What's New GED Annual Conference 2019

Vicki Greene

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Format of this session:

Learn a little about the changes/updates

Ask questions along the way

You share the ideas and approaches that you have used or suggestions for improvements

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Where to Begin?

GED.com Changes

Test Security

GED Manager

Duplicate Accounts

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What's New?
GED.com

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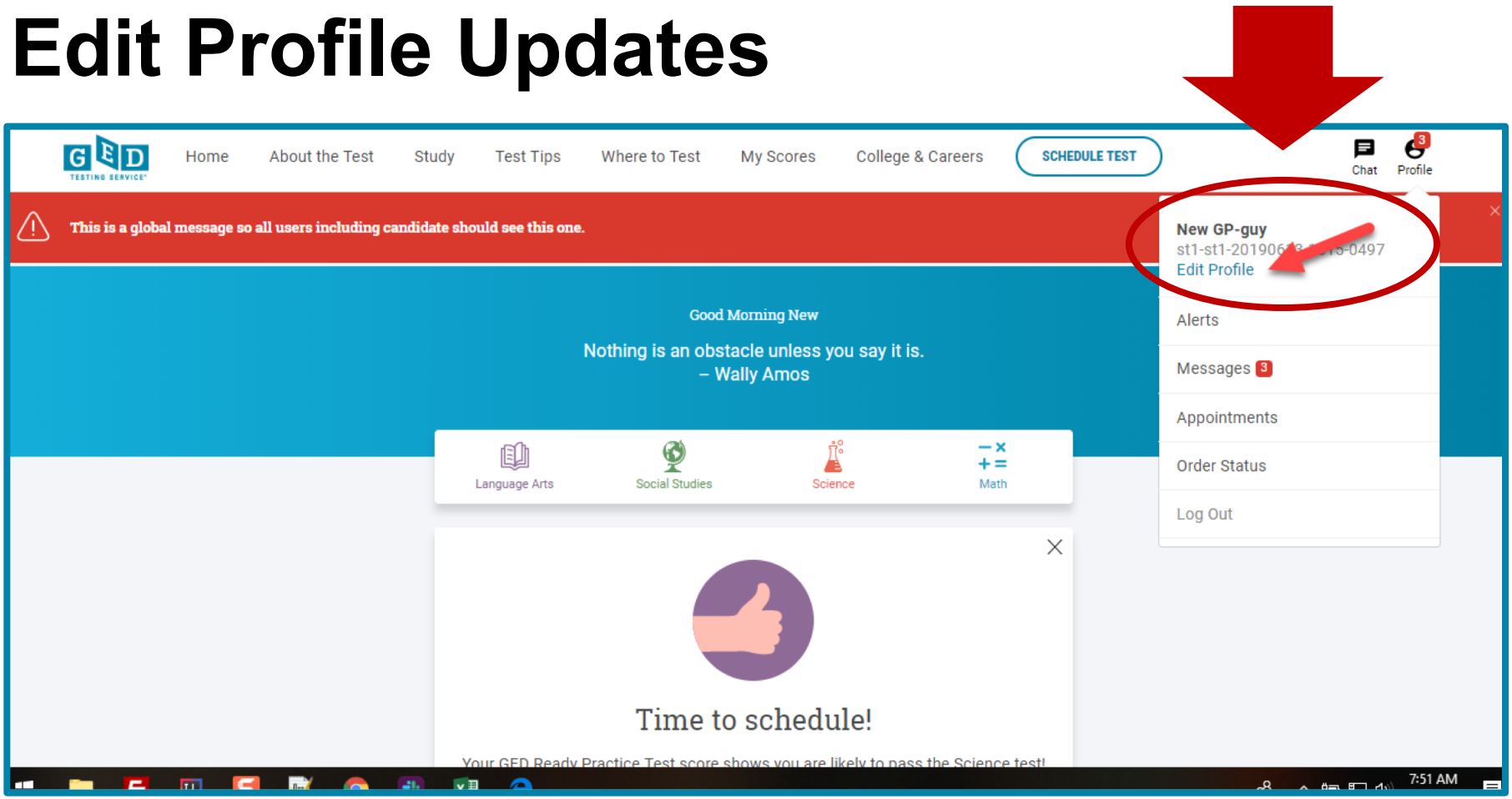
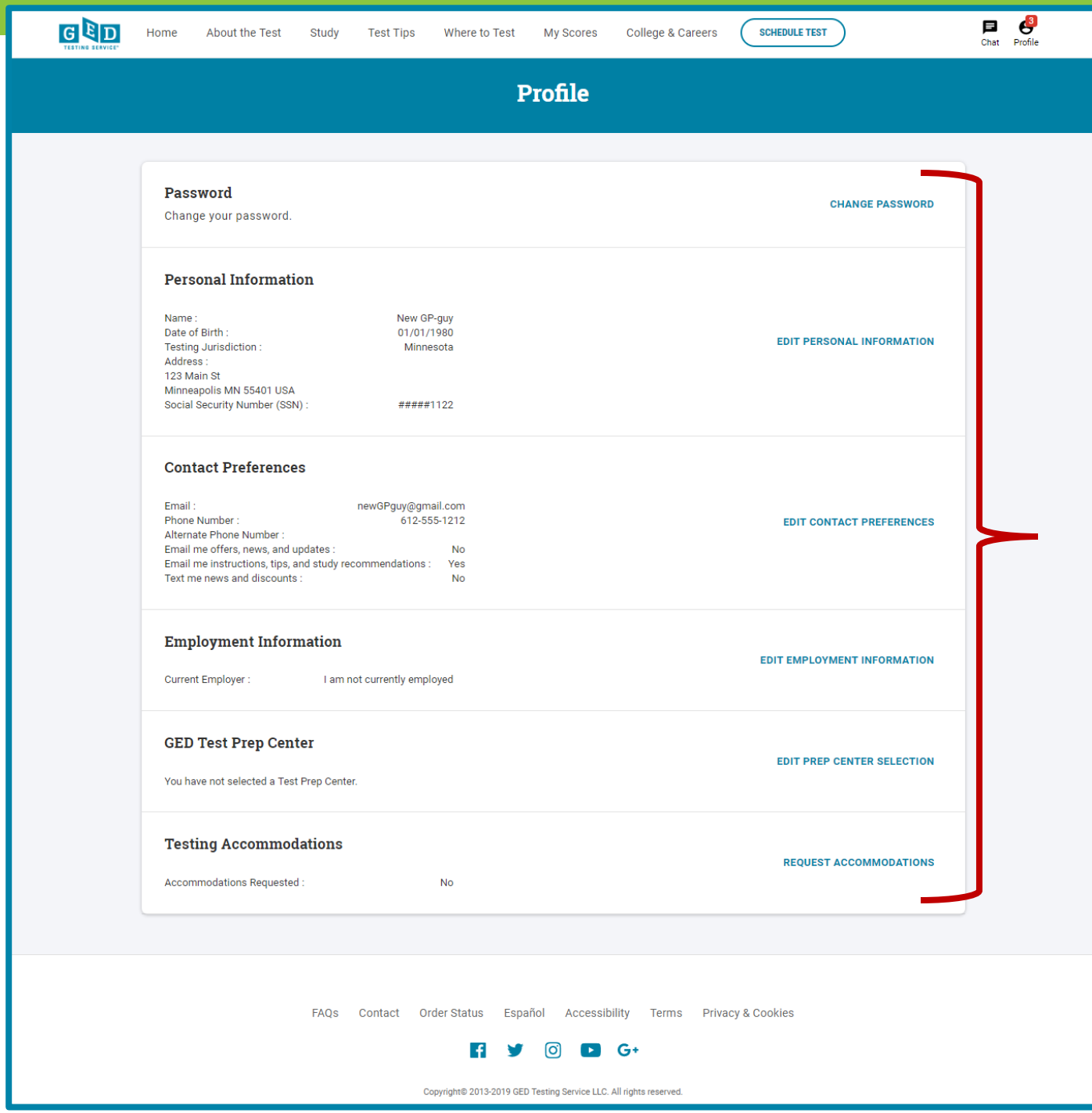
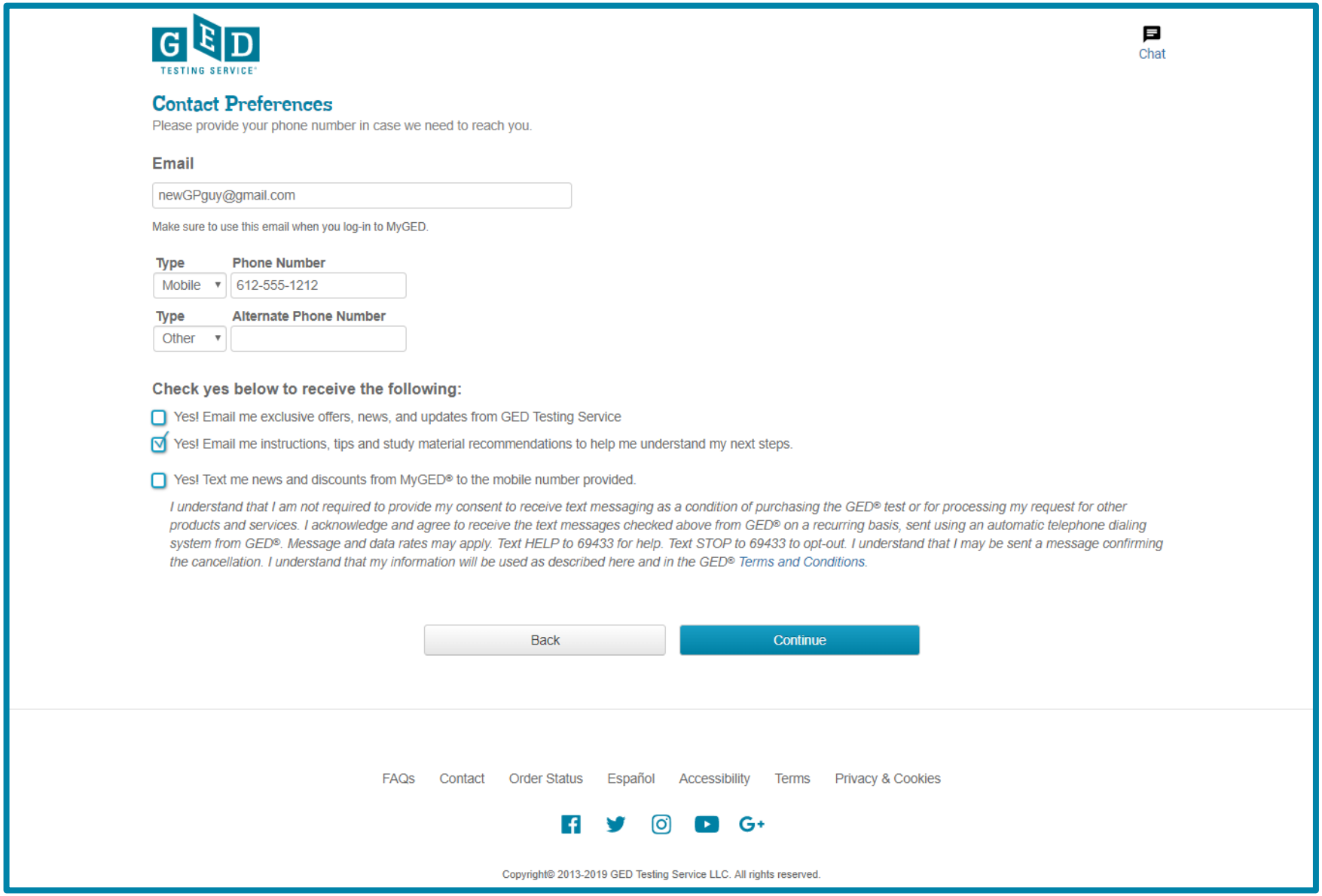
Edit Profile Updates



