



WELCOME

Reference Guide



Myles, GED graduate

Trinh, GED graduate

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This GED Welcome Reference Guide is intended to assist you in navigating and understanding the GED Testing Service (GEDTS) system. We hope this will be a good starting point as you learn how to better serve your administration team as well as your students. If you have any further questions, please reach out to your State Relationship Manager (SRM) or the operations team (TechOps).



History

We are GED Testing Service, the sole provider of the official GED® test. We've helped over 20 million people achieve their GED credential. We are the only high school equivalency program that is recognized by 97% of employers and colleges nationwide.

GED Testing Service is a joint venture of the American Council on Education, which started the GED program in 1942, and leading education company Pearson.

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Process for GED.com Test-Takers

Registration and scheduling support are available for students through the GED Testing Service website at [GED.com](https://ged.com).

There are four easy steps involved in each of the registration application and scheduling processes:

Registration

- Step 1: Create your account (an account is required and free for the student/test taker)
- Step 2: Complete registration questions
- Step 3: Provide additional documentation (if necessary)
- Step 4: Schedule your test

Scheduling

- Step 1: Select your test
- Step 2: Select your location, date, and time
- Step 3: Pay for the test
- Step 4: Review your receipt

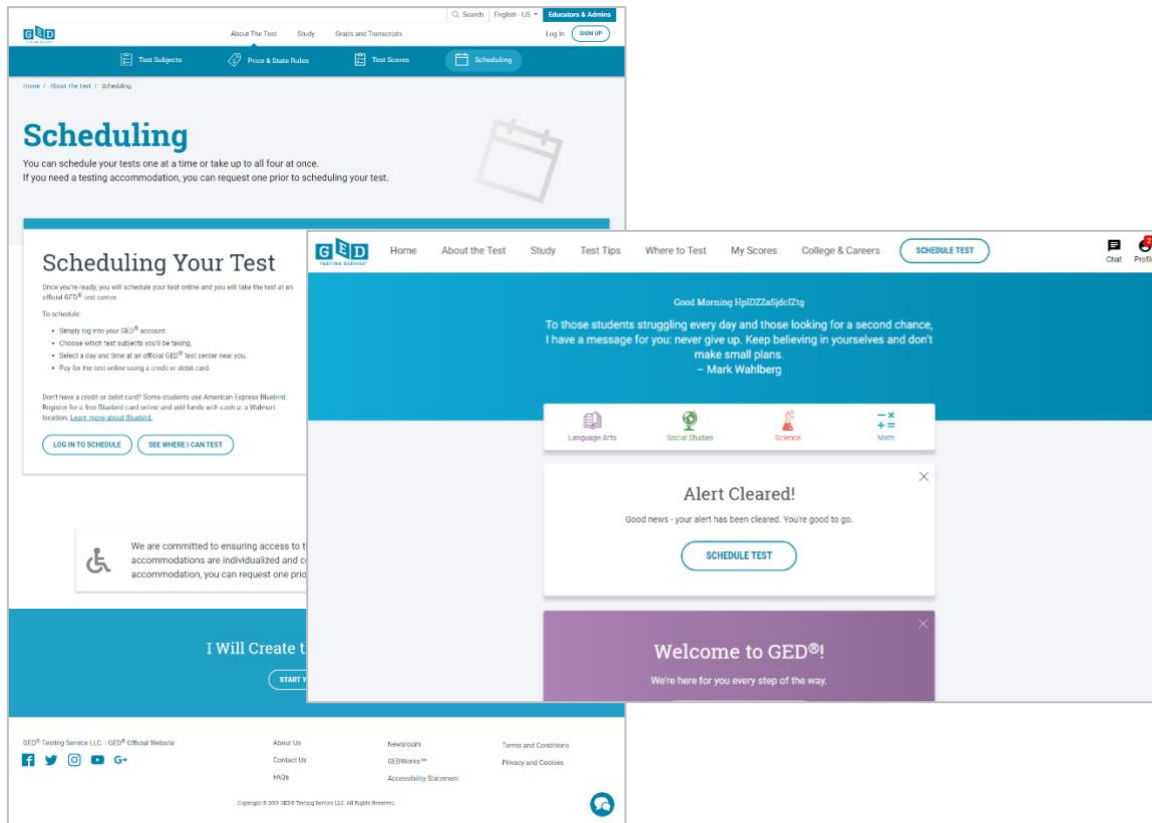
Guides are also available in the “Teaching Resources” page of our website, at https://ged.com/educators_admins/teaching/teaching_resources/how_to_guides titled, [Creating Accounts](#) and [How to Schedule Tests](#)

Collection of Fees

After determining that an applicant is eligible to take the GED test, GEDTS will collect fees from examinees prior to an examinee taking a test.

All test fees will be collected at the time a test is scheduled. GED test-takers can purchase and schedule their tests electronically from any location. Acceptable forms of payment include VISA, Mastercard, and American Express credit or debit cards. Debit cards are widely available for purchase by test-takers at convenience, drug, and grocery stores throughout the state.

Students can complete the entire registration process online, with the student's chosen testing date and time confirmed during the online registration process. Students can search for nearby test centers to see where they can test before scheduling their appointments.



We offer a test center search tool at https://ged.com/about_test/scheduling.

All students are notified immediately about any state requirements they must meet through an alert that pops up on the student's home page, including documentation for underage test-takers. The alerts are customizable for each jurisdiction and include instructions about required paperwork and working with local centers to clear the alert and become eligible to schedule.

Once GED test-takers complete the online scheduling process, they will receive an email with appointment details that include the test time, test center address, required identification, cancellation and rescheduling policy, and information about any additional items that they will need to bring to the test center.

