

Purpose: To instruct the Correctional Administrator on the steps needed to release a Student from your program from GED Manager app, enabling that student to take ownership of their GED Student account upon release, available to them at GED.com.

! IMPORTANT:

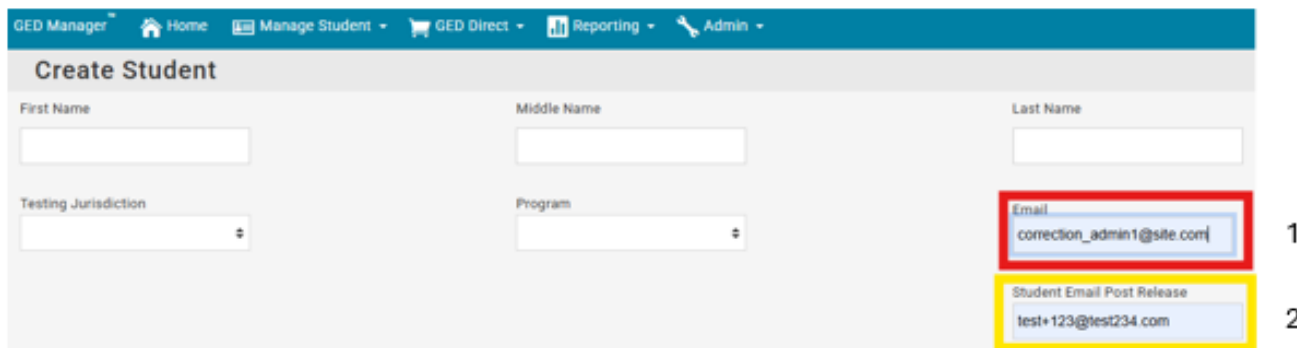
Releasing Student from your program greatly increases their chances at recovering their GED profile. Follow these steps to help prevent future account recovery issues.

Upon release, the Correctional Administrator will no longer receive communications relating to their Student. The Student **MUST** have access to a valid email address to recover their GED account.

- ➡ Establish a public email address the student can access post-release (@gmail.com, @yahoo.com, @aol.com, @outlook.com, etc.).
- ➡ If the Student does not have an accessible email address, they will need to create one.

Creating a Student Profile

1. Use 'Email' field for Correctional Administrators' email address for managing Student's account until they are released.
2. Use 'Student Email Post Release' field as placeholder for Student's public email address. This will be used to access Student's post-release GED account (see figure below).



Updating a Student Profile

1. Search for Student profile *Managed Student > Student Search*.
2. Profiles with a secondary (public) email will be displayed after the first email (in parentheses).
 - a. Administrator's email will appear first under '**Email**'.
 - b. Both Administrator (1) and public email (2) are searchable in '**Email**' field (see below).

Student Search

Click search to apply your filters and see results.

Last Name	First Name	City	Phone Number	DOB	Email	Testing Jurisdiction
				mm/dd/yyyy	correction_admin1@site.co	

ID# Employer Program Credential Status

Search Feature ☐ Ready Results ☐ GED Results ☐ 2002 Results ☐ Open Ged Ready ☐ OPT Zone 1
☐ OPT Zone 2 ☐ OPT Zone 3 ☐ Future Appointments ☐ Non-GEDW/*

Name	City	Phone Number	DOB	Email
Tester, Candidate	Test	111-111-111	01/01/2000	correction_admin1@site.com Test+1234@Test1234.com

1 2

3. To add their public email to 'Student Email Post-Release', click '**Edit**' button:
(please note only Correctional Admin email will be displayed in Student Detail page view).