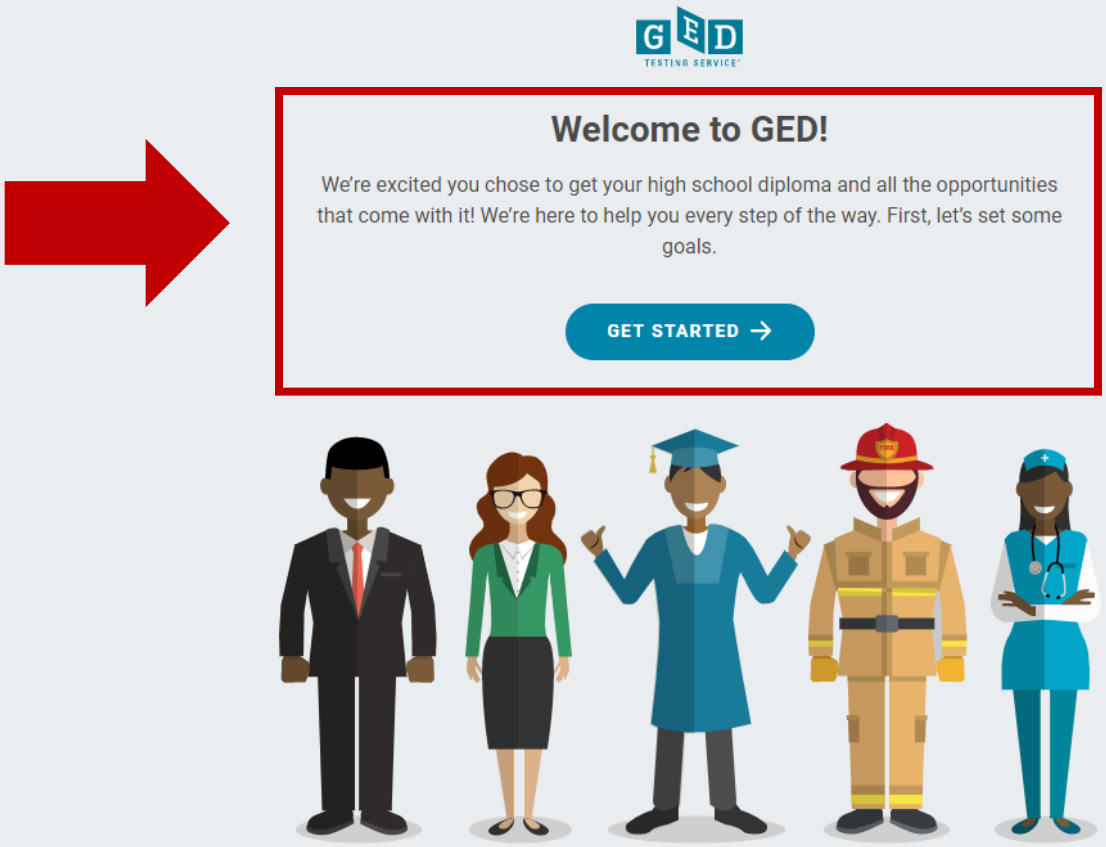
Edit Profile Updates continued …



Edit Profile Updates continued….