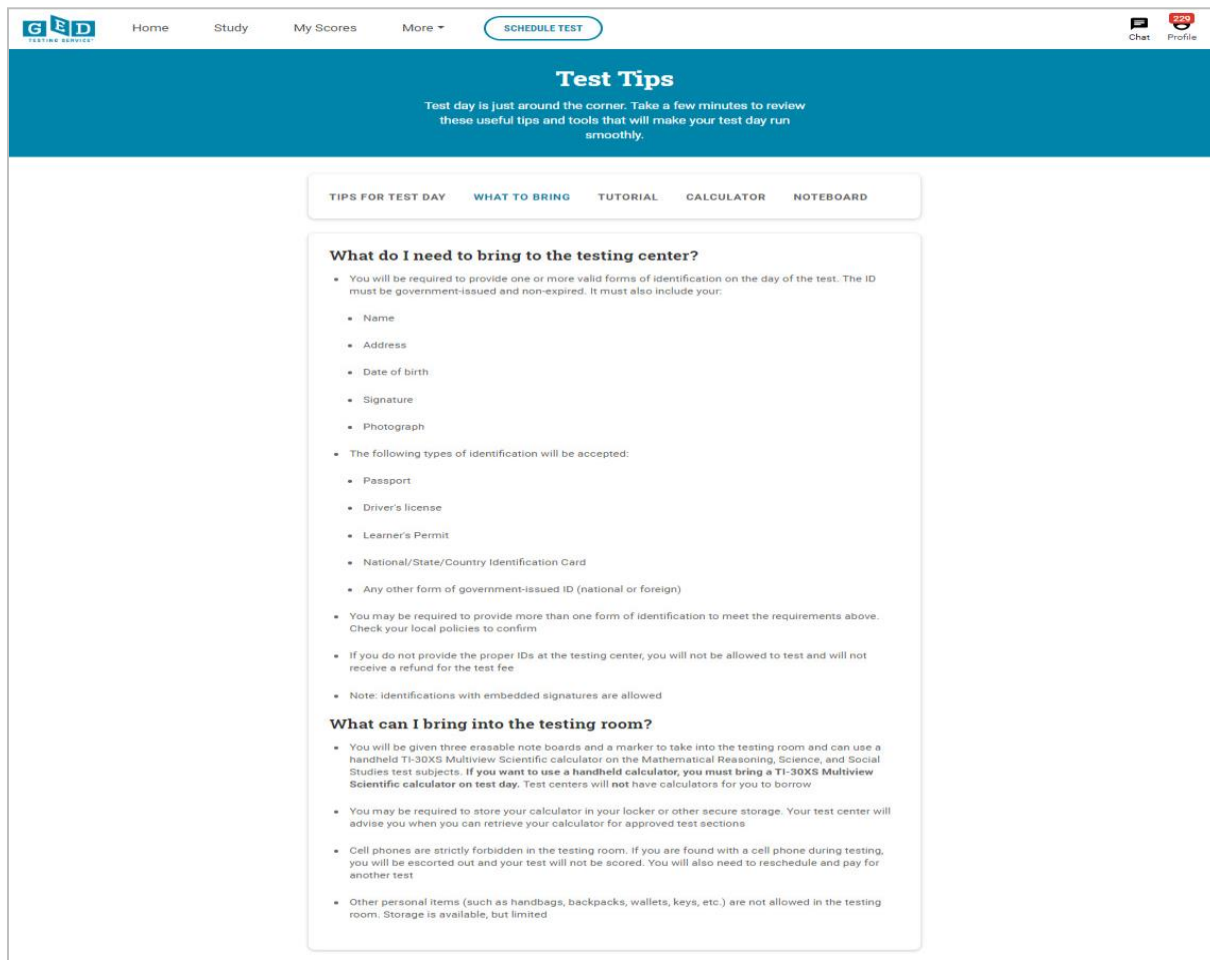
GED.com is available in English and [Spanish](#). Spanish-speaking test-takers can also sign up and schedule their GED test by calling **1-877-450-3276** for Spanish-language support. The toll-free test-taker assistance call center hours for are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time.

Personalized Test-Taker Next Steps - Next Steps help students progress through the test schedule process by helping them prepare for their exam date.

Note: We highly recommend administrators to encourage instructors to create a demo account and/or try the tutorial that is available in the study section on your account.

- [How to create a demo account](#)
 - Step 1: Navigate to this website link: <https://demo.ged-cloud.com/login>
 - Step 2: Sign-up for a GED.com account—just like you would on GED.com.

Preparing for Test Day – The student page includes test tips to help prepare students for what they can bring with them into the room during the exam.



Test Tips

Test day is just around the corner. Take a few minutes to review these useful tips and tools that will make your test day run smoothly.

TIPS FOR TEST DAY **WHAT TO BRING** TUTORIAL CALCULATOR NOTEBOARD

What do I need to bring to the testing center?

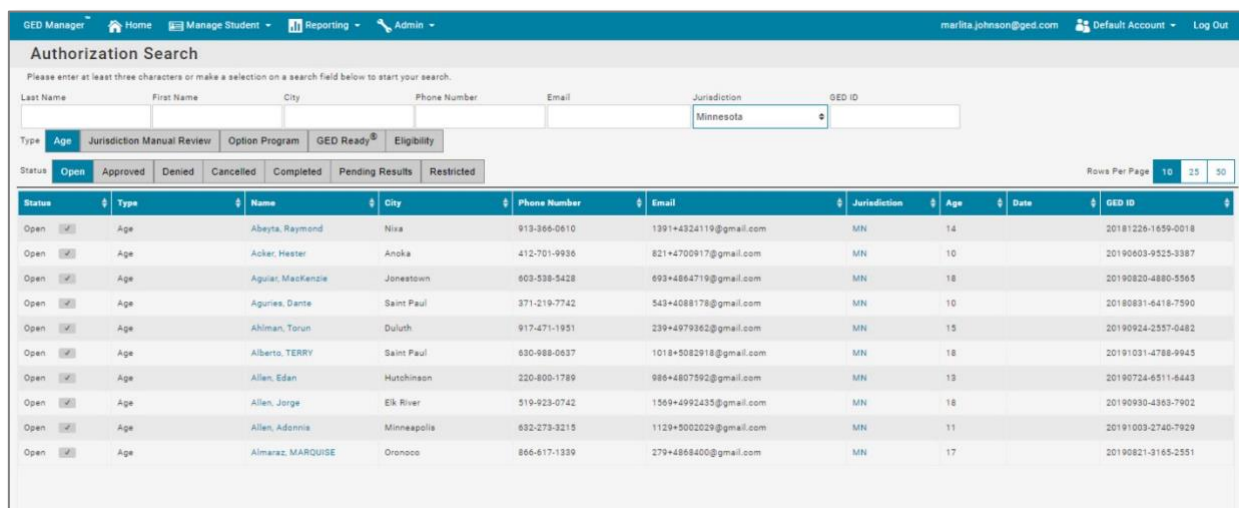
- You will be required to provide one or more valid forms of identification on the day of the test. The ID must be government-issued and non-expired. It must also include your:
 - Name
 - Address
 - Date of birth
 - Signature
 - Photograph
- The following types of identification will be accepted:
 - Passport
 - Driver's license
 - Learner's Permit
 - National/State/Country Identification Card
 - Any other form of government-issued ID (national or foreign)
- You may be required to provide more than one form of identification to meet the requirements above. Check your local policies to confirm.
- If you do not provide the proper IDs at the testing center, you will not be allowed to test and will not receive a refund for the test fee.
- Note: identifications with embedded signatures are allowed.

What can I bring into the testing room?

- You will be given three erasable note boards and a marker to take into the testing room and can use a handheld TI-30XS Multiview Scientific calculator on the Mathematical Reasoning, Science, and Social Studies test subjects. **If you want to use a handheld calculator, you must bring a TI-30XS Multiview Scientific calculator on test day.** Test centers will not have calculators for you to borrow.
- You may be required to store your calculator in your locker or other secure storage. Your test center will advise you when you can retrieve your calculator for approved test sections.
- Cell phones are strictly forbidden in the testing room. If you are found with a cell phone during testing, you will be escorted out and your test will not be scored. You will also need to reschedule and pay for another test.
- Other personal items (such as handbags, backpacks, wallets, keys, etc.) are not allowed in the testing room. Storage is available, but limited.

