

## GED® Testing Center Support Line

Please use the following directory to see what call center support service you should contact. **This support line is for GED® testing centers only – please do not give this number to your students.**

### Tech Support - 1-888-344-7924

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.

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](mailto: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
- 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

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

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