student Search' title and a prompt: 'Please enter at least three characters or make a selection on a search field below to start your search.' The search form consists of two rows of input fields. The first row includes 'Last Name', 'First Name', 'City', 'Phone Number', 'DOB' (with a calendar icon), and 'Email'. The second row includes 'Testing Jurisdiction', 'GED ID', 'Program', 'ID#' (with a calendar icon), 'Employer Program', and 'Credential Status'. Below the search fields is a 'Rows Per Page' selector with options for 10, 25, and 50. At the bottom, there is a table header with columns: Name, City, Phone Number, DOB, Email, ID#, Jurisdiction, and GED ID. Each column header has a small up/down arrow icon.

Try not to enter info in each search field

GED Manager™ [Home](#) [Manage Student](#) [Reporting](#) [Log Out](#)

Student Search

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Rows Per Page:

Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
------	------	--------------	-----	-------	-----	--------------	--------

Start by entering the first 3 letters of the Tester's first and last name

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can				
Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status

Rows Per Page **10** 25 50

Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
Cantua, Candy	Great Bend	720-378-4477	05/07/1988	490+3110859@gmail.com		KS	20170517-5912-6304
Cantua, Candice	Hollywood	438-482-0532	08/15/1979	870+2832391@gmail.com		FL	20170119-8329-3205
Cannon, CandidateGED	Harper	219-994-7071	05/20/1985	1291+2692525@gmail.com		TX	20161107-9192-1198
Canfield, Candace	Mobridge	704-698-6336	05/03/1995	1452+1949551@gmail.com		ND	20160115-6842-9775
Candidate, Candy	New York	826-715-7549	05/29/1994	1064+1931044@gmail.com		EP	20160110-7378-5570
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com		NC	20151029-7665-1004
CANCEL, Canaan	Lansing	915-764-7590	04/23/1991	1015+1780737@gmail.com		KS	20151022-4470-0787
Candidate, Candace	Colton	204-276-6241	07/30/1979	1266+1079080@gmail.com		CA	20150128-1730-4334
Cantave, Candice	Crestview	830-808-1159	05/21/1992	1099+1004451@gmail.com		FL	20141230-6706-0970
Candidate, Candice	Colorado Springs	815-670-8871	06/28/1970	19+761225@gmail.com		CO	20140923-9076-5695

Rows Found 13

« 1 2 »

IF this produces a lot of results enter the Tester's DOB to narrow the results

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can				
Testing Jurisdiction	GED ID	Program	ID#		ential Status

October 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

Name	City	Phone Number	DOB	Email	Jurisdiction	GED ID
Cannon, Candis	Apple Valley	591-597-0074	12/02/1982	1762+255558@gmail.com	MI	20140312-2202-7519
Candidate, Canaan	Porterville	264-210-4394	03/27/1990	1013+428078@gmail.com	CA	20140509-1669-4299
Candidate, Candis	lexington	302-591-2185	09/12/1990	209+576664@gmail.com	SC	20140715-0306-4325
Candidate, Candice	Colorado Springs	815-670-8871	06/28/1970	19+761225@gmail.com	CO	20140923-9076-5695
Cantave, Candice	Crestview	830-808-1159	05/21/1992	1099+1004451@gmail.com	FL	20141230-6706-0970
Candidate, Candace	Colton	204-276-6241	07/30/1979	1266+1079080@gmail.com	CA	20150128-1730-4334
CANCEL, Canaan	Lansing	915-764-7590	04/23/1991	1015+1780737@gmail.com	KS	20151022-4470-0787
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com	NC	20151029-7665-1004
Candidate, Candy	New York	826-715-7549	05/29/1994	1064+1931044@gmail.com	EP	20160110-7378-5570
Canfield, Candace	Mobridge	704-698-6336	05/03/1995	1452+1949551@gmail.com	ND	20160115-6842-9775

Rows Per Page 10 25 50


Rows Found 13

< 1 2 >

Name and DOB info has been entered

Student Search


Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can			12/03/1996	
Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status

Results will show below the blue bar


Student Search

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can			12/03/1996	
Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status

Rows Per Page: 10 25 50


Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com		NC	20151029-7665-1004



Click on Tester's name to view account details

Student Search

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can			12/03/1996	
Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status

Rows Per Page

Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com		NC	20151029-7665-1004



Student Detail page

GED Manager™ [Home](#) [Manage Student](#) [Reporting](#)

View Student: ROSS, Savannah

[Back to Student Search](#)

Student Detail

First Name :	Savannah	Phone Number :	908-367-0412 (null)
Middle Name :	Jamal	Alternate Phone Number :	
Last Name :	ROSS	Age :	43
Email :	1027+347594@gmail.com	Date of Birth :	03/15/1974
Mailing Address :	8078 W Arizona St	Testing Jurisdiction :	MN
	1165 Meadowlands Dr	Program :	MN DOC
	FARIBAULT MN 55021	In Options Program :	No
County :		ID# (Inmate, Program, etc.) :	830946
VUE ID :	232774147	Student :	Yes
GED ID :	20140414-5589-9437	GED Test Prep Center(s) :	
SSN :	#####8771	Last Updated :	09/07/2017 06:58:44 AM
Link to historical record :		Last Login :	
Fictitious Student :	No	Browser Language :	English
		Language at home :	

[Simulate Student](#)

Tester's status and all GED Ready® and GED® test scores will be listed

Results

Credentialed : **No**
Credential Date :
Highest Total Score : 0

Hide GED Ready

Test Date	Test Center	Subject	Form	Score	Status	Language	Issues	Actions
11/03/2016	-	GED Ready® Social Studies	SS_RD	126	Not Likely to Pass	ENU		
06/20/2014	70410 - GED Test W-DQC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Math		143	Below Passing	ENU		
06/06/2014	70410 - GED Test W-DQC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Math		148	Pass	ENU		
05/30/2014	70410 - GED Test W-DQC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Math		142	Below Passing	ENU		
05/23/2014	-	GED Ready® Math	MA_RB	151	Likely to Pass	ENU		
05/21/2014	-	GED Ready® Math	MA_RA	127	Not Likely to Pass	ENU		
05/02/2014	70410 - GED Test W-DQC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Reasoning		153	Pass	ENU		
04/25/2014	70410 - GED Test W-DQC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Reasoning		149	Pass	ENU		
04/23/2014	-	GED Ready® Reasoning	LA_RA	153	Likely to Pass	ENU		

An example of an account where the Tester has credentialed

Credentialed : Yes
 Credential Date : 12/03/2015
 Highest Total Score : 623



Hide GED Ready

Test Date	Test Center	Subject	Form	Score	Status	Language	Issues	Actions
12/03/2015	68721 - DOC MN MCF - Rush City	GED Math		161 ★	Pass	ENU		
12/02/2015	-	GED Ready® Math	MA_RB	162	Likely to Pass	ENU		
10/28/2015	-	GED Ready® Math	MA_RA	140	Too Close to Call	ENU		
10/22/2015	68721 - DOC MN MCF - Rush City	GED Science		156 ★	Pass	ENU		
10/21/2015	-	GED Ready® Science	SC_RB	159	Likely to Pass	ENU		
10/14/2015	-	GED Ready® Science	SC_RA	148	Likely to Pass	ENU		
10/08/2015	68721 - DOC MN MCF - Rush City	GED Social Studies		151 ★	Pass	ENU		
10/07/2015	-	GED Ready® Social Studies	SS_RB	152	Likely to Pass	ENU		
09/22/2015	-	GED Ready® Social Studies	SS_RA	151	Likely to Pass	ENU		
09/17/2015	68721 - DOC MN MCF - Rush City	GED Reasoning		155 ★	Pass	ENU		
09/15/2015	-	GED Ready® Reasoning	LA_RA	162	Likely to Pass	ENU		

★=Highest Score on Transcript

Click on “Back to Student Search” to get back to Student Search screen

GED Manager™ [Home](#) [Manage Student](#) [Reporting](#)

View Student: ROSS, Savannah

[Back to Student Search](#)

Student Detail ←

First Name :	Savannah	Phone Number :	908-367-0412 (null)
Middle Name :	Jamal	Alternate Phone Number :	
Last Name :	ROSS	Age :	43
Email :	1027+347594@gmail.com	Date of Birth :	03/15/1974
Mailing Address :	8078 W Arizona St	Testing Jurisdiction :	MN
	1165 Meadowlands Dr	Program :	MN DOC
	FARIBAULT MN 55021	In Options Program :	No
County :		ID# (Inmate, Program, etc.) :	830946
VUE ID :	232774147	Student :	Yes
GED ID :	20140414-5589-9437	GED Test Prep Center(s) :	
SSN :	#####8771	Last Updated :	09/07/2017 06:58:44 AM
Link to historical record :		Last Login :	
Fictitious Student :	No	Browser Language :	English
		Language at home :	

How to Create a Tester's account



Steps to create a corrections account and schedule the GED® test

Login to GED Manager™

Select “Create Student”

Complete both parts of creating the account

Login to VUE Registration Manager and schedule test

Click on the drop down arrow to the right of “Manage Student” and then click on “Create Student”



There are 2 parts to creating a Tester's account

Create Student

First Name <input type="text" value="First Name"/> ✘ <small>Please provide an answer.</small>	Middle Name <input type="text"/>	Last Name <input type="text" value="Last Name"/>	What is your date of birth? <input type="text" value="mm/dd/yyyy"/>				
Testing Jurisdiction <input type="text" value="North Dakota"/>	Program <input type="text"/>	Email <input type="text" value="c_nd2@ged.com"/>	ID# (Inmate, Program, etc.) <input type="text"/>				
Accommodation Requested <input type="radio"/> Yes <input type="radio"/> No	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input type="checkbox"/> Decline to answer				
Social Security Number <input type="text"/>	Paper Testing Only <table><tr><td>ID TYPE</td><td><input type="text"/></td></tr><tr><td>Select</td><td><input type="text"/></td></tr></table>		ID TYPE	<input type="text"/>	Select	<input type="text"/>	
ID TYPE	<input type="text"/>						
Select	<input type="text"/>						
Address Information							
Facility <input type="text"/>	Selected Address:						
<input type="button" value="New Facility"/> <input type="button" value="Edit Facility"/>							

Part 1 -Enter Tester's Name and DOB

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program	Email c_nd2@ged.com	ID# (Inmate, Program, etc.)
Accommodation Requested <input type="radio"/> Yes <input type="radio"/> No	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE Select		
Address Information Facility Selected Address:			

New Facility Edit Facility

State Specific Questions Scheduling Questions Save and Add New Student Save and Exit Cancel

The “Testing Jurisdiction”, “Program” and “Email” fields will already be filled in.

