

# Best Practices for Corrections Test Administrators

Welcome and thank you for joining me today! I will begin soon. Please note you have been MUTED and I will answer questions at the end of my presentation.

A presentation by GED Testing Service for COABE  
Mellissa Hultstrand





# Session Objectives



- Readiness to Test
- Test Day
- Managing Testing Issues
- Service Direct
- Recent Updates
- Did you know?
- Our Website
- Helpful Information and Resources

# 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

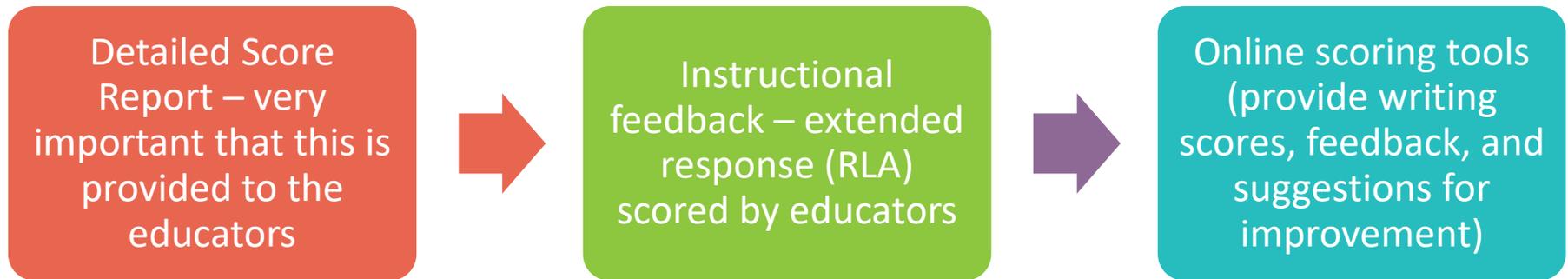
Don't overuse GED Ready. It is designed to be utilized once coursework has been completed and instructors are reasonably confident an individual is likely to perform well.

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

# GED<sup>®</sup> Ready

<b>Realistic practice opportunity</b>	Computer based and same platform as GED <sup>®</sup> test
<b>Standardized and normed</b>	Same norming and standardization study as official test
<b>Predictive</b>	Highly predictive of performance on the GED <sup>®</sup> test
<b>Half-length</b>	Each subject area is half the length of the actual GED <sup>®</sup> test

# GED® Ready



# Three Score Level Indicators on GED Ready<sup>®</sup>

<b>Not Likely to Pass</b>	<b>Too Close to Call</b>	<b>Likely to Pass</b>
<b>100-133</b>	<b>134-144</b>	<b>145-200</b>

# 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).

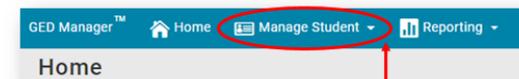


Figure 1: 'Manage Student'

# 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**

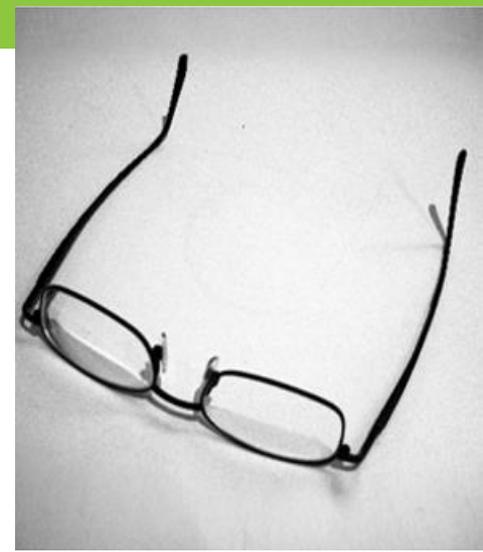
- Cases in **Service Direct** should include the following:
  - Detailed description of Tester behavior
  - Location or situation when confronting the Tester
  - Names and roles of all people involved
  - Tester's reaction and discussion between TA and Tester including Tester comments

