





GED® graduates (left to right): Douglas, Jennifer, Lillie

WELCOME
REFERENCE GUIDE

GED TESTING SERVICE®

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This GED® Welcome Reference Guide is intended to assist you in navigating and understanding the GED Testing Service (GEDTS) system. We hope this will be a good starting point as you learn how to better serve your administration team as well as your students. If you have any further questions, please reach out to your State Relationship Manager (SRM) or the operations team (TechOps).

History

We are GED Testing Service, the sole provider of the official GED® test. It's a program for students to develop skills that lead to success in higher education and career growth. We strive to empower all students to improve their lives through education, and we've helped over 20 million people achieve their GED® credential.

We are the only high school equivalency program that is recognized by 97% of employers and colleges nationwide.

GED Testing Service is a joint venture of the American Council on Education, which started the GED® program in 1942, and leading education company Pearson.

Table of Contents

Process for GED.com Test-Takers . . . 4
Test Center Operational and Technology Requirements . . . 8
Test Center Approval Process . . . 11
GED® Computer-Based Test Administrator Qualifications and Staffing . . . 11
Test Security at the Test Centers . . . 12
Online Proctored — Take the Online GED® Test . . . 12
Corrections . . . 13
Accommodations . . . 14
GED Manager™ . . . 16
GED Manager™ User Roles: What They Mean . . . 18
GED Manager™ Permissions: What They Mean . . . 19
GED Analytics™ . . . 22
GED Manager™ and GED® Analytics Training . . . 22
GED Direct™ — Buy and Assign Tests to Your Students . . . 22
GED Marketplace™ — Offering More High School Equivalency Test Preparation . . . 23
Pearson VSS (System Support) . . . 23
Test Administrator Support . . . 25
Test Administrator Approval . . . 25
GED Testing Service Professional Development Initiative . . . 25
Educator Guides . . . 26
GEDWorks™ . . . 26
Internationally Recognized . . . 27
GED Option™ Program . . . 27
Grads and Transcripts . . . 27
Customer Service – Test Center Support . . . 29
Customer Service for Examinees . . . 30
Helpful Links . . . 31

Process for GED.com Test-Takers

Registration and scheduling support are available for students through the GED Testing Service website at GED.com/contact us

There are four easy steps involved in each of the registration application and scheduling processes:

Registration

- Step 1: Create your account (an account is required and free for the student/test taker)
- Step 2: Complete all State Specific and Scheduling Specific questions
- Step 3: Provide additional documentation (if necessary)
- Step 4: Schedule your test

Scheduling

- Step 1: Select your test
- Step 2: Select your location, date, and time
- Step 3: Pay for the test
- Step 4: Review your receipt

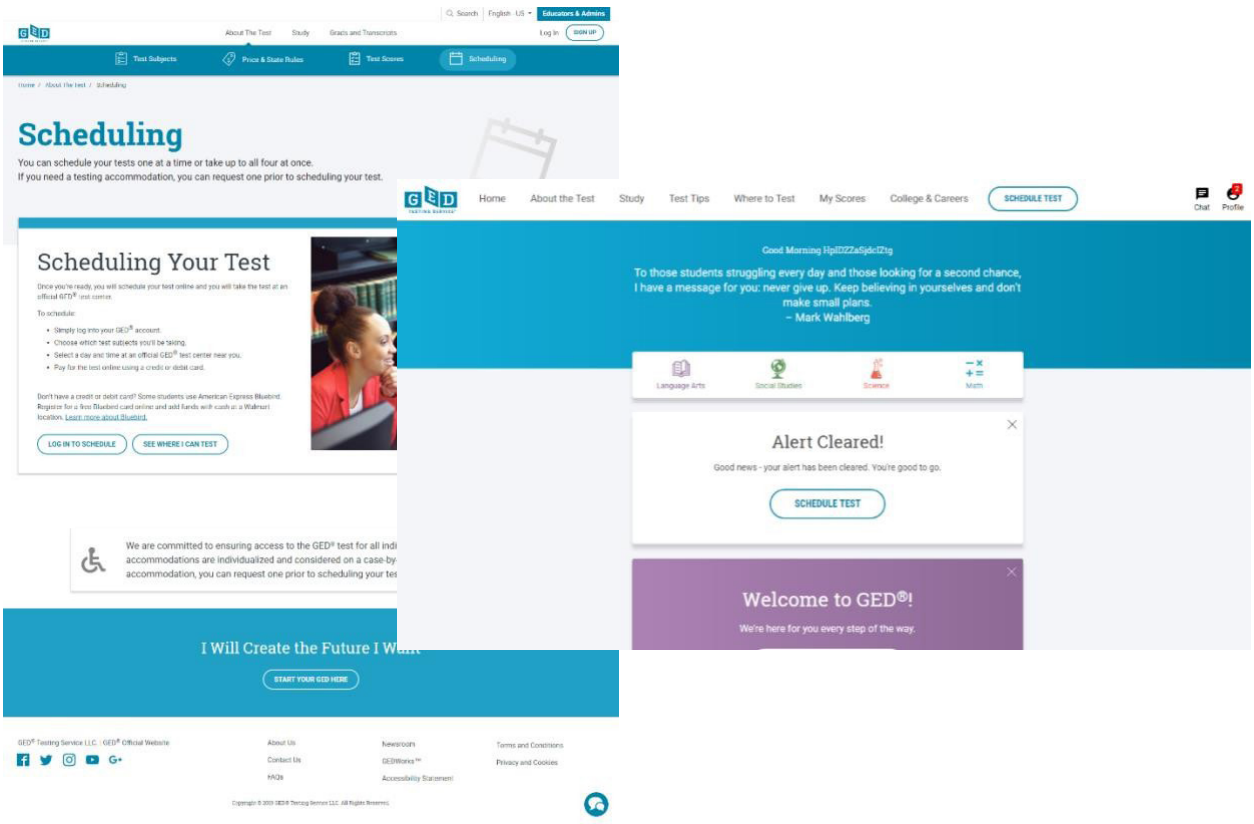
Guides are also available in the How To Guides page of our website, also Creating Accounts and How to Schedule Tests

Collection of Fees

After determining that an applicant is eligible to take the GED® test, GEDTS will collect fees from examinees prior to an examinee taking a test.

All test fees will be collected at the time a test is scheduled. GED® test-takers can purchase and schedule their tests electronically from any location. Acceptable forms of payment include VISA, Mastercard, and American Express credit or debit cards.

Students can complete the entire registration process online, with the student's chosen testing date and time confirmed during the online registration process. Students can search for nearby test centers to see where they can test before scheduling their appointments.



We offer a test center search tool at https://ged.com/about_test/scheduling.