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program Grand Forks Adult Learning Ce	Email correctionsnd123@ged.com	ID# (Inmate, Program, etc.) 8339012
Accommodation Requested <input type="radio"/> Yes <input type="radio"/> No	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE Select		
Address Information Facility		Selected Address:	

New Facility Edit Facility

State Specific Questions | Scheduling Questions | Save and Add New Student | Save and Exit | Cancel

You can click on “Decline to Answer” in the Gender, Ethnicity and Race fields

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program Grand Forks Adult Learning Ce	Email correctionsnd123@ged.com	ID# (Inmate, Program, etc.) 8339012
Accommodation Requested <input type="radio"/> Yes <input checked="" type="radio"/> No	Gender <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input checked="" type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input checked="" type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE Select		
Address Information Facility New Facility Edit Facility Selected Address:			

State Specific Questions | Scheduling Questions | Save and Add New Student | Save and Exit | Cancel

NEVER enter any info in the “Paper Testing Only” categories

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program Grand Forks Adult Learning Cc	Email correctionsnd123@ged.com	ID# (Inmate, Program, etc.) 8339012
Accommodation Requested <input type="radio"/> Yes <input checked="" type="radio"/> No	Gender <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input checked="" type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input checked="" type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE Select		
Address Information			
Facility New Facility Edit Facility	Selected Address:		

State Specific Questions Scheduling Questions Save and Add New Student Save and Exit Cancel

Click on “New Facility” –NOTE: *You will only have to do this once*

Add New Address

Name

Country
United States

Address 1

Address 2

City

State

Zip

Phone Number

Phone Extension

Part 2 –Click on State Specific questions

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program Grand Forks Adult Learning Ctr	Email correctionsnd123@ged.com	ID# (Inmate, Program, etc.) 8339012
Accommodation Requested <input type="radio"/> Yes <input checked="" type="radio"/> No	Gender <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input checked="" type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input checked="" type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE: Select ID VALUE:		
Address Information Facility: Selected Address:			

Facility:

Part 2 –Click on Scheduling questions

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program Grand Forks Adult Learning Ce	Email correctionsnd123@ged.com	ID# (Inmate, Program, etc.) 8339012
Accommodation Requested <input type="radio"/> Yes <input checked="" type="radio"/> No	Gender <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input checked="" type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input checked="" type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE: Select ID VALUE:		
Address Information Facility: Selected Address:			
[Facility Dropdown] [New Facility] [Edit Facility]			
[State Specific Questions] [Scheduling Questions] [Save and Add New Student] [Save and Exit] [Cancel]			

All questions need to be answered in order to schedule a test in Registration Manager

Schedule GED® Test

What is the highest grade you completed in school?

"Completed" means you successfully attended the full school year and went on to the next grade; all options include home-schooling.

11th grade

What year did you complete your highest grade in school?

2005

Please indicate the reason you did not complete school.

Personal (e.g., cared for a family member, I had to get a job, etc.)

What is your current work status?

Not employed - not looking for work

What was your total personal income over the past twelve months?

OK Cancel

Click on “Save and Add New Student”, “Save and Exit” or “Cancel”

Create Student

First Name Scott	Middle Name C	Last Name Smith	What is your date of birth? 03-12-1990
Testing Jurisdiction North Dakota	Program Grand Forks Adult Learning Ce↕	Email correctionsnd123@ged.com	ID# (Inmate, Program, etc.) 8339012
Accommodation Requested <input type="radio"/> Yes <input checked="" type="radio"/> No	Gender <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Decline to answer	Ethnicity <input type="radio"/> Hispanic or Latino <input type="radio"/> Not Hispanic or Latino <input checked="" type="radio"/> Decline to answer	Race <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> None <input checked="" type="checkbox"/> Decline to answer
Social Security Number	Paper Testing Only ID TYPE: Select ID VALUE:		
Address Information Facility: Selected Address:			
New Facility Edit Facility			
State Specific Questions Scheduling Questions Save and Add New Student Save and Exit Cancel			

How to run Passers Reports



**Click on the arrow to the right of the
“Reporting” tab and then click on
“Passers Report”**



Passers Report Screen

Passer Search

Start Date End Date
 Jurisdiction: California Program: CA State Department of Co Test Center: DOC CA Chuckawalla Adult
 GED Test Prep Center: Test Version: 2014

[Preview Report](#)
[Download Report](#)

GED ID	Name	Birth Date	Addresses	Phone Number	Email	Passed Date	Math			RLA			Science			Social Studies		
							Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score

No Candidates Found

Enter Start and End Date and select Program/Test Center- End date can not be the date you are trying to run the report

Passer Search

Start Date: 01/01/2017 End Date: 10/01/2017 Jurisdiction: California Program: CA State Department of Co Test Center: DOC CA Chuckawalla Adult GED Test Prep Center

Test Version: 2014

Preview Report Download Report

GED ID	Name	Birth Date	Address	Phone Number	Email	Passed Date	Math			RLA			Science			Social Studies		
							Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score
No Candidates Found																		

When you click on “Preview Report” the number of Testers who earned their GED within the selected time period will be listed as well some information for each Tester

Passer Search

Start Date: 01/01/2017 | End Date: 10/01/2017 | Jurisdiction: California | Program: CA State Department of Co | Test Center: DOC CA Chuckawalla Adult

GED Test Prep Center: GED Test Prep Center | Test Version: 2014

Preview Report | Download Report

GED ID	Name	Birth Date	Addresses	Phone Number	Email	Passed Date	Math			RLA			Science			Social Studies						
							Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score				
201608-26-7028-3579	Menon, Quenti n	1984-06-29	7689 NE Cape Horn Rd	330-746-8800	1155+2 513701@gmail.com	2017-05-17	2017-05-17	68537	DOC CA Chuckawalla Adult School	151	2016-09-19	68537	DOC CA Chuckawalla Adult School	150	2017-05-16	68537	DOC CA Chuckawalla Adult School	151	2017-05-16	68537	DOC CA Chuckawalla Adult School	153

Rows Found 19

You can download the report and save as an Excel spreadsheet

Passer Search

Start Date: 01/01/2017 | End Date: 10/01/2017 | Jurisdiction: California | Program: CA State Department of Co | Test Center: DOC CA Chuckawalla Adult
 GED Test Prep Center: | Test Version: 2014

[Preview Report](#) | [Download Report](#)

GED ID	Name	Birth Date	Addresses	Phone Number	Email	Passed Date	Math			RLA			Science			Social Studies						
							Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score				
20160826-7028-3579	Menon, Quenti n	1984-06-29	7689 NE Cape Horn Rd.	330-746-8800	1155+2 513701@gmail.com	2017-05-17	2017-05-17	68537	DOC CA Chuckawalla Adult School	151	2016-09-19	68537	DOC CA Chuckawalla Adult School	150	2017-05-16	68537	DOC CA Chuckawalla Adult School	151	2017-05-16	68537	DOC CA Chuckawalla Adult School	153

Rows Found 19

How to Release a Tester from your Program



How to Release a Tester's account from corrections

- If you know a Tester is going to be released and they know what email address they are going to use, follow these steps
 - Locate the Tester's account in **GED Manager**. Once in their account, select the **“Release from Program”** button

View Student: Richardson, Candice

[Back to Student Search](#)

Student Detail

First Name :	Candice	Phone Number :	642-583-7468 (null)
Middle Name :	Jhony	Alternate Phone Number :	
Last Name :	Richardson	Age :	47
Email :	1881+1352078@gmail.com	Date of Birth :	03/01/1970
Mailing Address :	108 Appletree Dr NE Plymouth MN 55447	Testing Jurisdiction :	MN
County :		Program :	Hennepin County Adult Correction Facility
VUE ID :	239179095	In Options Program :	No
GED ID :	20150506-5753-3578	ID# (Inmate, Program, etc.) :	
Link to historical record :		Student :	Yes
Fictitious Student :	No	GED Test Prep Center(s) :	
		Last Updated :	09/07/2017 06:58:44 AM
		Last Login :	
		Browser Language :	English
		Language at home :	English

[Simulate Student](#) [Edit](#) [Merge](#) **[Release From Program](#)**

How to Release a Tester's account from corrections continued....

Edit Student Program Information: Richardson, Candice

Back to View Student

Student Detail

Releasing from this program will affect your ability to manage this student's account. Please enter a new email address to continue.

