

# GED Testing Service® Support Contacts

For GED® Testing Centers in the United States, Canada, and their respective territories

The following tables identify who to contact for information or help with GED® tests.

For candidates	Contact
<p>If candidates at your test center need assistance, direct them to Pearson VUE Customer Service. <b>Do not provide any other contact information to candidates.</b></p> <p><b>Pearson VUE Customer Service:</b></p> <ul style="list-style-type: none"><li>• Scheduling, rescheduling, or canceling exams</li><li>• Answering candidate questions about exams</li></ul>	<p>Phone: 1-877-392-6433</p> <p>Email: <a href="mailto:help@ged.com">help@ged.com</a></p>

  

For test administrators	Contact
<p><b>VUE Support Services (VSS) technical support:</b></p> <ul style="list-style-type: none"><li>• Downloading, launching, or delivering exams</li><li>• Installing Pearson VUE hardware and software</li><li>• Running the Remote Maintenance Agent (RMA)</li><li>• Logging into or obtaining a verification code for Connect</li><li>• Locating missing results</li><li>• Obtaining authentication codes for exams</li></ul>	<p>Website: <a href="http://www.PearsonHelp.com">www.PearsonHelp.com</a></p> <p>Phone: 1-888-344-7924 (option 1)</p> <p><b>Note:</b> Do not provide this contact information to candidates.</p>

<p><b>Candidate Services (Program Coordinators):</b></p> <ul style="list-style-type: none"> <li>• Answering questions about non-technical candidate issues (e.g., clarifying policies and handling candidate misconduct)</li> <li>• Assisting with test center schedule issues (e.g., the candidate is not appearing on the schedule)</li> <li>• Explaining ID requirements and providing approval for ID exceptions</li> <li>• Scheduling same-day or future appointments</li> </ul>	<p>Phone: 1-888-344-7924 (option 2)</p> <p><b>Note:</b> Do not provide this contact information to candidates.</p>
<p><b>GED Manager Support:</b></p> <ul style="list-style-type: none"> <li>• Assistance with test administrator login information</li> <li>• Assistance with candidate profiles in GED Manager</li> </ul>	<p>Email: operations@ged.com</p> <p><b>Note:</b> Do not provide this contact information to candidates.</p>