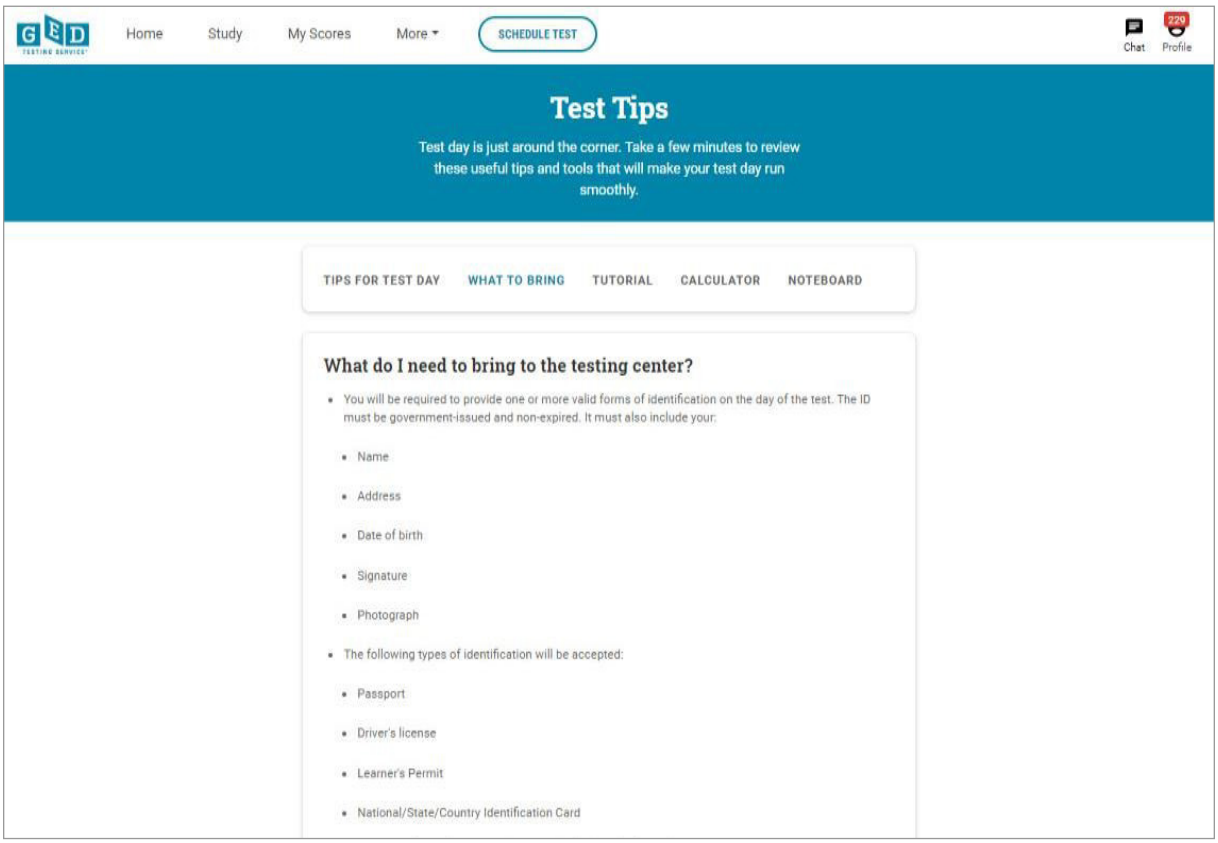
All students are notified immediately about any state requirements they must meet through an alert that pops up on the student's home page, including documentation for underage test-takers. The alerts are customizable for each jurisdiction and include instructions about required paperwork and working with local centers to clear the alert and become eligible to schedule.

Once GED® test-takers complete the online scheduling process, they will receive an email with appointment details that include the test time, test center address, required identification, cancellation and rescheduling policy, and information about any additional items that they will need to bring to the test center.

GED.com is available in English and Spanish. Spanish-speaking test-takers can also sign up and schedule their GED® test by calling **1-877-450-3276** for Spanish-language support. The toll- free test-taker assistance call center hours for are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time.

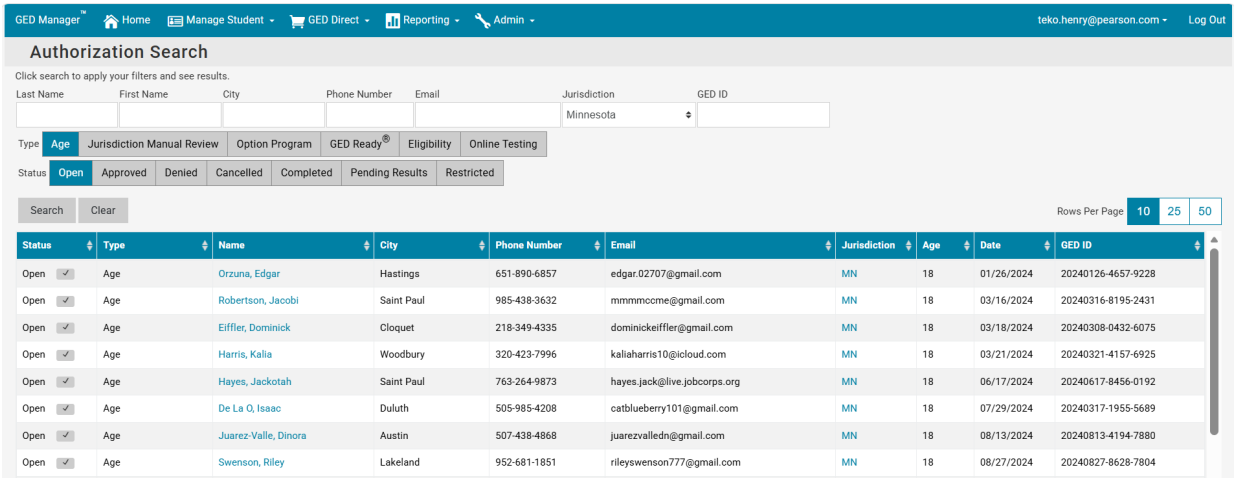
Personalized Test-Taker Next Steps - Next Steps help students progress through the test schedule process by helping them prepare for their exam date.

Preparing for Test Day – The student page includes test tips to help prepare students for what they can bring with them into the room during the exam.



Authorization Management Tool - Some students may have restrictions on their accounts that prevent exam scheduling. This tool is found in the GED Manager™ and requires training to fully understand its use.