# 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?



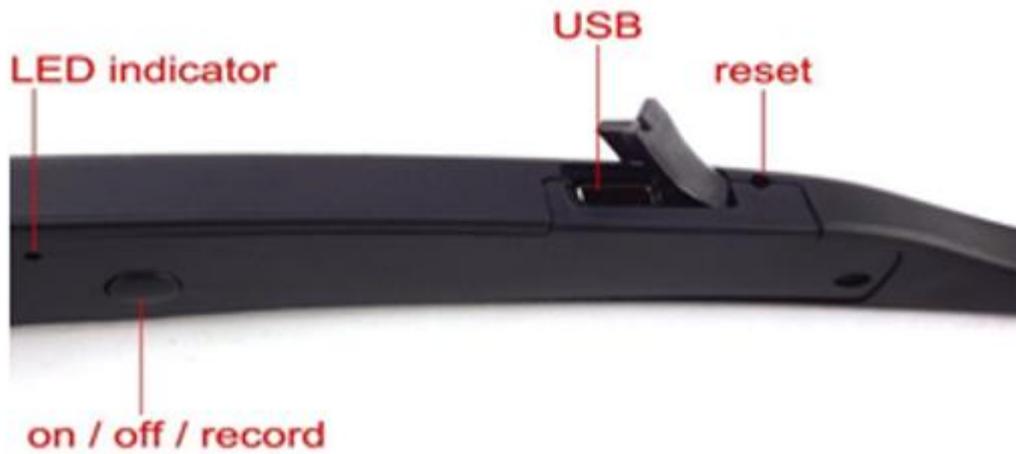
# Spy Glasses continued....



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**

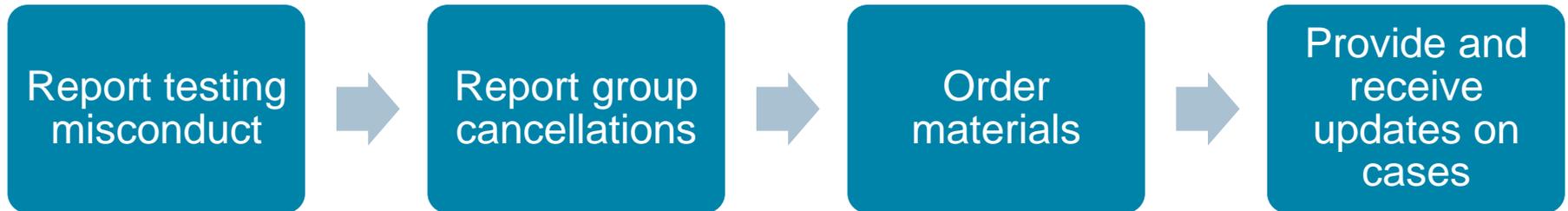
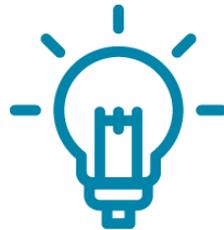
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  - Detailed description of Tester behavior
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  - Names and roles of all people involved
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# Service Direct



# 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

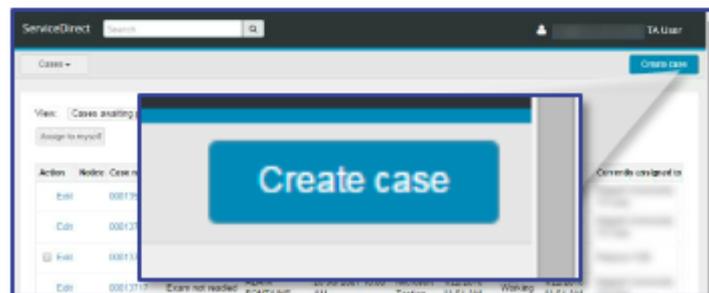
*Cases are created for individual support requests, situations, or incidents. As a case is created, it's assigned a unique identifier for tracking and managing the related work or for reporting its status.*

*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.*

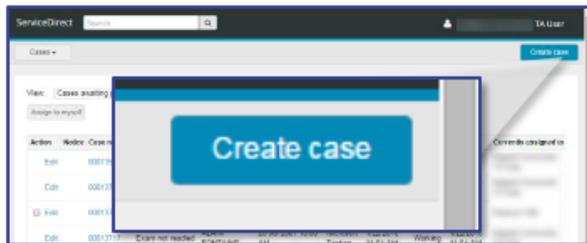
A screenshot of the 'Case type' form. The form has a title 'Case type' and two required fields: 'Topic \*' and 'Type \*'. Both fields are represented by dropdown menus with the text 'Select one' and a downward arrow. The asterisk indicates that these fields are required.