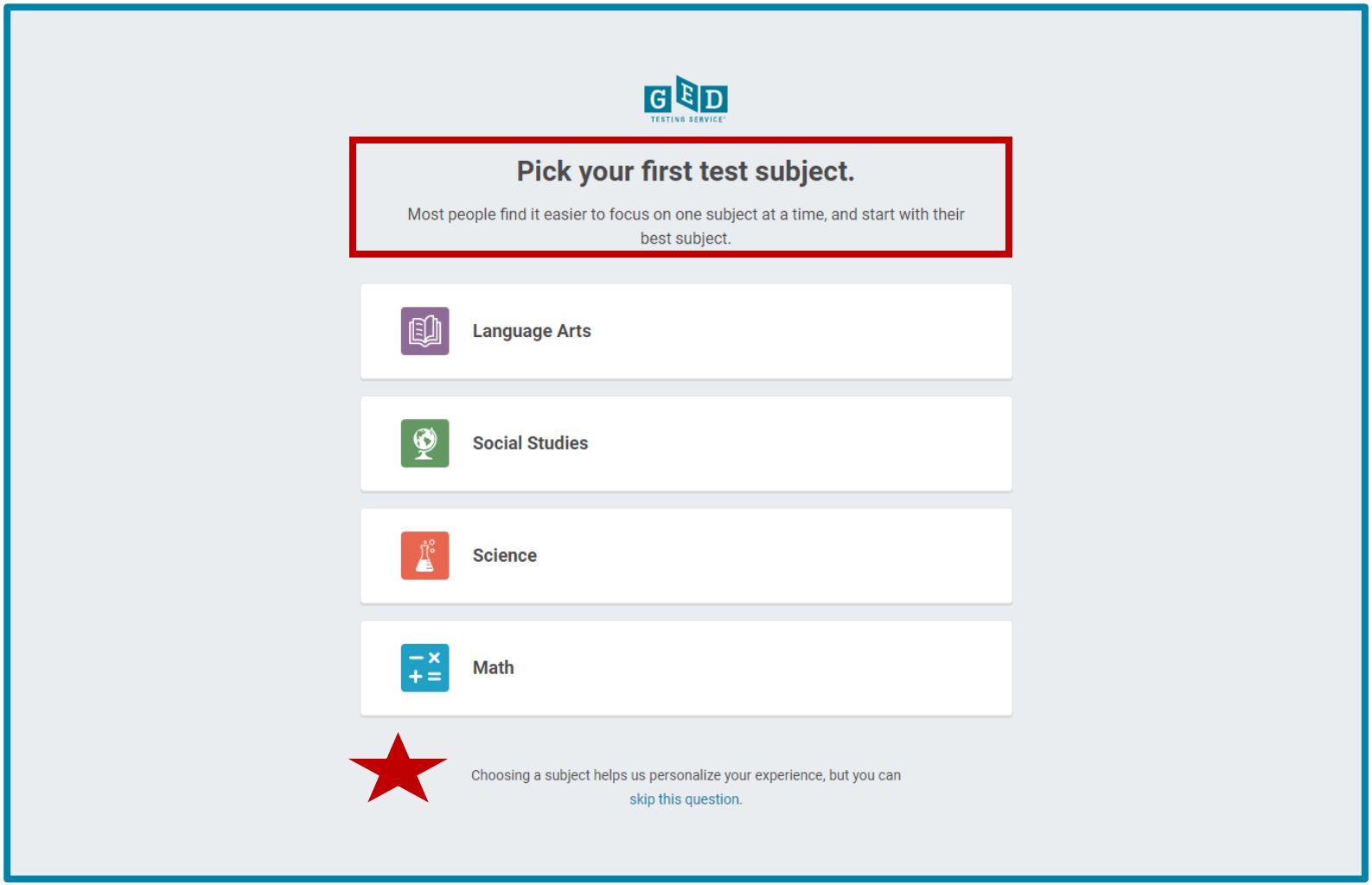


Guided Path Feature

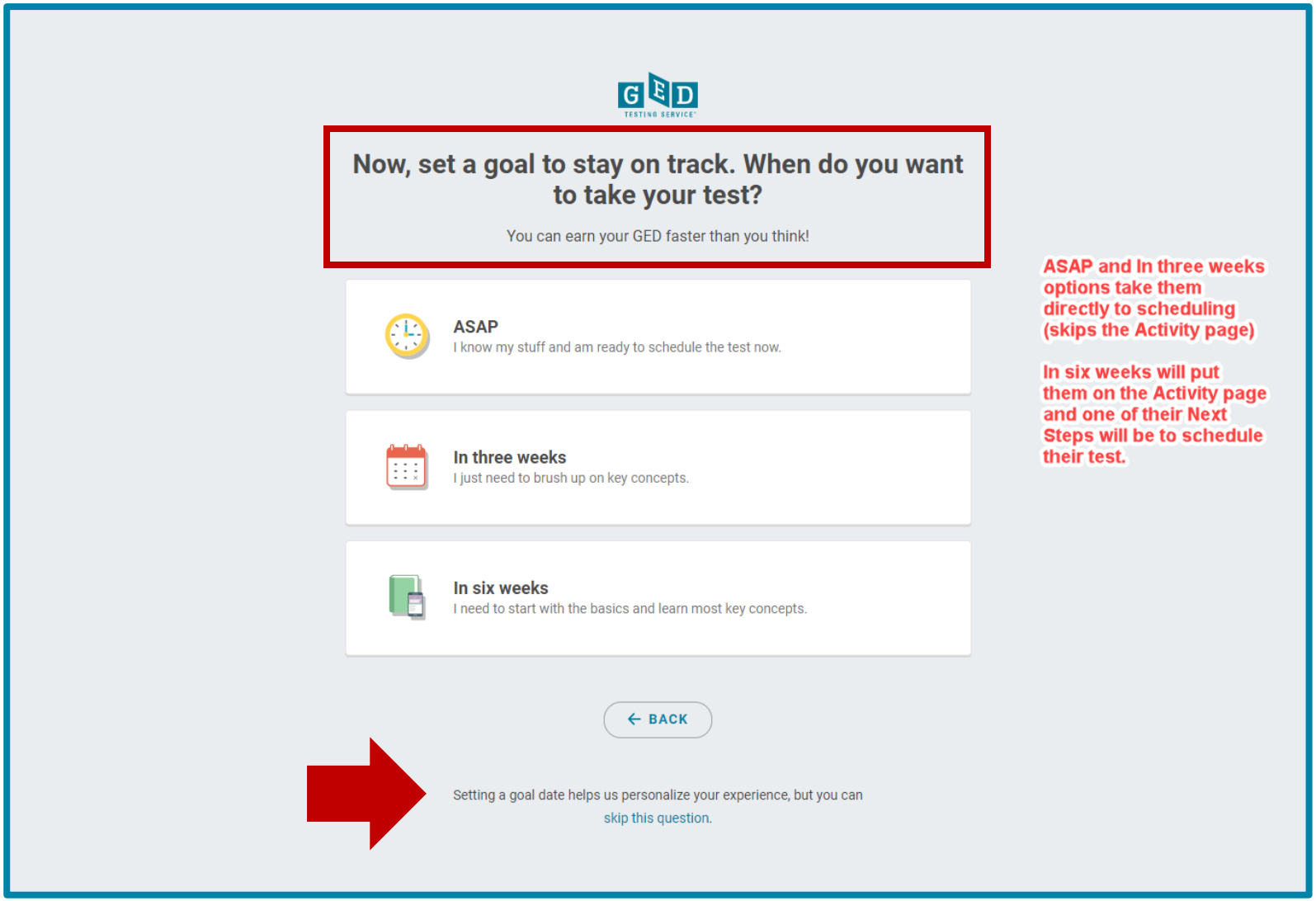


Shown after the Accommodations page during Account Setup

Guided Path Feature continued….



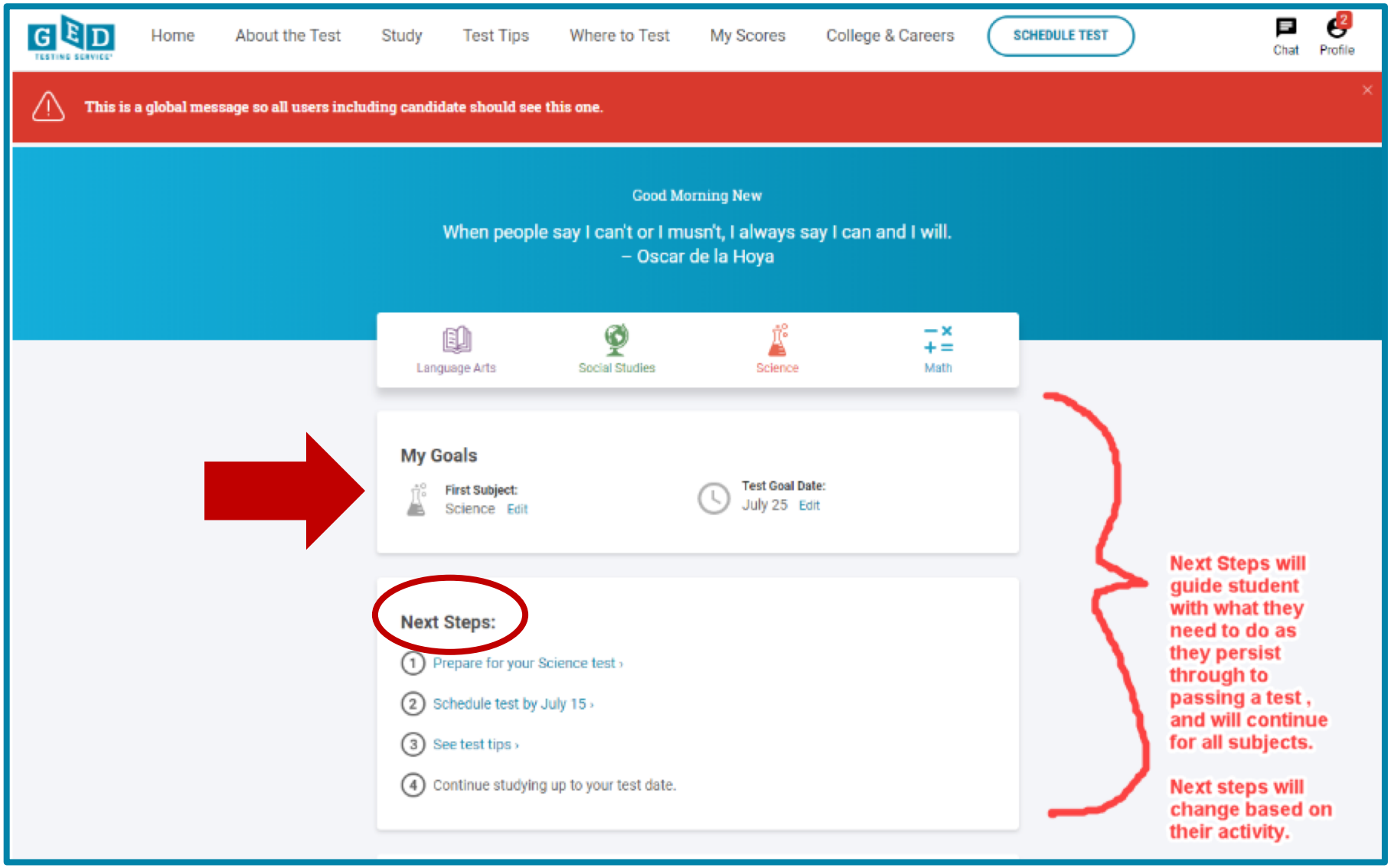
Guided Path Feature continued….