- **Age Alerts** – age restriction preventing student from eligibility without prior approval
- **Jurisdiction Manual Review** – approval from jurisdiction required prior to eligibility
- **Eligibility** - restriction placed on account (ex. duplicate account)
- **Option Program** - students meet eligibility criteria (e.g., be a minimum of 16 years of age and enrolled in school) to participate
- **GED Ready®** – required approval before testing (varies by state)
- **Online Testing** – restrictions and age approval required (varies by state)



Customer Service

Customer service supports students and educators during the registration process through phone and online options. Located at https://ged.com/contact_us/

- **FAQs:** Self-help for commonly asked questions.
- **Email:** Test-takers can email help@GED.com with questions, and/or issues.
- **Call center:** Test-takers can sign up for and schedule their GED® tests by calling **1- 877-EXAM-GED® (392-6433)**. The toll-free test-taker assistance call center hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time.
- **Chat:** For the fastest response, students can chat with our AI chatbot at the bottom right corner of the GED.com website.
- **Web Form:** Questions can also be submitted directly on our Contact Us page
- **Test center:** Test-takers can register in person at an authorized GED® test center. Extensive print materials will be made available with directions on accessing registration and scheduling support.

Support for GED® Administrators/Educators (not students) should be directed to your designated SRM or Operations@ged.com.

Test Center Operational and Technology Requirements

All potential test centers must undergo a screening process prior to receiving authorization to filter out sites that may not be able to meet minimum facility, service, and security standards or have the capability to administer tests through the Pearson platform.

The following documents provide more detail about the technical and facility requirements related to equipment, desktop computers, physical storage or space requirements, networking, and other infrastructure elements, such as Internet access, printing, and other applicable requirements involved in the delivery of the tests:

- **GED® Only Technical Requirements** details the technical requirements for sites delivering only the GED® exam from the Pearson suite.
- **CCT Technical Requirements** details the technical requirements for sites interested in using the Cloud Controlled Technology (CCT) version of the Peason testing software.
- **PVTC Technical Requirements** details the technical requirements for sites administering the GED® test as well as other Pearson tests.
- **Photo Checklist and Facility Requirements** details the physical layout for all sites.

These requirements are available on the Become a Test Center page of our website. Test center personnel are in the best position to verify that the test center meets these requirements, but the Pearson channel and technical support teams can provide guidance during the validation process.

The state's GED® Administrator is responsible for approving test center applications, and only approved test centers which have completed Pearson's onboarding process will be activated to deliver the GED® test.

Test Center Options

There are four general options available for test centers to become an Authorized Pearson Testing Center: PVTC, Fixed Additional Site, Mobile Site, and GED-Only Site. Approved testing sites will be allowed to continue operating for any HSE examination administered. For more information about the test site application, please visit Become a Test Center.

Option	Details
Option 1: Fixed Pearson Authorized Test Center (PVTC)	A fixed, physical testing site independently authorized to offer the full range of Pearson tests pursuant to the PVTC contract. The site may choose to allow registration and scheduling over the GED® website (public) or may choose to do its own registration and scheduling (private). The site may offer the GED® test only (see Option 4 for more details) or may offer any other Pearson test that it wants to offer (subject to Pearson client approval).
Option 2: Fixed Additional Site (contractually linked to the parent site with an Exhibit B)	An additional, fixed, physical testing site that is linked to, operated by and dependent on a PVTC and its PVTC contract. This option is used by PVTCs with multiple sites or when a separate entity allows a PVTC to administer tests on its site. The site follows the PVTC determinations on registration, scheduling, etc. The site may offer the GED® test only or may offer any other Pearson test that it wants to offer, even those tests not offered by the PVTC. Each fixed additional site maintains its own site ID, personnel (test administrators, proctors), and establishes its own testing schedule.
Option 3: Mobile Site (maybe contractually linked to the parent site with an Exhibit B or maybe independent)	A mobile, laptop-based testing platform - It may be contractually dependent on a preexisting fixed site or may be independent (with GEDTS exception approval). Used when a mobile platform is needed to serve remote communities, correction sites and other locations that have less frequent testing needs. The site registers candidates for testing Each Mobile Site maintains its own site ID, but the PVTC will provide testing personnel.
Option 4: GED-Only PVTC	A fixed PVTC authorized to offer only the GED® test on computer. Used by sites that desire to offer only the GED® and other Pearson test. The site may choose to allow registration and scheduling on the GED® website or to do its own. More flexible technical requirements: Requires desktop computers or laptops with 15.6” monitors or larger (external mouse for laptops). More flexible security, seating, and facility requirements.

GED-Only Test Centers can deliver the GED® test but may not meet the requirements to deliver other exams typically available through a Pearson Authorized Test Center (PVTC). Sites may wish to set up initially as GED-only centers and then migrate to a model where they can deliver other career and technical certification and licensure exams delivered by Pearson. This action must be approved through Pearson Channel Quality.

Pearson Authorized Test Centers (PVTCs) can deliver GED® tests as well as other exams available through Pearson. In most cases, the other exams delivered at PVTCs meet the following criteria:

- Directly support career and technical education programs
- Lead to industry-recognized credentials for middle-skill jobs
- Lead to jobs that may not require a college degree

In either case, test centers must meet specific technical and facility requirements. The decision of which path to pursue should be made after careful consideration.

Sites applying to become centers authorized to deliver the GED® test may find Option 4 more convenient for the following reasons:

- **Relief from minimum hours, secure locker, and physical partition requirements.** The center is not required to be open a minimum number of hours each week. Lockable storage lockers are not required, but the site must provide some means of securely storing test-takers' belongings. When testing two or more students simultaneously and without partitions, sufficient spacing between students should be maintained to make sure students are not able to view data on another test-taker's display. The center must still adhere to Pearson Facility Requirements.
- **Relief from the desktop computer requirement.** GED-only test centers must have a minimum of two computers (an administrator computer and one delivery computer). Although if preferred, the computers can be laptops with 15.6" or larger screens. A signature pad and a small digital camera will be required (except in Corrections test centers). Laptops used by the test-taker must also make use of an external mouse.
- **"Public" versus "Private" test centers and relief from continuous Internet connection.** Test centers that choose to let the general public see available hours and access the schedule through either the customer service center or the web are called "public" centers. Test-takers do not need to contact public centers directly for schedule information. Test centers that choose to have students schedule through the test center itself and do not provide availability are called "private" centers. Should a site choose to become a private, GED-only test center, the center will not be required to maintain a constant connection to the internet, but the site must still run all required testing software processes on time.

Test Center Approval Process

The following approval standards and screening inspection process will apply to both public and private GED® test center types to maintain a consistent testing experience:

- Each new site signs an agreement with Pearson, which includes provisions for confidentiality, security, and termination for breach. Active sites have already signed such agreements. These agreements are already established, and no further effort is required or proposed, except for minor updates. If a site is terminated for a material security breach, the organization and the individuals responsible are added to a security watch list and permanently banned from operating a Pearson test center.
- Each center must comply with Pearson's defined standards and procedures, to provide an environment that encourages peak performance for all test-takers.