First Name: Candice

Middle Name: Jhony

Last Name: Richardson

Date of Birth: 03/01/1970

Testing Jurisdiction: Minnesota

Contact email: abcd123@gmail.com

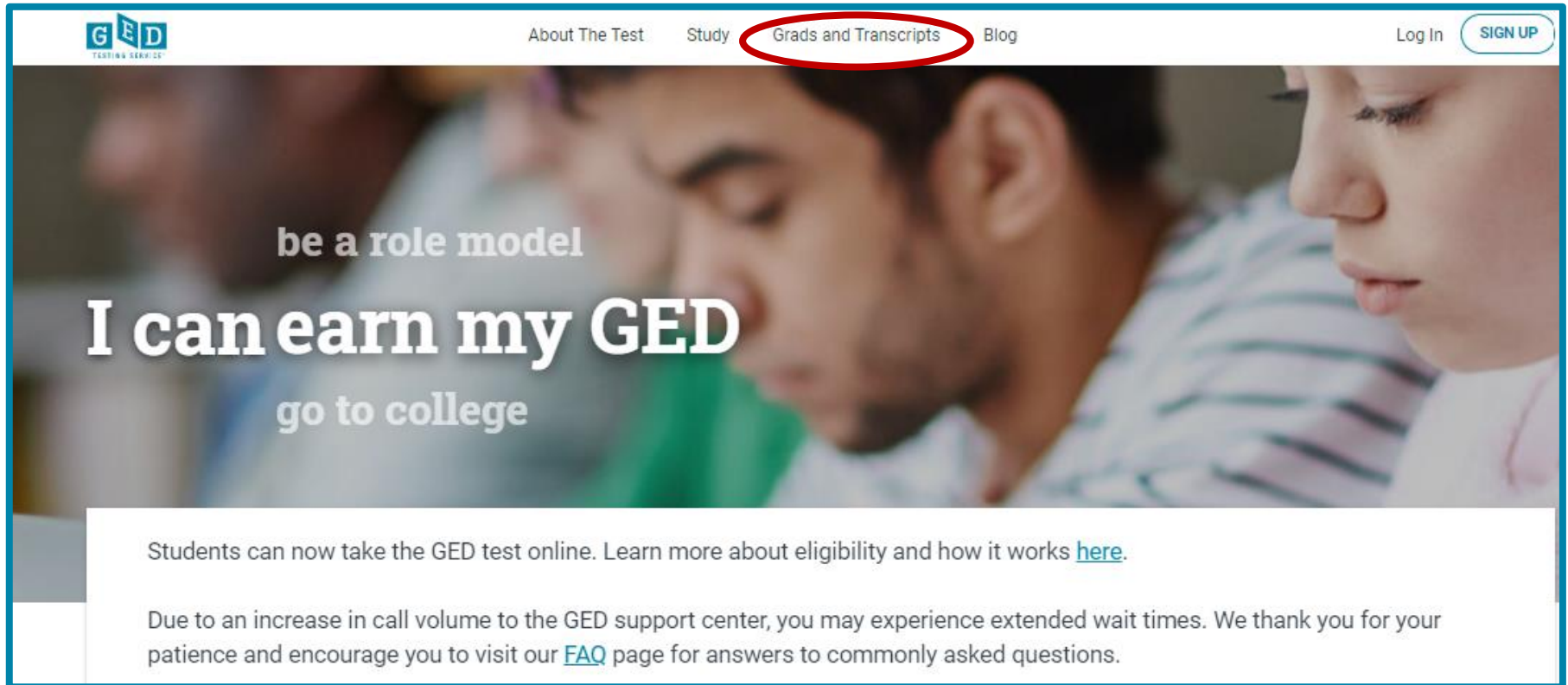
Save / Return Cancel / Return Scheduling Questions

- Enter a valid email address for the Tester, then click **“Save/Return”**
- Instruct the Tester to go to **GED.com** and click on **“Log In”** in the top right corner of the screen. They will need to enter their email address and select **“Forgot Password”**
- They will then receive an email to set their password

How Testers who
credentialled **PRIOR** to
Jan. 1, 2014 can obtain
their credentialing
documents



Go to <https://ged.com/> & click on the “Grads and Transcripts”



GED
TESTING SERVICE


About The Test Study **Grads and Transcripts** Blog Log In [SIGN UP](#)

be a role model
I can earn my GED
go to college


Students can now take the GED test online. Learn more about eligibility and how it works [here](#).

Due to an increase in call volume to the GED support center, you may experience extended wait times. We thank you for your patience and encourage you to visit our [FAQ](#) page for answers to commonly asked questions.

Select “Region” & “Area” and click “Request Transcripts” button



About The Test Study Life After GED Log In [SIGN UP](#)



Life After GED

Whether you are college-bound or looking for a new career, we have what you need to get started.

Request Your Transcript

If you are a third party verification company and need to request access to [our partner site](#), please complete this [online form](#) to request a new GED Credentialing Parchment Exchange account.


If you earned your GED® credential in 2014 or later, log in to request your transcript.

[LOG IN](#)

If you earned your GED® credential before 2014, enter your location in the drop-down to request your transcript.

Select Region: Select Area:

[REQUEST TRANSCRIPTS](#)



Requesting Transcripts



Alaska Department of Labor and Workforce Development
DIVISION OF EMPLOYMENT AND TRAINING SERVICES

 Search

DOLWD State of Alaska

[HOME](#) [EMPLOYER](#) [JOB SEEKER/WORKER](#) [GRANTS](#) [TRAINING/EDUCATION](#) [UNEMPLOYMENT](#) [STAFF](#)

DOLWD / Division of Employment and Training Services / General Educational Development (GED) Testing Program

General Educational Development (GED) Testing Program

The GED test was originally developed by the United States War Department in the 1940s. In 1966, the GED testing program was moved to the State Department of Education and on July 1, 1999, the administration of the program transferred to the State Department of Labor and Workforce Development in response to the passage of the Workforce Investment Act of 1998. The statutory authority for the GED testing program is found at Alaska State Statutes 44.31.020.

Beginning in January, 2014, all GED tests are computer-based and are given in Pearson VUE testing centers. People wishing to take the GED tests should register at <https://ged.com/>. At the bottom of the home page at <https://ged.com/> under the category of "Take Action" is a link which will allow for locating Alaskan test centers.

LINKS

- [ADULT BASIC EDUCATION \(ABE\)](#)
- [GENERAL EDUCATIONAL DEVELOPMENT \(GED\) TESTING PROGRAM](#)
- [GED REQUIREMENTS](#)
- [GED TRANSCRIPT REQUEST \(PDF\)](#)
- [ABE DIRECTORY \(PDF\)](#)

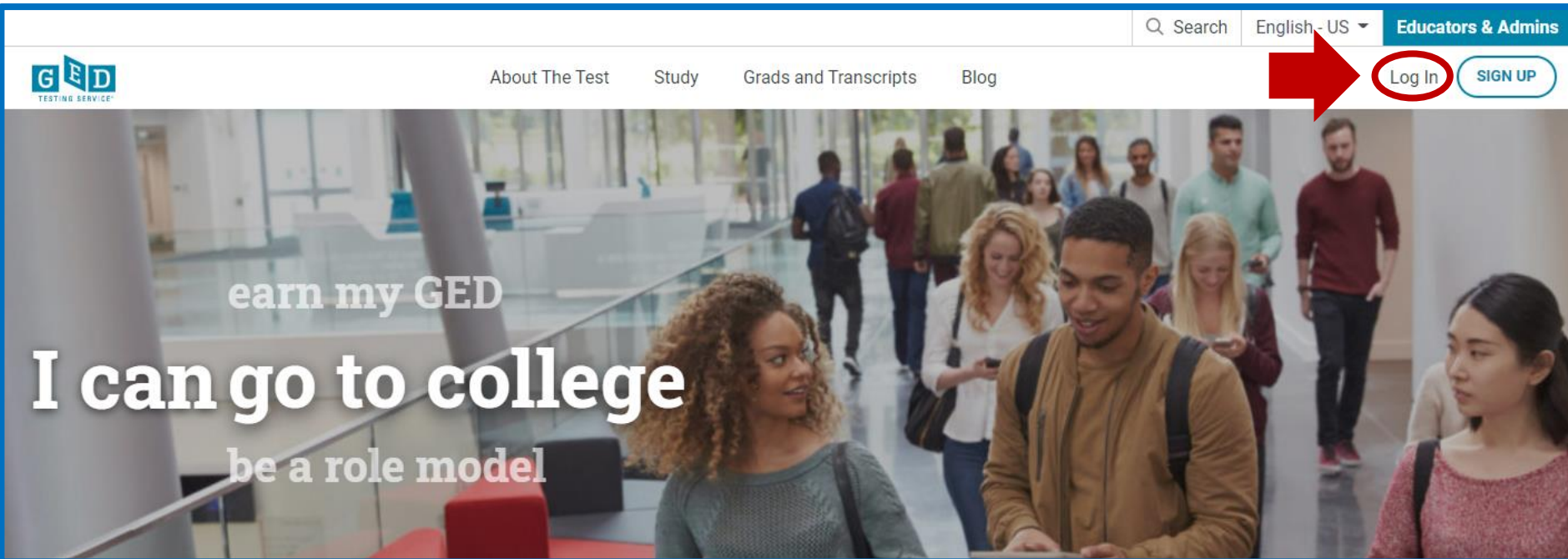
ABE CONTACT INFORMATION

Alaska State GED Administrator:

How Testers who
credentialled **AFTER** to
Jan. 1, 2014 can obtain
their credentialing
documents



Go to <https://ged.com> and log into their account by clicking the “Log in” button



The screenshot shows the GED Testing Service website. The top navigation bar includes a search bar, a language dropdown set to 'English - US', and a link for 'Educators & Admins'. Below this, the main navigation menu contains 'About The Test', 'Study', 'Grads and Transcripts', and 'Blog'. On the right side of the navigation bar, the 'Log In' button is circled in red, with a red arrow pointing to it from the right. Next to it is a 'SIGN UP' button. The main content area features a large image of a diverse group of students in a modern, brightly lit hallway. Overlaid on the image is the text: 'earn my GED', 'I can go to college', and 'be a role model'.

OR go to “Grads and Transcripts” section and click on this button

Grads and Transcripts

Whether you are college-bound or looking for a new career, we have what you need to get started.

Request Your Transcript

Organizations

Employers, academic agencies, parents and other third parties can verify applicant transcripts on our partner site, [parchment.com](https://www.parchment.com).