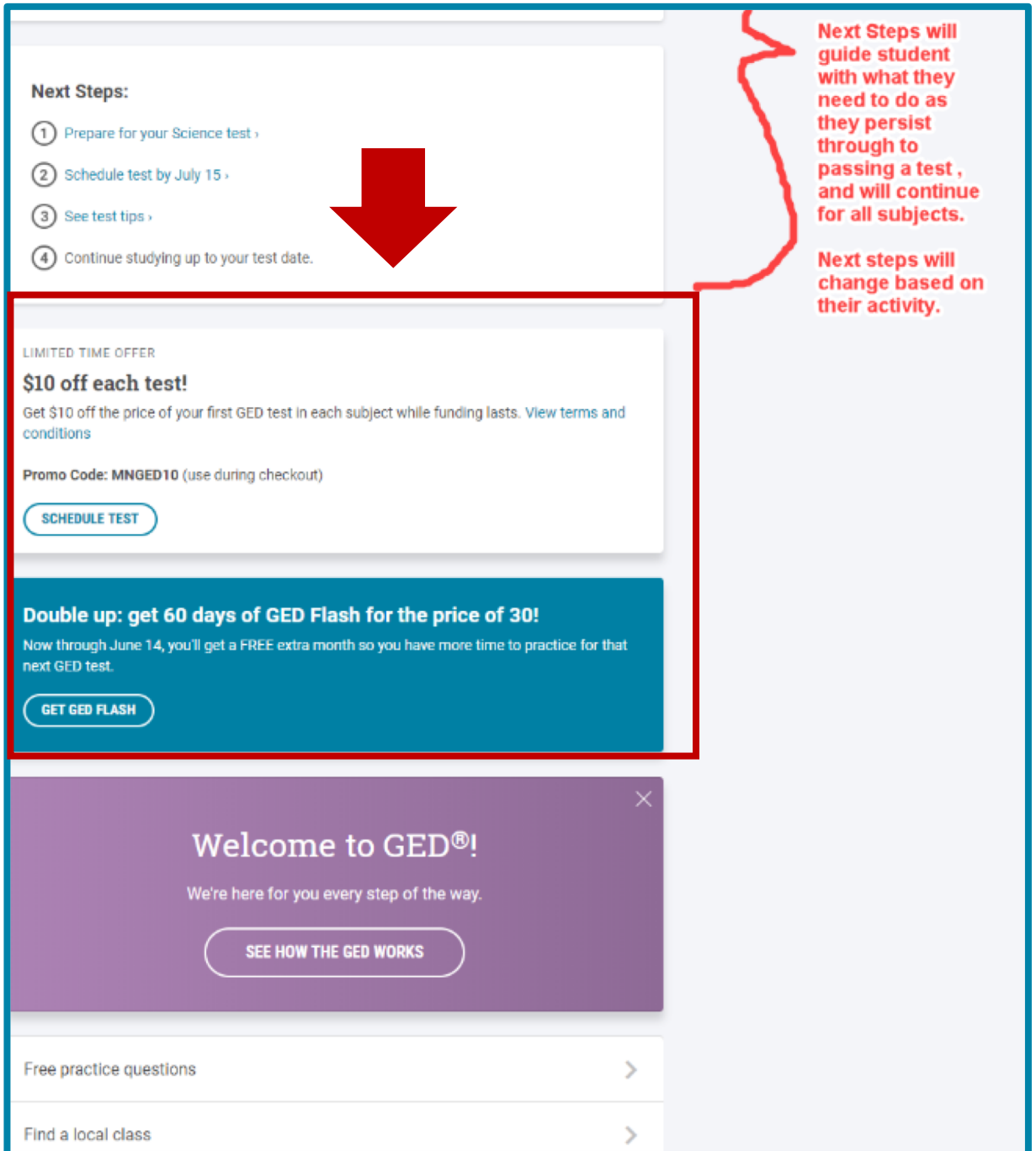
ASAP and In three weeks options take them directly to scheduling (skips the Activity page)

In six weeks will put them on the Activity page and one of their Next Steps will be to schedule their test.

Guided Path Feature continued….

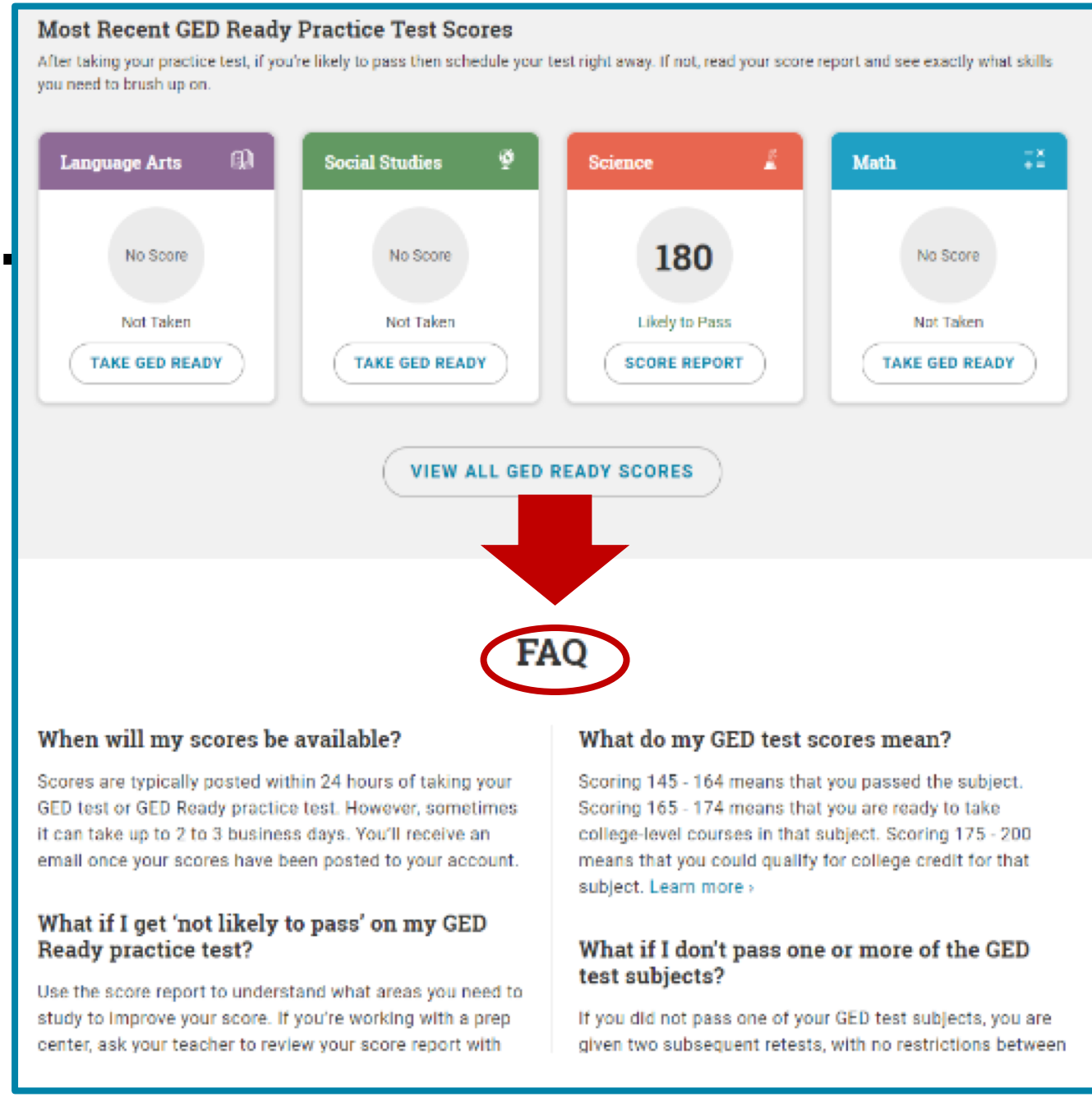


Guided Path Feature continued….

