

GED® Best Practices for Corrections Test Administrators

A presentation by GED Testing Service® for COABE (March 2021)
Mellissa Hultstrand & Chris Blaisdell



Session Objectives



Readiness to Test

On Test Day

Managing Testing Issues

Service Direct

Updates & What's New?

Products & Resources

Did you know?

Our Website

Readiness to Test



When Should We Test?

Best to use consistent program wide guidelines for readiness to test, i.e. GED Ready scores and other indicators

Don't overuse GED Ready. It is designed to be utilized once coursework has been completed and instructors are reasonably confident an individual is likely to perform well.

Prevent test-takers from being discouraged by not having them take the operational GED test before they are adequately prepared.

Test Registration

Create an account in GED Manager

- Instructions on how to create an account can be found on the “**Home page**” of your GED Manager account

Schedule the test in Registration Manager

Pay for exam

- State by state, payment processes can differ – Use the information VUE provided when setting up as a test center



Creating Accounts in GED Manager™

PURPOSE: To provide instructions on creating an account for your Corrections or Youth Challenge students in just a few easy steps.

Before You Proceed

- Check and see if the Tester already has an account in the ‘**Manage Student**’ section of GED Manager™. If so, do not create an account for the Tester.
- Be sure to have the correct demographic information for the account being created, especially SSN as it is difficult to edit this information.
- Decide on the email address you will enter on the Tester’s account. In most cases the email address will be an examiner’s work email address. You should not be entering a personal email address.

Creating an Account

1. After logging into GED Manager™, click on the ‘**Manage Student**’ tab at the top of the screen and then click on ‘**Create Student**’ (See Figure 1).

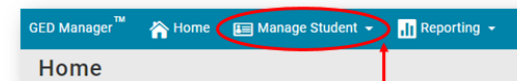


Figure 1: ‘Manage Student’

Prior to test day



Ensure that the name and the date of birth is correct on the Tester's account to avoid receiving incorrect information on credentials

Make sure the correct Tester is scheduled (watch for multiple people with similar names)

Have a seating plan so you can make sure the Tester is seated at the correct computer to test

On Test Day



Pre-Test Best Practices



Run RMA for
Tester roll call



Ensure testing
room is clear



Dry erase boards
are cleared



Have Candidate
Agreements
ready



Stagger
placement of
Testers

Daily Startup Checklist

- Check your voicemail and email for any instructions or information from Pearson VUE that might affect the day's schedule.
- Access the **VSS** website (<http://vss.pearsonvue.com>) and check that **RMA** is running properly. Run **RMA** manually, if necessary.
- Check **Service Direct** to see if any new cases have been assigned to your test center, and review the open cases.
- Familiarize yourself with the day's activities and print the schedule if you choose.
- While reviewing the day's testing schedule, be sure that any accommodations that are required have been prepared.



Check In



Confirm the ID matches (when available) with the Tester scheduled and the information in Registration Manager

- Name should be an exact match!!
- As best practice ask Tester to identify their name and DOB verbally



Check for unauthorized items



Have your seating plan available so the correct Tester is seated at the correct computer



For every 15 Testers an additional test administrator is needed (Pearson VUE guideline)

Candidate Search Best Practices

- Ask the Tester to turn all pockets completely out and show waist/belt area if not visible
- Roll up sleeves if down, roll down sleeves if up
- Hooded? Ask the Tester to lift the hood to see if anything is underneath
- Pull back hair to show ears if hair is in the way to see any devices in ears

- View tattoos to ensure that no answers are hidden in them
- Ask the Tester to pat him/herself down (arms, waistline, and legs) to show there is nothing hidden
- Additional search requirements might be needed depending on your facility

Physical Test Monitoring

Test Administrators should closely monitor testing and be watching for possible cheating

If an administrator catches a Tester cheating, remove the Tester from testing and put the test in unscheduled break mode. Then let the time run out

- Remember to create a case in **Service Direct** as soon as possible as a “**Candidate Error**” type of case
- Code the cases correctly to avoid delays

Circulate through the room every 10-20 minutes during test events

Be aware of any other suspicious activity

Managing Testing Issues



What testing issues are there?



Misconduct

- Cheating
- Spy Glasses
- Hidden Notes
- Disruptive Testers

Prison Issues

- Lockdown
- Technical Issues

Candidate Misconduct

- If you suspect misconduct, ask the Tester to leave the testing room immediately and put the test in unscheduled break mode. Let the test time out. **DO NOT** stop the test.
- Inform the Tester that you will be creating a case for conduct review with VUE
- Create a case as soon as possible in **Service Direct**

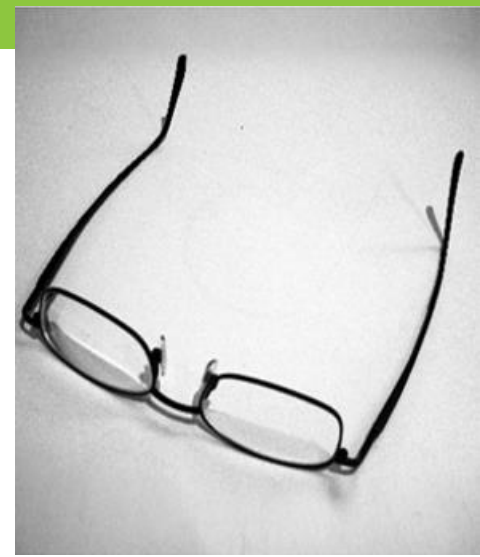
- Cases in **Service Direct** should include the following:
 - Detailed description of Tester behavior
 - Location or situation when confronting the Tester
 - Names and roles of all people involved
 - Tester's reaction and discussion between TA and Tester including Tester comments

Spy Glasses

- What to do if a Tester is wearing glasses?
- What do spy glasses look like?
- What to do if a Tester is wearing spy glasses?



Spy Glasses continued....



If a Tester is wearing glasses, inform them that you must inspect the glasses

Ask the Tester to remove them and place them with the bridge down and arms unfolded on a hard surface

While inspecting, look for USB ports, covers, hinged compartments, slots for micro SD or TF cards, buttons, lights, and pin holes



What to do if spy glasses are identified?

- Ask the Tester to surrender the camera glasses and confiscate them
 - When attempting to confiscate use best judgement for safety
- Take a photo of the spy glasses when possible
- Create a case in **Service Direct** and attach the photo to the case
- If you have any questions contact the Test Center Support Line immediately at **1-833-246-8320**

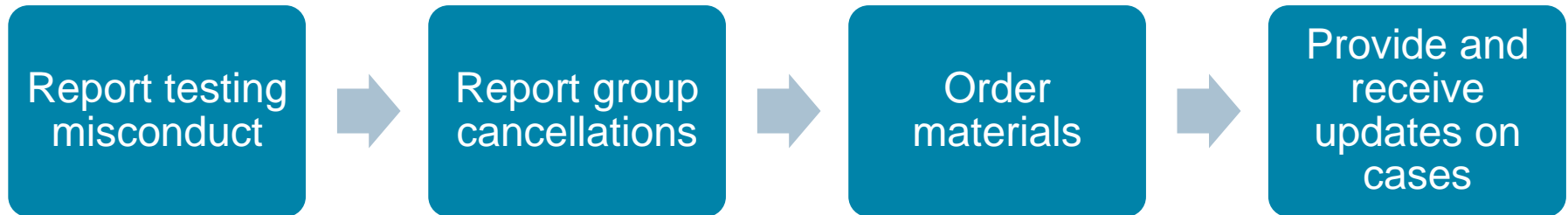
- Cases in **Service Direct** should include the following:
 - Detailed description of Tester behavior
 - Location or situation when confronting the Tester
 - Names and roles of all people involved
 - Tester's reaction and discussion between TA and tester including Tester comments

Service Direct



What is Service Direct?

Functions



Service Direct (Resources)

Tutorials

- ▣ Tutorial 1 - Accessing ServiceDirect
- ▣ Tutorial 2 - Navigating ServiceDirect
- ▣ Tutorial 3 - Configuring your Browser
- ▣ Tutorial 4 - Working with Views
- ▣ Tutorial 5 - Creating Cases
- ▣ Tutorial 6 - Taking Ownership
- ▣ Tutorial 7 - Case Notices and Updating Cases

ServiceDirect Quick Reference Cards

- ▣ Accessing ServiceDirect - Quick Reference Card
- ▣ Accessing ServiceDirect Training - Quick Reference Card
- ▣ Adding Attachments - Quick Reference Card
- ▣ Case Notices - Quick Reference Card
- ▣ Configuring Your Browser - Quick Reference Card
- ▣ Creating Cases - Quick Reference Card
- ▣ Edit profile settings - Quick Reference Card
- ▣ Logging Out - Quick Reference Card
- ▣ Navigating ServiceDirect - Quick Reference Card
- ▣ Request to Reschedule - Quick Reference Card
- ▣ Search Basics - Quick Reference Card
- ▣ Taking Ownership - Quick Reference Card
- ▣ Updating Cases - Quick Reference Card
- ▣ Using Knowledge - Quick Reference Card
- ▣ Working with Views - Quick Reference Card

- Leverage the tutorials by periodically reviewing the videos and the quick reference cards – In **VSS**, click on “**Downloads**” and then “**Service Direct**”
- If you’ve not used **Service Direct** much refer to these tools before using different functions
- Additional questions? Call **Test Center Support** at **1-833-246-8320**

ServiceDirect – Quick Reference Card

Creating Cases

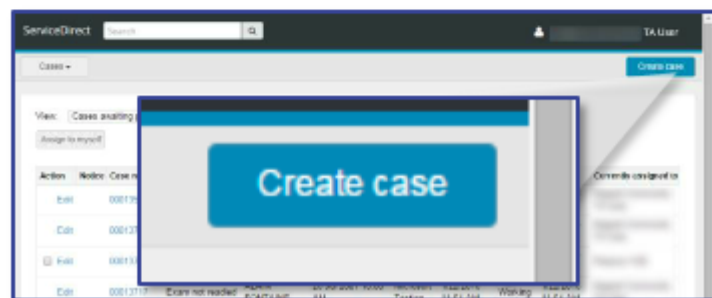
Cases are created for individual support requests, situations, or incidents. As a case is created, it's assigned a unique identifier for tracking and managing the related work or for reporting its status.