*\* 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 features two dropdown menus: 'Topic \*' and 'Type \*', both with 'Select one' as the current selection. The asterisk indicates that these fields are required.

\* 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*

- 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. The 'Topic \*' dropdown menu is open, showing a list of options: 'Select one', 'Test course request', 'Administrative Check-in', 'Conditions inquiry', 'Exam delivery', and 'Registration/Appointment book'. A red arrow points from the text 'Select Topic option...' to the 'Conditions inquiry' option.A screenshot of the 'Case type' form. The 'Topic \*' dropdown menu is now closed and shows 'Conditions inquiry' as the selected value. The 'Type \*' dropdown menu is open, showing a list of options: 'Select one', 'Select one', 'Completion of unprofessional treatment', 'Name change request', and 'Request to update previous information'. A red arrow points from the text 'Select Type option...' to the 'Completion of unprofessional treatment' option.

# 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

# Recent Updates



# 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](#)



# Voucher Search Field has been added!

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

GED Prep Connect Enrollment Status  Testing Activity  Date Range:  to  Exam Subject  Jurisdiction

Last Name  First Name  City  Phone Number  DOB  Email  GED ID  VUE Reg ID  Credential Status  **Voucher**

Test Event Number  Test Medium  Test Missing

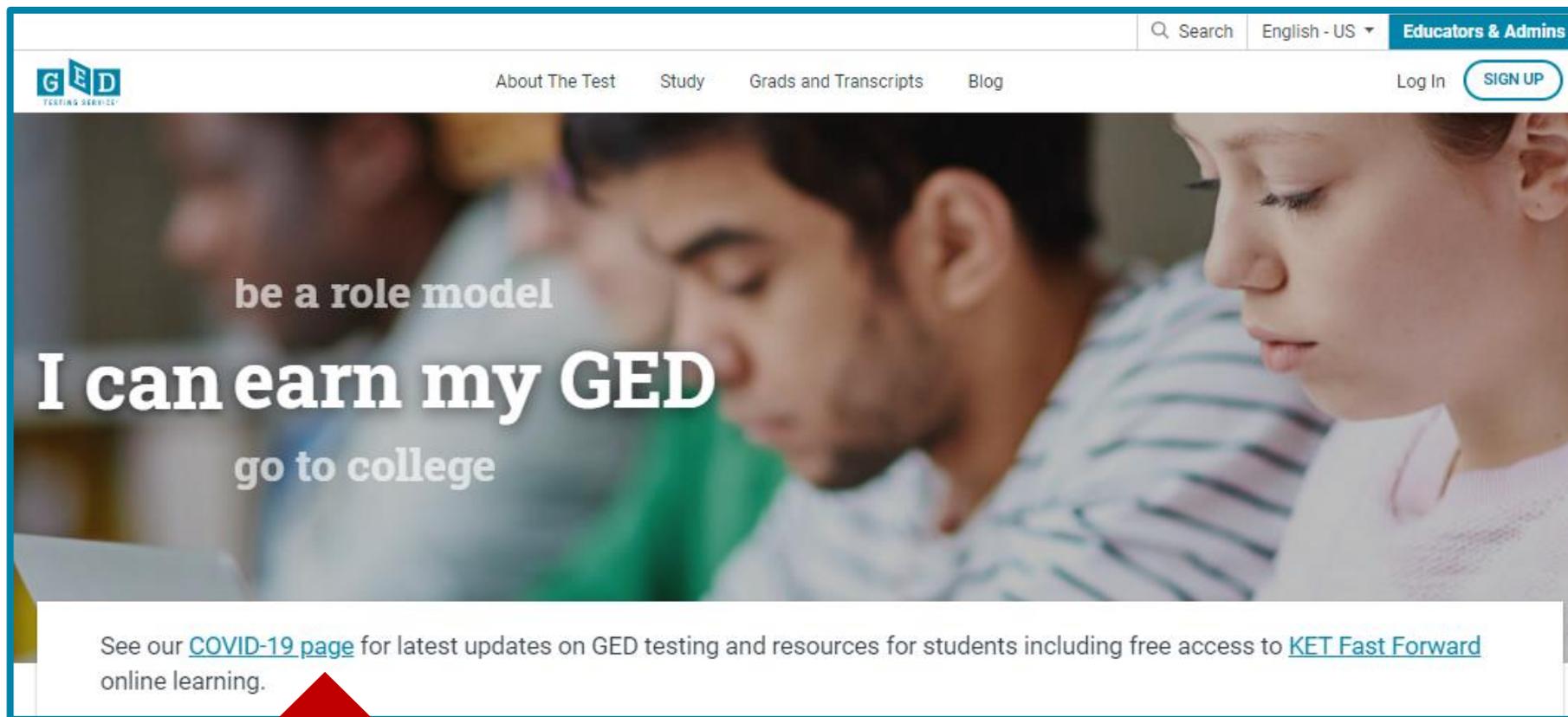
[Print Score Reports \(1000 rows max\)](#) [Export \(1000 rows max\)](#) Rows Per Page