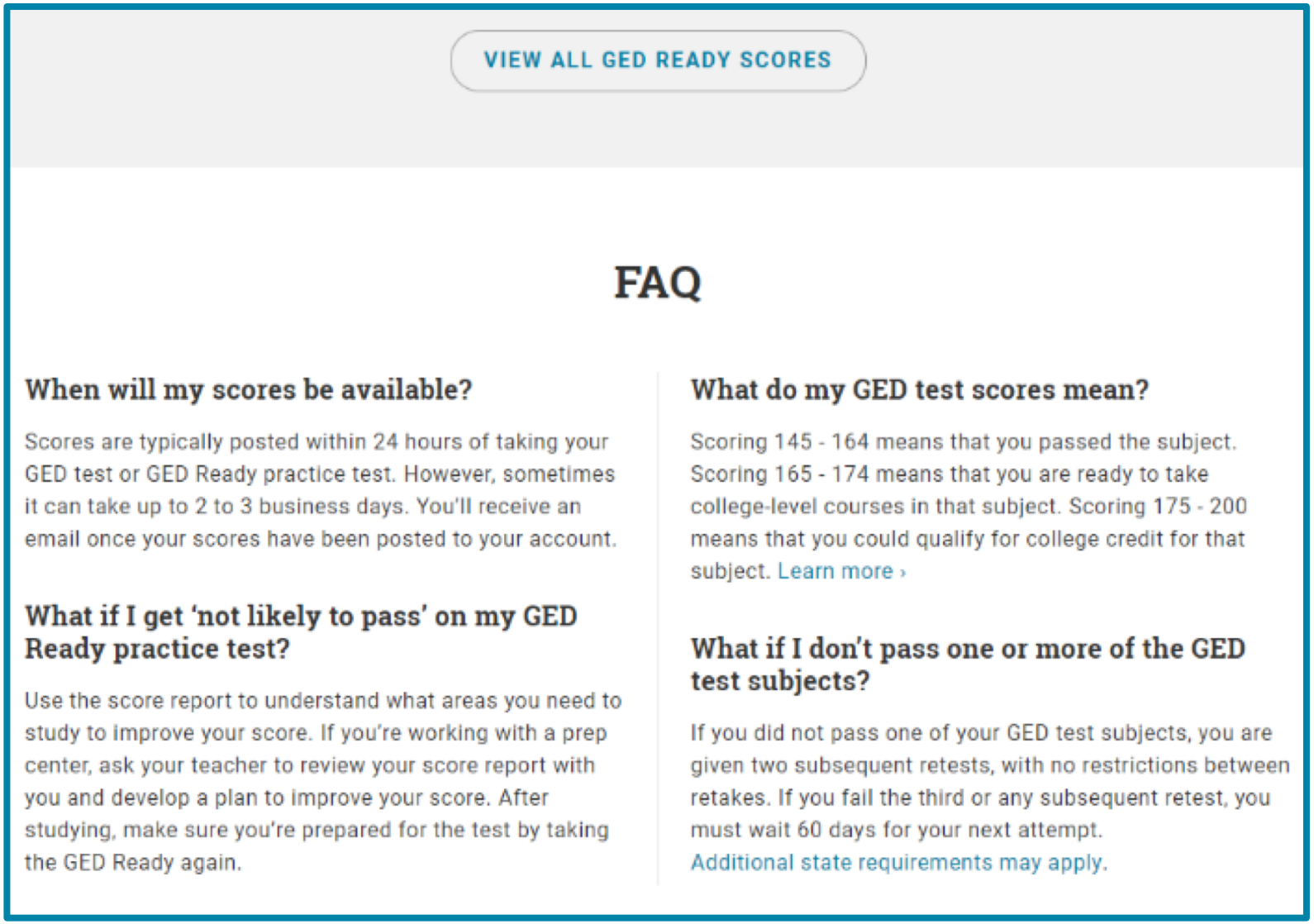


My Scores Redesign

My Scores Redesign continued…



My Scores Redesign continued….



What's New?
GED Manager

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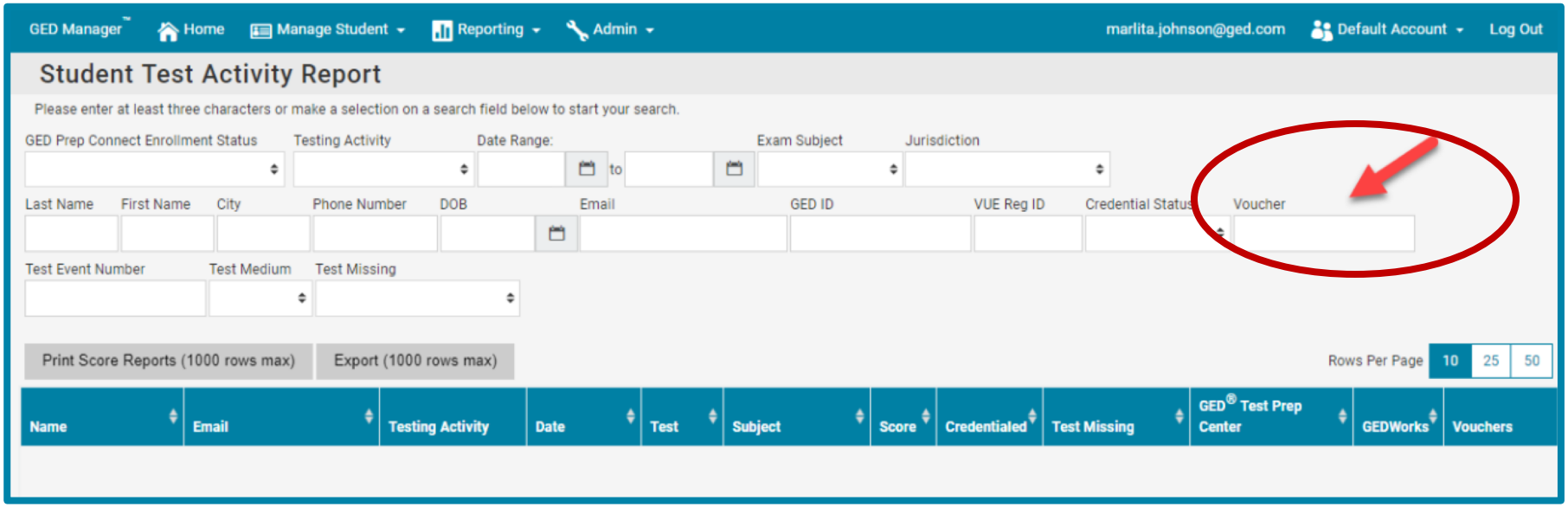
4. Voucher Search Field



Now, all **DOC & FBOP sites that are GED Only (no other VUE testing clients)** have the ability to cancel/reschedule registrations that are past appointment date/time themselves in RegMan.

They can even cancel the appointment **AFTER** the exam has started.

Quick Reference Card and FAQ sheet can be found in VSS.

Rescheduling/Canceling GED exams in DOCs and FBOPs

Override process for rescheduling/canceling GED exams in DOCs and FBOPs

Quick Reference Card

DOCs and FBOPs that deliver only GED exams can reschedule/cancel exams *after* the appointment start time if the exam cannot be completed due to interruption, lockdown, or site closure.

NOTE: The outlined process needs to be done PRIOR to running the RMA.

	Candidate Admitted	Exam Started	Action
Scenario 1	No	No	In Test Center Registration Manager, select the History tab, then find the appointment under 'Exam Registrations, Active' To reschedule the exam 1. Click **Reschedule...** 2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes** 3. Select the new appointment date and time, click **Schedule**, then click **Save** To cancel the exam 1. Click **Cancel Item...** 2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes** 3. If canceling, click **Next** and then click **Save**

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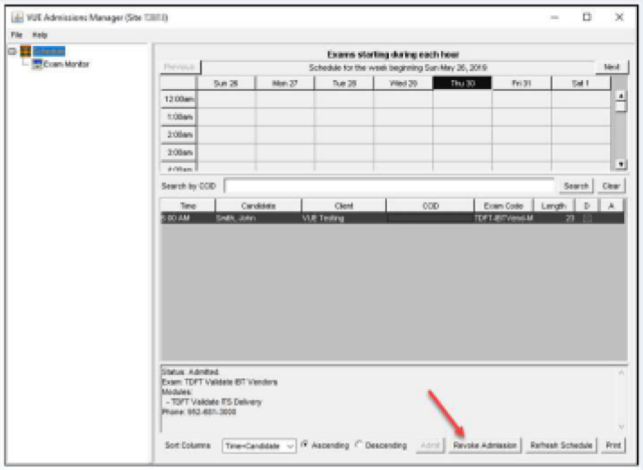
Rescheduling/Canceling GED exams in DOCs and FBOPs continued….