Jurisdiction Authorization Management Tool - Some students may have restrictions on their accounts that prevent exam scheduling. This tool is found in GED Manager and requires training to fully understand it's use.

- Age Alerts – age restriction preventing student from eligibility without prior approval
- Jurisdiction Manual Review – approval from jurisdiction required prior to eligibility
- Eligibility - restriction placed on account (ex. duplicate account)



The screenshot shows the 'Authorization Search' interface in GED Manager. It includes search filters for Last Name, First Name, City, Phone Number, Email, Jurisdiction (set to Minnesota), and GED ID. Below the filters are tabs for Type (Age, Jurisdiction Manual Review, Option Program, GED Ready®, Eligibility) and Status (Open, Approved, Denied, Cancelled, Completed, Pending Results, Restricted). The main table displays a list of students with columns for Status, Type, Name, City, Phone Number, Email, Jurisdiction, Age, Date, and GED ID.

Status	Type	Name	City	Phone Number	Email	Jurisdiction	Age	Date	GED ID
Open	Age	Abeysa, Raymond	Nixa	913-366-0610	1391+432411@gmail.com	MN	14		20181226-1659-0018
Open	Age	Acker, Hester	Anoka	412-701-9936	821+4700917@gmail.com	MN	10		20190603-9525-3387
Open	Age	Aguiar, MacKenzie	Jonestown	803-538-5428	693+4864719@gmail.com	MN	18		20190820-4880-5565
Open	Age	Aguiar, Dante	Saint Paul	371-219-7742	543+4086178@gmail.com	MN	10		20180831-4418-7590
Open	Age	Ahman, Torun	Duluth	917-471-1951	239+4979362@gmail.com	MN	15		20190924-2357-0482
Open	Age	Alberto, TERRY	Saint Paul	630-988-0637	1018+5082918@gmail.com	MN	18		20191031-4788-9945
Open	Age	Allen, Edan	Hutchinson	220-800-1789	986+4807592@gmail.com	MN	13		20190724-4511-6443
Open	Age	Allen, Jorge	Elk River	519-923-0742	1569+4992435@gmail.com	MN	18		20190930-4363-7902
Open	Age	Allen, Adonis	Minneapolis	832-279-3215	1129+5002029@gmail.com	MN	11		20191003-2740-7929
Open	Age	Almaraz, MARQUISE	Oronoco	866-617-1339	279+4868400@gmail.com	MN	17		20190821-3165-2551

Customer Service

Customer service supports students and educators during the registration process through phone and online options. Located at https://ged.com/contact_us/

- **Email:** Test-takers can email help@GED.com with questions, and/or issues.
- **Call center:** Test-takers can sign up for and schedule their GED tests by calling **1-877-EXAM-GED** (392-6433). The toll-free test-taker assistance call center hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time.

- **Live Chat:**

Monday – Friday, 8am – 5pm CT in the U.S and Canada

Monday – Friday, 2pm – 11pm GMT and 1am – 1pm GMT in Other Countries

- **Web Form:** Questions can also be submitted directly on our [Contact Us](#) page
- **Test center:** Test-takers can register in person at an authorized GED test center. Extensive print materials will be made available with directions on accessing registration and scheduling support.

Support for GED Administrators should be directed to your designated SRM or Operations@ged.com

Test Center Operational and Technology Requirements

All potential test centers must undergo a screening process prior to receiving authorization to filter out sites that may not be able to meet minimum facility, service, and security standards or have the capability to administer tests through the Pearson VUE platform.

As part of the installation process, a test driver functionality test (TDFT) is run. This test will exercise all aspects of the test delivery system. During the installation process, a Pearson VUE technician will help the test center site staff schedule and run the required TDFT on each workstation.

The following documents provide more detail about the technical and facility requirements related to equipment, desktop computers, physical storage or space requirements, networking, and other infrastructure elements, such as Internet access, printing, and other applicable requirements involved in the delivery of the tests:

- **PVTC Technical Requirements** details the technical requirements for sites administering the GED test as well as other Pearson VUE tests.
- **Office Layout and Environment** details the facility requirements for all sites.

These requirements are available on the [Become a Test Center](#) page of our website . Test center personnel are in the best position to verify that the test center meets these requirements, but the Pearson VUE channel and technical support teams can provide guidance during the validation process.

The GED test can be administered to test-takers at any test site approved by the state. The state is responsible for approving test centers, and only approved test centers will deliver the GED test.

Test Center Options

There are four options available for test centers to become an Authorized Pearson VUE Testing Center: PVTC, Fixed Additional Site, Mobile Additional Site, and GED-Only Site. Approved testing sites will be allowed to continue operating for any HSE examination administered. For more information about test site application, please visit

https://ged.com/educators_admins/test_admin/become_a_center.

Option	Details
Option 1: Pearson VUE Authorized Center (PVTC)	<p>A fixed, physical, testing site that is independently authorized to offer the full range of Pearson VUE tests pursuant to the PVTC contract.</p> <p>The site may choose to allow registration and scheduling over the GED website or may choose to do its own registration and scheduling.</p> <p>The site may offer the GED test only or may offer any other Pearson VUE test that it wants to offer.</p>

Option	Details
Option 2: Fixed Additional Site (contractually linked to the parent site with an Exhibit B)	<p>An additional, fixed, physical testing site that is linked to, operated by and dependent on a PVTC and its PVTC contract.</p> <p>This option is used by PVTCs with multiple sites or when a separate entity allows a PVTC to administer tests on its site. The site follows the PVTC determinations on registration, scheduling, etc.</p> <p>The site may offer the GED test only or may offer any other Pearson VUE test that it wants to offer, even those tests not offered by the PVTC.</p> <p>Each fixed additional site maintains its own site ID, personnel (test administrators, proctors), and establishes its own testing schedule.</p>
Option 3: Mobile Additional Site (contractually linked to the parent site with an Exhibit B)	<p>A mobile, laptop-based testing platform that is linked to, operated by and dependent on a PVTC and its PVTC contract.</p> <p>Used when a mobile platform is needed to serve remote communities, correction sites and other locations that have less frequent testing needs.</p> <p>Test-takers register directly on GEDTS's website but test-takers must call the PVTC sponsoring the Mobile Site directly to schedule a test.</p> <p>Each Mobile Site maintains its own site ID, but the PVTC will provide testing personnel.</p>
Option 4: GED-Only Site	<p>A fixed, physical testing site that is independently authorized to offer only the GED test on computer.</p> <p>Used by sites that desire to offer only the GED and not any other Pearson VUE test.</p> <p>The site may choose to allow registration and scheduling on the GED website or may choose to do its own registration and scheduling.</p> <p>More flexible technical requirements: Requires desktop computers or laptops with 15" monitors or larger (external mouse for laptops).</p> <p>More flexible security, seating, and facility requirements.</p> <p>Must maintain 2 trained, certified test administrators on staff – only one needed for test administration.</p>

GED-Only Test Centers can deliver the GED test but will not meet the requirements to deliver other exams typically available through a Pearson VUE Authorized Test Center (PVTC). Sites may wish to set up initially as GED-only centers and then migrate to a model where they can deliver other career and technical certification and licensure exams delivered by Pearson VUE.

