

GED[®] Testing Center Support Line

Please use the following directory to determine which support service you should contact. This support line is for GED[®] testing centers only – please do not give this number to your students. Students should call 1-877-EXAM-GED (392-6433) to receive the support they need.

Call 1-866-389-3665	
For assistance on	Contact
<p>Customer service issues such as:</p> <ul style="list-style-type: none"> • 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 • When a student arrives at your testing center but is not on your schedule 	<p>Press 1 for Customer Service</p> <p>Provides help with answering student questions, registering a student, or scheduling a student’s test. Assists testing centers with non-technical student questions about scheduling or checking-in students on test day.</p>
<p>Testing center quality issues such as:</p> <ul style="list-style-type: none"> • Managing and activating your 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, including how to update personnel and updating hours of operation • Test Administration certification and recertification • Moving a testing center to a new location • Closing a testing center permanently 	<p>Press 2 for Channel (Testing Center) Quality</p> <p>Responsible for making sure testing centers are working well and meet requirements. Administers candidate surveys and test administrator training and certification program. Informs testing centers about policy requirements and quality tips.</p>
<p>Technical support issues such as:</p> <ul style="list-style-type: none"> • Assistance with software installation and set up for a new testing center • Resetting your passwords or unlocking your account (Note: Password resets can be done by selecting <i>Login Help</i> or <i>Account Recovery Tool</i> within the program you are using) • Launching or delivering GED[®] tests • Launching or delivering GED Ready™ • Running an express RMA • Obtaining a new security certificate • Obtaining a challenge key 	<p>Press 3 for Technical Support</p> <p>Provides technical support to testing centers. Assists with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.</p>