Knowing how to create & submit cases will help you manage simple support requests, such as ordering supplies, as well critical incidents.

In this Quick Card, you will learn how to create & submit cases.

Step 1 – Create Case

- a) Log in to **Connect** & open **ServiceDirect**.
- b) From the upper-right corner of the main home screen, click **Create case**.



The Case Topic & Type fields are displayed.

A screenshot of the 'Case type' form. It features two dropdown menus: 'Topic *' and 'Type *', both with 'Select one' as the default option. The form is titled 'Case type' in a bold font at the top left.

** Indicates a required field.*

Service Direct –How to Create a Case

Step 1 – Create Case

- Log in to **Connect** & open **ServiceDirect**.
- From the upper-right corner of the main home screen, click **Create case**.



The Case Topic & Type fields are displayed.

A screenshot of the 'Case type' form. It has two dropdown menus: 'Topic *' and 'Type *', both with 'Select one' as the current selection. The form is titled 'Case type'.

* Indicates a required field.

Step 2 – Select Topic & Type

- Select **Topic** option that matches your request, situation or incident.

ServiceDirect will 'auto filter' the type field based on your selection.

**denotes mandatory field*

A screenshot of the 'Case type' form with the 'Topic *' dropdown menu open. The menu shows several options: 'Select one', 'Test center request', 'Admission/Check-in', 'Candidate inquiry', 'Exam delivery', and 'Registration/Appointment issue'. The 'Candidate inquiry' option is highlighted. A red arrow points from the text 'Select Topic option' to this dropdown.

- Select **Type** option that matches your request, situation or incident.

For more info on this, see the 'Topic & Types Quick Reference Card'.

A screenshot of the 'Case type' form with the 'Type *' dropdown menu open. The menu shows several options: 'Select one', 'Complaint of unprofessional treatment', 'Name change request', and 'Request to update previous information'. The 'Complaint of unprofessional treatment' option is highlighted. A red arrow points from the text 'Select Type option' to this dropdown.

Additional Service Direct functions

Ordering Materials

- Items like erasable notebooks need to be requested via a case
- Create a case and select the options:
 - **Test Center Request**
 - **Test center fulfillment**
- Pens cannot be ordered, but should be superfine tip, black, dry erase whiteboard markers

- Suggesting changes to documentation or needing clarification
 - Create a case with the option
 - **Test Center Request**
 - **Test center documentation inquiry**
 - Note the error or discrepancy, outdated information, or policy/procedure that needs clarification
 - Suggestions for improving information is always helpful

Updates & What's New



GED Manager Update

GED Manager™ Home Manage Student – Purchases – Reporting – Admin –

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	Date Range:		to	Exam Subject	Test Language	OnVue	Jurisdiction	Voucher
GED Passed	02/22/2020		mm/dd/yyyy					
Last Name	First Name	City	Phone Number	DOB	Email	GED ID	VUE Reg ID	Credentialed Status
				mm/dd/yyyy				
Test Event Number	Test Medium	Test Missing						

Search

Search Functionality

To speed up a search, we eliminated auto search
To search you will now need to click on the “Search” button

GED Ready Offline –New Forms will be introduced soon

GED Ready Offline for Corrections



DIGITAL PRODUCT

\$3.50

Qty

[Add To Cart](#)

GED Ready Offline –How it works

A file is downloaded from GED Testing Service that is placed on a jump drive and walked to non-Internet testing computers. The software has 3 primary purposes:

- To register the testing computers
- To allocate tests to the testing computers through a Control Center/internet-based computer
- To launch GED Ready on testing computers

GED Ready Offline – Benefits, Specs and Requirements

BENEFITS

- Give your students the only practice test designed to assess how they will do on the 2014 GED® test.
- No internet access needed to take the test.
- No Test Center scheduling required.
- Test scores available immediately after completing an exam.
- Focused feedback on testing skills needing improvement.

SPECIFICATIONS

- Same-day scoring
- Half the length of the operational test
- Each test takes 45 - 75 minutes to complete
- Available in English and Spanish

REQUIREMENTS

- Minimum operating system on testing computers: Windows 7
- Testing computers must have 4GB of RAM available
- Minimum Internet browser version for administrative computer only: Internet Explorer 8.x, or Chrome 12.x
- Your facility must have a storage device (USB drive) to transfer files from the Internet-connected computer to the testing computers. Or you could use a hard drive shared on a Local Area Network which has read and write permissions.
- You must have administrative rights to the testing computers to download and 'run' new software on them

Shaywitz DyslexiaScreen for Corrections

2021



What is Dyslexia?

- The term *dyslexia* means an unexpected difficulty in reading for an individual who has the intelligence to be a much better reader, most commonly caused by a difficulty in phonological processing (the appreciation of the individual sounds of spoken language), which affects the ability of an individual to speak, read, and spell.
- Screening is a procedure to identify individuals who demonstrate a greater probability for having a specific condition and who may benefit from supplemental intervention services or further evaluation (Bleses et al., 2010).

Research Says. . .

Dyslexia affects ~15% of the general population (estimated)

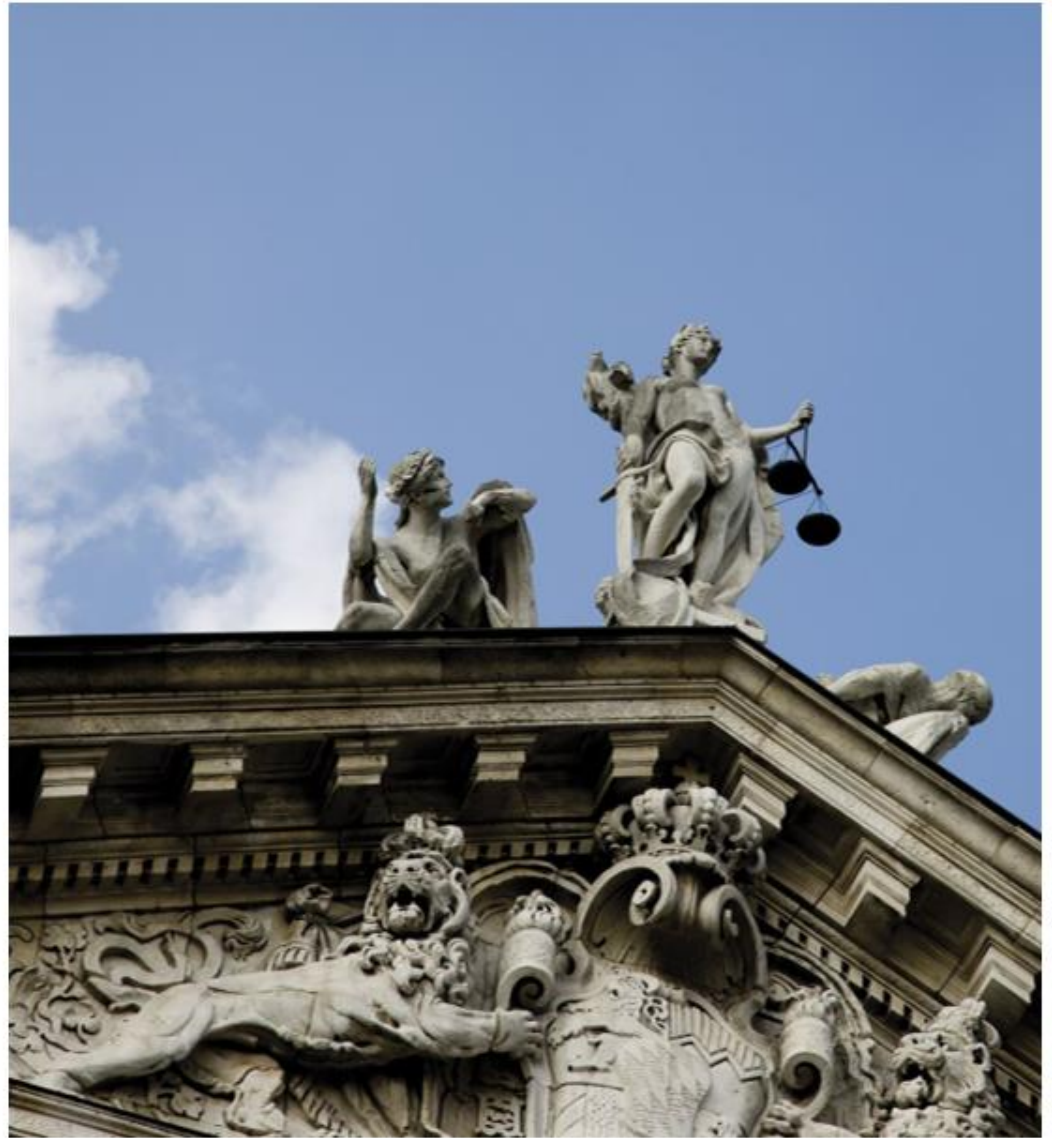
Some studies show that ~50% of inmates likely have dyslexia

Research indicates that individuals with dyslexia who are in prison are predominately undiagnosed

Prisoners who participate in education programs are 43% less likely to commit crimes later

First Step Act

- December 2018
- Requires federal prisons to screen incarcerated individuals for dyslexia and to provide treatment
- Does not apply to state prisons



Pan Pearson Solution

A dyslexia screener specific to incarcerated adults is needed as more states pass laws similar to the First Step Act.

The Shaywitz DyslexiaScreen for Corrections has been in development for the past 2 years.