Name	Email	Testing Activity	Date	Test	Subject	Score	Credentialed	Test Missing	GED® Test Prep Center	GEDWorks	Vouchers
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# GED® Program Updates

- **2020 GED Testing Annual Conference Cancelled:** Due to the ongoing situation with COVID-19, this year's conference in Atlanta has been cancelled. We will host our 2021 conference in Atlanta.
- **GED Manager Internet Explorer Users:** We will continue to manage GED Manager updates for Internet Explorer 11 through August 1, 2020. We are no longer supporting IE 9 and IE 10. You are encouraged to consider upgrading to Edge or Google Chrome. This decision is based on Microsoft's end-of-support for versions earlier than Internet Explorer 11, in addition to precautions related to Pearson VUE and GED Testing Service system compatibility.

# COVID-19 Resources



The screenshot shows the GED Testing Service website. At the top, there is a navigation bar with a search icon, the text "Search", a language dropdown menu set to "English - US", and a link for "Educators & Admins". Below this is a secondary navigation bar with links for "About The Test", "Study", "Grads and Transcripts", and "Blog". On the right side of this bar are "Log In" and "SIGN UP" buttons. The main content area features a large banner image of students in a classroom. Overlaid on the image is the text: "be a role model", "I can earn my GED", and "go to college". Below the banner is a white box containing the text: "See our [COVID-19 page](#) for latest updates on GED testing and resources for students including free access to [KET Fast Forward](#) online learning." A large red arrow points from the bottom center of the page up to the "COVID-19 page" link.

# COVID-19 Resources continued....

The screenshot shows the GED website interface. At the top right, the 'Educators & Admins' link is circled in red. Below the navigation bar, a breadcrumb trail reads 'Home / Educators & Admins / GED Program Overview'. On the left, a sidebar menu lists 'GED Program Overview' (with a right arrow), 'Why GED?', 'College Readiness' (with a down arrow), 'Workforce Development', 'GEDWorks Program', and 'In Session Blog'. The main content area features a white box with the text: '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](#).' A large red arrow points upwards from the bottom center of the page towards the 'helpful resources' link.

# 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.

[Virtual Nerd](#) Thousands of math videos hosted on [YouTube](#) and the [Virtual Nerd](#) website. Supported by Pearson Learning.