[VISIT OUR PARTNER SITE](#)

Students Who Credentialed in 2014 or Later

[LOG IN TO REQUEST TRANSCRIPT](#)

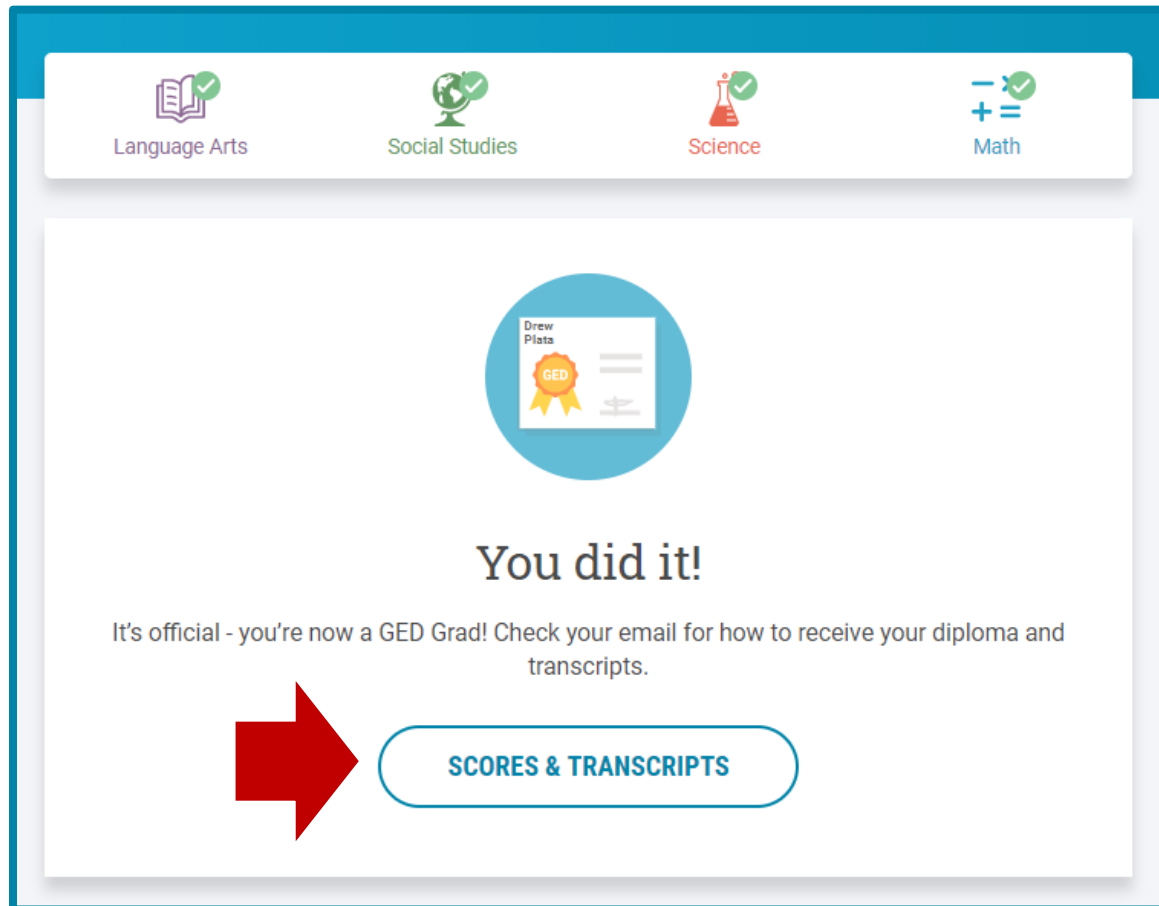
Students Who Credentialed Before 2014

Select Region: English - US

Select Area: Select area...

[REQUEST TRANSCRIPTS](#)

Click on the “Scores and Transcripts” button on the Dashboard



Or, go to the “MyScores” section and click on “Order Duplicates” button

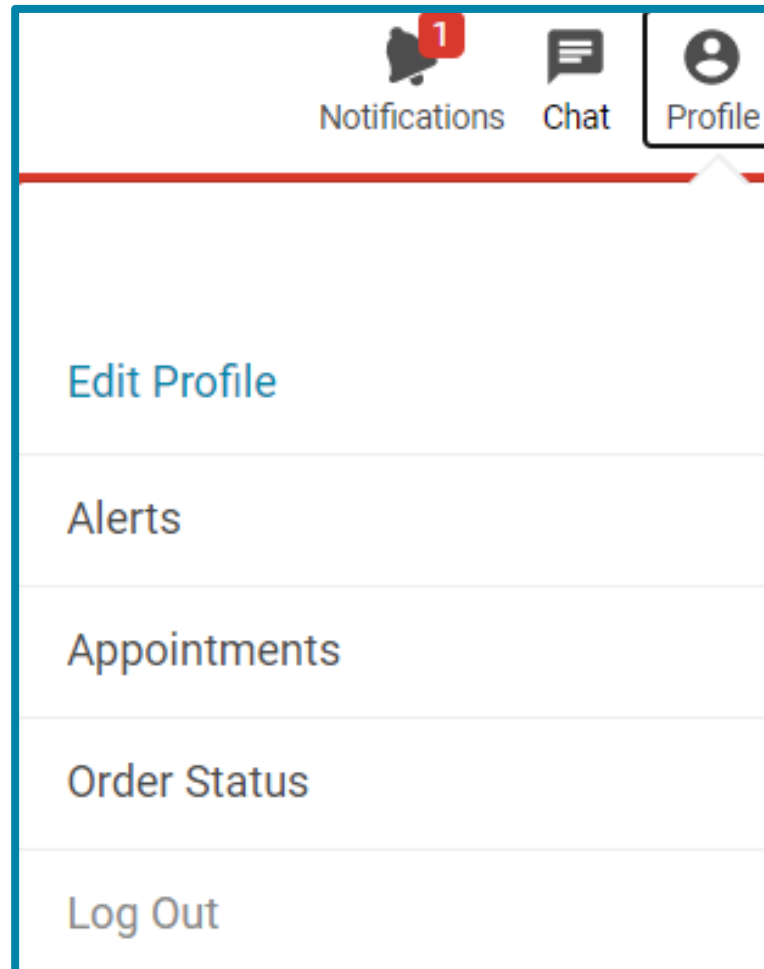
The screenshot shows the GED Testing Service user interface. At the top, the navigation bar includes 'Home', 'Study', 'My Scores' (circled in red), and 'More'. A 'SCHEDULE TEST' button is also visible. On the right, there are icons for 'Notifications', 'Chat', and 'Profile'. Below the navigation bar is a blue header with the text 'My Scores' and 'Your GED Test and GED Ready Practice Test scores.' A green banner below the header contains the message: 'Congratulations! You passed the GED Test! Check your email for your transcript and instructions on how to receive your California High School Equivalency Certificate'. On the right side of this banner, the 'ORDER DUPLICATES' button is circled in red, with a large red arrow pointing upwards towards it. Below the banner, the 'Highest GED Scores' section is displayed, showing four subject cards: Language Arts (149), Social Studies (150), Science (154), and Math (148). Each card includes the score, a 'Pass' status, the date, and a 'SCORE REPORT' button. At the bottom of the scores section is a 'VIEW ALL TEST SCORES' button.

Subject	Score	Status	Date
Language Arts	149	Pass	October 8, 2020
Social Studies	150	Pass	February 28, 2020
Science	154	Pass	January 29, 2020
Math	148	Pass	March 12, 2020

How you can edit a Tester's address and/or phone number



Find the Tester’s account in the “Student Search” section and then click on the “Simulate Student” button. Next, click on “Edit Profile” in the top right of your screen



Click on “Edit Personal Information” to edit their address

Personal Information

Name : CandidateGED CandidateGED
Date of Birth : 03/03/1994
Testing Jurisdiction : Minnesota
Address :
123 Any Which Way
Jonestown MN 55372 USA
Social Security Number (SSN) :



[EDIT PERSONAL INFORMATION](#)

Contact Preferences

Email : candidateGED@candidateGEDdb.com
Phone Number : 555-444-5555
Alternate Phone Number :
Email me offers, news, and updates : No
Email me instructions, tips, and study recommendations : No
Text me news and discounts : No

[EDIT CONTACT PREFERENCES](#)

After editing the information you must click the “save” button

Mailing Address
This will help us find your closest testing center.

Country

United States ▼

Mailing Address 1

123 Any Which Way

Mailing Address 2 (optional)

City

Jonestown

State / Province **ZIP / Postal Code**

Minnesota ▼ 55372

“Edit Contact Preferences” is where you need to go to in order to edit their phone number(s). You must click the “save” button afterwards

Contact Preferences	
Email :	candidateGED@candidateGEDdb.com
Phone Number :	555-444-5555
Alternate Phone Number :	
Email me offers, news, and updates :	No
Email me instructions, tips, and study recommendations :	No
Text me news and discounts :	No



How you can go about getting the Tester's name and/or DOB edited



Name Change UPDATE!

Effective June 1st, 2018 GED® Testing Service no longer supports name changes due to Marriage/Divorce for Testers who have already credentialed

We will continue to support name changes under the following circumstance with formal documentation

- Required court-ordered such as witness protection and gender changes
- Provide the ability to correct their names in cases of typos
- We will also help inmate graduates make use of credentials obtained while incarcerated under an alias. This process, however, requires approval from the state GED Administrator™

What you can do to ensure accounts are accurate



Carefully enter Tester's demographic information when creating accounts and double check the information you entered (especially Name, DOB and last four of ssn) **BEFORE** the Tester begins testing.

EMAIL help@ged.com to get name and/or dob updated (**EVEN IF TESTER HAS CREDENTIALS**) but note this can take up to 5 business days and is not something that can be done over the phone

Resources



Who to Contact sheet for Test Administrators



Who to contact sheet for Test Administrators

https://ged.com/educators_admins/test_admin/support/

Call 1-833-246-8320 for Tech Support Only

For assistance on

Technical support issues such as:

- **Service Direct** questions and support
- Resetting your passwords or unlocking your account (Note: Password resets can be done by selecting *Login Help* or *Account Recovery Tool* within the program you are using)
- Launching or delivering GED® tests or GED® Ready Tests with **Delivery Manager**
- Running an express RMA
- Obtaining a new security certificate
- Obtaining a challenge key

Contact

Provides technical support to testing centers. Assists with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.

