Welcome to the GED® Tuesdays for Teachers Webinar

• The webinar will start at 3:30 p.m. (EDT), 2:30 p.m. (CDT).
• If you have a technical question, please type it into the question panel.
• When you log on, check your audio to make sure your headphones are working properly. If you use your phone to call in, be sure to enter the appropriate codes.
  • If you do not hear anything during your audio test, look on the dashboard. Open the “audio” tab and select the option you prefer.
• You will not hear the presenters until 3:30 p.m. when the webinar goes live.
• Check the chat box to see any messages from the presenters.
• Thank you for joining us today.
You Asked! We Promised!

A Tuesdays for Teachers Webinar by the GED Testing Service®
Just So You Know…
CT Turner, Vice President
Global Operations and Government Relations

Susan Pittman, Education Consultant for PD
In this session, we will...

- Introduce key GEDTS staff
  - State Relationship Managers
  - Product Development
  - GED Test Operations
  - Marketing
- Dig deeper into questions you have asked about the Online Proctored (O.P.) test
- Respond to your questions and concerns
Regional State Relationship Manager

State Relationship Manager

Jonna McDonough Forsyth

Brian Smith

Liz Lanphear

State Relationship Manager
Regional State Relationship Manager

State Relationship Manager
Adora Beard

Scott Salessees

State Relationship Manager
Thomas Ross
State Relationship Managers (SRMs)

Iris McKenzie
Mellissa Hultstrand
Debi Faucette
Operations, Product Development, and Assessment

Brent Gerken, Manager
GED Operations

Chris Blaisdell, Manager
Product Portfolio

Ann Evers, Sr. Test Product Development and Innovation Research Manager
Marketing, Communications and International Testing

Gary Duong, Marketing Director

International Testing SRM

Ben Jouchounchom

Danielle Wilson, Communications Manager
Online Proctored GED Tests
Frequently asked questions regarding the Online Proctored GED® Test Pilot

- Where can I find the technical requirements for the OP test?
- Where are instructions for underage test takers?
- Why would a proctor interrupt my student's OP test?
- Can we allow students to test from our center?
Common Technology Issues

- Proctor says they can't see student on webcam. What can my student do?
- Proctor told student to restart their computer during their test – why?
Troubleshoot Issues

- Students should do both system test from GED account and system test from VUE during scheduling. If anything isn’t fully green, they need to fix their system before test day.
- Plug in laptop
- Have everyone else in house off internet and tell them they can’t enter room
- If student can’t see themselves in webcam window, they will not be able to test
- If any technical issues occurring on test day or during check in, student should reschedule test to troubleshoot
Proctor Communications

- Student can text Proctor through Live Chat at any time if they are having trouble
- Proctor may text student through Live Chat to warn them of rule breaking
- Student will always get a warning before their test is ended due to breaking a rule
- If Live Chat isn’t working, Proctor may talk to student through computer
- If connection isn’t good, Proctor will call student on mobile phone
GED Content
GED Operations
Research
Tuesdays for Teachers Professional Development
GED Works™
GED Prep Connect™
If you are interested in learning more about GED Prep Connect™, check out the video using the link below:

https://www.youtube.com/watch?v=jUpwE2uMO60
GED Flash, GED Live, Writing Tutor
GED Student Resources
For Your Reference!

State Relationship Managers with Contact Information

There are over 20 million graduates and counting
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New Mexico
Utah
Need More? https://ged.com/educators_admins/teaching/professional_development/webinars/

As teachers, your expertise and commitment is vital to the thousands of students who take the GED® test every year. To help you shine, we have created training resources to guide your GED instruction.

Webinar Trainings
Learn effective classroom strategies and techniques with our bi-monthly Tuesdays for Teachers webinar series, a free professional development webinar series for educators.

Access Webinars
Need More?

https://www.youtube.com/playlist?list=PLJ4lvP90ndyXDVHLZ4hxacF0wIF-C2mc
Thank you!

Communicate with GED Testing Service®
help@ged.com
Online Proctored GED Test Pilot

Information and additional resources related to student eligibility, testing considerations, timing/schedule of pilot and policies:

Webinars

- Educator Webinar Part 1 - Password: $2n+@H8%$
- Educator Webinar Part 1 Slide Deck
- Password for Webinar Part 2: 9C=V19X.
- Educator Webinar Part 2 Slide Deck
Before Test Day

Run a System Test

It's important to do a system test on your computer before test day to make sure your computer meets the minimum requirements for online testing. If you wait until the time of your exam to do the system test and something goes wrong, you won't be able to test and will lose your payment.