[Wide Open School](#)



# GED PLAY

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



## 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 Kaplan experts.

## Easy to Digest

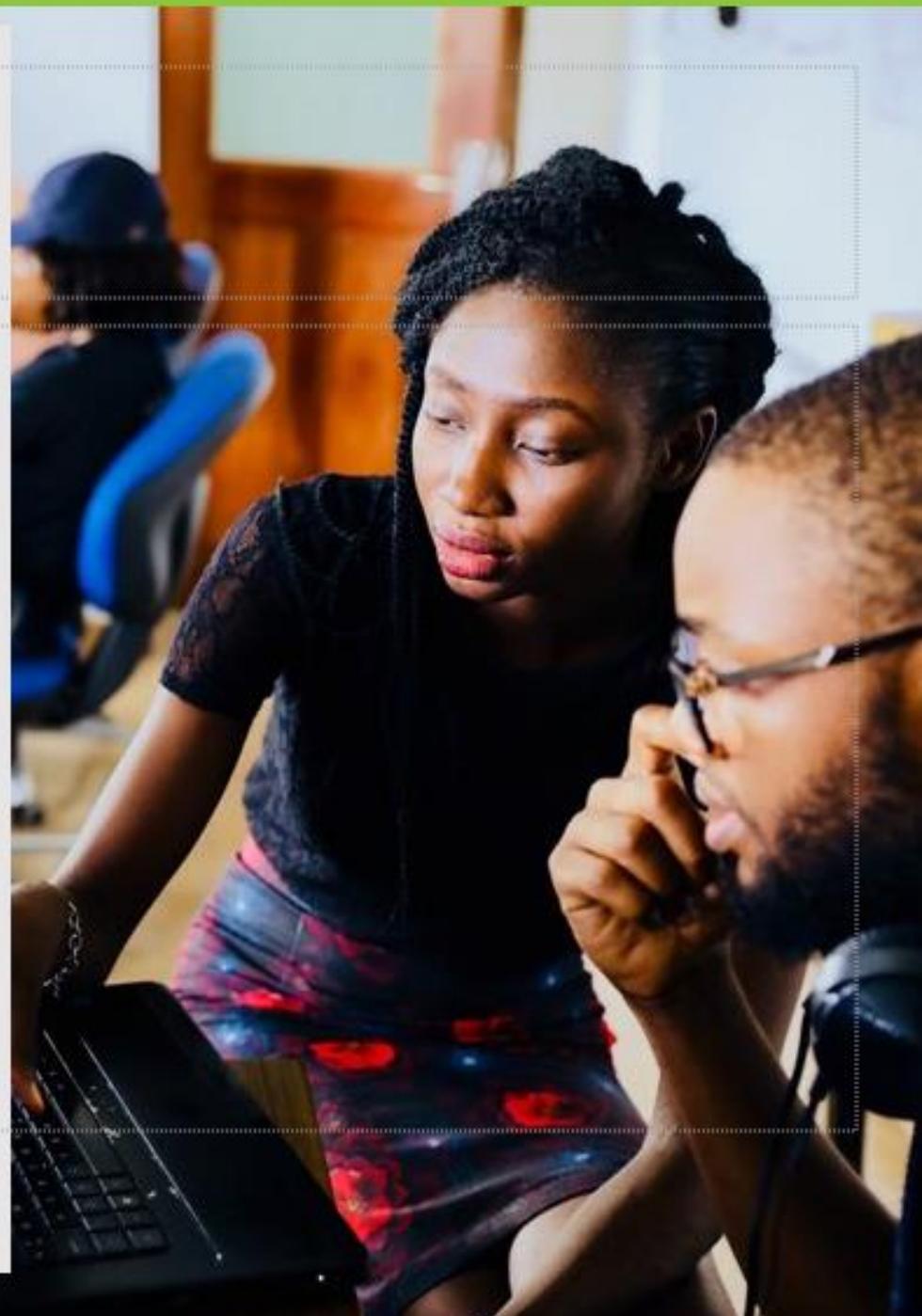


Short lessons focus on one skill at a time.

# 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.

For more information, contact [sales@aztecsoftware.com](mailto:sales@aztecsoftware.com).