Pearson VUE Authorized Test Centers (PVTCs) can deliver GED tests as well as other exams available through Pearson VUE. In most cases, the other exams delivered at PVTCs meet the following criteria:

- Directly support career and technical education programs
- Lead to industry-recognized credentials for middle-skill jobs
- Lead to jobs that may not require a college degree

In either case, test centers must meet specific technical and facility requirements. The decision of which path to pursue should be made after careful consideration.

Sites applying to become centers authorized to deliver the GED test may find Option 4 more convenient for the following reasons:

- **Relief from the minimum hours, secure locker, and physical partition requirements.** The center is not required to be open a minimum number of hours each week. Secure, lockable storage lockers are not required. While it is preferred that some lockable storage is provided (e.g., a desk drawer with the test-taker being provided the key), it will be sufficient to have the student place their personal belongings in clear and constant line of sight to the student but outside of their immediate control. When testing two or more students simultaneously and without partitions, sufficient spacing between students should be maintained to make sure students are not able to view data on another test-taker's display.
- **Relief from the desktop computer requirement.** GED-only test centers must have a minimum of two computers, although if preferred, the computers can be laptops with 15" or larger screens. A signature pad and a small digital camera will be required. Laptops used by the test-taker should also make use of an external USB mouse.
- **"Public" versus "Private" test centers and relief from continuous Internet connection.** Test centers that choose to let the general public see available hours and access the schedule through either the customer service center or the web are called "public" centers. Test-takers do not need to contact public centers directly for schedule information. Test centers that chose to have students schedule through the test center itself and do not provide availability are called "private" centers. Should a site choose to become a private, GED-only test center, the center will not be required to maintain a constant connection to the Internet.

Test Center Approval Process

The following approval standards and screening inspection process will apply to both public and private GED test center types in order to maintain a consistent testing experience:

- Each new site signs an agreement with Pearson VUE, which includes provisions for confidentiality, security, and termination for breach. Active sites have already signed such agreements. These agreements are already established, in effect, and no

further effort is required or proposed, except for minor updates from time to time. If a site is terminated for a material security breach, the organization and the individuals responsible are added to a security watch list and permanently banned from operating a Pearson VUE test center.

- Each center must comply with Pearson VUE-defined standards and procedures, to provide an environment that encourages peak performance for all test-takers.

Applicable requirements involved in the delivery of the tests: **PVTC Technical Requirements** and **Office Layout and Environment** are available on the [Become a Test Center](#) page of our website.

GED Computer-Based Test Administrator Qualifications and Staffing

GEDTS and Pearson VUE will continue to provide the state GED test centers with a superior level of staff training and support, as well as established regular communications that make the centers aware of new features and services.

GED CBT administrators must meet the following criteria:

- A. Administrators must meet all Pearson VUE test administrator requirements.
- B. Administrators are required to pass the Pearson VUE Administrator Certification Exam and to recertify each year.
- C. No one directly involved in GED instruction, adult basic education, or adult literacy, and no secondary education program staff, adult secondary program staff, alternative high school education program staff or developmental education staff, can serve as a test administrator in a GED test center.

GED test centers are often academic institutions, training centers, and correctional facilities that have willingly offered to support GED testing at their locations. They bring a high level of commitment to support GED testing and GED test-takers. This level of commitment is reflected in the secure, comfortable, professional, and distraction-free testing spaces located in their facilities.

Training modules are made available to GED test center staff online in the form of interactive eLearning. The modules highlight the major content categories (test center staff responsibilities, hardware/software, admissions, and security). These courses are reviewed on a periodic basis.

In addition to our extensive GED test center staff training practices, we provide a *GED Program Policy Manual* to staff at each GED test site. This comprehensive guide is updated regularly and gives test administrators instructions for different policies and procedures, such as eligibility to test and identification requirements.

Test Security at the Test Centers

Security layers at the test-taker's workstation include the following:

- Microsoft Windows operation system security features are applied.
- Desktop control locks are utilized during test delivery, making sure test-takers may not access any applications or the Internet.
- Data transmission encryption is utilized.

Test-Taker Identification and Security

Stringent security processes protect clients' intellectual property, provide for the integrity of the examinee check in/out process, validate examinees that may re-test at a different location, and give clients a permanent record of examinee access to the testing room.

Testing Room Security

The test delivery work area is monitored by at least one certified test administrator whenever GED tests are being delivered. The administrator has a clear view of each workstation and test-taker environment.

Online Proctored GED Test Program

GED Testing Service is offering Online Proctored testing to eligible test-takers. Test-takers must first score "Green" (Score of 145 or above) on the GED Ready® practice test within the last 60 days before being allowed to schedule an online test. The same GED test series that is administered via CBT at test centers is used in Online Proctored delivery, with different test forms being administered. It is important to note that, regardless of the [delivery method](#), GEDTS provides the same test preparation, support, and scoring materials to test-takers.

When a student has met prerequisites and becomes eligible to sit for the Online Proctored GED exam, they will see additional information on their student page that will provide a video overview, system check tool, a whiteboard option, and helpful troubleshooting tips. See Useful Links section below or [click here](#). *Note: This option is in pilot mode with modifications to the program expected post-pilot.*

Corrections

Delivering the GED test on computer in correctional facilities does *not* require an Internet connection. There are two delivery options:

- **Onsite Administrator Laptop**—The correctional facility test administrator will download the test content to an administrator laptop in the staff area of the facility and bring the laptop into the inmate area for testing.
- **No Onsite Administrator Laptop**—The test administrator must download the test content to a laptop in a separate location (i.e., other testing center), bring the test into the facility on the laptop, and connect to the inmate testing computers.

In both cases, once the test is downloaded to the test administrator laptop, the test administration process is simple:

- Download scheduled tests from the administrator laptop and network to the inmate's test delivery workstation
- Deliver the test(s) and capture the responses
- Remove the test administrator laptop from the inmate area and return to the staff area or outside testing center to upload the results

An Internet connection is never necessary in the inmate area. Some test administrators work at the correctional facility and download the test in the designated staff area. Other test administrators will come from separate testing centers and have to download the test before they leave for the correctional facility. A minimum of two computers is required to offer the GED test on computer.

Accommodations

Accommodations for test-takers who have physical, mental, sensory, or cognitive disabilities and who provide appropriate documentation from a qualified professional of their impairment and its effect on their ability to take the GED test under standard conditions.

GEDTS endeavors to comply fully with federal and applicable state law providing protection to the disabled, including the Americans with Disabilities Act of 1990, as Amended (Public Law 101-336, Sec. 36.309 Examinations and Courses) requirement that any private or public entity that offers examinations relating to certification or credentialing for secondary or postsecondary education shall offer such examination in a place and manner accessible to persons with disabilities or offer alternative arrangements for such individuals as special accommodations. As such, the available accommodations that we offer are adequate to afford compliance with the Americans with Disabilities Act of 1990, as Amended.