Scenario 2	Yes	No	First, in Admissions Manager, revoke the candidate's admission. Select the candidate, click **Revoke Admission**, then click **Revoke** and **Yes** on the pop-up messages  Next, in Test Center Registration Manager, select the History tab, then find the appointment under 'Exam Registrations, Active' To reschedule the exam 1. Click **Reschedule…** 2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes** 3. Select the new appointment date and time, click **Schedule**, then click **Save** To cancel the exam 1. Click **Cancel Item…** 2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes** 3. If canceling, click **Next** and then click **Save**

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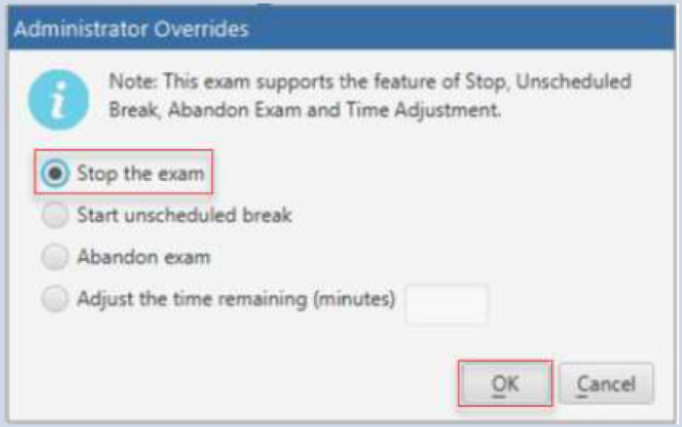
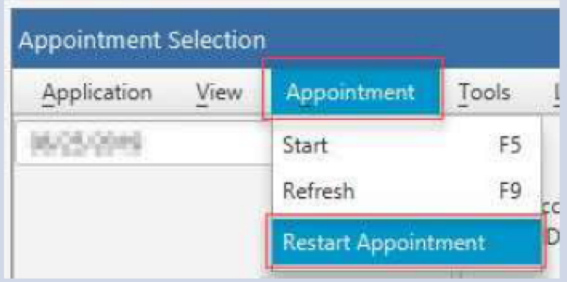
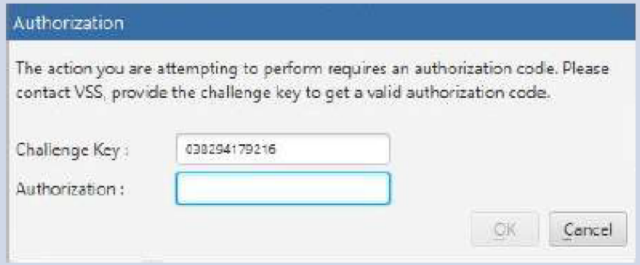
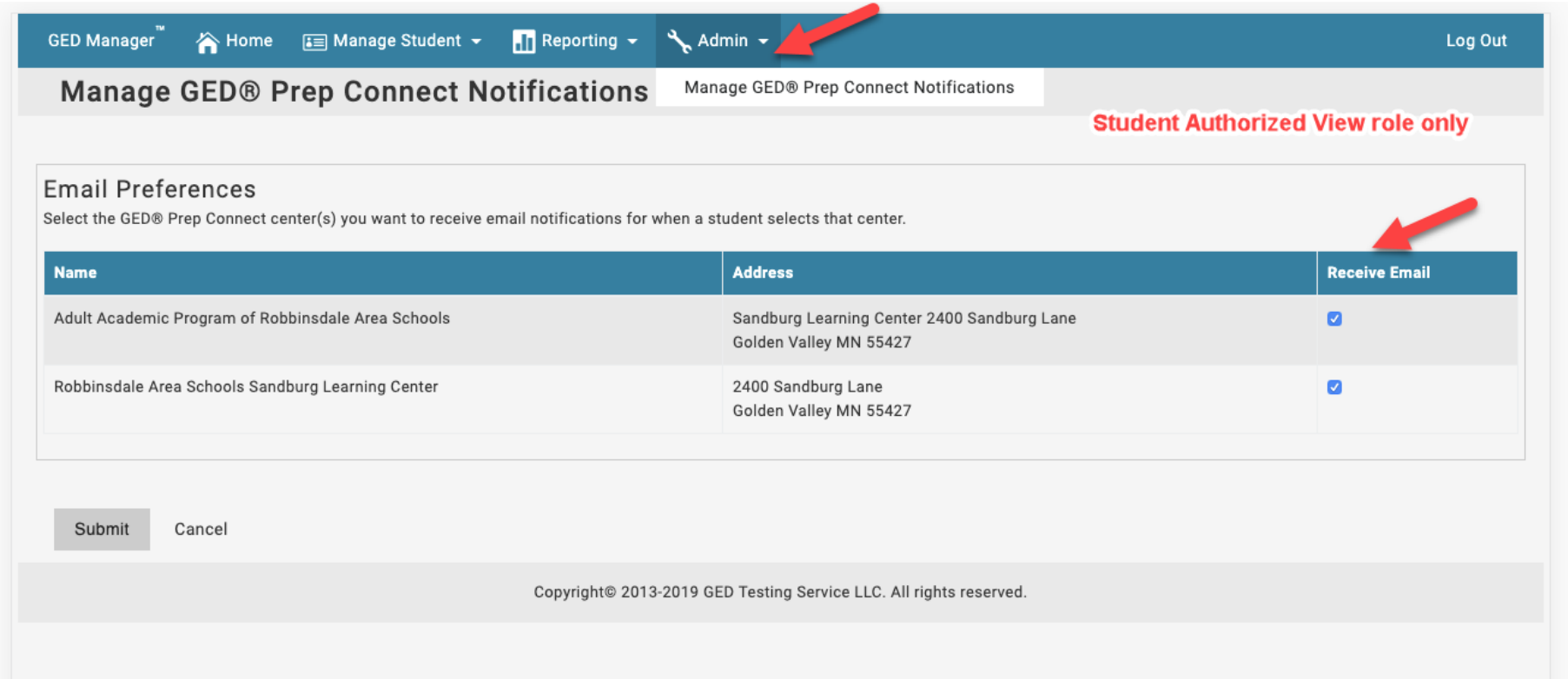
Rescheduling/ Canceling GED exams in DOCs and FBOPs continued….

	Candidate Admitted	Exam Started	Action
Scenario 3	Yes	Yes	In Delivery Manager, stop and restart the exam. 1. Ctrl+Shift+F12, select **Stop the exam**, and click **OK**  2. Under **Appointment**, select **Restart Appointment**, and click **Yes** to the 'Warning' pop-up  3. Contact the Test Center Support Line (1-866-389-3665, option 3), provide the VSS Tech the **Challenge Key** displayed on screen and enter the **Authorization** code provided by VSS Tech 

Coming in August - Prep Connect update:

Ability to opt into email notifications when students select your prep center



What's New? Duplicate Accounts

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Coming up: Duplicate Accounts Solution(s)

Two main reasons why students create duplicate accounts:

Students forget they have an account or forget their login information

Students are purposefully creating duplicate accounts to bypass retake rules or other requirements

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Coming up: Duplicate Accounts Solutions

Solutions for Account Recovery

1. Enhance the flow and messaging when a student tries to sign up with an existing email, and get them to Password Reset quickly
2. Add a “Welcome Back” message on the login page if the system recognizes the machine (similar to Facebook/Google)
3. Add a “Forgot Account” or “Recover your email” flow (similar to bank and other sites) to recover their account

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Coming up: Duplicate Accounts Solutions

Solution(s) for malicious account creations

1. Implement duplicate account matching that stops students with multiple matching accounts to schedule a test until their accounts are reviewed/approved to continue
   - this happens during the scheduling flow, students with matching account criteria are put in an exception queue for review
2. Add “Recover your duplicate account” self service student flow to allow students to merge their own accounts in a secure way that continues to meet state rules

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GED Testing Service Support Partners

The entire team at GED wants to thank our GED Admin partners – and their dedicated staff!