Applicable requirements involved in the delivery of the tests: PVTC Technical Requirements and Photo Checklist and Facility Requirements are available on the *Become a Test Center* page of our website.

GED® Computer-Based Test Administrator Qualifications and Staffing

GEDTS and Pearson will continue to provide the state GED® test centers with a superior level of staff training and support, as well as established regular communications that make the centers aware of new features and services.

GED® CBT administrators must meet the following criteria:

1. Administrators must meet all Pearson test administrator requirements.
2. Administrators are required to pass the Pearson Administrator Certification Exam and recertify each year.
3. No one directly involved in GED® instruction, adult basic education, or adult literacy, and no secondary education program staff, adult secondary program staff, alternative high school education program staff or developmental education staff, can serve as a test administrator in a GED® test center.

GED® test centers are often academic institutions, training centers, and correctional facilities that have willingly offered to support GED® testing at their locations. They bring a high level of commitment to support GED® testing and GED® test-takers. This level of commitment is reflected in the secure, comfortable, professional, and distraction-free testing spaces located in their facilities.

Training modules are available to GED® test center staff online as interactive eLearning. The modules highlight the major content categories (test center staff responsibilities, hardware/software, admissions, and security). These courses are reviewed periodically.

In addition to our extensive GED® test center staff training practices, we provide a GED® Program Policy Manual to each GED® test site. This comprehensive guide is updated regularly and gives test administrators instructions for different policies and procedures, such as name change procedure (Exhibit 10), eligibility to test and identification requirements and gives test administrators instructions for different policies and procedures, such as eligibility to test and identification requirements. These requirements are also outlined in the GED Testing Service Client Reference.

Test Security at the Test Centers

Security layers at the test-taker's workstation include the following:

- Microsoft Windows operation system security features are applied.
- Desktop control locks are utilized during test delivery, making sure test-takers may not access any applications or the Internet.
- Data transmission encryption is utilized.

Test-Taker Identification and Security

Stringent security processes protect clients' intellectual property, provide for the integrity of the examinee check in/out process, validate examinees that may re-test at a different location, and give clients a permanent record of examinee access to the testing room.

Testing Room Security

The test delivery work area is monitored by at least one certified test administrator whenever GED® tests are being delivered. The administrator has a clear view of each workstation and test- taker environment.

Online Proctored — Take the Online GED® Test

Depending on your state, GED Testing Service offers Online Proctored (OP) testing to eligible test-takers. Test-takers must first score "Green" (Score of 145 or above) on the GED Ready® practice test within the last 60 days before being allowed to schedule an online test.

The same GED® test series administered via CBT at test centers is used in Online Proctored delivery, with different test forms administered. It is important to note that,

regardless of the delivery method, GEDTS provides the same test preparation, support, and scoring materials to test-takers.

When a student has met prerequisites and becomes eligible to sit for the Online Proctored GED® exam, they will see additional information on their student page that will provide a video overview, system check tool, a whiteboard option, and helpful troubleshooting tips. See the Helpful Links section below or click here.

The Online Proctored GED® test is continuously monitored by test proctors. Candidates must follow the instructions provided by the test proctors. Please review the Exam Rules & Integrity information. The GED® Testing Program diligently monitors test administration to ensure a fair, consistent and reliable testing experience. All suspicious behavior should be reported to: policy.violations@ged.com.

Note: GED Testing Service reserves the right to modify or decommission OP at any time.

Corrections

Delivering the GED® test on computers in correctional facilities does not require an Internet connection. There are two delivery options:

- **Onsite Administrator Laptop** —The correctional facility test administrator will download the test content to an administrator laptop in the staff area of the facility and bring the laptop into the inmate area for testing.
- **No Onsite Administrator Laptop** —The test administrator must download the test content to a laptop in a separate location (i.e., other testing center), bring the test into the facility on the laptop, and connect to the inmate testing computers

In both cases, once the test is downloaded to the test administrator laptop, the test administration process is simple:

- Download scheduled tests from the administrator laptop and network to the inmate's test delivery workstation
- Deliver the test(s) and capture the responses
- Remove the test administrator laptop from the inmate area and return to the staff area or outside testing center to upload the results

An Internet connection is never necessary in the inmate area. Some test administrators work at the correctional facility and download the test in the designated staff area. Other test administrators will come from separate testing centers and should download the test before leaving for the correctional facility. At least two computers are required to offer the GED® test on a computer.

Accommodations

Accommodations are made for test-takers who have physical, mental, sensory, or cognitive disabilities and who provide appropriate documentation from a qualified professional of their impairment and its effect on their ability to take the GED® test under standard conditions.

GEDTS endeavors to comply fully with federal and applicable state laws providing protection to the disabled, including the Americans with Disabilities Act of 1990, as Amended (Public Law 101-336, Sec. 36.309 Examinations and Courses) requirement that any private or public entity that offers examinations relating to certification or credentialing for secondary or postsecondary education shall offer such examination in a place and manner accessible to persons with disabilities or offer alternative arrangements for such individuals as special accommodations. As such, the available accommodations that we offer are adequate to afford compliance with the Americans with Disabilities Act of 1990, as Amended.

Process for evaluating test-taker applications for accommodations:

1. The test-taker will create an account at www.GED.com. During the registration process, the test-taker will be queried about the need for accommodations. If the test-taker affirms this need:
    a. The test-taker will see a window with the steps to create an accommodation account and request.
    b. The test-taker should not schedule an exam until the accommodation approval process has been completed. Accommodation cannot be added to an existing exam appointment.
    c. The test-taker will be told to expect up to 30 days for review of the accommodations request.
2. The test-taker will follow the steps to apply for accommodations, including completing the online accommodation request form and gathering and submitting supporting documentation.
3. GEDTS will review the test-taker's submittal and make the accommodation determination.
4. If GEDTS needs additional information pertaining to the test-taker's accommodation request, the test-taker will be contacted for this purpose. GEDTS will render a decision within 30 days of receiving the test-taker's accommodation request and enter the decision into our system.

5. The GEDTS system will email the test-taker and any advocates listed with a decision regarding the accommodations request. Test-takers who are approved for extra time, breaks, and/or other items that do not require manual intervention will be directed in their approval letter to their GED.com account to schedule a testing appointment. Test-takers approved for a reader and/or recorder, private room, or assistive technology will be directed in their approval letter to call the accommodated scheduling phone line to schedule a testing appointment.
6. GEDTS will send approved accommodations to the test center through the candidate's exam file. If assistive personnel, such as readers or recorders, are approved, GEDTS will send them to the test center for the testing appointment. This is done at no cost to the candidate.