Process for evaluating test-taker applications for accommodations:

1. The test-taker will create an account at www.GED.com. During the registration process, the test-taker will be queried about the need for accommodations. If the test-taker affirms this need:
 - a. The test-taker will see a window with the steps to create an accommodation account and request.
 - b. The test-taker should not schedule an exam until the accommodation approval process has been completed. Accommodation cannot be added to an existing exam appointment.
 - c. The test-taker will be told to expect up to 30 days for review of the accommodations request.

2. The test-taker will follow the steps for applying for accommodations, including completing the online accommodation request form and gathering and submitting supporting documentation.
3. GEDTS will review the test-taker's submittal and make the accommodation determination.
4. If GEDTS needs additional information pertaining to the test-taker's accommodation request, the test-taker will be contacted for this purpose. GEDTS will render a decision within 30 days of receiving the test-taker's accommodation request and enter the decision into our system.
5. The GEDTS system will email the test taker and any advocates listed with a decision regarding the accommodations request. Test-takers that are approved for extra time, breaks, and/or other items that do not require manual intervention will be directed in their approval letter to their GED.com account to schedule a testing appointment. Test-takers approved for a reader and/or recorder, private room, or assistive technology will be directed in their approval letter to call the accommodated scheduling phone line to schedule a testing appointment.
6. GEDTS will send approved accommodations to the test center through the candidate's exam file. If assistive personnel, such as readers or recorders, are approved, GEDTS will send them to the test center for the testing appointment (This is done at no cost to the candidate).

Accommodation specialists follow national guidelines to determine whether to grant each test-taker the requested accommodations and properly document all allowable accommodations.

Note: GEDTS assumes full responsibility for accommodation decisions.

Test accommodations are individualized and considered on a case-by-case basis.

Consequently, no single type of accommodation (e.g., extra time or a paper test) would necessarily be appropriate for all individuals with disabilities. Simply demonstrating that an individual meets diagnostic criteria for a particular disorder does not mean that the person is automatically entitled to accommodations.

Available GED test accommodations include, but are not limited to, the following:

- Ability for the test-taker to select from a range of background and text display color combinations that provide the most comfortable and appropriate computer testing environment
- A private testing room to accommodate individualized or small group testing
- Extended testing time
- Extra breaks
- ZoomText – Screen magnification software
- Braille, including tactile graphics to facilitate test-taker perception of graphical elements of test-items
- A paper version of the test
- Talking calculator for visually impaired test-takers
- Scribe or reader for test-takers with a variety of physical conditions which prohibit the test-taker from reading or responding on his or her own
- JAWS - Job Access With Speech [JAWS] screen reading technology integrated into the computer test driver

In addition - Available to all test takers that do not require an approval:

- High lighter
- Increased font size
- Screen color combination

Test-takers whose applications for accommodations have been denied may appeal an accommodations decision if they are unhappy with the outcome. Test-takers can start the appeal process online and complete the “Request for Testing Accommodations Appeal” form that is available in the Accommodation request system. GEDTS disability experts will review all appeal requests and respond to the test-taker. We post instructions for the appeal process at https://ged.com/about_test/accommodations.

GED Manager™

The *GED Manager* system provides users with an efficient and streamlined way to:

- View test-taker activity and scores from the GED Ready as well as scores from the GED test
- View test-taker demographic information
- View test-taker accommodations status

- Approve exceptions (this is available to users at the state's discretion)

Users can use the top navigation menu to view student-specific information, manage authorizations, view accommodation status, and access reporting options. *Note: The State controls who has access to this information and these functions as outlined below.*

In addition, users can search for individual students to view their specific needs relative to the GED test.

GED Manager [Home](#) [Manage Student](#) [Reporting](#) [Admin](#) marita.johnson@ged.com [Default Account](#) [Log Out](#)

Authorization Search

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name First Name City Phone Number Email Jurisdiction GED ID

Type **Age** Jurisdiction Manual Review Option Program GED Ready® Eligibility

Status **Open** Approved Denied Cancelled Completed Pending Results Restricted Rows Per Page 10 25 50

Status	Type	Name	City	Phone Number	Email	Jurisdiction	Age	Date	GED ID
Open	Age	Abeyta, Raymond	Nixa	913-366-0610	1391+4324119@gmail.com	MN	14		20181226-1659-0018
Open	Age	Acker, Hester	Anoka	412-701-9936	821+4700917@gmail.com	MN	10		20190603-9525-9387
Open	Age	Aguilar, Mackenzie	Jonestown	603-538-5428	693+4864719@gmail.com	MN	18		20190820-4880-5565
Open	Age	Aguiar, Dante	Saint Paul	371-219-7742	543+4088178@gmail.com	MN	10		20180831-6418-7590
Open	Age	Ahlman, Torun	Duluth	917-471-1951	239+4979362@gmail.com	MN	15		20190924-2557-0482
Open	Age	Alberto, TERRY	Saint Paul	650-988-0657	1018+5082918@gmail.com	MN	18		20191031-4788-9945
Open	Age	Allen, Edan	Hutchinson	220-800-1789	986+4807592@gmail.com	MN	13		20190724-6511-6443
Open	Age	Allen, Jorge	Elk River	519-923-0742	1569+4992435@gmail.com	MN	18		20190930-4363-7902
Open	Age	Allen, Adonnis	Minneapolis	692-273-9215	1129+5002029@gmail.com	MN	11		20191003-2740-7929
Open	Age	Almaraz, MARQUISE	Oronoco	866-617-1339	279+4868400@gmail.com	MN	17		20190821-3165-2551

The user can sort by GED Passed, GED Below Passing, GED Ready Results, Test Appointments, and for those states that offer a civics exam, Civics Results. The user can export the results, view single score reports, or print score reports in bulk.

GED Manager
Home
Manage Student
Reporting
Admin
Juris Admin
Log Out

Student Test Activity Report

Please enter at least three characters or make a selection on a search field below to start your search.

Testing Activity

- GED Passed
- GED Below Passing
- GED Ready Red
- GED Ready Yellow
- GED Ready Green
- Appointment
- Appointment - Cancelled
- Appointment - No Show

Date Range:

to

Exam Subject

Program

GED® Test Prep Center

Voucher

City

Phone Number

DOB

Email

GED ID

Credential Status

Test Medium

Test Missing

Rows Per Page
10
25
50

Name	Email	Testing Activity	Date	Test	Subject	Score	Credentialed	Vouchers
------	-------	------------------	------	------	---------	-------	--------------	----------

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Adult education users can manage GED PrepConnect™ enrollment to see which students are interested in their programs. The user will mark the student as enrolled after the student officially enrolls in their program and can track the student's status, such as whether the program has contacted the student.

GED Manager™ Home Manage Student Reporting Admin

Default Account Log Out

Student Search

Please enter at least three characters or make a selection on a search field below to start your search.