Research & development of the screener included Correction facilities who administer the GED test.



GEDTS partnered with Pearson Clinical & Pearson VUE to provide the Shaywitz DyslexiaScreen for Corrections through the GED platform as well as other delivery methods

Dr. Shaywitz

Pearson Clinical has worked with Dr. Sally Shaywitz on the creation and administration of the Shaywitz DyslexiaScreen forms for populations ranging from children to adults.

Dr. Shaywitz is the author of more than 350 scientific articles and chapters. Her award-winning book, *Overcoming Dyslexia* (Shaywitz, 2003) details fundamental scientific findings on dyslexia and how to translate this scientific knowledge into policy and clinical practice.

Shaywitz DyslexiaScreen

The Shaywitz DyslexiaScreen for Corrections was created through a standard development process of early research, data collection, standardization, and evaluation with appropriate quality assurance procedures.

Table 4.5 Classification Accuracy and ROC Area, by Form

Shaywitz DyslexiaScreen	Sensitivity	Specificity	ROC Area
Adolescent-Adult Form	.94	.85	.95
Corrections Form	.96	.83	.95

**Details on the research as well as the reliability and validity of the form are included in the Manual and can be obtained through Pearson upon request.*

Administration

- Corrections purchase annual license for unlimited deliveries through multiple platforms
- Universal screening through Review 360 system – used for all inmates at intake
- Screening through GED platform – for students in education program

GED Platform Delivery


- Corrections facility set up as Test Center
- Schedule appointment through RegMan
- Deliver just like GED Test
- Reporting in GED Manager
- Screener results in student's GED account

The GED Shaywitz DyslexiaScreen for Corrections

GED DyslexiaScreen Intro

Shaywitz DyslexiaScreen - Candidate Name

Time Remaining 00:56

0:00


Welcome to the

Shaywitz
DyslexiaScreen™



You will be asked some questions about yourself. Listen and follow along as each question is read to you, and then choose the rating that best describes your experience.

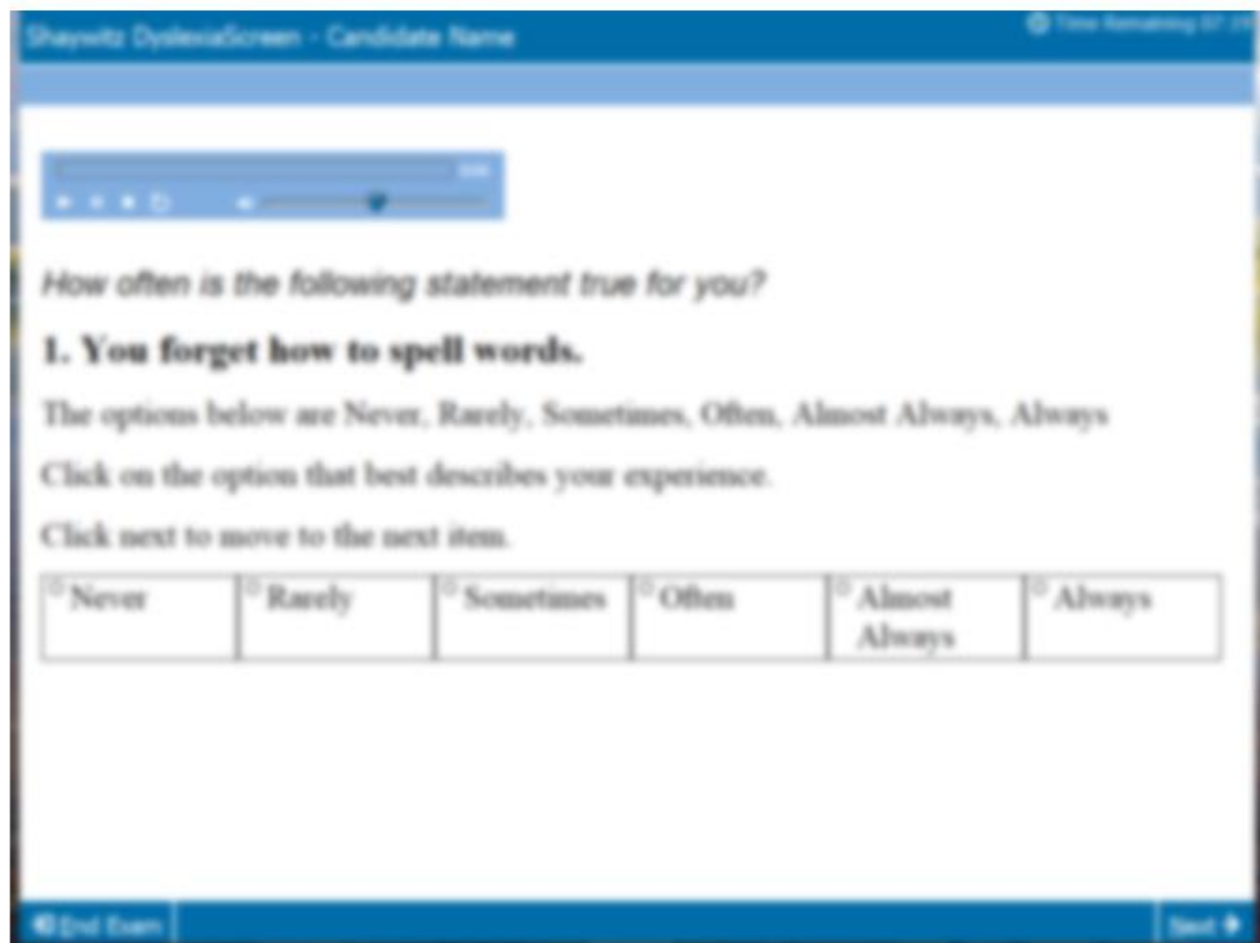
Click next to begin.

End Exam

Next →

Screeners Information

- 10 items
- Audio file for each item
- Item asks if statement is true for student
- Response scale of 6 options to choose from
- Self-report format
- Screen takes ~5 minutes
- Immediate result given
- Result is either At Risk or Not At Risk



The screenshot shows a web-based assessment interface. At the top, a blue header bar contains the text "Shaywitz DyslexiaScreen - Candidate Name" and a "Time Remaining 01:14" indicator. Below the header is a progress bar with five dots, the first of which is filled. The main content area has a light blue background and contains the following text:

How often is the following statement true for you?

1. You forget how to spell words.

The options below are Never, Rarely, Sometimes, Often, Almost Always, Always
Click on the option that best describes your experience.
Click next to move to the next item.

Below the text is a row of six radio button options, each in its own box:

<input type="radio"/> Never	<input type="radio"/> Rarely	<input type="radio"/> Sometimes	<input type="radio"/> Often	<input type="radio"/> Almost Always	<input type="radio"/> Always
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At the bottom of the interface is a blue bar with a "End Item" button on the left and a "Next" button with a right arrow on the right.

Screeners Result



Screeners Result in
Student's
GED.com account

Printable in case of
future need

Student Name:

Test Date:

Classification: Not At Risk for Dyslexia

This test is called the Shaywitz DyslexiaScreen Corrections Form. It is a self-rating scale of language and academic risk factors that indicates whether an individual may be at risk for dyslexia.

Your ratings on this test indicate that you are **Not At Risk for Dyslexia**. This result means you probably do *not* have dyslexia. However, a single test result is not enough to know for sure if you have dyslexia or not. This is only a screening test. Further testing may be needed.

What is Dyslexia?

Reading is complex. It requires our brains to connect letters to sounds, put those sounds in the right order, and pull the words together into sentences and paragraphs we can read and comprehend.

People with dyslexia have trouble matching the letters they see on the page with the sounds those letters and combinations of letters make. And when they have trouble with that step, all the other steps are harder. Individuals with dyslexia struggle to read fluently, spell words correctly and learn a second language, among other challenges. But these difficulties have no connection to their overall intelligence. In fact, people with dyslexia often have strong reasoning abilities.

With the right supports, individuals with dyslexia can overcome their academic difficulties.

GED Manager Report

GED Manager™		Home	Manage Student ▾	BETA Purchases ▾	Reporting ▾	Admin ▾
Home		<div>Passers Report</div> <div>Student Test Activity Report</div> <div>Dyslexia Screener Report</div> <div>Batch Detail Report</div> <div>GED Analytics Audit</div> <div>ASR Report</div>				
Role						Jurisdiction
SuperUser						North Dakota
						Welcome to GED Manager
Actions						

Jurisdictions using the screener will see the Dyslexia Screener Report from the Reporting menu.

Dyslexia Screener Report

Dyslexia Screener Report

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

Testing Activity

Date Range:

to

Jurisdiction

Last Name

First Name

Dyslexia Screener Report

DOB

GED ID

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

Testing Activity

Date Range:

to

Search

Export (1000 rows max)

Last Name

First Name

- Dyslexia Appointments
- Dyslexia At Risk
- Dyslexia No Risk

VUE Reg ID

Search

Export (1000 rows max)

Rows Per Page

10

25

50

Sample Report

Dyslexia Screener Report

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

Testing Activity

Date Range:

Dyslexia Appointment

03/01/2021

to mm/dd/yyyy

Jurisdiction

Program

GED® Test Prep Center

Last Name

North Dakota

ND Dept of Corrections & R

First Name

DOB

GED ID

VUE Reg ID

mm/dd/yyyy

Search

Export (1000 rows max)

Rows Per Page

10

25

50

Name	GED ID	Testing Activity	Appointment Date	Test Date
Tester, CWckccnI0jdjFXX	main-st2-20210303-2652-0865	Appointment	3/6/21	
Tester, UiudliODuszofCU	main-st2-20210304-1154-6864	Appointment	3/7/21	
Tester, BQyEvQXcqMUoSX	main-st2-20210305-3994-5952	Appointment	3/8/21	
Tester, WBKmhZLCromgBzv	main-st2-20210308-8916-6810	Appointment	3/11/21	

Score Report Changes



Continuous Innovation & Improvements



Key Findings on Score Report

- Hard to navigate through the list to find their study material.
- Not clear which study materials are books or digital.
- Skills listed in the personal study plan don't make sense to the user when a study tool is not connected.
- Students didn't realize that the skills listed were specific to them based on their test performance.
- Want to be able to study in an organized approach per page/unit number.
- Student's wanted feedback on ER response.