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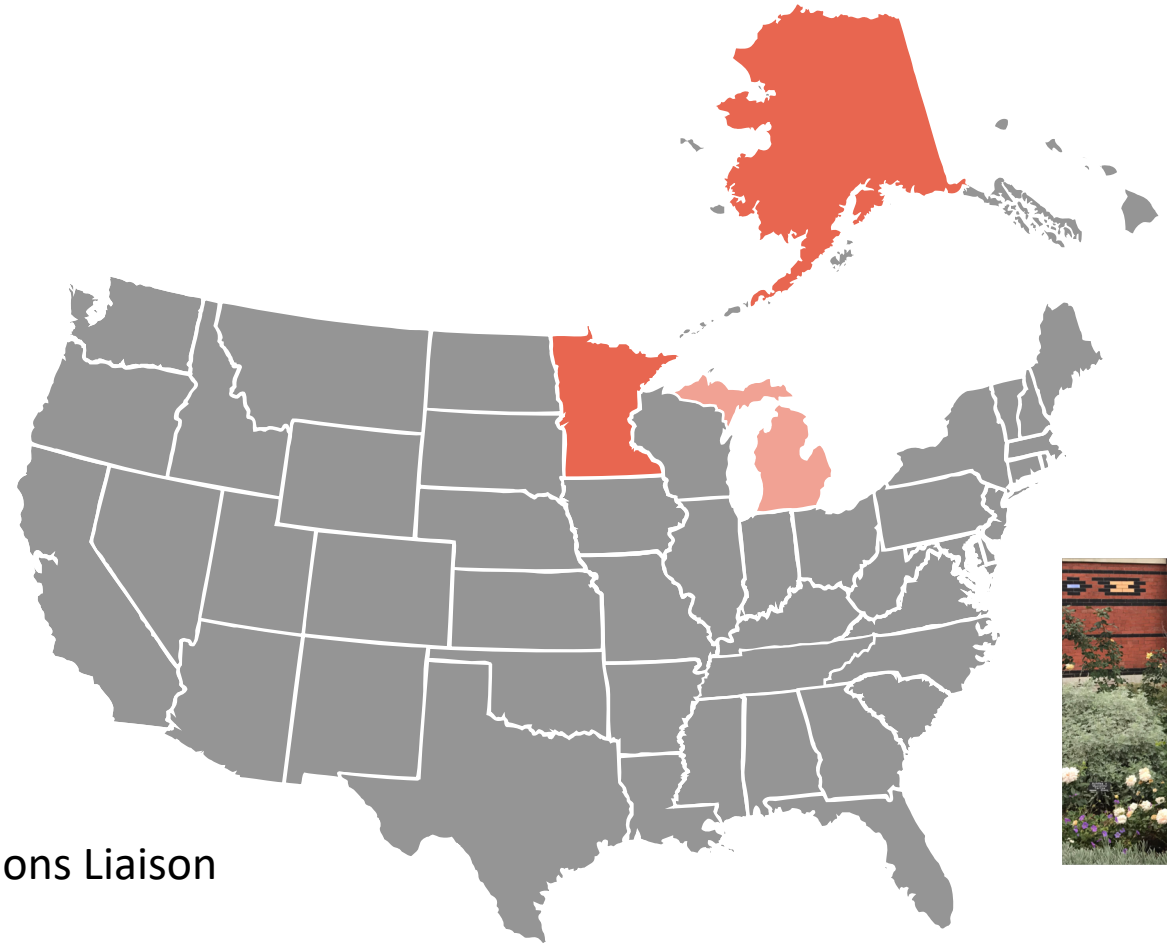
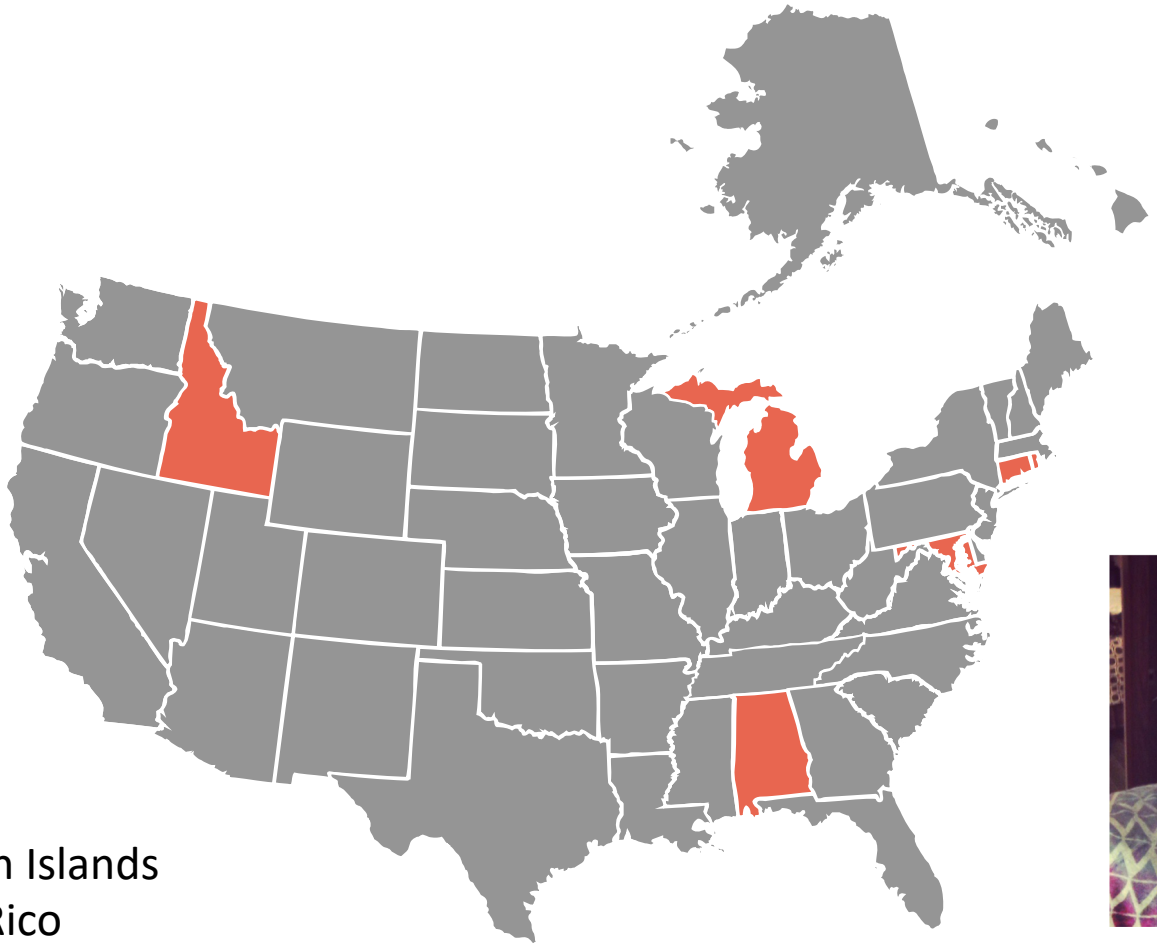
Mellissa Hultstrand



+ Corrections Liaison
+ FBOP
+ MI Prisons

Teko Henry



+ US Virgin Islands
+ Puerto Rico

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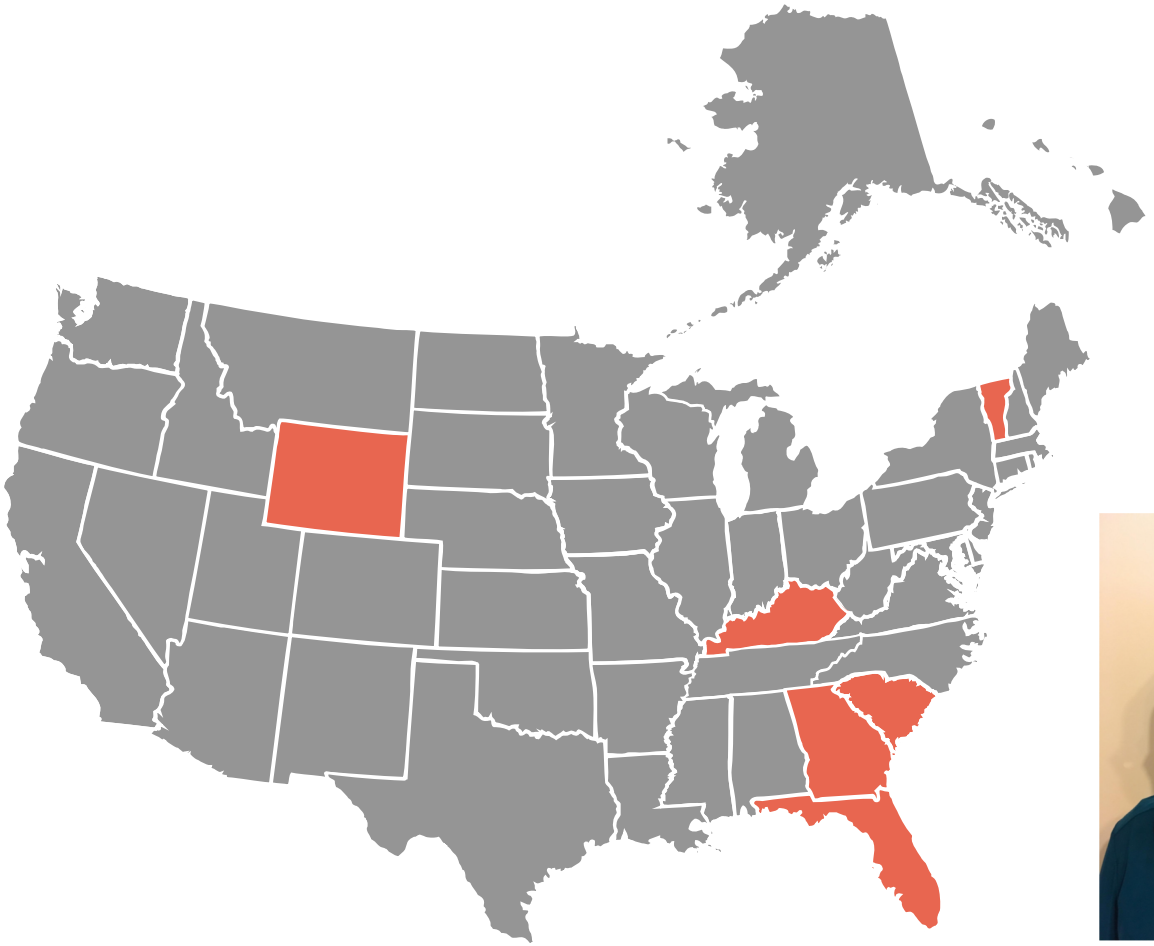
Azeem Begum