GED® Prep Connect Enrollment Status: Interested Enrolled Contacted Credentialed Dismissed

Date Range: to Jurisdiction:

City: Phone Number: DOB: Email: GED ID: Credential Status:

Export (1000 rows max)

Rows Per Page: 10 25 50

Name	Email	Zip	County	Phone Number	GED® Test Prep Center	GEDWorks	Shared Scores	Enrollment Status	Date	Action
Guy OC	InternationalPrepCenterTa20190614725-9884-wf9beacw6d19@gmail.com			763-999-9999	IT Bangla Ltd	No		Interested	6/14/19	Edit
Tester: JvbIMbbsSuhaZFu	CorrectionalUsersPrepCenre20190614dab-9680-3f90e2547b56@ged.com	90210		356-644-6447	Fargo Job Service	No	Yes	Interested	6/14/19	Edit
Tester: LgoPiOgQWPVbta	GEDPrepTestingActivityRep201906149e7-889a-00cb913250eb@ged.com	90210		322-531-6909	Academic Classes for adults who have had a traumatic brain injury or stroke.	No	Yes	Interested	6/14/19	Edit
Tester: ThazomyWuH8apPq	GEDPrepTestingActivityRep201906149d-a7a0-61c32f245b8a@ged.com	90210		335-119-0422	Florida Department of Corrections	No	Yes	Enrolled	6/14/19	Edit
Tester: ClJdaonVyGDQHO	GEDPrepTestingActivityRep20190614230-ab8b-5567f8f806d7@ged.com	90210		349-201-3293	Academic Classes for adults who have had a traumatic brain injury or stroke.	No	Yes	Interested	6/14/19	Edit
Tester: KlgfuegUuLVRT	PasseraReportPrepCenterTa20190614040-8671-22f78b346691@ged.com	90210		351-709-0754	Minneapolis Adult Education-North Campus	No		Interested	6/14/19	Edit
Tester: RHhRwQWwwA2PvUr	PasseraReportPrepCenterTa201906147d1-a135-9b3745d61e9d@ged.com	90210		306-109-2272	Minneapolis Adult Education-North Campus	No		Enrolled	6/14/19	Edit
Tester: RHhRwQWwwA2PvUr	PasseraReportPrepCenterTa201906142db-941b-372b11e8396d@ged.com	90210		384-924-2918	Minneapolis Adult Education-North Campus	No		Contacted	6/14/19	Edit
Tester: HPFlmFlauvdhkg	PasseraReportPrepCenterTa20190614cd7-a141-5b704cb8d6d7@ged.com	90210		366-325-0883	Minneapolis Adult Education-North Campus	No		Dismissed - No Show	6/14/19	Edit
Tester: PeXPLgPhuOPuJV	PasseraReportPrepCenterTa20190614ef1-ba67-632561290756@ged.com	90210		390-748-5838	World Study Center	No	Yes	Enrolled	6/14/19	Edit

Rows Found: 16362

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GED Manager User roles and what they mean

	Role	Description
1	Accommodations	The Accommodations team staff have access to view and manage accommodations and view status of test exceptions.
2	Authorizations only staff	These are the <u>Test Exception</u> (such as age exception, jurisdiction exceptions, etc.) approvers who can view the test exceptions queue and approve students.
3	Corrections	These are the GED administrators or educators at correctional facilities such as State Prison Admin, Prison Examiner, etc. They have the same permissions as Jurisdiction Admin along with the ability to simulate student accounts and create accounts for corrections students. They can only view students in their corrections program, unless they are authorized to view public students. They <u>do not have access to GED Analytics</u> . Corrections Users now have access to a Passer Report that will have the option of adding specific test centers or have "All Test Centers in the Jurisdiction are searchable" by default. Regardless of whether specific test centers are added, the passer report will only show accounts that are associated with the Corrections Program in the user's GED Manager profile

	Role	Description
		OR the testers who completed and passed their last test at the selected test center.
4	GEDTS Analytics only user	GED Analytics-only users only have access directly to GED Analytics. They cannot see any menu options or student screens within GED Manager. Their GED Analytics role is defaulted to the Jurisdiction View and cannot be changed.
5	Jurisdiction Admin	This example includes GED State Administrator, DANTES. THERE SHOULD BE LIMITED USERS PER JURISDICTION IN THIS ROLE. These users can view student accounts within jurisdiction, Edit Candidate Name , change DOB and Options, Mark fictitious, update inmate flag and corrections program, manage exceptions, view status of accommodations, and have access to GED Analytics.
6	Jurisdiction Admin/Credentialed student	Able to edit both name and DOB
7	Juris view only	This user role manages the GED Program administration across multiple facilities. They have <u>read-only access to student data</u> including test scores. They also have the ability to print score reports.
8	Jurisdictional	Examples of this role include GED State Staff, ABEs or Test Centers as authorized by State GED Admin. They have the same permissions as Jurisdiction Admin but no access to GED Analytics unless authorized by State GED Admin. They do not have the ability to view GED Manager user status, they do have Edit Candidate Name as a selectable permission (not auto included for everyone) on the role.
9	Student-authorized view	Student-Authorized View users are associated to a student when the student selects their adult education center. These users may be assigned to multiple centers and <u>can only view students who have selected their associated adult education centers</u> , have answered the legal statement "YES", and do not have an open age exception. These users can only view associated student scores, score report, and test history. They CANNOT simulate students or edit records. Student Authorized View Users now have access to Passer Report that will have the option of adding specific test centers or have "All Test Centers in the Jurisdiction are searchable" by default. Regardless of whether specific test centers are added, the passer report will only show accounts that are associated with

	Role	Description
		the Prep Center in the user's GED Manager profile OR the testers who completed and passed their last test at the selected test center.
10	Test center user	These are test center admin or staff users and they have the ability to run Passer Reports for their test centers.

GED Manager Permissions and what they mean

	Permissions	Meaning
1	View Accommodations	This permission gives users the ability to have view-only access to the accommodations requests.
2	Edit Candidate Name	This permission gives users the ability to edit tester names, either within their jurisdiction or multiple or all jurisdiction based on access.
3	Candidate Search	This permission gives users the ability to search and lookup student records, either within their jurisdiction or multiple or all jurisdictions based on access.
4	Corrections View Candidates	This permission gives users (primarily for corrections/managed programs) the ability to view public students in order to move them into a correction (or other managed) program. JURISDICTION ADMIN APPROVAL REQUIRED.
5	Create Students	This permission gives users (primarily for corrections/managed programs) the ability to create student accounts through GED manager for (or other managed) program.
6	Edit Date of Birth	This permission gives users the ability to edit a student's date of birth through GED Manager.
7	Manage Exceptions	This permission gives users the ability to view and manage exceptions such as age exceptions or jurisdiction review. <u>Exceptions are interchangeably used with authorizations.</u>
8	View Exceptions	This permission gives users the ability to have view-only access to exceptions such as age exceptions or jurisdiction review. <u>Exceptions are interchangeably used with authorizations.</u>
9	Edit GED Manager User Status	This permission gives users the ability to view and manage GED Manager user status to active.