Redesign Approach

Primary Goal: To ensure students can easily link their study tool and understand how to use their personalized study plan

1. Brainstormed solutions
2. Developed prototypes
3. Interviewed students for feedback
4. Develop new features
5. Interviewed educators for feedback
6. A/B test new features to gauge impact
7. Implement features that work well

New Score Graphic

GED Ready® - Reasoning Through Language Arts



170

My Score: 170

LIKELY TO PASS

Test Date: 09/20/2020

[Share my scores/Find GED® Classes](#)



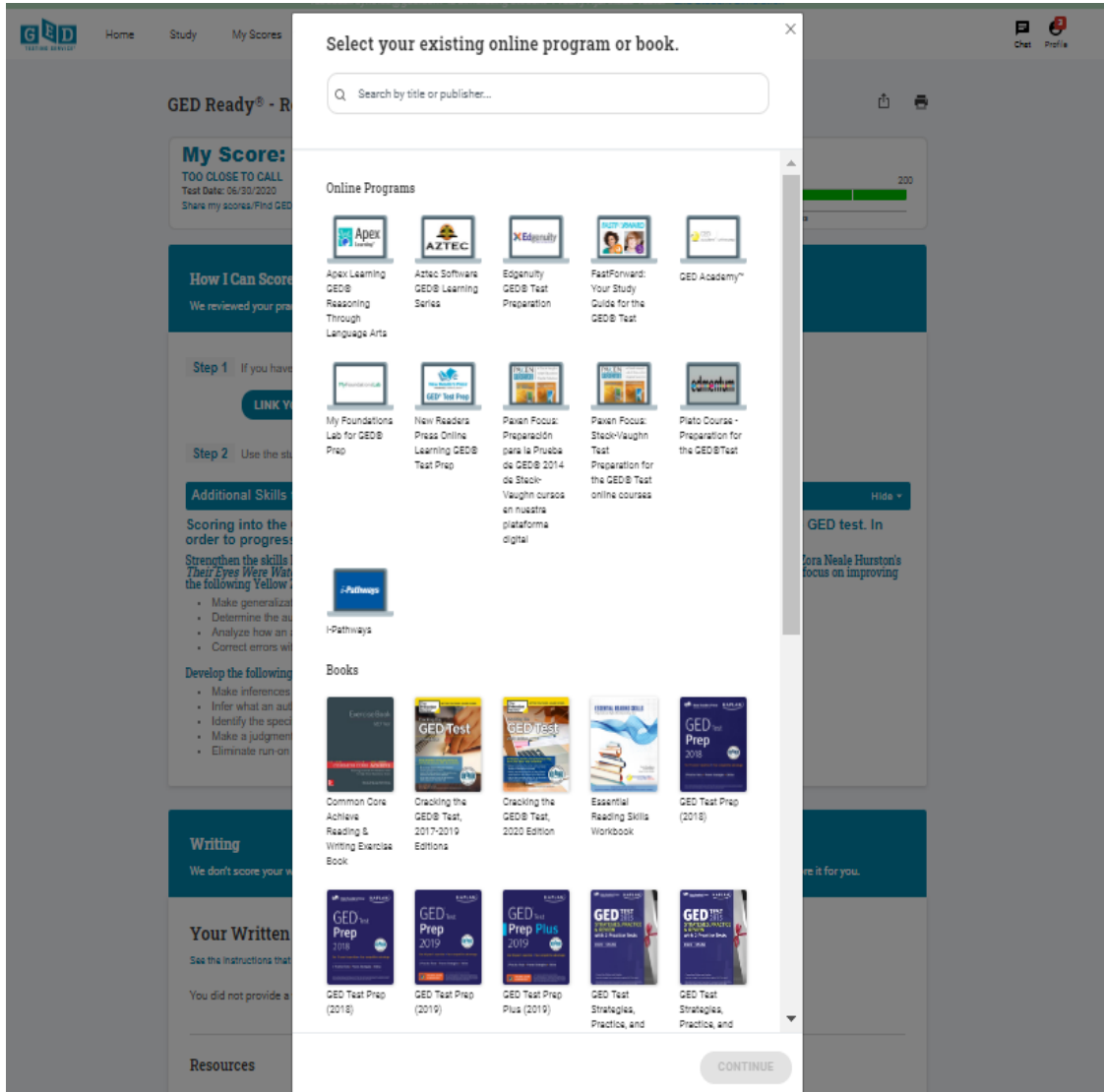
Congrats Christine, you're ready to take the GED test!

Your GED Ready results show you're likely to pass the GED test for Language Arts. Keep the momentum going by scheduling your test!

[Schedule Test](#)

Likely to Pass, Too Close to Call, Not Likely to Pass

Select Study Material Pop-Up



Student can use the Search field to find their study material by name or publisher.

Online study materials are shown inside a computer screen.

Books are shown by a graphic of their cover.

Study Plan Created

Link Your Study Material

We've identified the exact skills you need to work on, based off your GED Ready results. Link a book or online program to see the exact pages/sections for each skill you need to study in the checklist to the left.



Your linked study Material:

GED Test Prep 2018

[Change >](#)

Your Skills to Improve Checklist

1/14 completed



Link your study material above

See exactly what pages/sections you need to study, below:



Study pages 60-61

Determine the main idea



Study pages 60-61

Determine which details support a main idea



Study pages 60-61

Understand main ideas and details

Book has been linked - study plan has been created as a Skills to Improve Checklist.

Added ER Resources

- Student's Written Response Shows in main section.
- Resources include: Answer Guidelines & Example of a Perfect Score
- Video Lessons
- Share with AE
- Print copy of Score Report
- Find GED Classes

Writing

We don't score your written response on the practice test. If you want to get feedback on your writing, you can ask a teacher to score it for you.

Your Written Response

See the instructions that were on the test >

You did not provide a written answer.

Resources

WRITTEN RESPONSE


[Answer Guidelines](#)

WRITTEN RESPONSE


[Example of a Perfect Score](#)

Video Lessons: How to Write a Great Written Response


Page 1 of 3




Overview of the GED Extended Response Format (1:28)




How to Pass the GED Extended Response (3:14)



How to Determine Which Position Is Best Supported (2:49)




How to Write a Well-Supported Argument (4:21)




How to Make an Introduction (1:15)


Share Your Score Report With a Teacher



[Share with Adult Education Center](#)



[Print to take to Adult Education Center](#)



[Find GED classes nearby](#)

Please note that your projected score for Reasoning Through Language Arts of the GED test is valid for 60 days from the date you took GED Ready for Reasoning Through Language Arts. In addition, it assumes you took GED Ready for Reasoning Through Language Arts in one sitting, untimed conditions, with no breaks. The projected score is only an indication of your preparedness for the actual GED test and does not guarantee that you will actually obtain the projected score on the GED test. Although the study recommendations listed on the "How I Can Score Higher" page may aid you in preparing for the GED test, following these recommendations alone does not guarantee a positive result on the actual GED test.

Printable Version

Score Report: GED Ready® - Reasoning Through Language Arts

Christine Blaisdell's Score: 170

09/20/2020

Congrats Christine, you're ready to take the GED test!

Your GED Ready results show you're likely to pass the GED test for Language Arts. Keep the momentum going by scheduling your test!



Your linked study Material:

FastForward: Your Study Guide for the GED® Test

Your Skills to Improve Checklist



Link your study material above

See exactly what pages/sections you need to study, below:

Notes



Reading: 1.1 Main Ideas and Supporting Details

Understand main ideas and details



Reading: 1.2 Summaries and Inferences

Identify the relationship between the main idea and details



Reading: 1.2 Summaries and Inferences

Identify the theme of a piece of fiction or nonfiction

Shows linked study material and skills to improve checklist.

Notes for educator.

RLA shows student's written response to ER and instructions they were given on test.

Extended Response Scoring Tool

The GED Ready® Practice Test for language arts gives students a chance to practice their writing skills by completing an Extended Response (ER) question. This tool is designed to help you score and provide meaningful feedback to your students about their written response, located in their GED Ready Score Report.

Although this tool is complementary to the GED Ready Practice Test, it can be used with other practice questions in your classroom!

ER Scoring Tool
found under
Free Classroom
Materials

How to use this tool

This tool guides you in scoring your student's Extended Response based on three traits and provides feedback in a printable report.

1. [Download the prompts and passages](#) used in the GEDReady. As you read your student's response, you should be able to determine which one they were given.
2. Enter your student's name and test date (or date of response) to personalize their report.
3. For each trait, read your student's response and select the skill descriptors that best describe the response (you will read the response at least three times).
4. View the feedback report and print it to review with your student.

Products & Resources



GED Flash™



$- \times$
 $+ =$



GED
TESTING SERVICE®


AZTEC
SOFTWARE

GED
TESTING SERVICE®

Practice and Feedback!

- 93% of students indicated they are interested in more practice test items and feedback
- #1 on the list of most-wanted resources
- Accessible anywhere from a mobile phone, tablet or computer
- Available for adult education programs – *GED Flash for Organizations*
- Available to students studying on their own (monthly access fee)

Practice and Feedback!

- Adult education programs purchase via Aztec Software
- Adult education programs who use this product will have access to administrative reports showing student performance data, time on task, strengths & weaknesses
- More than 6,000 practice test questions across the 4 subject areas
- Instant feedback with answer explanation
- <http://www.aztecsoftware.com/gedflash/>

GED Flash for Organizations: An Interactive Tool to Help Students Pass

Developed in partnership between GED Testing Service and Aztec Software



This tool helps students prepare for each subject while building confidence step by step.

