

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. Do not provide any other contact information to candidates.</p> <p>Pearson VUE Customer Service:</p> <ul style="list-style-type: none"> • Scheduling, rescheduling, or canceling exams • Answering candidate questions about exams 	<p>Phone: 1-877-392-6433</p> <p>Email: help@ged.com</p>
For test administrators	Contact
<p>VUE Support Services (VSS) technical support:</p> <ul style="list-style-type: none"> • Downloading, launching, or delivering exams • Installing Pearson VUE hardware and software • Running the Remote Maintenance Agent (RMA) • Logging into or obtaining a verification code for Connect • Locating missing results • Obtaining authentication codes for exams 	<p>Website: www.PearsonHelp.com</p> <p>Phone: 1-888-344-7924 (option 1)</p> <p>Note: Do not provide this contact information to candidates.</p>

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