	Permissions	Meaning
10	View GED Manager Users	This permission gives users the ability to have view-only access to users in GED Manager.
11	Simulate Student (previously Impersonate)	This permission gives users the ability to simulate a student's MyGED account. They will also have the ability to edit information on MyGED through Edit/Complete My Profile section.
12	Edit Options Program Status	This permission gives users the ability to change the status of Options Program requests – Open, Approved, Denied, Cancelled, etc.
13	Passers Report	This permission gives users the ability to run reports for passers within a particular test center and jurisdiction, based on set date range. Users can run these reports for students either within their jurisdiction or multiple or all jurisdiction based on access.
14	Manage Programs	This permission gives users the ability to view and manage the various programs setup in GED Manager such as corrections programs, Youth Challenge programs, etc.
15	Search Paper History	This permission gives users the ability to search the historical records to find test records in the historical database.
16	Manage Students	This permission gives users the ability to view and manage student accounts, either within their jurisdiction or multiple or all jurisdiction based on access.

Included in role vs. available permissions



= Included in the role



= Permission can be provided

Blank = Not available

External Users

	Authorizations only staff	Corrections	Jurisdiction Admin	Jurisdiction view only	Jurisdictional	Options Coordinator	Student-authorized view	Test center user
Manage Accommodations								
View Accommodations		✓	✓	✓	✓		✓	
Manage Adult Ed Center								
View Adult Education Center			✓		✓			
Assign Scan Error								
Edit Candidate Name			✓		✓			
Candidate Search		✓	✓	✓	✓		✓	
Corrections View Candidates	1	1	1	1	1	1	1	1
Create Students		✓						
Credential Simulator								
Edit Date of Birth		✓	✓		1			
View Email and Text History	1	1	1	1	1	1	1	1
Manage Employer Group								
Employer Program Candidate Search								
Employer Program Report	1	1	1	1	1	1	1	1
Manage Exceptions	✓	1	✓	1	✓	✓	1	1
View Exceptions	✓	✓	✓	✓	✓	✓	✓	1
Manage Fictitious Users		✓	✓		✓			

GED Analytics™

GED Analytics provides self-service on-demand access for the secure retrieval of data about your program through a web-based interface. Real-time reporting about GED test-takers helps inform high school equivalency examination program decisions at both local and state levels.

This system allows users to maintain daily knowledge of key performance indicators and trends that enable the best possible management of the GED test.

Users can filter on one or more data elements such as age of test-takers, years out of school, top five reasons for taking the GED test, income level of test-takers, and employment status at the time of testing. This data is refreshed daily for trend analysis and gives users unmatched access to the empirical data they need to manage their GED testing programs more effectively.

- Access to GED Analytics is restricted to GED Administrator's approval
- Limited licenses available

GED Manager and GED Analytics Training

GEDTS provides training on all the systems and processes that provide support to the GED program, including but not limited to GED Manager, GED Analytics, and the GED Accommodations process and systems. The specific modules and training schedule will be established at the state's direction.

A guide for users who wish to access GED Manager is available at [https://ged.com/wp-content/uploads/gedmanager_access_guide .pdf](https://ged.com/wp-content/uploads/gedmanager_access_guide.pdf).

Pearson VUE VSS (VUE System Support)

This Pearson VUE proprietary software licensed to GED test centers is designed to manage the complete testing process, from exam registration and scheduling to exam delivery. Software installation is supported via phone and technical support is available 24/7. The following Pearson VUE software applications are provided for GED test administration:

- **Site Manager**

Define hours of operation at the test center and manage other information about the test center (hours of operation, resources, and personnel)

View and manage the testing schedule at the center

Control personnel access to the testing system applications

Manage site assets and workstations

- **Registration Manager**

Create and edit test-taker records and demographic data

Register test-takers for GED tests

Collect payment from test-takers

Schedule and manage appointments and view exam information

- **Admissions Manager**

View the test center schedule

Admit test-takers for exams

Monitor the status of exams that are in progress

- **Delivery Manager**

Select exams for delivery and start exams

Present exams to test-takers

Manage exam breaks and testing time

GEDTS provides an additional software application for test administrators to approve test-takers for GED® testing:

- **GED Manager™**

Review and approve test-taker records that require additional authorizations for testing (e.g., underage testing)

Approve or deny authorizations, generating an automatic notification in the test-taker's GED.com home page and allowing the test-taker to schedule

View individual test-taker scores on GED Ready

Test Administrator Support

Training modules are made available for test center staff online in the form of interactive eLearning and highlight the major content categories (test center staff responsibilities, hardware/software, admissions, and security). These courses are reviewed on a periodic basis. Test center staff members also receive hands-on training at the test center by either a regional or test center manager to help them practice the skills they read about in the guide and training.

In addition to the confidence provided by training, the VSS Policies & Procedures Guide is available at each GED test site that gives test administrators instructions in using the center's software applications and managing the test administration process. This online guide is updated regularly and includes GED test administration policies. GEDTS provides additional training for users of GED Manager to allow familiarity and comfort with the software. Click [here](#) for GED Testing Center Support Line guide.

Test Administrator Approval

GED test centers hire their own staff; however, the Pearson VUE channel quality team is involved in an ongoing process of maintaining high-quality staff at all GED test centers. This includes assessment, training, certification, and performance monitoring of each administrator.

GED test center administrators are required to pass a certification exam, undergo additional training, and recertify annually. GED CBT administrators must meet the following criteria:

- A. Administrators must meet all Pearson VUE test administrator requirements.
- B. Administrators are required to pass the Pearson VUE Administrator Certification Exam and to recertify each year.
- C. No one directly involved in GED instruction, adult basic education, or adult literacy, and no secondary education program staff, adult secondary program staff, alternative high school education program staff or developmental education staff, can serve as a test administrator in a GED test center.

State Staff Training

GEDTS has developed a range of half-day and full-day workshops on each of the four academic content modules of the GED test that address the needs of educators in preparing students for the test. Any or all these modules can be delivered either on-site or via distance learning.

GED program offers a comprehensive program of support, tools, and resources for adult education professionals in a wide array of on-demand, web-based, and in-person professional development and assistance.

GED Testing Service Professional Development Initiative

GEDTS's Professional Development Initiative delivers instructional content and teaching strategies to a wide audience of adult educators through multiple delivery formats.

The identified priorities for the Initiative, and corresponding activities are listed below:

Tuesdays for Teachers

https://ged.com/educators_admins/teaching/professional_development/webinars/.

GEDTS Professional Development Road Shows

These are full-day, content-rich professional development training sessions conducted by the GED State Relationship Manager and/or consultants in multiple venues across the states. The intense, hands-on sessions provide onsite teaching and learning opportunities with materials of instruction to take away for immediate use in the classroom.

Engagement at State and National Conferences and Events

The GED State Relationship Manager delivers workshops and attends state meetings and national conferences.