+ Guam
+ Bermuda
+ Washington, DC

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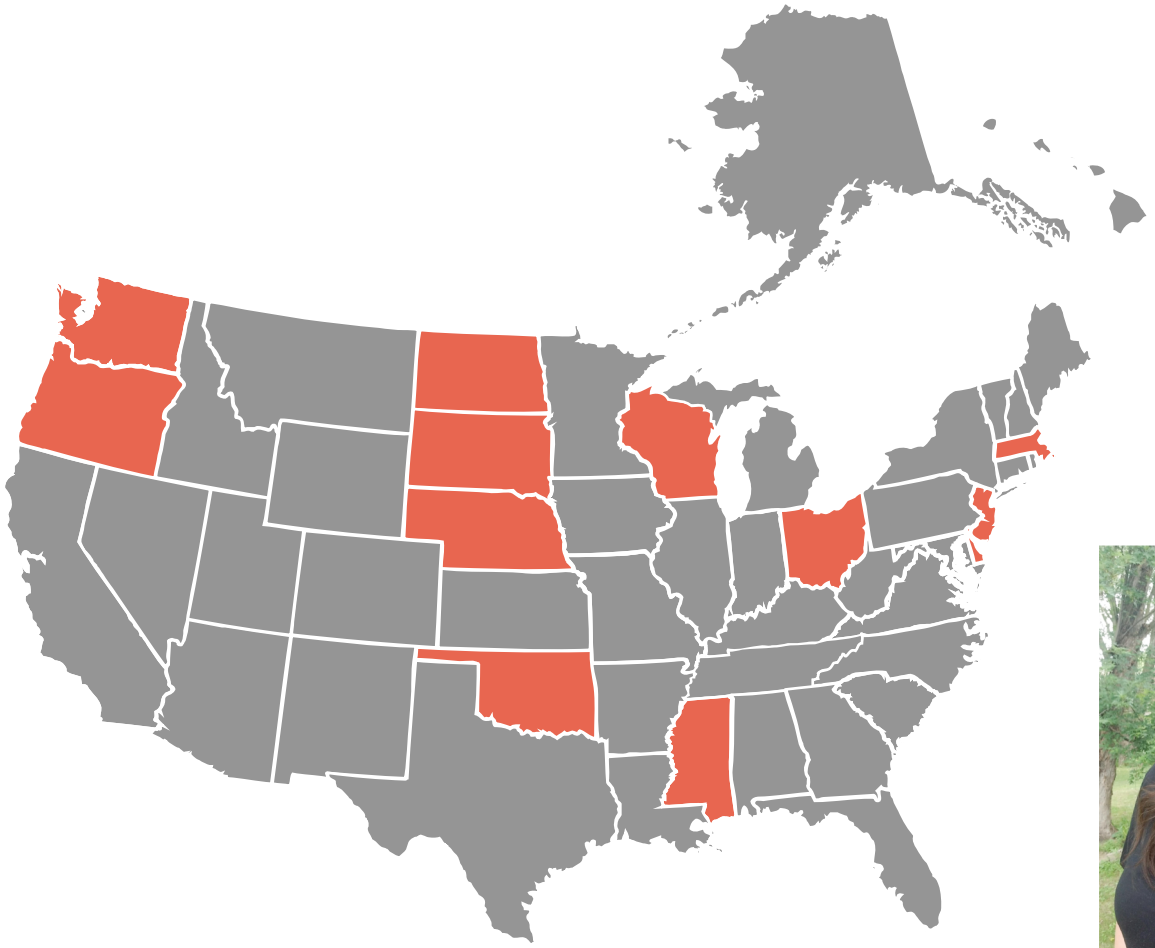
Elizabeth Hang



+ Canada
+ DANTES

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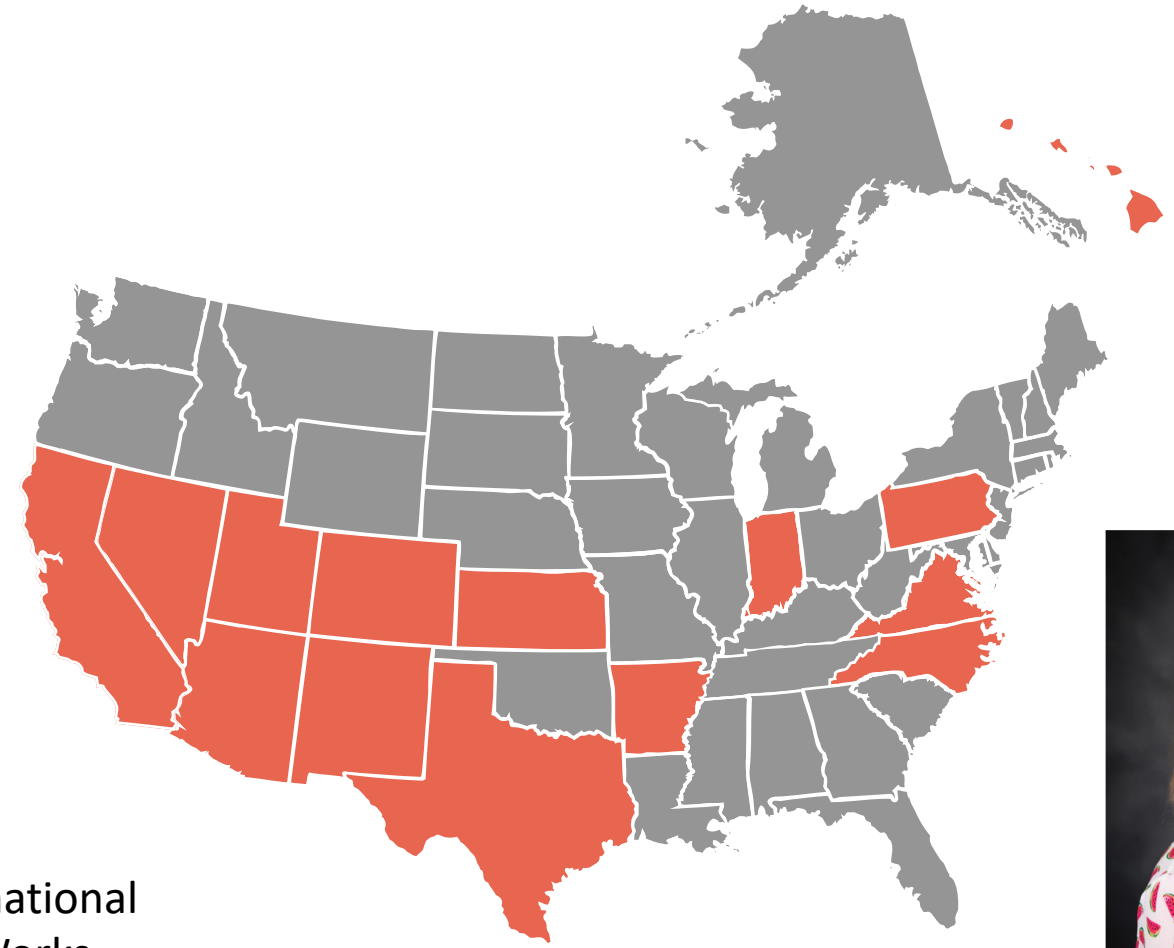
Katie Stoecker-Strauss



+ International
+ GEDWorks

Questions?

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