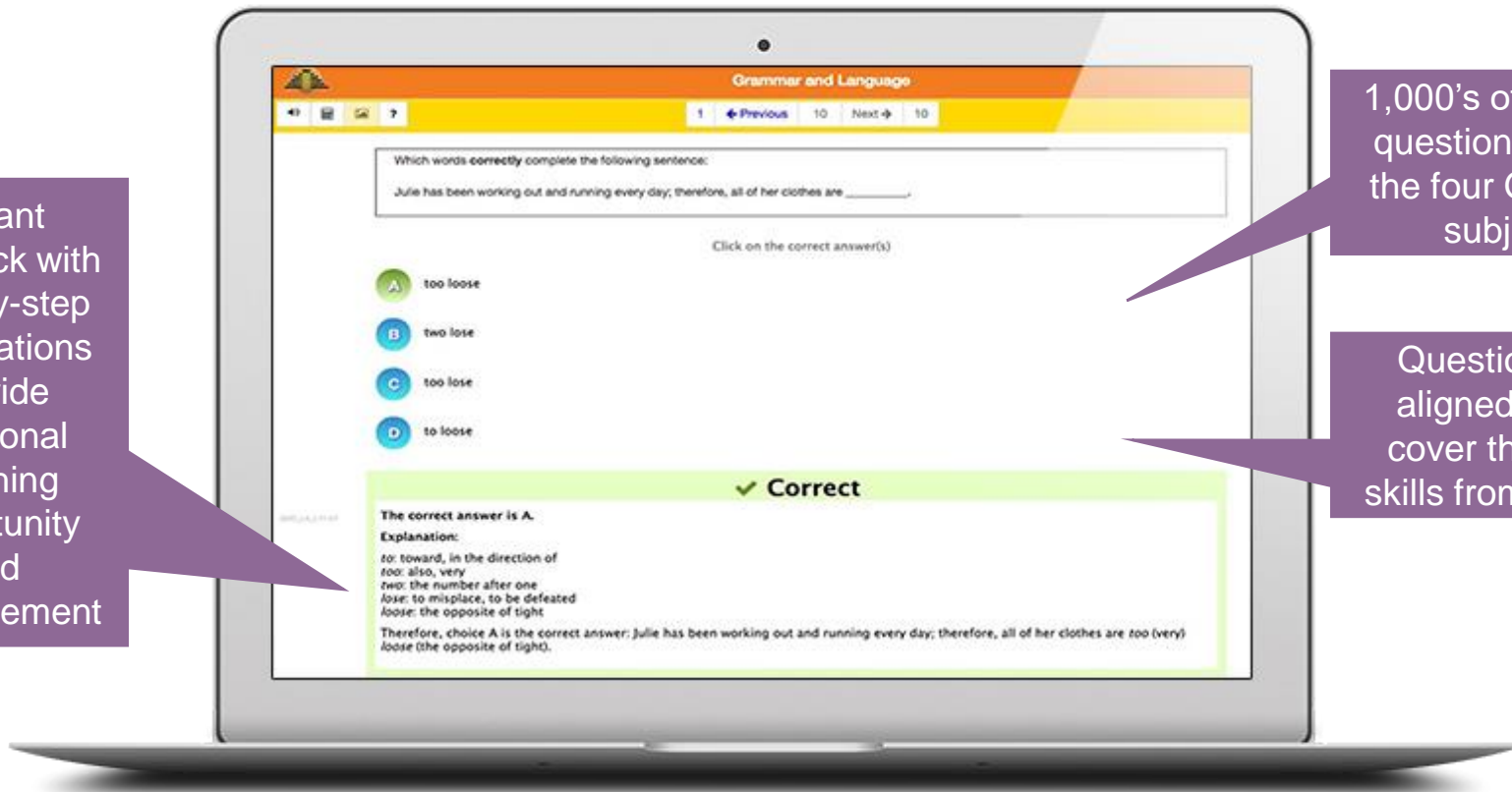
Mastering GED Test Concepts

GED Flash provides ongoing practice and detailed explanations to help students master the exact concepts on the GED test.

Instant feedback with step-by-step explanations provide additional teaching opportunity and reinforcement

1,000's of practice questions across the four GED test subjects

Questions are aligned to and cover the exact skills from the test



Data Shows: Improved Test Scores



Over half of regular GED Flash users moved up an entire score level on the GED Ready® practice test. Some moved up two score levels.

Data Shows: Higher Likelihood of Passing

GED Flash Group	# of Students	Mean GED® Ready Math Test Score	Mean GED® Math Test Score
Low Users (22 questions or less)	8,304	146	146
High Users (91+ questions)	8,406	152	150

Students who practiced frequently with GED Flash scored on average four points higher on their GED test vs. those who rarely used it.

Data Shows: More Practice Means More Correct Answers

GED Flash Group	Mean Percent Correct
Low users (22 or fewer)	43.9%
High users (91 or more)	53.2%

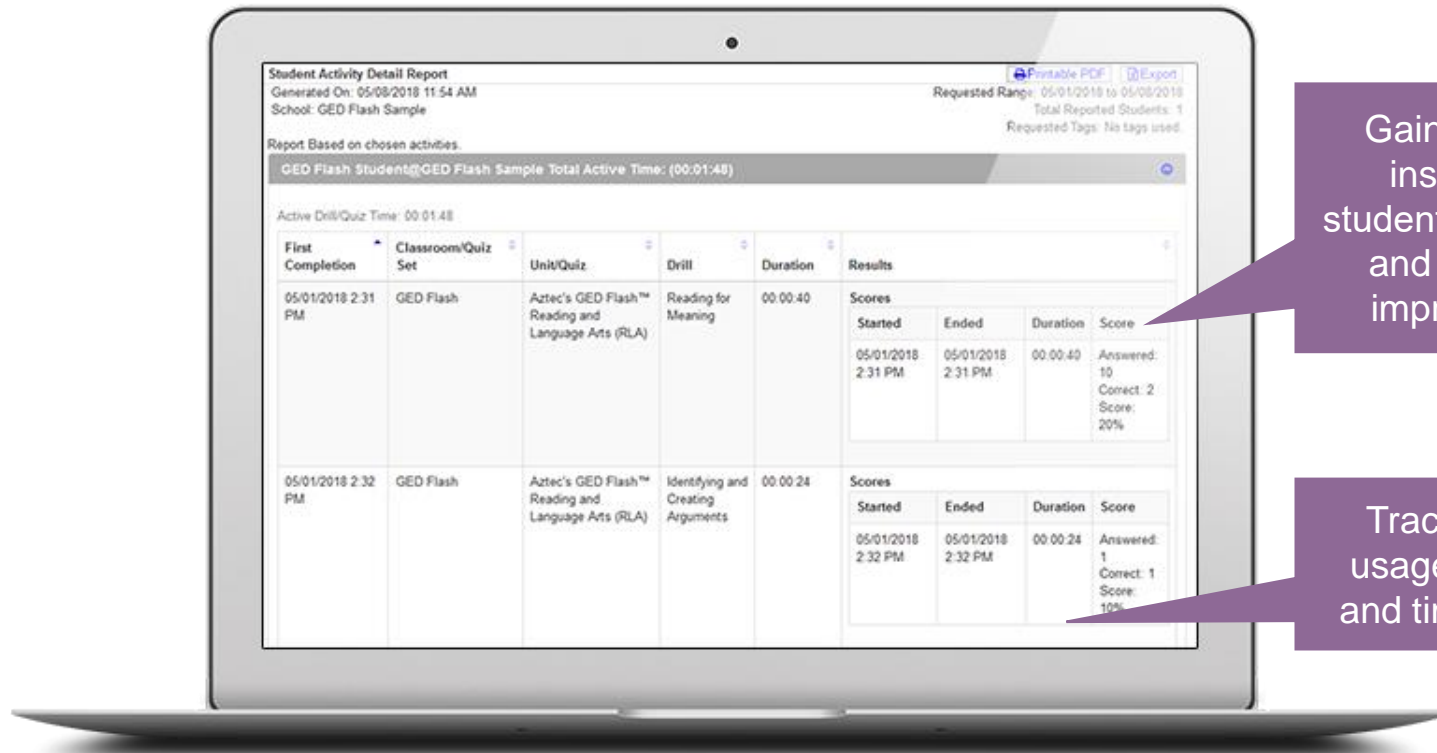
The more students practiced, the more questions they got correct.

Superusers of Flash (340+ questions) answered 90% of questions correctly.

More correct answers also means higher confidence: **79%** of GED Flash users agreed that they felt more confident about taking the GED test after using GED Flash.

Detailed Reporting and Insights

A robust dashboard provides valuable insights about each student's performance and areas for improvement.



Gain valuable insights on students' strengths and areas for improvement

Track student usage progress and time-on-task

Ready to help your students and save money?

- The licensing model is “concurrent” users
 - You only purchase the maximum # of licenses you will need at any one time
 - Ex. You have 100 students, but you anticipate that a max of 10 would be on at the same time. You can purchase just 10 licenses.



On-demand video learning



GED Programs Have Expressed a Need For:

- Engaging distance learning tools
- High quality content to supplement existing instruction
- Ability to track student time on task

Correctional Programs Have Additional Needs:

- Content that can be served offline
- Instruction for students in restricted areas
- Teacher support given widely varying levels of students



**On-demand video learning
by the experts**



To address these needs, we've launched an instructional video program designed by Kaplan experts to enhance student performance on key GED measured skills.



Extensive Content

Hours of video instruction covering all four GED test subjects.



Targeted Lessons

Concepts align directly with the skills being evaluated on the GED test.



Top-Rated Instructors

Pre-recorded videos featuring experts at Kaplan.



Easy to Digest

Short, bite-sized lessons make sure students do not feel overwhelmed.