GED Marketplace™—Offering More High School Equivalency Test Preparation

[GED Marketplace](#)™ offers educators and test-takers an online store full of study guides, practice tests, and other preparation materials created by some of the best GED® test prep companies.

GED Marketplace™ features:

- Online courses
- GED test vouchers
- Test prep and study books
- Prep packages
- GED Ready
- Teacher resources
- Computer skills training
- College readiness resources
- Workplace training

GED Marketplace provides a one-stop shop for preparation materials, all on a safe and secure place to start GED test-takers on the road to success. Sixteen publishers are currently featured

on GED Marketplace, and this number will only increase. The materials are available in English and Spanish, and adult learners can pick from a variety of modes, including online curricula, traditional textbooks, and practice tests. A list of publishers that have test preparation materials for the GED test can be found at https://ged.com/educators_admins/teaching/prep_products.

GED Option™ Program

GED Option™ is an integral component of a high school curriculum that provides an alternative way to attain a High School Credential for students still enrolled in high school. These students are at risk of dropping out of school or are so far behind in credits that their ability to graduate on time with their class is jeopardized. GED Option provides these students with the opportunity to stay in school and acquire the necessary high school level knowledge and skills to pass the GED test and earn a High School Credential during the same graduation year as their peers.

Grads and Transcripts

GED student graduates are automatically issued free credentials via hard copy (Diploma and Transcript) and/or via email (e-Diploma and e-Transcript) for the first 6 months of their credential date. For duplicate or additional copies after this period, students and Third Party Orders can navigate our website to locate how to order their credential. The [Grads and Transcripts link](#) found on our website directs student depending if they credentialed in 2014 or Later, Before 2014 or Third Party Organization (TPO).

- If 2014 or later the student can SSO (Single Sign On) to the GED credential partner to place their order.
- For before 2014 students can select their state from the dropdown and then navigate to the credential site as directed by jurisdiction.
- Third Party orders are directed to Parchment, a GED credential partner.

Request Your Transcript

Organizations

Employers, academic agencies, parents and other third parties can verify applicant transcripts on our partner site, [parchment.com](#).

VISIT OUR PARTNER SITE

Students Who Credentialed in 2014 or Later

LOG IN TO REQUEST TRANSCRIPT

Students Who Credentialed Before 2014

Select Region:
English - US

Select Area:
Select area...

REQUEST TRANSCRIPTS

Customer Service – Test Center Support

Provides technical support, such as assistance with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching, and delivering tests.

IMPORTANT: For customer service or channel quality issues and test center staff only should contact 1-866-389-3665 (*****Please Note: State Admins and the public should not be calling this support number or the number listed below.***)

Callers are instructed to **Press 1** for assistance with customer service issues, such as:

- General GED student support
- Creating a student profile in GED Manager
- Scheduling students for same day or future appointments
- Assistance with GED Manager
- Date of birth (DOB) changes
- Non-technical questions regarding checking candidates in, including ID requirements or determining if a candidate should be turned away
- What to do when a student arrives at a testing center but is not on the schedule

Callers are instructed to **Press 2** for assistance with test center management issues, such as:

- Managing and activating a test center
- Closing a testing center temporarily due to weather or other reasons
- General, non-student related testing center policies and procedures
- Locating client reference materials, rules agreements, or other documents on the VUE Support System (VSS) website
- Using Site Manager or Administration Manager, including how to update personnel and hours of operation
- Test Administration certification and recertification
- Moving a testing center to a new location
- Closing a testing center permanently

The test center management service line is responsible for making sure testing centers are working well and meet requirements. They administer candidate surveys and test administrator training and certification programs. They also inform testing centers about policy requirements and quality tips.

Test center staff can call Pearson VUE Support Services (VSS) technical support at **1-833-246-8320** (*****Please Note: State Admins and the public should not be calling this support number or the number listed below.***) for assistance with setting up Pearson VUE Testing

System software and technical issues related to downloading, launching, and delivering tests such as:

- ServiceDirect questions and support
- Assistance with software installation and set up for a new testing center
- Resetting passwords or unlocking an account (Note: Password resets can be done by selecting *Login Help* or *Account Recovery Tool* within the program the test center is using)
- Launching or delivering GED tests
- Launching or delivering GED Ready
- Running an express RMA
- Obtaining a new security certificate
- Obtaining a challenge key

Customer Service for Examinees

Registration and scheduling customer service options:

- **Email:** Test-takers can email help@GED.com with questions or to request help in signing up, scheduling, or changing test appointments.
- **Call center:** Test-takers can sign up for and schedule their GED tests by calling **1-877-EXAM-GED** (392-6433). The toll-free test-taker assistance call center hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time.
- **Test center:** Test-takers can register in person at an authorized GED test center. Extensive print materials will be made available with directions on accessing registration and scheduling support.

The customer service support line will include information regarding closed testing centers and cancelled testing in testing centers. Additionally, when we create an incident case for a site closure, the test-taker will receive an automated email to contact customer service to reschedule the appointment.

Useful links

To request GED Manager access-

https://ged.com/educators_admins/test_admin/ged_manager/ged_manager_request_form/

Access Guide-

https://ged.com/wp-content/uploads/gedmanager_access_guide_.pdf

About the Test-

[Test Subjects](#)

[Price & State Rules](#)

[Test Scores](#)

[Scheduling](#)

[Online Testing](#)

Study-

[GED Classes](#)

[Online Classes](#)

[Practice Test](#)

[Practice Questions](#)

[Test Previews](#)

[Shop](#)

[Educators & Admins](#)- Link provides vast information for those whose job it is to help students reach their educational dreams

Test Admin Policies-

https://ged.com/educators_admins/test_admin/policies/

Testing in Corrections-

https://ged.com/educators_admins/test_admin/corrections/

Test Admin Certification and Training-

https://ged.com/educators_admins/test_admin/manage_your_center/

Becoming a Test Center-

https://ged.com/educators_admins/test_admin/become_a_center/

Accommodations-

https://ged.com/about_test/accommodations/

Support Lines-

https://ged.com/educators_admins/test_admin/support/

Other Helpful Links

Below are the different types of info that can be found in the “Educators and Admins” section of the website.

-GED Policy and Procedures Manual:

https://ged.com/wp-content/uploads/GED_Program_Policy_Manual_2018_Addendum.pdf

-[In Session](#) - Monthly electronic newsletter for educators and state administrators. Free to subscribe.

-How-to guides for GED Credentialing (how to order and access transcripts and diplomas)

-College Ready info:

https://ged.com/educators_admins/program/college_readiness/

-GED Partnering Publishers:

https://ged.com/educators_admins/teaching/prep_products/

-Professional Development including info on annual GED Conference and Tuesday for Teachers:

https://ged.com/educators_admins/teaching/professional_development/

-Request form if you would like a Prep Center to be added, edited or removed from GED

website:

https://ged.com/prep_center_request_form/

-Accommodations

https://ged.com/about_test/accommodations/

Info on how to apply, the appeal process, guides on how to change the screen color, how to highlight on the test, and how to change the font size can be found here. Forms are available here as well.