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	<p>In Test Center Registration Manager, select the History tab, then find the appointment under 'Exam Registrations, Active'</p> <p>To reschedule the exam</p> <ol style="list-style-type: none"> <li>1. Click <b>Reschedule...</b></li> <li>2. If <i>Policy Violated</i> and/or <i>Are you sure?</i> pop-ups are displayed, click <b>Yes</b></li> <li>3. Select the new appointment date and time, click <b>Schedule</b>, then click <b>Save</b></li> </ol> <p>To cancel the exam</p> <ol style="list-style-type: none"> <li>1. Click <b>Cancel Item...</b></li> <li>2. If <i>Policy Violated</i> and/or <i>Are you sure?</i> pop-ups are displayed, click <b>Yes</b></li> <li>3. If canceling, click <b>Next</b> and then click <b>Save</b></li> </ol>

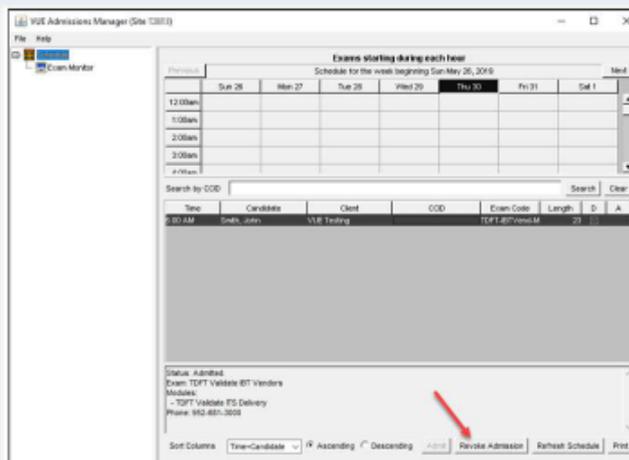
# Rescheduling/Canceling GED exams in DOCs and FBOPs continued....

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

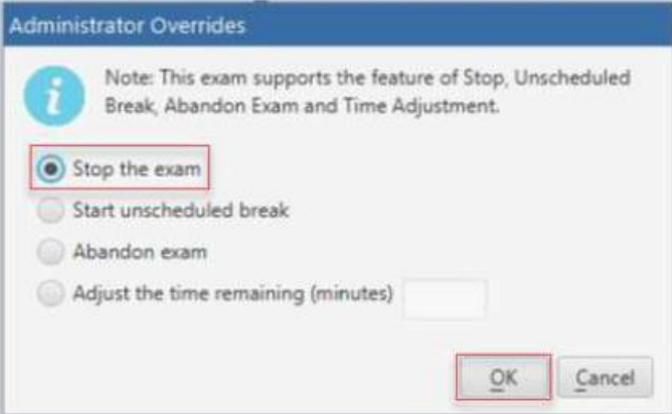
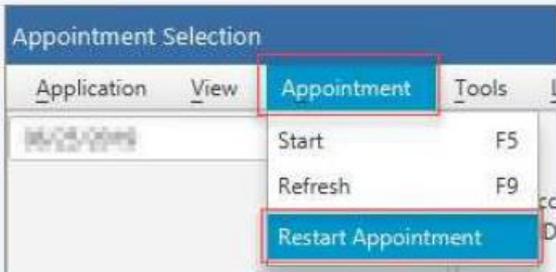
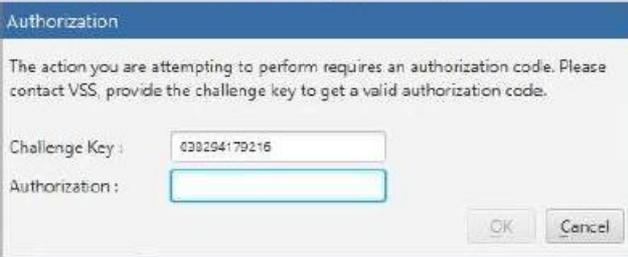
1. Click **Reschedule...**
2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes**
3. Select the new appointment date and time, click **Schedule**, then click **Save**

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**

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

Scenario 3

Candidate Admitted	Exam Started	Action
Yes	Yes	<p>In Delivery Manager, stop and restart the exam.</p> <ol style="list-style-type: none"> <li>1. Ctrl+Shift+F12, select <b>Stop the exam</b>, and click <b>OK</b>  </li> <li>2. Under <b>Appointment</b>, select <b>Restart Appointment</b>, and click <b>Yes</b> to the 'Warning' pop-up            </li> <li>3. Contact the Test Center Support Line (1-866-389-3665, option 3), provide the VSS Tech the <b>Challenge Key</b> displayed on screen and enter the <b>Authorization</b> code provided by VSS Tech            </li> </ol>

# FAQs for Rescheduling /Canceling GED exams in DOCs and FBOPs

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

FAQ document

### What is this permission and who does it impact?

This permission will be available to any DOC or FBOP that delivers **ONLY** GED exams and provides the ability to reschedule or cancel GED exam registrations **AFTER** the appointment time has passed.