“

GED Play has been an integral part of our student's preparation during the past few months in this heavy distance learning period. We use GED Play in conjunction with GED flash as it provides a “quick start” model where our students can efficiently and effectively remediate foundational skills needed to answer GED Flash questions. Our students have found GED Play to be an indispensable tool as it provides a sense of direction despite learning from home.

”

- Ardmore Family Literacy (AFL), OK

Learn. Practice. Pass.

GED Play can be purchased on its own or alongside GED Flash for Organizations so students can practice concepts as they learn them.

Currently, there is a promotion for 10% off

Contact Brian Smith at brian.smith@ged.com to learn more.



COVID-19 Resources

[About The Test](#)[Study](#)[Grads and Transcripts](#)[Blog](#)

English - US ▾

Educators & Admins[Log In](#)[Sign Up](#)

GED Program Overview >

[Why GED?](#)[College Readiness](#) ▾[Workforce Development](#)[GEDWorks Program](#)[In Session Blog](#)

Teaching the GED® Test ▾

State Policies

Test Administration ▾

GED Manager & GEDPrep Connect

GED Option

We understand that COVID-19 (Coronavirus) has impacted your classroom and GED students. To help you continue to teach your students from a distance, we've put together some [helpful resources](#).



GED Program Overview

Top Resources



Professional Development
Training

[View Resource](#)

Resources to Guide Your
Instruction

[View Resource](#)

Free Classroom Materials

[View Resource](#)

Why GED?

For more than 75 years, the GED has been a path to a better future for millions, the only high school equivalency program with proven outcomes and accepted by virtually all U.S. colleges and employers.

[Learn More](#)

College Readiness

GED students who attain scores on any subject within the College Ready or College Ready + Credit score levels may be eligible for college credit or certain exemptions.

[View GED College Ready Details](#)

COVID-19 Resources continued....



Recorded GED Webinar: Working at a Distance - Helping Students Continue Their Progress Toward the GED Test During the Time of Social Distancing

[Watch recorded webinar](#)

COVID-19 Resources continued....

Content Resources for Developing Lessons

[GED Teaching Resources](#) (*Free*)

[Screencastify](#) Easy screen-recording tool that can be used to create short videos for students. (*Free*)

[Quill](#) Online program that provides writing and grammar exercises for all levels, including ELLs. (*Free premium version until end of school year*)

[Quizlet Teacher](#) Provides interactive study materials, learning activities, and games. (*Free until June 30, 2020. Limited features always free*)

[Breaking News English](#) Uses the same concept as Newsela and CommonList and adds Audio at a variety of speeds for each leveled text.

[Math Antics](#) Math instructional videos, exercises, and worksheets. (*Free videos. \$20/year subscription for exercises and worksheets*)

[Effortless Math](#) Math worksheets for TABE and GED skills practice. (*Free*)

[Light and Salt Learning](#) YouTube Channel with learning site dedicated to GED Playlists.

[IXL Learning](#) Contains content aligned to TABE 11/12 for math, reading, and language. (*90 day free trial for teachers*)

[GED Math Crash Course](#) Google site developed by Kate Redman, a GED teacher. This site is connected to Light and Salt Learning.

[AAAKnow](#) Provides thousands of interactive math lessons and questions provide immediate feedback. Available in multiple languages.



Did you know?

Who to contact sheet for Test Administrators

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

Call 1-866-389-3665 for Customer Service & Channel Quality	
For assistance on	Contact
Customer service issues such as: <ul style="list-style-type: none"> Assistance with GED Manager™ Assistance with Registration Manager Software Creating or merging a student profile in GED Manager™ Scheduling students for same day or future appointments 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 General GED® student support 	Press 1 for Customer Service 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. <i>help@ged.com</i>
Non-technical test center operations issues such as: <ul style="list-style-type: none"> Closing a testing center temporarily due to weather or other reasons General, non-student related 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 updating hours of operation Test Administration certification and recertification Moving a testing center to a new location Closing a testing center permanently 	Press 2 for Channel Quality (Test Center Operations) Supports non-technical policies and procedures for administering tests. This includes site hours, site contacts, adding/removing test administrators and the administrator training and certification program.

NOTE: Students should call 1-877-EXAM-GED (392-6433) to receive the support they need

Who to contact sheet for Test Administrators

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

Call 1-833-246-8320 for Tech Support Only	
For assistance on	Contact
Technical support issues such as: <ul style="list-style-type: none">• Service Direct questions and support• 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 or GED® Ready Tests with Delivery Manager• Running an express RMA• Obtaining a new security certificate• Obtaining a challenge key	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.

Name Changes



Effective June 1st, 2018 GED® Testing Service no longer supports name changes due to Marriage/Divorce for Testers who have already credentialed

We continue to support name changes under the following circumstances with formal documentation

- Required court-ordered such as witness protection and gender changes
- Provide the ability to correct their names in cases of typos
- We will also help inmate graduates make use of credentials obtained while incarcerated under an alias. This process, however, requires approval from the state GED Administrator™

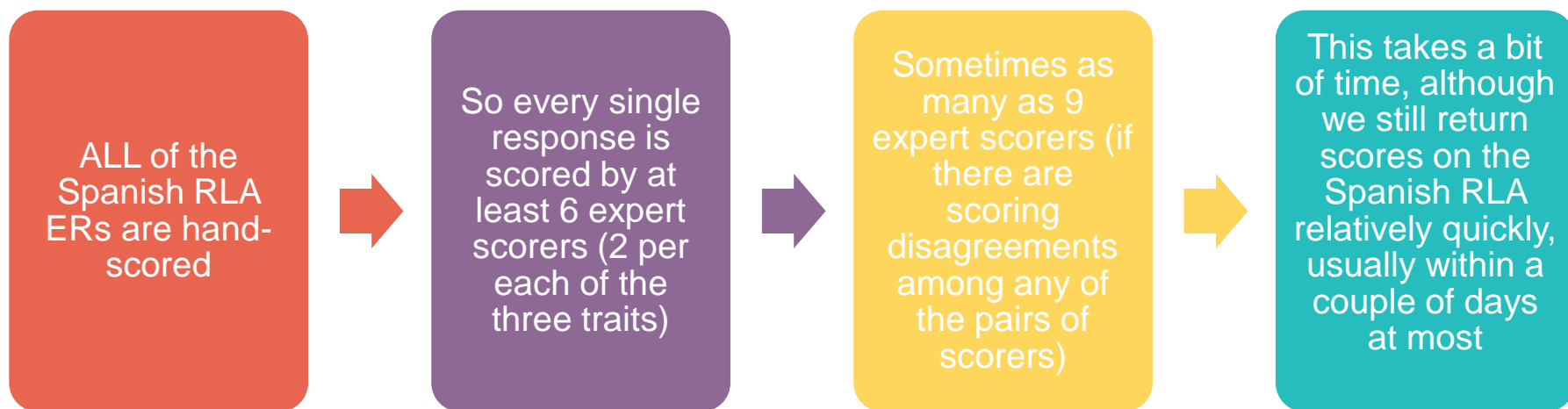
What you can do to ensure accounts are accurate



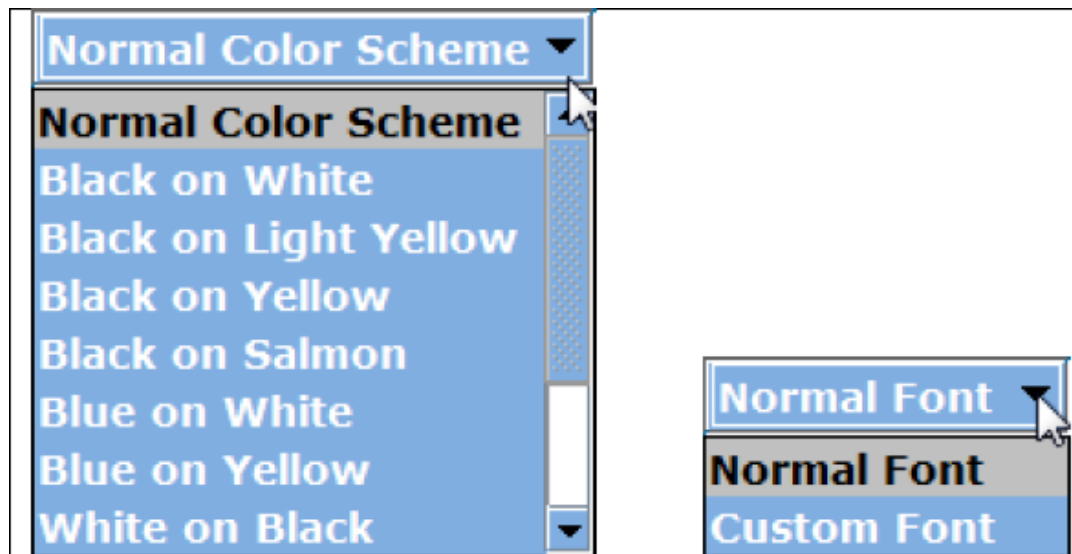
Carefully enter Tester's demographic information when creating accounts and double check the information you entered (especially Name, DOB and last four of ssn) **BEFORE** the Tester begins testing.

EMAIL help@ged.com to get name and/or dob updated (**EVEN IF TESTER HAS CREDENTIALS**) but note this can take up to 5 business days and is not something that can be done over the phone

Hand Scoring of Spanish RLA Tests



Font and Color Contrast Adjustment



- All GED exams give Testers the option to adjust the font and color scheme appearing onscreen at any time during an exam. You do not need to request font and color adjustments from GEDTS prior to the exam; these are automatically available for all Testers taking the GED® test. Here is an example of the font and color adjustment menu. The menus that appear at the test center may have different options than those pictured.

Accommodations

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

GED Test On-Screen Computer Guides

You can change what your test looks like on your computer screen to make it easier to read. Download these guides to learn more about the options available.