To do the system test, you will:

- Download and install the OnVUE software
- Follow each step to check your microphone, webcam and internet speed
- Take photos of yourself, your government-issued ID and your workspace using your webcam or mobile phone

RUN SYSTEM TEST

Prepare Your Workspace

You will be required to follow these rules for your workspace. If your workspace does not pass a room scan by the online proctor who is monitoring your test, you will not be able to proceed with the exam.

Here's how to prepare your workspace:

- Ensure the room has four walls, a closed door and no distractions
- Make sure no one comes into the room during the test
- Clear everything off your desk
- Turn off and unplug any additional monitors, projectors and televisions
- Place all personal items, mobile phones, headphones and watches out of reach
- Remove any food and drinks, with the exception of water in a clear glass if you choose

If You Need to Reschedule or Cancel

You can reschedule or cancel your test up to 30 minutes before your appointment time by logging in to your GED.com account. You will not be able to reschedule or cancel your test after your appointment time and will lose your payment if you are unable to test.
Test Appointment Confirmation

It’s time to test your system
Order #: 0057-5542-7170

Your appointment is confirmed! An order confirmation containing important exam day information has been sent to:

What’s next?

RUN A SYSTEM TEST

We need to verify that the computer and internet connection you plan to use on exam day meet the minimum requirements for online testing. It’ll just take 5 minutes to run:

- Equipment checks
- Exam simulation
Run System Test – More Languages

System Test

I confirm that on my exam day I will be using this same testing space, computer, and internet connection.

Alert! Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any Virtual Private Networks (VPNs) or Virtual Machines.

1. Copy Access Code
   Click 'Copy Access Code'.
   This code will authorize you to perform a system test.
   513-060-799
   Copy Access Code

2. Download OnVUE
   Click 'Download'.

3. Run OnVUE
   Run the OnVUE application from your Downloads folder.
Check In for Test

It's time to check in!

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
<th>Order Information</th>
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<tbody>
<tr>
<td><strong>Exam</strong></td>
<td><strong>Appointment</strong></td>
<td></td>
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<tr>
<td>GED_OV: GED® Test</td>
<td>Tuesday, March 9, 2021</td>
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<tr>
<td><strong>Content Areas</strong></td>
<td>Check-in time: 04:15 PM CST</td>
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<td></td>
<td>Start time: 04:45 PM CST</td>
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<tr>
<td><strong>Language:</strong> English</td>
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<tr>
<td><strong>Exam Length:</strong> 90 minutes</td>
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**GED Testing Service Policies**

Admission Policy

Please note this exam is proctored in English only.
Troubleshooting

If you are having technical issues and your appointment time is approaching, we recommend you reschedule your test for a later time to allow yourself time to troubleshoot your issue.

If you missed your appointment due to technical difficulties please email our support team, at help@ged.com, with details on what happened. It could take us 4-5 business days to resolve your issue and reply back to you.

Weak Internet Connection

- Turn off wifi on other devices in your household (Movie streaming devices, TV, tablet, etc.)
- Hardwire into your internet connection or move closer to your wireless router
- If still having issues try restarting your computer

Webcam Not Detected

- For external webcams check the connecting cord. Unplug and plug back in.
- For built-in webcams try restarting your computer and relaunching the test.

Long Wait Time for Proctor

- Don't worry, this wait time does not count toward your exam time.

Technical Difficulties During the Test

- If you are unable to complete your test, email help@ged.com with all details on what happened. It could take 4-5 business days for us to research and resolve your issues before you hear back. In the meantime, you can reschedule and take your test while we are resolving your
Failed Webcam Check - Details

Results and troubleshooting tips

Internet speed results and requirements:
  • Your download speed meets the minimum requirements.

URLs ping results:
  • We were able to ping and reach all URLs needed for delivery.

We were unable to make a video streaming connection.
  • The streaming connection requires that Wowza.com can be reached as well as a stable connection of at least 1mb upload and download speeds.

Video streaming connection troubleshooting:
  • Please make sure any network filtering software is disabled.
  • For network administrators, WebRTC WebSocket connections must be allowed to *.cloud.wowza.com on TCP port 1935.
You have lost your internet connection. OnVUE is disabled until your connection is restored.

Your internet connection appears to be unstable...

If you think your internet is now stable and you're ready to resume your exam, click "Relaunch".
Exam Rules

- Cheating is strictly prohibited
- You consent to being videotaped and recorded
- You must be in a private, walled room with a closed door
- No one is permitted in the room for any reason
- You may not leave your work area for any reason
- You cannot use a calculator or scratch paper to take physical notes
- No talking or reading out loud to yourself
- Personal items, mobile phones, headphones and watches must be out of reach
- Food, drinks, smoking and gum are prohibited
- You can only schedule one online test at a time. As soon as you complete an online test you can schedule another online test.

Breaking any of these rules will result in your exam being revoked, loss of payment, and you will be banned from testing in the future.