

Purpose: To guide Correctional Administrators through the steps required to release a Student from their program via GED Manager. This process empowers the Student to take ownership of their GED Student account upon release, making it accessible via GED.com.



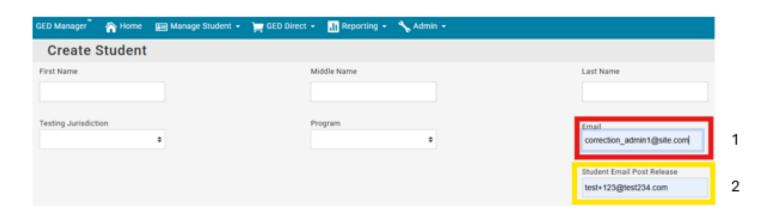
Releasing a student from your program significantly improves their chances of recovering their GED profile. Follow the steps outlined to help prevent future account recovery delays and ensure a smoother transition for the released Student.

Upon release, the Correctional Administrator will no longer receive communications relating to their former Student's GED account. However, the Student MUST have access to a valid email address to recover and manage their GED student account.

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

Creating a Student Profile (from Managed Student > Create Student)

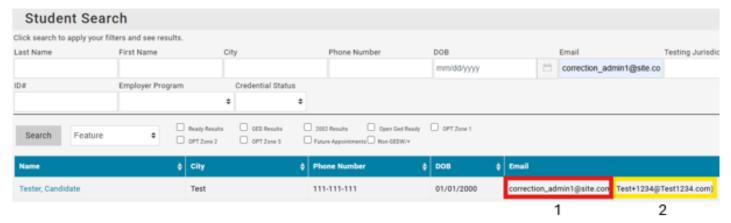
- 1. Use '**Email**' field to enter the Correctional Administrator's email address for managing Student's account until they are released (1).
- 2. Use '**Student Email Post Release**' field as a placeholder for Student's public email address. This email will be used to access the Student's GED account, post-release (2).



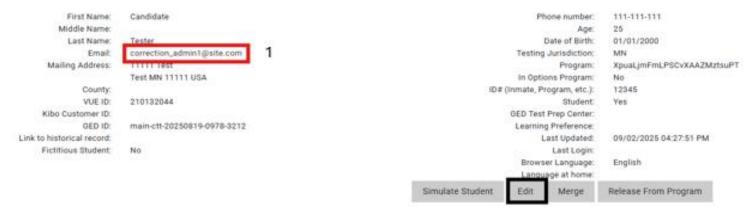


Updating a Student Profile (from Managed Student > Student Search)

- 1. Profiles with a secondary email will display to the right of 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).



2. To add new public email to 'Student Email Post-Release', click '**Edit**': (note: initially only Correctional Admin's email will display on Student Detail page)



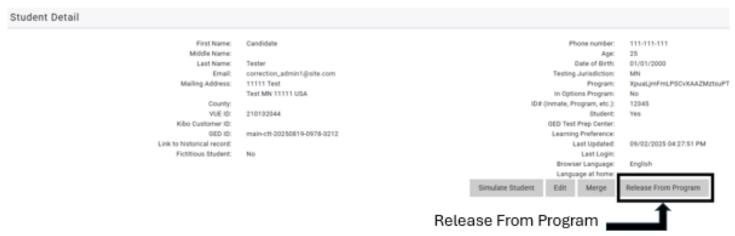
- 3. Enter Student's public email in 'Student Email Post Release' field (see 2).
 - a. Correctional Administrator email will display in 'Contact email' field (1).
 - b. 'Edit Address' to change Student's new permanent address, then 'Save/Return' (3).



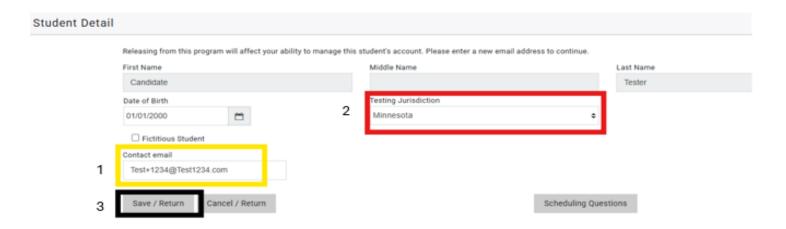


Steps to Release from Program (from Managed Student > Student Search)

- 1. Prior to Student's release to claim their GED account profile:
 - a. Use "Student Email Post Release" field as a placeholder while creating their account or when updating their profile. This field can be used/referenced <u>after</u> they have been released from program.
 - b. This new email can also be used for account recovery by Student with support teams.
 - c. Choose a valid public email that will be accessible to Student post-release.
- 2. Search and select Student's account. From Student Detail screen, click "Release From Program" (See below).



- 3. By design, the Contact email field will auto-populate Student's public email.
 - Last chance to confirm before releasing account!
- 4. Select the Testing Jurisdiction/state they will be assigned to and click 'Save' (see below).





Steps to Recover Account

- 1. To claim access to their account, direct Student to <u>GED.com</u> and click "**Log In**" in the top right hand side of the screen. They can enter their new public email address entered on their behalf to release them and click on "**Forgot Password**".
 - a. Student will receive a message delivered to that public email directing them to reset their password. Once a new password has been set, they can log into their GED account.
- 2. If Student's account was never released 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 URL: https://www.ged.com/contact_us_account_help/
 - e. The GED Support Agent will need to verify their information before they can 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