Who to contact sheet for Test Administrators

https://ged.com/educators_admins/test_admin/support/

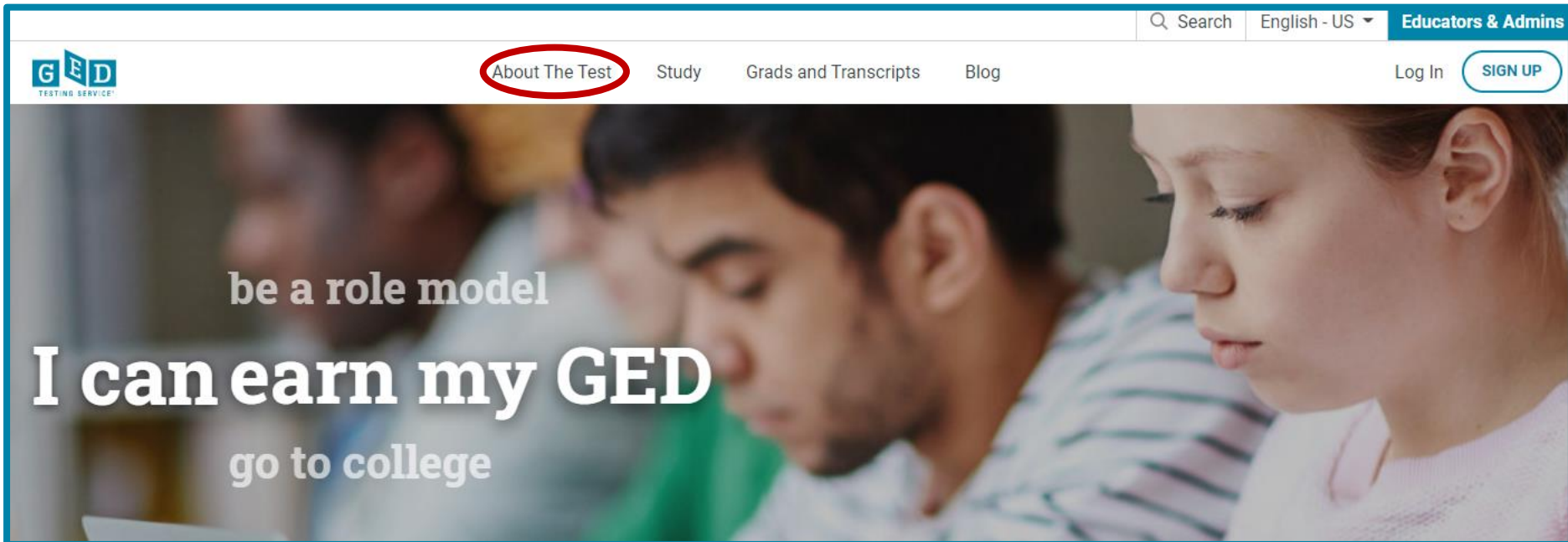
Call 1-866-389-3665 for Customer Service & Channel Quality	
For assistance on	Contact
<p>Customer service issues such as:</p> <ul style="list-style-type: none"> • Assistance with GED Manager™ • Assistance with Registration Manager Software • Creating or merging a student profile in GED Manager™ • Scheduling students for same day or future appointments • Date of birth (DOB) changes • Non-technical questions regarding checking candidates in, including ID requirements or determining if a candidate should be turned away • When a student arrives at your testing center but is not on your schedule • General GED® student support 	<p>Press 1 for Customer Service</p> <p>Provides help with answering student questions, registering a student, or scheduling a student's test. Assists testing centers with non-technical student questions about scheduling or checking-in students on test day. <i>help@ged.com</i></p>
<p>Non-technical test center operations issues such as:</p> <ul style="list-style-type: none"> • Closing a testing center temporarily due to weather or other reasons • General, non-student related policies and procedures • Locating client reference materials, rules agreements or other documents on the VUE Support System (VSS) website • Using Site Manager or Administration Manager including how to update personnel and updating hours of operation • Test Administration certification and recertification • Moving a testing center to a new location • Closing a testing center permanently 	<p>Press 2 for Channel Quality (Test Center Operations)</p> <p>Supports non-technical policies and procedures for administering tests. This includes site hours, site contacts, adding/removing test administrators and the administrator training and certification program.</p>

NOTE: Students should call 1-877-EXAM-GED (392-6433) to receive the support they need

GED[®] State Policy Pages

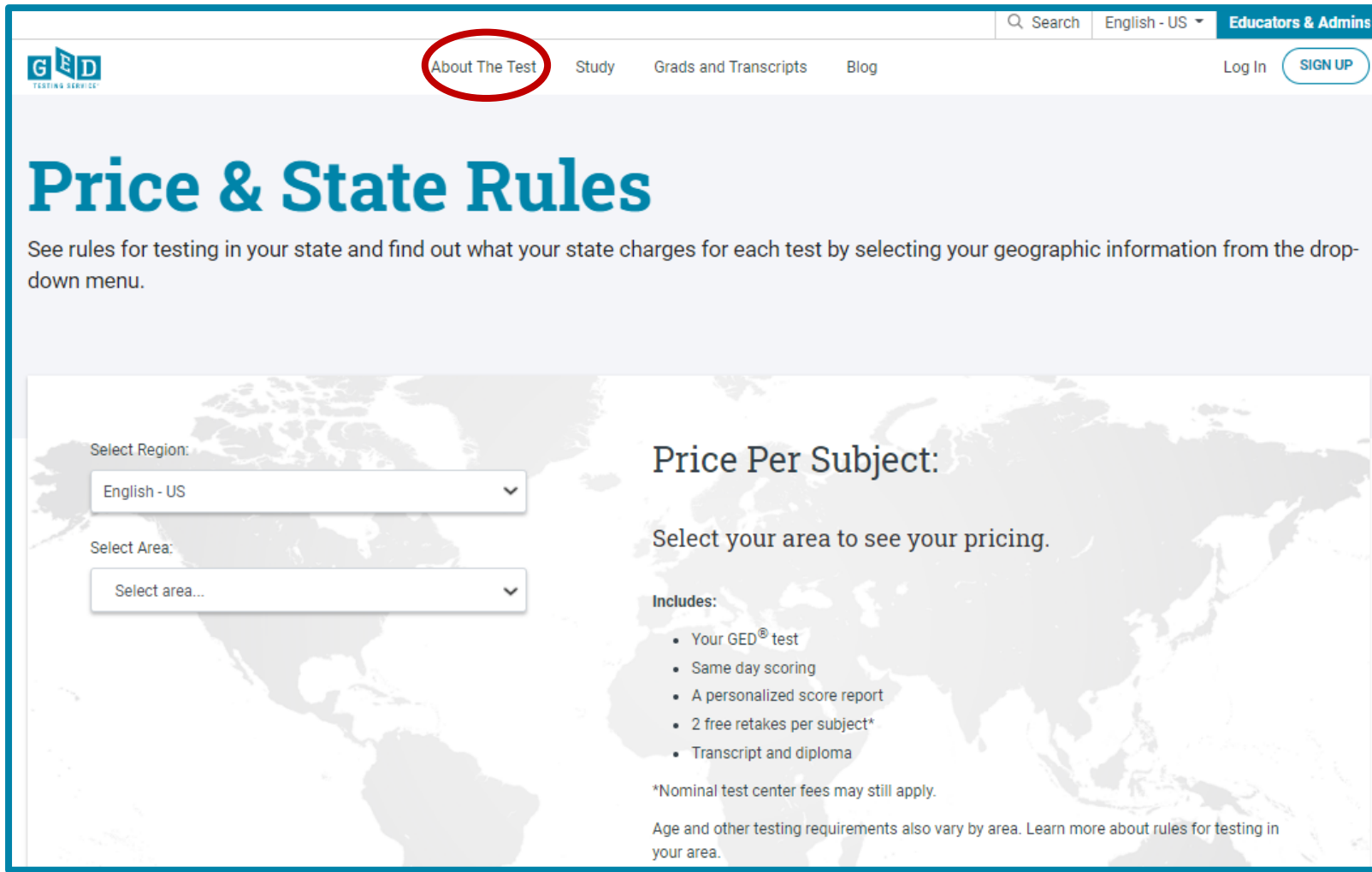


Go to the official GED® website
<https://ged.com/> and click on “About the Test”



The image shows a screenshot of the GED website. At the top, there is a navigation bar with a search icon, the text "Search", a language dropdown menu set to "English - US", and a link for "Educators & Admins". Below this is a secondary navigation bar with the GED logo on the left, a red circle around the "About The Test" link, and other links for "Study", "Grads and Transcripts", and "Blog". On the right side of this bar are "Log In" and "SIGN UP" buttons. The main content area features a background image of three students looking at a document. Overlaid on this image is the text: "be a role model", "I can earn my GED", and "go to college".

Then click on “Price & State Rules”



GED TESTING SERVICE

About The Test Study Grads and Transcripts Blog

English - US Educators & Admins

Log In SIGN UP

Price & State Rules

See rules for testing in your state and find out what your state charges for each test by selecting your geographic information from the drop-down menu.

Select Region:
English - US

Select Area:
Select area...

Price Per Subject:

Select your area to see your pricing.

Includes:

- Your GED® test
- Same day scoring
- A personalized score report
- 2 free retakes per subject*
- Transcript and diploma

*Nominal test center fees may still apply.

Age and other testing requirements also vary by area. Learn more about rules for testing in your area.

Select “Region” & “Area” & click “View State Rules”

Price & State Rules

See rules for testing in your state and find out what your state charges for each test by selecting your geographic information from the drop-down menu.

Select Region:

English - US

Select Area:

California

Price Per Subject: **\$35.00**

The total cost for all 4 subject tests is \$140.00. You don't have to take all 4 tests at once and can space them out however you choose.

Includes:

- Your GED® test
- Same day scoring
- A personalized score report
- 2 free retakes per subject*
- Transcript and diploma

*Nominal test center fees may still apply.

Age and other testing requirements also vary by area. Learn more about rules for testing in your area.