First Name: Candidate	Phone number: 111-111-111
Middle Name:	Age: 25
Last Name: Tester	Date of Birth: 01/01/2000
Email: correction_admin1@site.com 1	Testing Jurisdiction: MN
Mailing Address: 11111 Test	Program: XpuaLjmFmLPSCvXAAZMztuPT
Test MN 11111 USA	In Options Program: No
County:	ID# (Inmate, Program, etc.): 12345
VUE ID: 210132044	Student: Yes
Kibo Customer ID:	GED Test Prep Center:
GED ID: main-ctt-20250819-0978-3212	Learning Preference:
Link to historical record:	Last Updated: 09/02/2025 04:27:51 PM
Fictitious Student: No	Last Login:
	Browser Language: English
	Language at home:

Simulate Student
Edit
Merge
Release From Program

4. Enter Student's public email in '**Student Email Post Release**' field (see 2).
 - a. Primary Administrator email should display in '**Contact email**' field (1).
 - b. Don't forget to '**Save/Return**' after edits are complete (3).

Student Detail

First Name Candidate	Middle Name	Last Name Tester
Date of Birth 01/01/2000	Testing Jurisdiction Minnesota	Student Email Post Release Test+1234@Test1234.com 2
<input type="checkbox"/> Fictitious Student	<input type="checkbox"/> OnVUE Enabled	<input type="checkbox"/> Allow OnVUE Exams After Revoke
ID# (Inmate, Program, etc.) 12345	Contact email correction_admin1@site.com 1	Program XpuaLjmFmLPSCvXAAZMztuPT

Save / Return
Cancel / Return 3
 Scheduling Questions
Edit Address



Releasing Student from Program

Steps to Release from a Program

1. Prior to Student's release to claim their GED account profile.
 - a. Use the **"Student Email Post Release"** field as a placeholder while creating their account or updating their profile. This field will be used/referenced after they've been released from your program.
 - b. This email can also be used for account recovery.
 - c. Choose a public email that will be available to Student post-release.
2. From *Managed Student > Student Search*, search for the Student's account. Once you are in their Student Detail screen, click on **"Release From Program"** button (See below).

Student Detail

First Name:	Candidate	Phone number:	111-111-111
Middle Name:		Age:	25
Last Name:	Tester	Date of Birth:	01/01/2000
Email:	correction_admin1@site.com	Testing Jurisdiction:	MN
Mailing Address:	11111 Test Test MN 11111 USA	Program:	XpustJmfmlP5CvXAAZMtsuPT
County:		In Options Program:	No
VUE ID:	210132044	ID# (Inmate, Program, etc.):	12345
Kibo Customer ID:		Student:	Yes
GED ID:	main-ct-20250819-0978-3212	GED Test Prep Center:	
Link to historical record:		Learning Preference:	
Fictitious Student:	No	Last Updated:	09/02/2025 04:27:51 PM
		Last Login:	
		Browser Language:	English
		Language at home:	

Simulate Student Edit Merge Release From Program

Release From Program

3. By design, the **Contact email** field will auto populate the Student's public email.

Last chance to confirm before releasing account!

4. Select the Testing Jurisdiction they will be assigned to.
5. Don't forget to **'Save/Return'** to save changes. (see below)

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	Middle Name	Last Name
Candidate		Tester
Date of Birth	2	Testing Jurisdiction
01/01/2000		Minnesota
<input type="checkbox"/> Fictitious Student		
Contact email		
Test+1234@Test1234.com		
3		
Save / Return	Cancel / Return	Scheduling Questions



Releasing Student from Program

Steps to Recover Account

1. In order to gain access to their account instruct Student to go to [GED.com](https://www.ged.com) and click on “**Log In**” in the top right-hand corner of the screen. They will need to enter their public email address entered on their behalf to release them and click on “**Forgot Password**”.
 - a. The Student will then receive a message delivered to that same public email directing them to reset their password. Once the new password has been set, they will be able to log into their own [GED account](#).
2. If the Student’s account was never released from program or assigned their own email address:
 - a. They will NOT be able to access their account.
 - b. They will NOT have a public email in their profile.
 - c. They will need help recovering their GED account from a GED Support Agent who will attempt to help them recover their GED account.
 - d. Please direct Student to the GED account recovery website from their browser URL: https://www.ged.com/contact_us_account_help/
 - e. The GED Support Agent will need to verify their information before they can allow them to reclaim their GED Student profile.

Together we’ll empower students toward ownership of their educational pursuits and guide them to a brighter future. - GED Technical Operations Team