Accommodation specialists follow national guidelines to determine whether to grant each test- taker the requested accommodation and properly document all allowable accommodations. *Note: GED Testing Service assumes full responsibility for accommodation decisions.*

Test accommodations are individualized and considered on a case-by-case basis. Consequently, no single type of accommodation (e.g., extra time or a paper test) would necessarily be appropriate for all individuals with disabilities. Simply demonstrating that an individual meets diagnostic criteria for a particular disorder does not mean that the person is automatically entitled to accommodations.

Available GED® test accommodations include, but are not limited to, the following:

- Ability for the test-taker to select from a range of background and text to display color combinations that provide the most comfortable and appropriate computer testing environment. [This is an always-on accessibility feature and does not require formal approval.]
- A private testing room to accommodate individualized testing
- Extended testing time
- Extra breaks
- ZoomText – Screen magnification software
- Braille, including tactile graphics to facilitate test-taker perception of graphical elements of test-items
- A paper version of the test
- Talking calculator for visually impaired test-takers

- Scribe or reader for test-takers with a variety of physical conditions which prohibit the test-taker from reading or responding on his or her own
- JAWS - Job Access With Speech [JAWS] screen reading technology integrated into the computer test driver

In addition - Available to all test takers that do not require an approval:

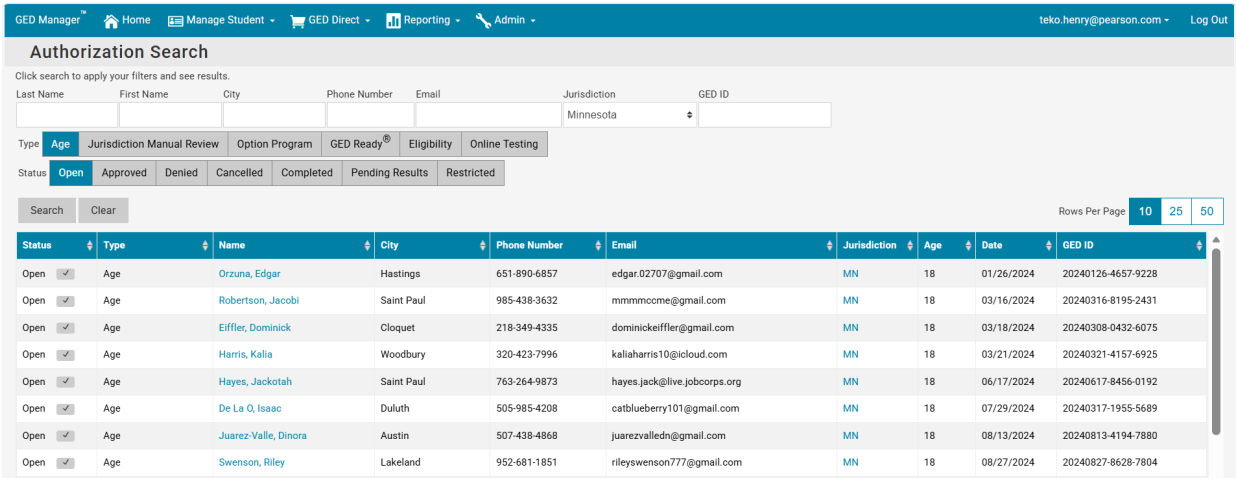
- Highlighter
- Increased font size
- Screen color combination

Test-takers whose applications for accommodations have been denied may appeal an accommodations decision if they are unhappy with the outcome. Test-takers can start the appeal process online and complete the "Request for Testing Accommodations Appeal" form that is available in the Accommodation request system. GEDTS disability experts will review all appeal requests and respond to the test-taker. We post instructions for the appeal process at https://ged.com/about_test/accommodations.

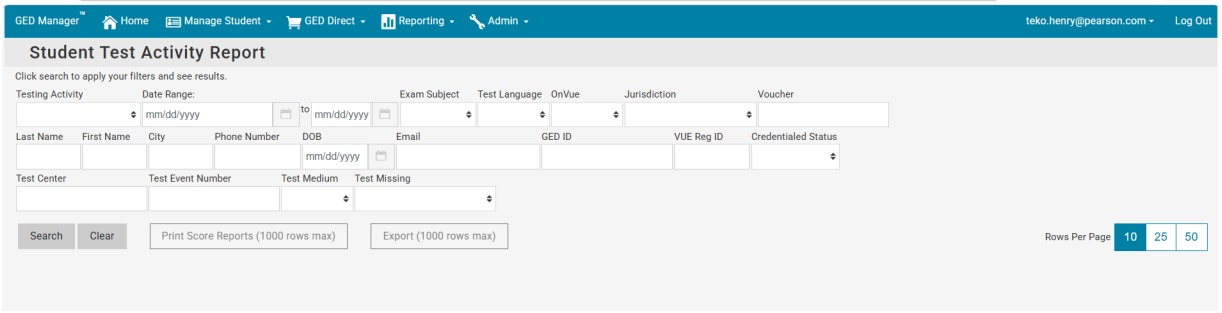
GED Manager™

GED Manager™ including GED Prep Connect™ is an exclusive portal designed to help educators & test administrators manage their programs.

- View test-taker activity and scores from the GED Ready® as well as scores from the GED® test
- View test-taker demographic information
- View test-taker accommodations status
- Approve exceptions, seen below (this is available to users at the state's discretion)

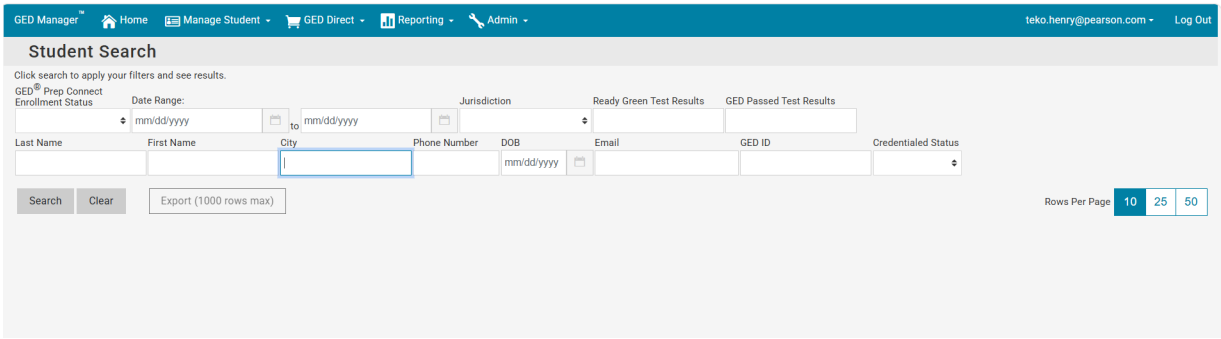


The user can sort by GED® Passed, GED® Below Passing, GED Ready® Results, Test Appointments and for those states that offer a civics exam, Civics Results. The user can export the results, view single score reports, or print score reports in bulk.