[VIEW STATE RULES](#)

California Policy Page

California

TOP POLICIES

PRICE & PAYMENT

TEST RETAKE POLICIES

TRANSCRIPTS & DIPLOMA

OTHER

Top Policies

How old do I need to be to take a California GED® test?

+

I'm underage. What do I need to do to take the test?

+

Do I need to prove I'm a resident of California to take the test?

+

My closest test center is in Arizona, Nevada, or Oregon. Can I take the test there?

+

Do I need to take a GED® class or receive instruction from a local prep center before I can take the test?

+

Do I have to take the GED Ready® practice test before testing?

+

Service Direct

(this section is only applicable to Test Administrators)



What is Service Direct?

Functions



- Service Direct is the system for managing incidents and support requests, or “**cases**”.
- Report testing misconduct
- Order materials
- Provide and receive updates on cases

Additional Service Direct functions

Ordering Materials

- Items like erasable notebooks need to be requested via a case
- Create a case and select the options:
 - **Test Center Request**
 - **Test center fulfillment**
- Pens cannot be ordered, but should be superfine tip, black, dry erase whiteboard markers

- Suggesting changes to documentation or needing clarification
 - Create a case with the option
 - **Test Center Request**
 - **Test center documentation inquiry**
 - Note the error or discrepancy, outdated information, or policy/procedure that needs clarification
 - Suggestions for improving information is always helpful

Service Direct Training Tools

*(this section is only applicable to Test
Administrators)*



Service Direct Training Tools

7 video tutorials demonstrate the main functions of the new system

- The tutorials are on average **7 to 8 minutes in length.**

There are **15 Quick Reference Cards** and there is one for each of the 7 tutorials.

Service Direct Training Tools

Tutorials

- ▣ **Tutorial 1** - *Accessing ServiceDirect*
- ▣ **Tutorial 2** - *Navigating ServiceDirect*
- ▣ **Tutorial 3** - *Configuring your Browser*
- ▣ **Tutorial 4** - *Working with Views*
- ▣ **Tutorial 5** - *Creating Cases*
- ▣ **Tutorial 6** - *Taking Ownership*
- ▣ **Tutorial 7** - *Case Notices and Updating Cases*

ServiceDirect Quick Reference Cards

- ▣ **Accessing ServiceDirect** - *Quick Reference Card*
- ▣ **Accessing ServiceDirect Training** - *Quick Reference Card*
- ▣ **Adding Attachments** - *Quick Reference Card*
- ▣ **Case Notices** - *Quick Reference Card*
- ▣ **Configuring Your Browser** - *Quick Reference Card*
- ▣ **Creating Cases** - *Quick Reference Card*
- ▣ **Edit profile settings** - *Quick Reference Card*
- ▣ **Logging Out** - *Quick Reference Card*
- ▣ **Navigating ServiceDirect** - *Quick Reference Card*
- ▣ **Request to Reschedule** - *Quick Reference Card*
- ▣ **Search Basics** - *Quick Reference Card*
- ▣ **Taking Ownership** - *Quick Reference Card*
- ▣ **Updating Cases** - *Quick Reference Card*
- ▣ **Using Knowledge** - *Quick Reference Card*
- ▣ **Working with Views** - *Quick Reference Card*

- Leverage the tutorials by periodically reviewing the videos and the quick reference cards – In **VSS**, click on **“Downloads”** and then **“Service Direct”**
- If you’ve not used **Service Direct** much refer to these tools before using different functions
- Additional questions? Call **Test Center Support** at **1-866-389-3665 option 2**

ServiceDirect – Quick Reference Card

Creating Cases

Cases are created for individual support requests, situations, or incidents. As a case is created, it's assigned a unique identifier for tracking and managing the related work or for reporting its status.

Knowing how to create & submit cases will help you manage simple support requests, such as ordering supplies, as well critical incidents.

In this Quick Card, you will learn how to create & submit cases.

Step 1 – Create Case

- a) Log in to **Connect** & open **ServiceDirect**.
- b) From the upper-right corner of the main home screen, click **Create case**.



The Case Topic & Type fields are displayed.

A screenshot of the 'Case type' form. The form has a title 'Case type' and two required fields: 'Topic *' and 'Type *'. Each field is represented by a dropdown menu with the text 'Select one' and a downward arrow. The asterisk indicates that these fields are required.

** Indicates a required field.*

Service Direct –How to Create a Case

Step 1 – Create Case

- Log in to **Connect** & open **ServiceDirect**.
- From the upper-right corner of the main home screen, click **Create case**.



The Case Topic & Type fields are displayed.

A screenshot of the 'Case type' form. It contains two dropdown menus: 'Topic *' and 'Type *', both with 'Select one' as the current selection. The asterisk indicates a required field.

* Indicates a required field.

Step 2 – Select Topic & Type

- Select **Topic** option that matches your request, situation or incident.

ServiceDirect will 'auto filter' the type field based on your selection.

**denotes mandatory field*

A screenshot of the 'Case type' form. The 'Topic *' dropdown menu is open, showing a list of options: 'Select one', 'Trust center request', 'Administrative/Check-in', 'Conditions inquiry', 'Exam delivery', and 'Hospital and appointment issue'. A red arrow points to the 'Conditions inquiry' option.

- Select **Type** option that matches your request, situation or incident.

For more info on this, see the 'Topic & Types Quick Reference Card'.

A screenshot of the 'Case type' form. The 'Type *' dropdown menu is open, showing a list of options: 'Select one', 'Select one', 'Complaint of unprofessional treatment', 'Name change request', and 'Request to update personal information'. A red arrow points to the 'Complaint of unprofessional treatment' option.

Pre Test Day and on Test Day *(this section is only applicable to Test Administrators)*



Pre-Test Best Practices



Run RMA for
Tester roll call



Ensure testing
room is clear



Dry erase boards
are cleared



Have Candidate
Agreements
ready



Stagger
placement of
Testers

Prior to test day



- Ensure that the name and the date of birth is correct on the Tester's account to avoid receiving incorrect information on credentials
- Make sure the correct Tester is scheduled (watch for multiple people with similar names)
- Have a seating plan so you can make sure the Tester is seated at the correct computer to test

Daily Startup Checklist

- Check your voicemail and email for any instructions or information from Pearson VUE that might affect the day's schedule.
- Access the **VSS** website (<http://vss.pearsonvue.com>) and check that **RMA** is running properly. Run **RMA** manually, if necessary.
- Check **Service Direct** to see if any new cases have been assigned to your test center, and review the open cases.
- Familiarize yourself with the day's activities and print the schedule if you choose.
- While reviewing the day's testing schedule, be sure that any accommodations that are required have been prepared.



Check In

Confirm the ID matches (when available) with the Tester scheduled and the information in Registration Manager

- Name should be an exact match!!
- As best practice ask Tester to identify their name and DOB verbally

Check for unauthorized items

Candidate Search Best Practices

- Ask the Tester to turn all pockets completely out and show waist/belt area if not visible
- Roll up sleeves if down, roll down sleeves if up
- Hooded? Ask the Tester to lift the hood to see if anything is underneath
- Pull back hair to show ears if hair is in the way to see any devices in ears

- View tattoos to ensure that no answers are hidden in them
- Ask the Tester to pat him/herself down (arms, waistline, and legs) to show there is nothing hidden
- Additional search requirements might be needed depending on your facility

Physical Test Monitoring

Test Administrators should closely monitor testing and be watching for possible cheating (notes on paper; notes written on body parts; and notes concealed within tattoos), as well as communication with other testers, etc.

If an administrator catches a Tester cheating, remove the Tester from testing and put the test in unscheduled break mode. Then let the time run out.

- Remember to create a case in **Service Direct** as soon as possible as a “**Candidate Error**” type of case
- Code the cases correctly to avoid delays

Circulate through the room every 10-20 minutes during test events.

Be aware of any other suspicious activity.

Managing Testing Issues

(this section is only applicable to Test Administrators)



What testing issues are there?



Misconduct

- Cheating
- Spy Glasses
- Hidden Notes
- Disruptive Testers

Prison Issues

- Lockdown
- Technical Issues

Candidate Misconduct

- If you suspect misconduct, **ask the Tester to leave the testing room immediately and put the test in unscheduled break mode. Let the test time out. DO NOT stop the test.**
- Inform the Tester that you will be creating a case for conduct review with VUE
- Create a case as soon as possible in **Service Direct**

- Cases in **Service Direct** should include the following:
 - Detailed description of Tester behavior
 - Location or situation when confronting the Tester
 - Names and roles of all people involved
 - Tester's reaction and discussion between TA and Tester including Tester comments

Spy Glasses *(this section is only applicable to Test Administrators)*



Spy Glasses

What to do if a Tester is wearing glasses?



What do spy glasses look like?



What to do if a Tester is wearing spy glasses?



Spy Glasses continued....



If a Tester is wearing glasses, inform them that you must inspect the glasses



Ask the Tester to remove them and place them with the bridge down and arms unfolded on a hard surface



While inspecting, look for USB ports, covers, hinged compartments, slots for micro SD or TF cards, buttons, lights, and pin holes



What to do if spy glasses are identified?

- Ask the Tester to surrender the camera glasses and confiscate them
 - When attempting to confiscate use best judgement for safety
- Take a photo of the spy glasses when possible
- Create a case in **Service Direct** and attach the photo to the case
- If you have any questions contact the Test Center Support Line immediately at **1-866-389-3665** and choose option **1**

- Cases in **Service Direct** should include the following:
 - Detailed description of Tester behavior
 - Location or situation when confronting the Tester
 - Names and roles of all people involved
 - Tester's reaction and discussion between TA and tester including Tester comments

Website Information



Go to <https://ged.com/> and click on Educators and Admins

A screenshot of the GED website. The header includes a search bar, language selection ('English - US'), and a link for 'Educators & Admins' which is circled in red. Below the header is a navigation menu with 'About The Test', 'Study', 'Grads and Transcripts', and 'Blog'. On the right side of the header, there are 'Log In' and 'SIGN UP' buttons. The main content area features a background image of students in a classroom. Overlaid text reads: 'be a role model', 'I can earn my GED', and 'go to college'.