### What if the site does not have the needed permission?

If you receive an escalation about the permission not working, verify that the site meets the below criteria in Site Utilities on the [VSS website](#):

Site Details > VTC Focus = US Correctional **or** US Federal Prison (FBOP)

**AND**

Client Authorizations = GED Testing Service **and** VUE Testing

### How will new Test Administrators (TAs) at DOCs and FBOPs get this permission added?

A script will be ran on a weekly basis to pick up any new sites that meet the above criteria and permission will be applied to any active TA at that site.

### Why is Pearson VUE providing this permission to these sites?

The testing environment at these sites is different than other testing sites. The DOC or FBOP may need to cancel a testing session last minute (i.e. lock down). GEDTS has approved allowing these sites to reschedule/cancel exams at any point in the testing process improve the experience for the test taker, the site and Pearson VUE's internal teams.

### Can the sites reschedule/cancel no-shows or deliver failed exams?

No, they will only have the ability to reschedule/cancel GED exam registrations in a 'Scheduled' or 'Ready' disposition.

Site should be advised that they need to reschedule/cancel any impacted exams registrations **PRIOR** to running their RMA.

### What happens to the payment when the exam registration is cancelled?

Payment will be refunded automatically upon cancelation.

**Did you know?**



# Windows 10 Update

- Correctional GED Test Centers will need to move to Windows 10 (64-bit) by **January 2021**
- Microsoft has announced they will discontinue extended support for Windows 7 on January 14, 2020.
- Plan ahead for these changes to avoid disruptions to testing. This may require updates to hardware.
- If you have any questions about these requirements or the process for updating, please contact **Pearson VUE's VSS Support team at 1-833-246-8320**.

# Name Changes



**Effective June 1<sup>st</sup>, 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™

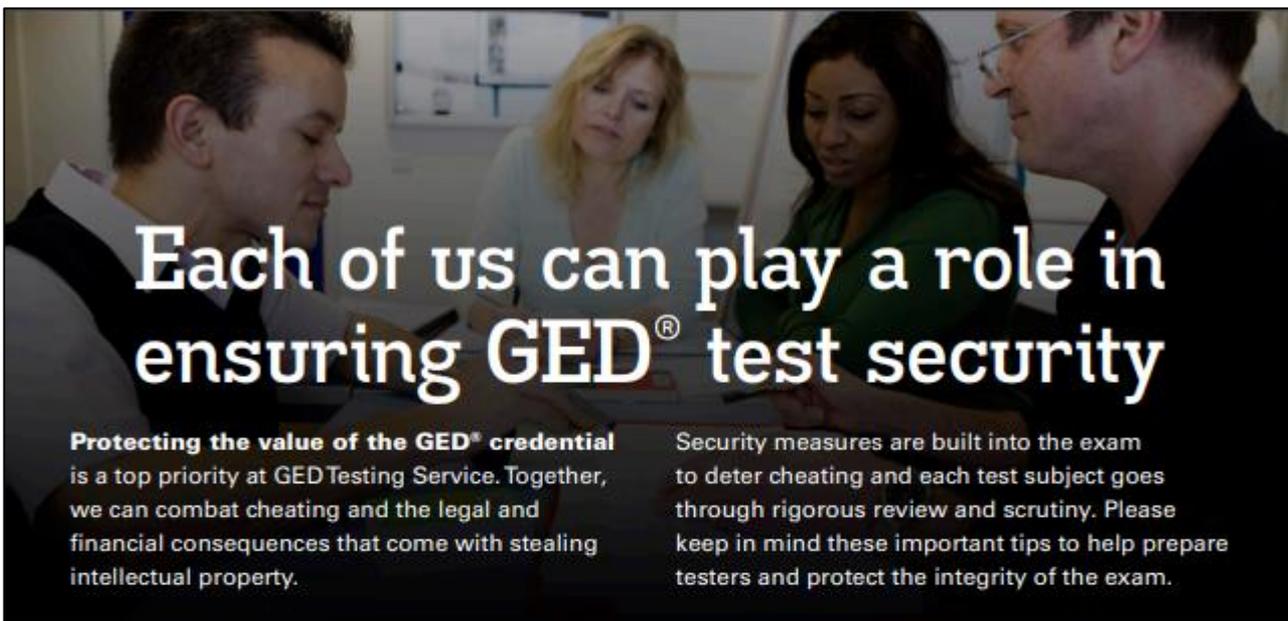
# What you can do to ensure accounts are accurate