In addition, users can search for individual students to view their specific needs relative to the GED® test.

Adult education users can manage GED® PrepConnect™ enrollment to see which students are interested in their programs. The user will mark the student as enrolled after the student officially enrolls in their program and can track the student's status, such as whether the program has contacted the student.



Note: *The State controls who will have access to this information and these functions as outlined below.*

GED Manager™ User Roles: What They Mean

Role	Description
Accommodations	The Accommodations team staff have access to view and manage accommodations and view status of test exceptions.
Authorizations Only Staff	These are the Test Exception (such as age exception, jurisdiction exceptions, etc.) approvers who can view the test exceptions queue and approve students.
Corrections	These are the GED® administrators or educators at correctional facilities such as State Prison Admin, Prison Examiner, etc. They have the same permissions as Jurisdiction Admin along with the ability to simulate student accounts and create accounts for corrections students. They can only view students in their corrections program, unless they are authorized to view public students. They do not have access to GED® Analytics. Corrections Users now have access to a Passer Report that will have the option of adding specific test centers or have "All Test Centers in the Jurisdiction are searchable" by default. Regardless of whether specific test centers are added, the passer report will only show accounts that are associated with the Corrections Program in the user's GED Manager™ profile OR the testers who completed and passed their last test at the selected test center.
GEDTS Analytics Only User	GED® Analytics-only users only have access directly to GED® Analytics. They cannot see any menu options or student screens within GED Manager™. Their GED® Analytics role is defaulted to the Jurisdiction View and cannot be changed.
Jurisdiction Admin	This example includes GED® State Administrator, DANTES. THERE SHOULD BE LIMITED USERS PER JURISDICTION IN THIS ROLE. These users can view student accounts within jurisdiction, Edit Candidate Name, change DOB and Options, Mark fictitious, update inmate flag and corrections program, manage exceptions, view status of accommodations, Deactivate and Reactivate GED Manager™ Users and have access to GED® Analytics.
Jurisdiction Admin/ Credentialed Student	Able to edit both name and DOB

Role	Description
Jurisdiction View Only	This user role manages the GED® Program administration across multiple facilities. They have read-only access to student data including test scores. They also have the ability to print score reports.
Jurisdictional	Examples of this role include GED® State Staff, ABEs or Test Centers as authorized by State GED® Admin. They have the same permissions as Jurisdiction Admin but no access to GED® Analytics unless authorized by State GED® Admin. They do not have the ability to view GED Manager™ user status, they do have Edit Candidate Name as a selectable permission **(not auto included for everyone)** on the role.
Student-Authorized View	Student-Authorized View users are associated to a student when the student selects their adult education center. These users may be assigned to multiple centers and *can only view students who have selected their associated adult education centers*, have answered the legal statement "YES", and do not have an open age exception. These users can only view associated student scores, score report, and test history. They CANNOT simulate students or edit records. Student Authorized View Users now have access to Passer Report that will have the option of adding specific test centers or have "All Test Centers in the Jurisdiction are searchable" by default. Regardless of whether specific test centers are added, the passer report will only show accounts that are associated with The Prep Center in the user's GED Manager™ profile OR the testers who completed and passed their last test at the selected test center.
Test Center User	These are test center admin or staff users and they have the ability to run Passer Reports for their test centers.

GED Manager™ Permissions: What They Mean

Permissions	Description
View Accommodations	This permission gives users the ability to have view-only access to the accommodations requests.
Edit Candidate Name	This permission gives users the ability to edit tester names, either within their jurisdiction or multiple or all jurisdiction based on access.

Permissions	Description
Candidate Search	This permission gives users the ability to search and lookup student records, either within their jurisdiction or multiple or all jurisdictions based on access.
Corrections View Candidates	This permission gives users (primarily corrections/manaGED® programs) the ability to view public students in order to move them into a correction (or other managed) program. JURISDICTION ADMIN APPROVAL REQUIRED.
Create Students	This permission gives users (primarily for corrections/manaGED® programs) the ability to create student accounts through GED Manager™ for (or other managed) program.
Edit Date of Birth	This permission gives users the ability to edit a student's date of birth through GED Manager™.
Manage Exceptions	This permission gives users the ability to view and manage exceptions such as age exceptions or jurisdiction review. Exceptions are interchangeably used with authorizations.
View Exceptions	This permission gives users the ability to have view-only access to exceptions such as age exceptions or jurisdiction review. Exceptions are interchangeably used with authorizations.
Edit GED Manager™ User Status	This permission gives users the ability to view and manage GED Manager™ user status to active.
View GED Manager™ Users	This permission gives users the ability to have view-only access to users in GED Manager™.
Simulate Student (previously Impersonate)	This permission gives users the ability to simulate a student's MyGED® account. They will also have the ability to edit information on MyGED® through Edit/Complete My Profile section.
Edit Options Program Status	This permission gives users the ability to change the status of Options Program requests – Open, Approved, Denied, Cancelled, etc.
Passers Report	This permission gives users the ability to run reports for passers within a particular test center and jurisdiction, based on a set date range. Users can run these reports for students either within their jurisdiction or multiple or all jurisdiction based on access.
Manage Programs	This permission gives users the ability to view and manage the various programs setup in GED Manager™ such as corrections programs, Youth Challenge programs, etc.

Permissions	Description
Search Paper History	This permission gives users the ability to search the historical records to find test records in the historical database.
Manage Students	This permission gives users the ability to view and manage student accounts, either within their jurisdiction or multiple or all jurisdiction based on access.

Permissions Included in Role vs. Available Additional Permissions

✓ = Included in the role

ⓘ = Permission can be provided

Blank = Not available

External Users

	Authorizations only staff	Corrections	Jurisdiction Admin	Jurisdiction view only	Jurisdictional	Options Coordinator	Student-authorized view	Test center user
Manage Accommodations								
View Accommodations		✓	✓	✓	✓		✓	
Manage Adult Ed Center								
View Adult Education Center			✓		✓			
Assign Scan Error								
Edit Candidate Name			✓		✓			
Candidate Search		✓	✓	✓	✓		✓	
Corrections View Candidates	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
Create Students		✓						
Credential Simulator								
Edit Date of Birth		✓	✓		ⓘ			
View Email and Text History	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
Manage Employer Group								
Employer Program Candidate Search								
Employer Program Report	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
Manage Exceptions	✓	ⓘ	✓	ⓘ	✓	✓	ⓘ	ⓘ
View Exceptions	✓	✓	✓	✓	✓	✓	✓	ⓘ
Manage Fictitious Users		✓	✓		✓			

GED Analytics™

GED® Analytics provides self-service on-demand access for the secure retrieval of data about your program through a web-based interface. Real-time reporting about GED® test-takers helps inform high school equivalency examination program decisions at both local and state levels.