GED TESTING SERVICE

About The Test Study Grads and Transcripts Blog

Log In SIGN UP

Search English - US Educators & Admins

be a role model
I can earn my GED
go to college

Program Overview

The screenshot shows the GED website interface. At the top right, there is a language dropdown set to 'English - US' and a user role indicator 'Educators & Admins'. Below this is a navigation bar with links for 'About The Test', 'Study', and 'Life After GED', along with 'Log In' and a 'SIGN UP' button. The breadcrumb trail 'Home / Educators & Admins / GED Program Overview' is highlighted with a red box and a red arrow pointing to it. On the left, a sidebar menu is highlighted with a purple box, containing links for 'GED Program Overview', 'Why GED?', 'College Readiness', 'Workforce Development', 'GEDWorks Program', 'In Session Blog', 'Teaching the GED® Test', 'State Policies', 'Test Administration', and 'GED Manager'. The main content area, highlighted with a blue box, features the title 'GED Program Overview' in large blue text, followed by two images: one of three people studying at a table and another of a busy modern building lobby.

Resources for all Educators

GED Program Overview



Teaching the GED® Test



[Free Classroom Materials](#)



[Teaching Resources](#)



[Professional Development](#)



[Prep Products](#)

[Promote Your Program](#)

State Policies

Test Administration



GED Manager

Top Resources



Professional Development Training

[View Resource](#)



Resources to Guide Your Instruction

[View Resource](#)



Free Classroom Materials

[View Resource](#)



Free Classroom Materials

We've developed a wealth of free resources to help your students pass the GED® test. Whether you are looking for tutorials, reference sheets, scoring tools, or videos to use in the classroom, you'll find it here.

[Learn more](#)



Teaching Resources

Use these resources to guide your GED® instruction. You can get detailed information on the skills students need to demonstrate to pass, what is being assessed in each content area, and more.

[Learn more](#)



Downloadable Resources

Downloadable Resources

Practice with the tutorial and try the practice tests to learn about the various question types and become familiar with how the test works.

[Download the computer tutorial](#)

[Math Practice Test](#) | [Spanish Math Practice Test](#)

[RLA Practice Test](#) | [Spanish RLA Practice Test](#)

[Science Practice Test](#) | [Spanish Science Practice Test](#)

[Social Studies Practice Test](#) | [Spanish Social Studies Practice Test](#)



In Session Newsletter

In Session Educator Newsletter

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Educator's Newsletter

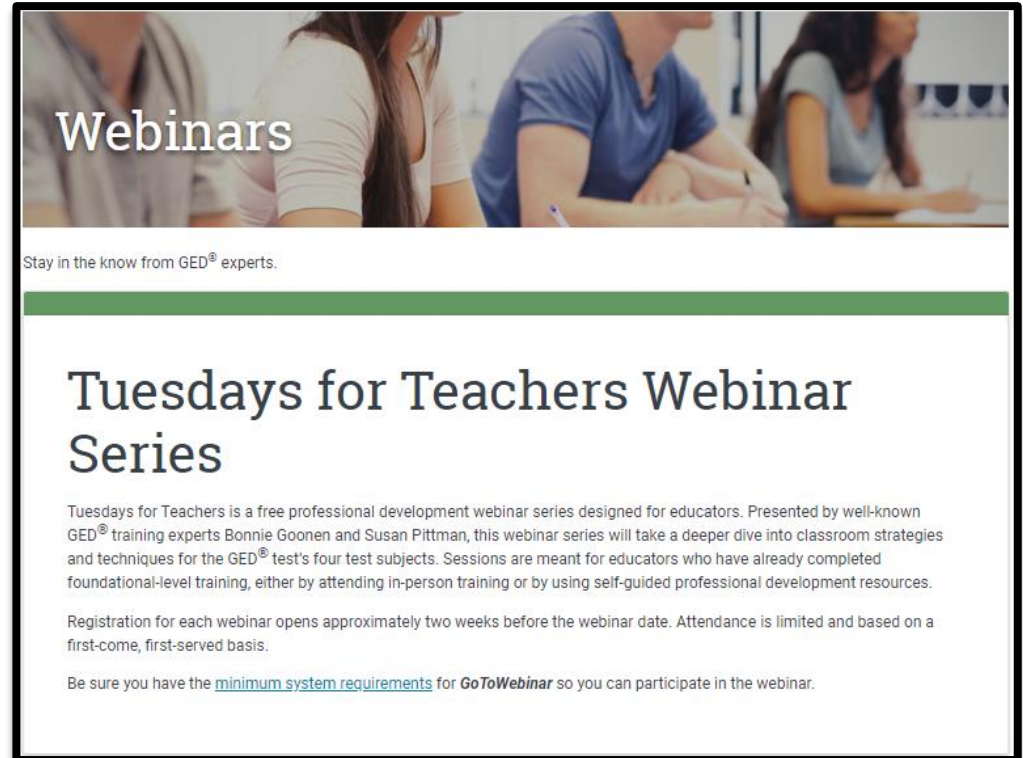
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SIGN UP

“Tuesdays for Teachers”

- Recorded presentation
- Slideshow document
- Resources – including strategies & classroom activities
- More . . .



Webinars

Stay in the know from GED® experts.

Tuesdays for Teachers Webinar Series

Tuesdays for Teachers is a free professional development webinar series designed for educators. Presented by well-known GED® training experts Bonnie Goonen and Susan Pittman, this webinar series will take a deeper dive into classroom strategies and techniques for the GED® test's four test subjects. Sessions are meant for educators who have already completed foundational-level training, either by attending in-person training or by using self-guided professional development resources.


Registration for each webinar opens approximately two weeks before the webinar date. Attendance is limited and based on a first-come, first-served basis.

Be sure you have the [minimum system requirements](#) for **GoToWebinar** so you can participate in the webinar.

https://ged.com/educators_admins/teaching/professional_development/webinars/


Test Administration

- GED Program Overview
- Teaching the GED® Test
- State Policies
- Test Administration**
- [Become a Test Center](#)
- [Managing Your Test Center](#)
- [Administration Policies](#)
- [Testing in Corrections](#)
- [Test Center Support Lines](#)
- [Test Accommodations](#)
- GED Manager

A group of four diverse students are sitting at a long white table in a classroom or library setting, focused on their work. They are looking at papers and writing.

Become a Test Center

Turn your adult education or community center into an official GED® testing location in your area.

A woman in a purple top is standing and assisting two men who are seated at a computer workstation in a library. They are looking at the screen together.

Managing Your Test Center

Need how-to guides to help with test administration and program support? We've got what you need right here.

Testing in Corrections

Corrections Basics



- Computers are required but you do not need internet access during testing
- The GED Ready® practice test and GED® test software can be downloaded to computers
- Tests can be taken on laptops
- An offline version of the 2014 GED® test tutorial is also available. [Learn how to access it.](#)
- Alternative security protocol is used for identifying testers and monitoring testing

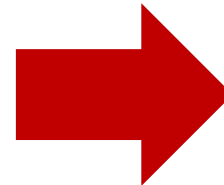


Student Set Up



As a Corrections Test Center Administrator, you can:

- Create and manage accounts for testers in [GED Manager™](#). See info on [how to get access](#) to GED Manager™.
- We have assembled a handy list of print-ready guides that provide step-by-step instructions complete with screenshots to help you breeze through administrative matters. Click on the guide you would like to view.
 - [Passers Report for Corrections](#)
 - [Creating Accounts in GED Manager](#)
 - [Manages Students/Student Search](#)
 - [Releasing Student from Program](#)
 - [Accessing Account after Release](#)
 - [Test Center Support Line](#)



Policy and Procedures Guides

GED Program Overview

Teaching the GED® Test

State Policies

Test Administration

[Become a Test Center](#)

[Managing Your Test Center](#)

Administration Policies

[Testing in Corrections](#)

[Test Center Support Lines](#)

[Test Accommodations](#)

GED Manager

Test Administration Policies

Understand the policies and procedures needed to administer the test in your center.

The GED® Program Policy Manual

Learn about the specific rules and regulations needed to administer the GED® test in the U.S., Canada, and Internationally. This includes information on the organization of the GED® jurisdictions and the roles and responsibilities within each jurisdiction program. The manual also includes procedures for testing under special circumstances such as the Canadian testing program or testing on paper.

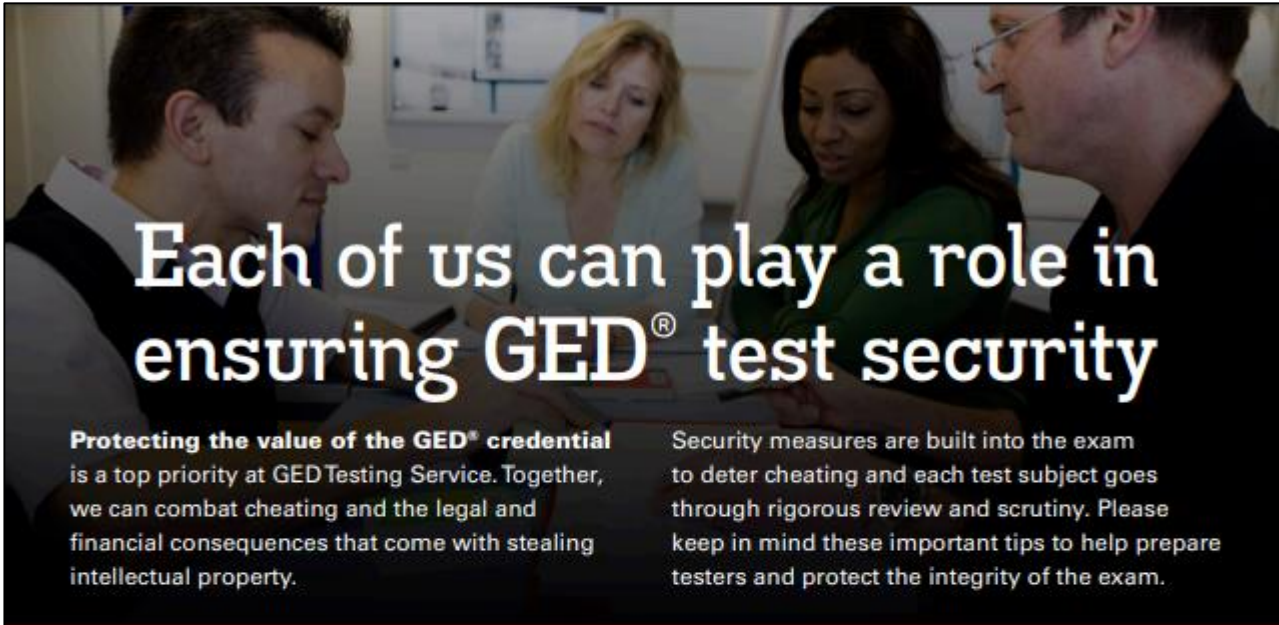
[View Policy Manual](#)

Pearson VUE Test Administration Policies & Procedures

This guide is provided by Pearson VUE and details the process and procedures for administering computer based tests. Test Administrators can access this guide through the VSS portal. Rules about identification and check-in procedures as well as general test security practices and GED®-specific protocol are covered here.



