GED® Tester Support

Please use the following directory to see what support service US Students should contact.

For assistance on	Contact
Customer service issues such as: • Scheduling, rescheduling and canceling tests • Testing Requirements/Policies • Sharing scores with your Adult Ed Center • Update on Incident Reports • Diploma and Transcript Inquiries • Information on current promotions • Scheduling a test with approved accommodations • Updating your answer with regards to testing with Accommodations • Updating Name, DOB, mailing address, phone number or email address • Having trouble signing into your account/Password reset • Subscribing or unsubscribing from GED emails and texts	**1-877-EXAM-GED (877-392-6433)**
General GED® student support such as: • Creating a student account • How to obtain Diploma and/or Transcripts • Where to send age requirement documentation? • 60-Day Waiver requests • Demographic update requests –Name and DOB • Having trouble signing into your account/Password reset • Subscribing or unsubscribing from GED emails and texts	**help@ged.com**

Creating an account and general information regarding: • Test Content • Study materials • Requesting a Transcript • FAQs • Promotions	**https://ged.com/ (Official GED Website)**
For information regarding testing policies in each state:	**https://ged.com/ (Official GED Website). Then click on "About the Test" and "Price and State Rules"**
GED Credentialing Transcript and Diploma questions such as: • How to order? • Where is my order? • Registering and logging in • Problems with your GED order • Payments and refunds • Third parties (institutions, companies etc.) •	**gedsupport.parchment.com**
Finding out more info about Accommodations including: • What accommodations are right for you? • How to schedule an accommodated exam? • How to obtain the forms? • Questions about supporting documentation • Additional resources • Appealing a decision.	**Accommodations@GED.com**
To communicate with a chat agent regarding: • GED Ready questions • General GED Inquiries	**Live Chat** –to speak with a chat agent you must click on the Live chat link in your GED account