This system allows users to maintain daily knowledge of key performance indicators and trends that enable the best possible management of the GED® test.

Users can filter on one or more data elements such as age of test-takers, years out of school, top five reasons for taking the GED® test, income level of test-takers, and employment status at the time of testing. This data is refreshed daily for trend analysis and gives users unmatched access to the empirical data they need to manage their GED® testing programs more effectively.

- Access to GED® Analytics is restricted to GED® Administrator's approval
- Limited licenses available

GED Manager™ and GED® Analytics Training

GEDTS provides specific role training videos and processes that support the GED® program, including GED Manager™ and GED® Analytics. Contact GED® Operations or your SRM for training resources that are available to you.

A guide for users who wish to access GED Manager™ is available at https://ged.com/wp- content/uploads/gedmanager_access_guide_.pdf.

GED Direct™ — Buy and Assign Tests to Your Students

GED® Direct is a managing tool available to educators and correction officers that have access to GED Manager™*. You can purchase GED Ready® practice tests, In-Person GED® tests, and Online Proctored GED® tests through the GED® Direct eCommerce feature within GED Manager™.

Once purchased, you can easily assign tests to your students or share them with other educators in your program. No voucher codes to manage or hand out to your students.

Once assigned, the student will see the GED Ready® in their account and can take it immediately.

Note: **Not all GED Manager™ users have permission to use this tool. If you are interested, please contact the State GED® Administrator to find out if you are eligible to participate.*

GED® Direct FAQ

GED Marketplace™ — Offering More High School Equivalency Test Preparation

GED Marketplace™ offers educators and test-takers an online store full of study guides, practice tests, and other preparation materials created by some of the best GED® test prep companies.

GED Marketplace™ features:

- Online courses
- GED® test vouchers
- Test prep and study books
- Prep packages
- GED Ready®
- Teacher resources
- Computer skills training
- College readiness resources
- Workplace training

GED® Marketplace provides a one-stop shop for preparation materials, all in a safe and secure place to start GED® test-takers on the road to success. Sixteen publishers are currently featured on GED® Marketplace, and this number will only increase. The materials are available in English and Spanish, and adult learners can pick from a variety of modes, including online curricula, traditional textbooks, and practice tests. A list of publishers that have test preparation materials for the GED® test can be found at https://ged.com/educators_admins/teaching/prep_products.

Pearson VSS (System Support)

This Pearson proprietary software licensed to GED® test centers is designed to manage the complete testing process, from exam registration and scheduling to exam delivery. Software installation is supported via phone and online chat. The following Pearson software applications are provided for GED® test administration:

Site Manager

- Define hours of operation at the test center and manage other information about the test center (hours of operation, resources, and personnel)

- View and manage the testing schedule at the center Control personnel access to the testing system applications Manage site assets and workstations
- Control personnel access to the testing system applications
- Manage site assets and workstations

Registration Manager

- Create and edit test-taker records and demographic data
- Register test takers for GED® tests
- Collect payment from test-takers
- Schedule and manage appointments and view exam information

Admissions Manager

- View the test center schedule
- Admit test-takers for exams
- Monitor the status of exams that are in progress

Delivery Manager

- Select exams for delivery and start exams
- Present exams to test-takers
- Manage exam breaks and testing time

GEDTS provides an additional software application for test administrators to approve test-takers for GED® testing:

GED Manager™

- Review and approve test-taker records that require additional authorizations for testing (e.g., underage testing). Approve or deny authorizations, generating an automatic notification in the test-taker's GED.com home page and allowing the test-taker to schedule
- View individual test-taker scores on GED Ready®

Test Administrator Support

Training modules are made available for test center staff online in the form of interactive eLearning and highlight the major content categories (test center staff responsibilities, hardware/software, admissions, and security). These courses are reviewed on a periodic basis.

In addition to the confidence provided by training, the PVTC Policies & Procedures Guide is available at each GED® test site that gives test administrators instructions in using the center's software applications and managing the test administration process. This online guide is updated regularly. GED® test administration policies are detailed in the GED® Client Reference. GEDTS provides additional training for users of GED Manager™ to allow familiarity and comfort with the software. See the GED Testing Service Support Contacts.

Test Administrator Approval

GED® test centers hire their own staff; however, the Pearson Channel Quality team is involved in an ongoing process of maintaining high-quality staff at all GED® test centers. This includes assessment, training, certification, and performance monitoring of each administrator.

GED® test center administrators are required to pass a certification exam and recertify annually. GED® CBT administrators must meet the following criteria:

1. Administrators must meet all Pearson test administrator requirements.
2. Administrators are required to pass the Pearson Administrator Certification Exam and to recertify each year.

GED Testing Service Professional Development Initiative

Tuesdays for Teachers is a free professional development series designed for educators. This educator series will take a deeper dive into classroom strategies and techniques for the GED® test.

Registration for each session opens approximately two weeks before the session date. To be notified when registration opens, please sign up for the In Session educator newsletter by clicking the link at the bottom of this page Tuesdays for Teachers.

The identified priorities for the Initiative, and corresponding activities are listed below:

GEDTS Professional Development Sessions, Workshops, and Road Shows

These are full-day, content-rich professional development training sessions conducted by the GED® State Relationship Manager and/or in partnership with subject matter experts in various venues from across the states. The intense, hands-on sessions provide onsite teaching and learning opportunities with materials of instruction to take away for immediate use in the classroom.

Engagement at State and National Conferences and Events

The GED® State Relationship Manager delivers workshops and attends state meetings and national conferences.

Educator Guides

GEDTS offers teaching resources that lay out the groundwork for effective instruction. Note: Most resources are also available in Spanish.

- GED® Educator Handbook – Everything you need to prepare students for the GED® test.
- Passing the Test: Your Guide to GED® Success – What GED® students need to know.
- GED® Student Handbook – Resources and tips for adult education program and self-paced students
- The GED® Playbook – Resources and tips for teacher practitioners and those who oversee and manage the GED® adult education programs.
- Learning Styles eBook – Understanding learning styles to improve student productivity, engagement, and knowledge retention.
- Performance Level Descriptors – Skills students need to pass
- High Impact Indicators – Improve student performance
- Assessment Guide for Educators – Educator resource guide to GED® content

GEDWorks™

GEDWorks™ is the official program for employers to sponsor their employee to earn their GED® credential. GED® students should check with their employer to see if they offer this program. Learners have a personal advisor to help them stay on track from start to finish. These programs provide students with what they need to earn their GED® credential, including a test pass guarantee with the GED Ready® and Official GED® test.