Test Security Flyers!



Each of us can play a role in ensuring GED® test security

Protecting the value of the GED® credential is a top priority at GED Testing Service. Together, we can combat cheating and the legal and financial consequences that come with stealing intellectual property.

Security measures are built into the exam to deter cheating and each test subject goes through rigorous review and scrutiny. Please keep in mind these important tips to help prepare testers and protect the integrity of the exam.

What Educators Should Know:

- » Debriefing with a tester about test questions is a violation of the agreement with GED®. It's important to be a role model of good behavior. Don't encourage testers to talk about exact test items. It is okay for them to discuss general topics on the test.
- » It's important that classroom personnel know that they can't take the GED® test. It's only for those in need of a high school equivalency diploma. Your
- » Cell phones are the most common reason that tests are revoked. Please remind testers that phones must be left at home or locked up during testing.
- » Impersonation is the most common attempt at cheating. Photo ID is required on the day of the test, and photos are used to compare testers from session to session. Attempted impersonation will result in a lengthy ban from testing.

New Test Security Flyers! continued....

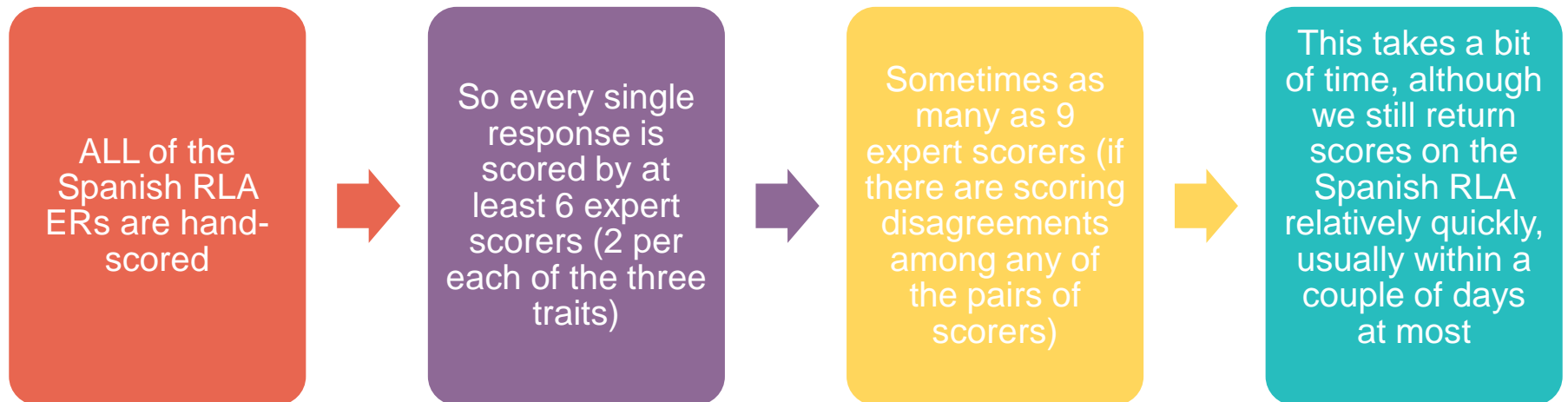
What Test Administrators Should Know:

- » Check Service Direct daily for any new cases that may have been assigned to your test center and review the open cases. Sometimes we will reach out to you via a case (in Service Direct) to ask you for assistance with our investigation.
- » When checking in testers for GED® testing be sure to check that the first name, last name and date of birth on the ID provided matches what is listed on their account in Registration Manager.
- » Be on the lookout for hidden cameras. You can find out more about how to identify spy glasses, camera buttons, etc. by accessing the info sheet in VSS.
- » When creating cases in Service Direct it is helpful to include the following information:
 - Detailed description of tester behavior
 - Location or situation when confronting the tester
 - Names and roles of all people involved
 - Tester's reaction and discussion between TA and tester including tester comments

Important Information



Hand Scoring of Spanish RLA Tests





GED PLAY

On-demand video learning

GED Programs Have Expressed a Need For:

- Engaging distance learning tools
- High quality content to supplement existing instruction
- Ability to track student time on task

Correctional Programs Have Additional Needs:

- Content that can be served offline
- Instruction for students in restricted areas
- Teacher support given widely varying levels of students



Extensive Content



Hours of video instruction covering all four GED test subjects.

Targeted Lessons



Concepts align directly with the skills being evaluated on the GED test.

Top-Rated Instructors



Pre-recorded videos featuring Kaplan experts.

Easy to Digest



Short lessons focus on one skill at a time.

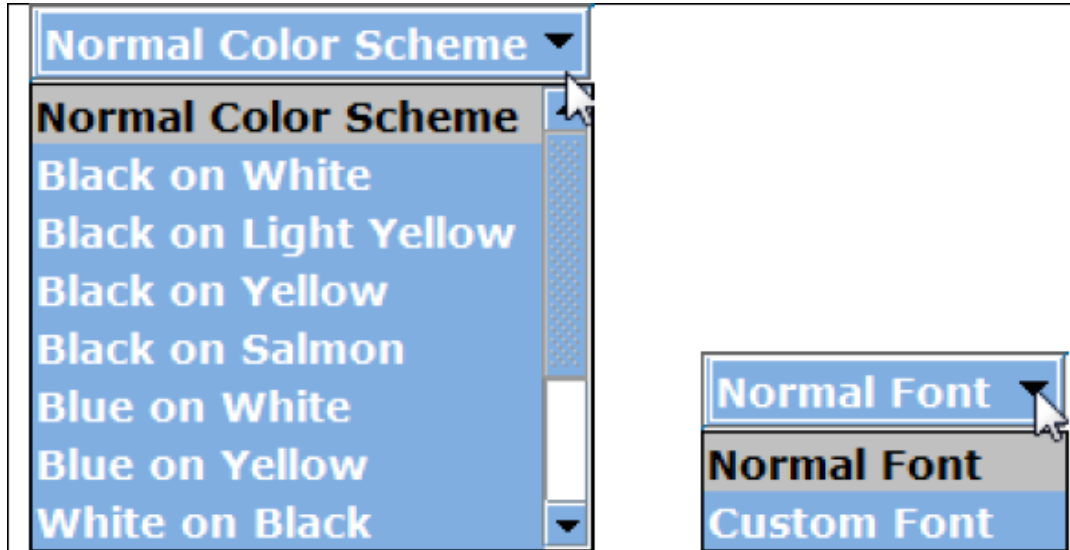
Learn. Practice. Pass.

GED Play can be purchased on its own or alongside GED Flash for Organizations so students can practice concepts as they learn them.

For more information, contact sales@aztecsoftware.com.



Font and Color Contrast Adjustment



- All GED[®] exams give Testers the option to adjust the font and color scheme appearing onscreen at any time during an exam. You do not need to request font and color adjustments from GEDTS[®] prior to the exam; these are automatically available for all Testers taking the GED[®] test. Here is an example of the font and color adjustment menu. The menus that appear at the test center may have different options than those pictured.

How to check RMA

- Each morning, it is important to verify that you have run the RMA from the previous night successfully to ensure that your test center has the latest schedule and exam information. Follow these steps to run the RMA on the Admin machine:
 1. Go to **“Start”**
 2. Click **“All Programs”** and then **“Vue Applications”**
 3. Click **“VUE Support Tools”** and then **“Remote Maintenance Agent”**.
 4. A black **“Remote Maintenance Agent”** box will appear on your screen and disappear after a few minutes when the RMA is complete.
- Please note, If the report shows that RMA is not running properly or that no connections have taken place since midnight, ensure that the server is powered on. If the server is powered on, contact VSS immediately.
- If you have a no-show at a DOC site, the RMA must be run the following day to complete the testing cycle and close out Missing Result cases.

Editing a User Account in Site Manager

- To edit a user account, you must have the **May create and edit (other) users** permission assigned to your account.
- Only one person at any site has this permission.
- Typically it is given to the Chief Examiner or main technical contact
- It's important to update the Chief Examiner in the system BEFORE they leave.
- Directions can be found in **VSS**
- Follow these steps to edit a user account:
 1. In **Site Manager**, click the **Personnel** category, and then click the **Users** tab. The **Users** tab displays a list of user accounts already defined at your test center.
 2. Select the user from the list. When you select the user, the detailed view pane appears and opens to the **Profile** tab by default.
 3. Select the tab in the detailed view pane with the information that you want to edit, and then click **Edit** in the lower-right corner of the pane.
 4. Edit the necessary information. (A red asterisk is located next to each box that requires information)
 5. Click **Save**. The changes are saved, and the information is updated in the tab.
 6. If you have any questions call VSS at **1-866-389-3665, option 3**.

Questions?

Please send an email to
help@ged.com