Screen Color
Combinations Guide

[Download](#)



Change Text Size Guide

[Download](#)



Highlight Text Guide

[Download](#)

Our Website



<https://ged.com/>

A screenshot of the GED Testing Service website homepage. The header includes a search bar, language selection (English - US), and a link to 'Educators & Admins' which is circled in red. Navigation links for 'About The Test', 'Study', 'Grads and Transcripts', and 'Blog' are present. A 'Log In' link and a 'SIGN UP' button are also visible. The main banner features a photo of a smiling woman with a young child, with the text 'go to college I can be a role model earn my GED'. Below the banner, a white box contains the text: 'Students can now take the GED test online. Learn more about eligibility and how it works [here](#).' At the bottom, a welcome message reads: 'Welcome to the home of the GED® test, your official online resource to prepare for and earn your high school equivalency diploma.'

Test Administration

GED Program Overview

Teaching the GED® Test

State Policies

Test Administration

[Become a Test Center](#)

[Managing Your Test Center](#)

[Administration Policies](#)


[Testing in Corrections](#)

[Test Center Support Lines](#)

[Test Accommodations](#)


GED Manager

Top Resources



Become a Test Center

Turn your adult education or community center into an official GED® testing location in your area.



Managing Your Test Center

Need how-to guides to help with test administration and program support? We've got what you need right here.

Testing in Corrections



The GED® test is offered in many correctional facilities across the country. As the policies and procedures differ from traditional testing centers, here's what you need to know to administer the GED program in your facility.

Corrections Basics



- Computers are required but you do not need internet access during testing
- The GED Ready® practice test and GED test software can be downloaded to computers
- Tests can be taken on laptops
- An offline version of the 2014 GED test tutorial is also available. [Learn how to access it.](#)
- Alternative security protocol is used for identifying testers and monitoring testing
- Test fees apply in addition to software costs
- [Frequently Asked Questions](#)

Student Set Up



As a Corrections Test Center Administrator, you can:

- Create and manage accounts for testers in [GED Manager™](#). See info on [how to get access](#) to GED Manager™.
- We have assembled a handy list of print-ready guides that provide step-by-step instructions complete with screenshots to help you breeze through administrative matters. Click on the guide you would like to view.
 - [Passers Report for Corrections](#)
 - [Creating Accounts in GED Manager](#)
 - [Manages Students/Student Search](#)
 - [Releasing Student from Program](#)
 - [Accessing Account after Release](#)
 - [Test Center Support Line](#)

Resources for all Educators

GED Program Overview



Teaching the GED® Test



[Free Classroom Materials](#)



[Teaching Resources](#)



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GED Manager

Top Resources



Professional Development
Training

[View Resource](#)



Resources to Guide Your
Instruction

[View Resource](#)



Free Classroom Materials

[View Resource](#)



Free Classroom Materials

We've developed a wealth of free resources to help your students pass the GED® test. Whether you are looking for tutorials, reference sheets, scoring tools, or videos to use in the classroom, you'll find it here.

[Learn more](#)



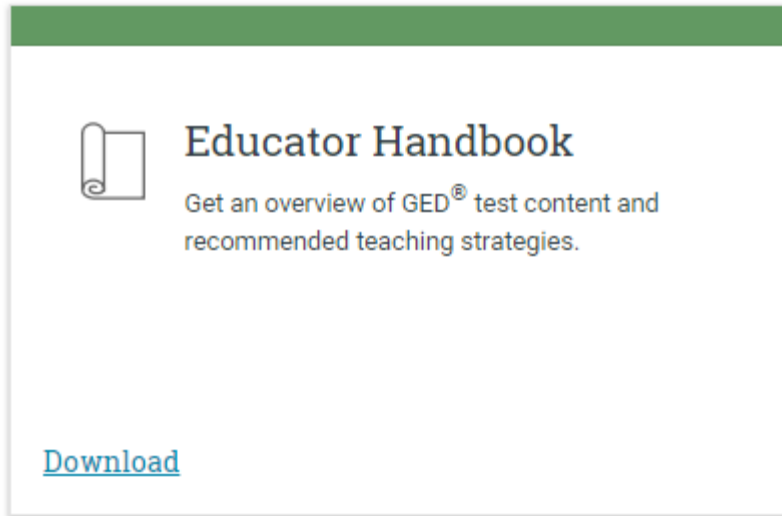
Teaching Resources

Use these resources to guide your GED® instruction. You can get detailed information on the skills students need to demonstrate to pass, what is being assessed in each content area, and more.

[Learn more](#)



Educator Handbook



- Get an overview of GED® test content and recommended teaching strategies.
- In other words:
Start here!

New Educator Handbook!

GED® EDUCATOR HANDBOOK



Everything you need to prepare
students for the GED test



In-depth look at
GED test content



Recommended
teaching strategies



How to determine if
your students are ready

Download at GED.com/educator_handbook

New Educator Checklist

New Educator Checklist!

- Our "New Educator Checklist" is located right inside the new Educator Handbook
- This is designed to help new teachers focus on the most important resources to get them up to speed on being a GED instructor

If you are new to teaching the GED test, here's a checklist to help you get started.

1. First, familiarize yourself with some of the basics of the test and make sure you are receiving our latest updates.
 - ✓ [Sign up for our monthly newsletter, In Session](#), to get test updates, helpful resources and program news.
 - ✓ Look through our [student study guides](#). These provide an overview of the skills being tested and include sample problems for each skill.
2. Once you know the basics, now it is time to better understand the student experience in GED.com.
 - ✓ Feel free to create your own [account in GED.com](#) so you understand what your students will go through (please list your last name as "Candidate" so we know you are an instructor).
 - ✓ Take the [free practice test](#) so you understand the format of the test and the different types of questions.
 - ✓ Finally, consider taking a [GED Ready®](#) test, the official GED practice test. This is half the length of the GED test and is highly predictive of how students will perform on the actual test.
 - Make sure you review your detailed score report. This is the report that tells students the areas they need to work on to score higher on the test.
 - Notice that they can select their study materials from the dropdown box to create a customized study plan.
3. After becoming familiar with the student journey, it's time to apply for [GED Manager](#), a free tool designed for adult educators where you can see your students' scores and score reports.
 - ✓ [Apply for access](#) via the [Educators](#) section of GED.com. Each state has different rules on who can gain access.
 - ✓ Once you get access, watch our training on how to effectively use the tool.

Explore these additional tools and resources to help you prepare your students.

Practice Test and Study Guides

Preview the Test

Use the Free Practice Test, which is about one-fourth the length of the actual test, to give your students a preview of the GED® test. It works best on a computer (not a smartphone or tablet). The Study Guides explain the skills that are covered in each subject, and include sample questions.



Free Practice Test

[View All Test Previews](#)



Study Guides

[View Study Guides](#)

Students can change what the test looks like on their computer screen to make it easier to read. Download these guides to learn more about changing the [on-screen color of the test](#), the [text size of the test](#), and [how to highlight text on the test](#).

Downloadable Resources

Downloadable Resources

Practice with the tutorial and try the practice tests to learn about the various question types and become familiar with how the test works.

[Download the computer tutorial](#)

[Math Practice Test](#) | [Spanish Math Practice Test](#)

[RLA Practice Test](#) | [Spanish RLA Practice Test](#)

[Science Practice Test](#) | [Spanish Science Practice Test](#)

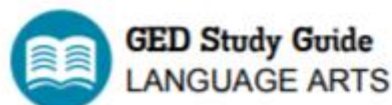
[Social Studies Practice Test](#) | [Spanish Social Studies Practice Test](#)



GED® Student Study Guide

- Available for all 4 subjects (no cost) via each student's ged.com account
- Includes sample questions
- Another resource for adult educators to use in their preparation with students, under Educators & Admins tab on ged.com
- Good tool for new teachers to get them familiar with the content they need to teach

Each study guide covers topics, time for the test, format and example questions –



What you need to know about the GED® Language Arts Test

- 1** You should be familiar with reading and writing concepts, along with grammar. However, the language arts test is not a memorization test! You don't need to memorize giant facts.
- 2** You'll need to read and understand test passages (literary and informational excerpts), and draw conclusions (which is using your critical thinking skills in reading and writing). The test also covers grammar. This study guide and the example questions in it will help you get ready.
- 3** You don't need to know everything in this guide! If you want to see how close you are to passing, the GED Ready® official practice test is a great tool.

Test Overview



Topics

Expressing meaning
Using evidence
Grammar and sentence structure



Time (to take the test)

150 minutes
10 minute break between parts 2 and 3
45 minutes for the written essay



Format

3 sections
1 written essay (extended response)
Multiple choice and other question types (drag and drop, hot spot, and drop down)

Expressing meaning

1 Events, plots, characters, settings, and ideas

You'll be asked to:

- Put events in order
- Make inferences or draw conclusions about plots, sequence of events, characters, settings, and ideas in passages
- Analyze relationships within passages, including how people, events, and ideas are connected

For example, a passage describes Roberta, who is about to begin college and is the first person in her family to do so. The author may use words like "nervous," "excited," "proud," and "scared" to describe a variety of emotions Roberta experiences. The author could write about events leading up to enrolling in college, including navigating the application and financial aid processes. They may also share some information about the mixed responses from Roberta's family and friends -- many, but not all -- of whom are supportive.

You could be asked to make inferences about how Roberta was influenced by current or past events; the sequence of events that led to her enrolling in college; and what conclusions you can draw about Roberta's experience.

Example Questions

Events, plots, characters, settings, and ideas

Excerpt from *Anne of Green Gables*
By L. M. Montgomery

Marilla came briskly forward as Matthew opened the door. But when her eyes fell on the odd little figure in the stiff, ugly dress, with the long braids of red hair and the eager, luminous eyes, she stopped short in amazement.

"Matthew Cuthbert, who's that?" she exclaimed. "Where is the boy?"