Further information for GEDWorks

Internationally Recognized

The GED® program is the only higher secondary certificate available in over 100 countries and accepted by nearly all universities in the U.S. and many across the world. GED Testing Service is a joint venture between the American Council on Education and Pearson, a leading global education company. Over 21 million GED® graduates around the world have gone on to attend university in the U.S. and other countries.

GED Option™ Program

The GED Option™ program provides an alternative way to earn a high school credential for students still enrolled in high school.

This program is beneficial for students at risk of dropping out of school or are so far behind in credits that their ability to graduate on time with their class is jeopardized. GED Option™ allows these students to stay in school and acquire high-school-level knowledge and skills to pass the GED® test, while earning a high school credential during the same graduation year as their peers.

Additional benefits include receiving an individualized learning plan and the program being administered locally to best meet student needs.

Minimum GED Option™ requirements include:

1. Students meet eligibility criteria (e.g., be a minimum of 16 years of age and enrolled in school) to participate
2. Students should receive ongoing academic and career advising
3. All instruction is to be at a High School level
4. Program must include a GED Option™ Coordinator
5. Students earn either a regular High School Credential (preferred and recommended) or an Equivalency Credential
6. Students participate in a High School Graduation or ceremony

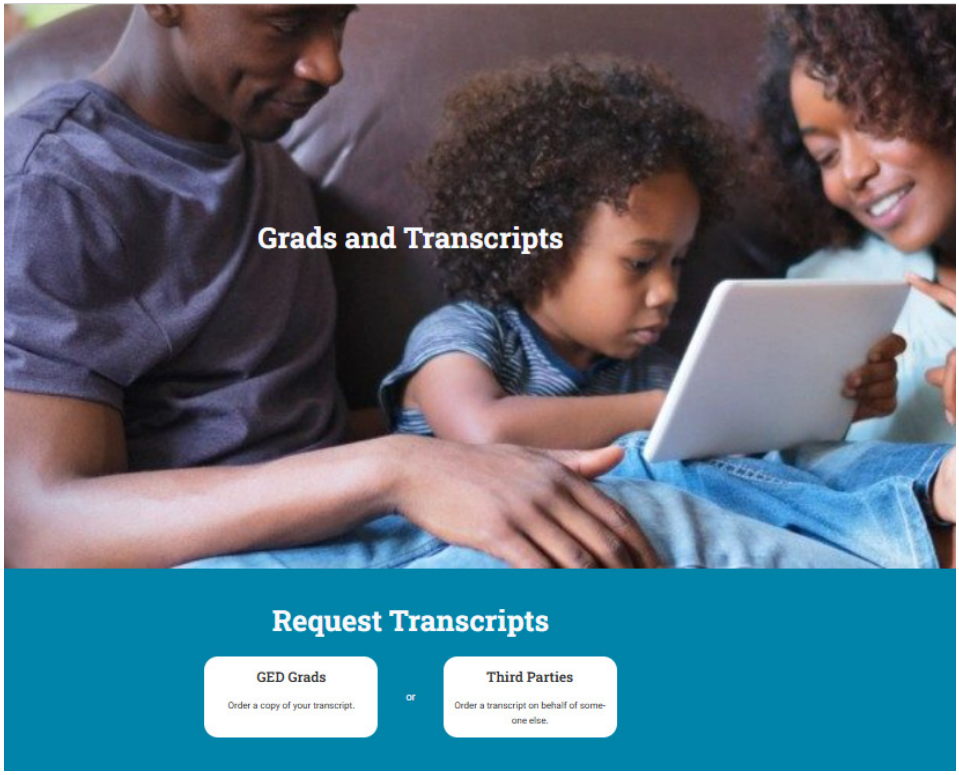
You can learn more about the GED Option™ program, implementation, if it's available in your state, and how to adopt the program in your state here: https://ged.com/educators_admins/ged-option/

Grads and Transcripts

GED® student graduates, **depending on your state**, are automatically issued free credentials via hard copy (Diploma and Transcript) and/or via email (e-Diploma and e-Transcript) for the first 6 months of their credential date. For duplicate or

additional copies after this period, students and Third-Party Orders can navigate our website to locate how to order their credentials. The found on our website directs student depending on if they credentialed in 2014 or Later, Before 2014 or Third-Party Organization (TPO). Grads and Transcripts link found on our website directs student depending on if they credentialed in 2014 or Later, Before 2014 or Third-Party Organization (TPO).

- If 2014 or later the student can SSO (Single Sign On) to the GED® credential partner to place their order.
- For before 2014 students can select their state from the dropdown and then navigate to the credential site as directed by jurisdiction.
- Third Party orders are directed to Parchment, a GED® credential partner.



Customer Service – Test Center Support

The following information identifies whom to contact for information or help with GED® tests.

-->Important! Do not provide any of the contact information below to candidates. These support lines are for GED® testing centers only.

Tech Support - 1-888-344-7924

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

For 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

Customer Service - 1-888-344-7924 Option 1

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. Customer Service can also be reached at help@ged.com

Customer service issues such as:

- 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
- Name Changes (Exhibit 10)
- 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

Channel Quality (Test Center Operations) - 1-888-344-7924 Option 2
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.
Non-technical test center operations issues such as: • 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 through the Connect system • 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

Customer Service for Examinees

Registration and scheduling customer service options:

- **Email:** Test-takers can email help@GED.com with questions or to request help in signing up, scheduling, or changing test appointments.
- **Call center:** Test-takers can sign up for and schedule their GED® tests by calling 1- 877-EXAM-GED® (392-6433). The toll-free test-taker assistance call center hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time.
- **Test center:** Test-takers can register in person at an authorized GED® test center. Extensive print materials will be made available with directions on accessing registration and scheduling support.

The customer service support line will include information regarding closed testing centers and cancelled testing in testing centers. Additionally, when we create an incident case for a site closure, the test-taker will receive an automated email to contact customer service to reschedule the appointment.

Helpful Links

Educators & Admins — Useful information for those whose job is to help students achieve their educational dreams. All information in this guide is available under the Educators & Admins tab on GED.com.

About the Test:	Study Information:
Test Subjects	GED® Classes
Price & State Rules	Online Classes
Test Scores	Practice Test
Scheduling	Practice Questions
Online Testing	Test Previews

Additional Helpful Links:

Becoming a Test Center

GED® FAQs

GED Manager™ Access Guide

GED Manager™ Access Request Form

GED® Policy and Procedures Manual

GED® Prep Center Request Form

GED® In Session Newsletter

Test Administration Policies

Test Administrator Training and Certification

Testing in Corrections

Support Lines