



Releasing Student from Program

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](https://www.ged.com).

! IMPORTANT:

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).

The screenshot shows the 'Create Student' form in the GED Manager application. The form includes fields for First Name, Middle Name, Last Name, Testing Jurisdiction, and Program. Two specific fields are highlighted with numbered callouts:

- 1**: The 'Email' field is highlighted with a red box and contains the text 'correction_admin1@site.com'.
- 2**: The 'Student Email Post Release' field is highlighted with a yellow box and contains the text 'test+123@test234.com'.

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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).

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				

☐ 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

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)

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	Program:	XpuaLjmFmLPScvXAAZMztstuPT
	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:	

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).

The screenshot shows the 'Student Detail' form with the following fields and annotations:

- First Name:** Candidate
- Middle Name:** (empty)
- Last Name:** Tester
- Date of Birth:** 01/01/2000
- Testing Jurisdiction:** Minnesota
- Student Email Post Release:** Test1234@Test1234.com (Annotation 2)
- IB# (inmate, Program, etc.):** 12345
- Contact email:** correction_admin1@site.com (Annotation 1)
- Program:** Xqual_mFmLP5CuXAAZMz5uPT
- Buttons:** Save / Return (Annotation 3), Cancel / Return, Scheduling Questions, Edit Address (Annotation 5)



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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 after 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).

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	Program:	XpuaLjmfLPSDvXAAZMztuPT
	Test MN 11111 USA	In Options Program:	No
County:		ID# (Inmate, Program, etc.):	12345
VUE ID:	210132844	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:	

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Release From Program

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).

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	Testing Jurisdiction	
01/01/2000	Minnesota	
☐ Fictitious Student		
Contact email		
Test+1234@Test1234.com		
Save / Return	Cancel / Return	Scheduling Questions



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Steps to Recover Account

1. To claim access to their account, direct Student to [GED.com](https://www.ged.com) 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