"There wasn't any boy," said Matthew wretchedly. "There was only her."

He nodded at the child, remembering that he had never even asked her name.

"No boy! But there must have been a boy," insisted Marilla. "We sent word to Mrs. Spencer to bring a boy."

In Session Newsletter

In Session Educator Newsletter

SIGN UP TO GET THE LATEST NEWS AND RESOURCES.



Educator's Newsletter

If you want to subscribe to our monthly newsletter, please submit the form below.

EMAIL* :

SIGN UP

Tuesdays for Teachers

- Recorded presentation
- Slideshow document
- Resources – including strategies & classroom activities
- More . . .

A promotional graphic for the 'Tuesdays for Teachers Webinar Series'. The top half features a blurred background image of four people sitting at a table, with the word 'Webinars' in white text. Below this is a green horizontal bar. The bottom half has a white background with the title 'Tuesdays for Teachers Webinar Series' in a large, dark font. Underneath the title is a paragraph of text describing the webinar series, followed by a paragraph about registration, and a final line of text about system requirements.

Webinars

Stay in the know from GED® experts.

Tuesdays for Teachers Webinar Series

Tuesdays for Teachers is a free professional development webinar series designed for educators. Presented by well-known GED® training experts Bonnie Goonen and Susan Pittman, this webinar series will take a deeper dive into classroom strategies and techniques for the GED® test's four test subjects. Sessions are meant for educators who have already completed foundational-level training, either by attending in-person training or by using self-guided professional development resources.

Registration for each webinar opens approximately two weeks before the webinar date. Attendance is limited and based on a first-come, first-served basis.

Be sure you have the [minimum system requirements](#) for **GoToWebinar** so you can participate in the webinar.

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

Resources – Professional Development & Tuesdays for Teachers Recordings

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

The screenshot shows the GED website's 'Educators & Admins' section. The header includes the GED logo, navigation links (About The Test, Study, Grads and Transcripts, Blog), a search bar, and language selection (English - US). A sidebar on the left lists various resources, with 'Professional Development' highlighted. The main content area features a large banner for 'Professional Development' with a photo of people in a meeting. Below the banner is a paragraph about the importance of teachers and a link to 'Access Webinars'. To the right, there are two featured sections: 'Webinar Trainings' and 'GED Annual Conference', each with a brief description and a link to access or register.

GED TESTING SERVICE®

About The Test Study Grads and Transcripts Blog

Search English - US Educators & Admins

Log In SIGN UP

GED Program Overview

Teaching the GED® Test

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Top Resources

Professional Development Training
[View Resource](#)

Resources to Guide Your Instruction
[View Resource](#)

Free Classroom Materials
[View Resource](#)

Professional Development

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](#)

GED Annual Conference

The GED Testing Service Annual Conference, our largest GED professional development event, attracts nearly 600 GED educators and professionals every year. Our 2020 Annual Conference is taking place in Atlanta, GA from July 27 - 29. Join us for three exciting days of training, networking and inspiration.

[Register Now](#)

Announcements

Tuesdays for Teachers –Previous Webinars

Reading to Learn: Strategies to Build Reading Skills



[Watch Now](#)

[Download Presentation](#)

[Download Study Guide](#)

[Download Vocabulary Strategies](#)

[Download High Mileage Word List](#)

[Download Reading Rate Sample](#)

[Download Certificate](#)

Trick or Treat: Mining GED Ready Score Reports



[Watch Now](#)

[Download Presentation](#)

[Download Workbook](#)

[Download Certificate](#)

Changes You've Been Asking For: The RLA Test Screen & Score Reports



[Watch Now](#)

[Download Presentation](#)

[Download Certificate](#)

One Size Fits All - Welcome to GED.com



[Watch Now](#)

[Download Presentation](#)

[Download Workbook](#)

[Download Certificate](#)

Corrections Webinars:

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

ND DOCR Transformation in Adult Education

The focus of this presentation will be on the ND DOCR Policy Change within education for attendees to better understand how our state overhauled our focus of education and practices. To understand this, participants will get a closer look at the driving force behind the cultural and climate changes to the ND DOCR agency as a whole as well as our school atmosphere within minimum, medium, and maximum adult corrections as well as youth correctional services in ND.

Growth Mindset Beyond a Concept within Corrections

This session will share with you the mantra that the ND DOCR Education Department studies and implements to meet each student where they are to get them to the finish line of a graduate. Participants will receive an explanation of the importance of a balanced mindset as well as the impacts the PCBL (Personalized Competency Based Learning) and how it has had a positive result not only in success but also wellness.

Corrections Webinars:

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

Meeting the Challenges to Finish Strong in Math

Teachers juggle with the instructional needs of multiple levels of learners working to master skills in mathematics. While GED® level students can move rapidly through the challenge areas, Adult Basic Education (ABE) students often face a long haul to gain the skills needed to earn their credential. The teaching circumstances due to the pandemic add an additional challenge as many of the gains made in some facilities with the use of technology are not currently available. While public adult education sites have moved to either very limited in person classes or virtual teaching, many of our correctional facilities have moved back into paper and pencil packets with very limited or no in person instruction.

There are key skills that an ABE student can master that will enhance their progress. This presentation will focus on key skills students need that can transfer across content areas, and the resources needed to address the skills for in person or remote delivery of instruction.

Extended Response Videos

Watch this 8-episode series with your students to take a deeper dive into the skills and expectations that will help students excel on their written responses.



[WATCH MORE](#)

Where to find the videos

- Available on GED.com in each student's account under the "Study" tab
- Available for educators here: https://ged.com/educators_admins/teaching/classroom_materials/
- Available at: www.newreaderspress.com/writing-for-the-ged-test
- Or contact New Readers Press for DVDs that can be sent to your facility:
- tlipke@proliteracy.org
- Videos are FREE

GED Resource Links

Educators & Admins page

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

Free Classroom materials

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

Here you find the Tutorials, the Free Practice Tests and all of the reference guides to prepare your students. The Scoring tool is also here.

Teaching Resources

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

This page is very useful for teachers to become familiar with the skills assessed on the test and specifically the High Impact Indicators.

Professional Development

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

Here are the webinars that teachers can watch to become familiar with many different topics.



Reference



How to check RMA

- Each morning, it is important to verify that you have run the RMA from the previous night successfully to ensure that your test center has the latest schedule and exam information. Follow these steps to run the RMA on the Admin machine:
 1. Go to **“Start”**
 2. Click **“All Programs”** and then **“Vue Applications”**
 3. Click **“VUE Support Tools”** and then **“Remote Maintenance Agent”**.
 4. A black **“Remote Maintenance Agent”** box will appear on your screen and disappear after a few minutes when the RMA is complete.
- Please note, If the report shows that RMA is not running properly or that no connections have taken place since midnight, ensure that the server is powered on. If the server is powered on, contact VSS immediately.
- If you have a no-show at a DOC site, the RMA must be run the following day to complete the testing cycle and close out Missing Result cases.

How to Release a Tester's account from corrections

- If you know a Tester is going to be released and they know what email address they are going to use, follow these steps
 - Locate the Tester's account in **GED Manager**. Once in their account, select the **"Release from Program"** button

View Student: Richardson, Candice

[Back to Student Search](#)

Student Detail

First Name :	Candice	Phone Number :	642-583-7468 (null)
Middle Name :	Jhony	Alternate Phone Number :	
Last Name :	Richardson	Age :	47
Email :	1881+1352078@gmail.com	Date of Birth :	03/01/1970
Mailing Address :	108 Appletree Dr NE	Testing Jurisdiction :	MN
	Plymouth MN 55447	Program :	Hennepin County Adult Correction Facility
County :		In Options Program :	No
VUE ID :	239179095	ID# (Inmate, Program, etc.) :	
GED ID :	20150506-5753-3578	Student :	Yes
Link to historical record :		GED Test Prep Center(s) :	
Fictitious Student :	No	Last Updated :	09/07/2017 06:58:44 AM
		Last Login :	
		Browser Language :	English
		Language at home :	English

[Simulate Student](#) [Edit](#) [Merge](#) [Release From Program](#)

How to Release a Tester's account from corrections continued....

Edit Student Program Information: Richardson, Candice

[Back to View Student](#)

Student Detail

Releasing from this program will affect your ability to manage this student's account. Please enter a new email address to continue.

First Name	Middle Name	Last Name
<input type="text" value="Candice"/>	<input type="text" value="Jhony"/>	<input type="text" value="Richardson"/>
Date of Birth	Testing Jurisdiction	
<input type="text" value="03/01/1970"/>	<input type="text" value="Minnesota"/>	
<input type="checkbox"/> Enroll as Student		
Contact email		
<input type="text" value="abcd123@gmail.com"/>		

- Enter a valid email address for the Tester, then click **“Save/Return”**
- Instruct the Tester to go to **GED.com** and click on **“Log In”** in the top right corner of the screen. They will need to enter their email address and select **“Forgot Password”**
- They will then receive an email to set their password

Editing a User Account in Site Manager

- To edit a user account, you must have the **May create and edit (other) users** permission assigned to your account.
- Only one person at any site has this permission.
- Typically it is given to the Chief Examiner or main technical contact
- It's important to update the Chief Examiner in the system BEFORE they leave.
- Directions can be found in **VSS**
- Follow these steps to edit a user account:
 1. In **Site Manager**, click the **Personnel** category, and then click the **Users** tab. The **Users** tab displays a list of user accounts already defined at your test center.
 2. Select the user from the list. When you select the user, the detailed view pane appears and opens to the **Profile** tab by default.
 3. Select the tab in the detailed view pane with the information that you want to edit, and then click **Edit** in the lower-right corner of the pane.
 4. Edit the necessary information. (A red asterisk is located next to each box that requires information)
 5. Click **Save**. The changes are saved, and the information is updated in the tab.
- If you have any questions call VSS at **1-833-246-8320** .

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