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](mailto: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

# Test Security Flyers!



**Each of us can play a role in ensuring GED® test security**

**Protecting the value of the GED® credential** is a top priority at GED Testing Service. Together, we can combat cheating and the legal and financial consequences that come with stealing intellectual property.

Security measures are built into the exam to deter cheating and each test subject goes through rigorous review and scrutiny. Please keep in mind these important tips to help prepare testers and protect the integrity of the exam.

## What Educators Should Know:

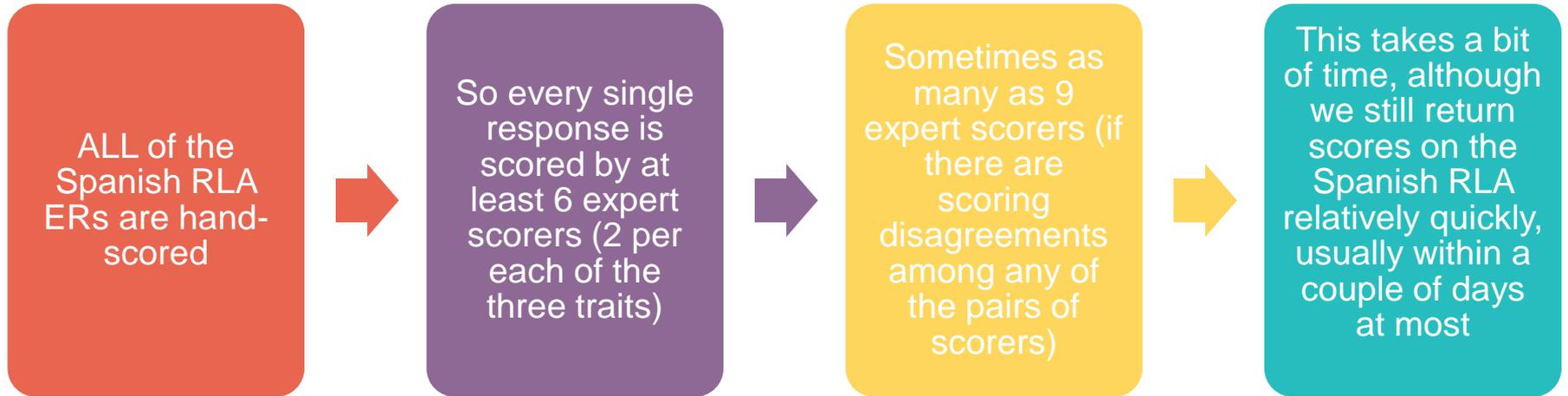
- » Debriefing with a tester about test questions is a violation of the agreement with GED®. It's important to be a role model of good behavior. Don't encourage testers to talk about exact test items. It is okay for them to discuss general topics on the test.
- » It's important that classroom personnel know that they can't take the GED® test. It's only for those in need of a high school equivalency diploma. Your
- » Cell phones are the most common reason that tests are revoked. Please remind testers that phones must be left at home or locked up during testing.
- » Impersonation is the most common attempt at cheating. Photo ID is required on the day of the test, and photos are used to compare testers from session to session. Attempted impersonation will result in a lengthy ban from testing.

# New Test Security Flyers! continued....

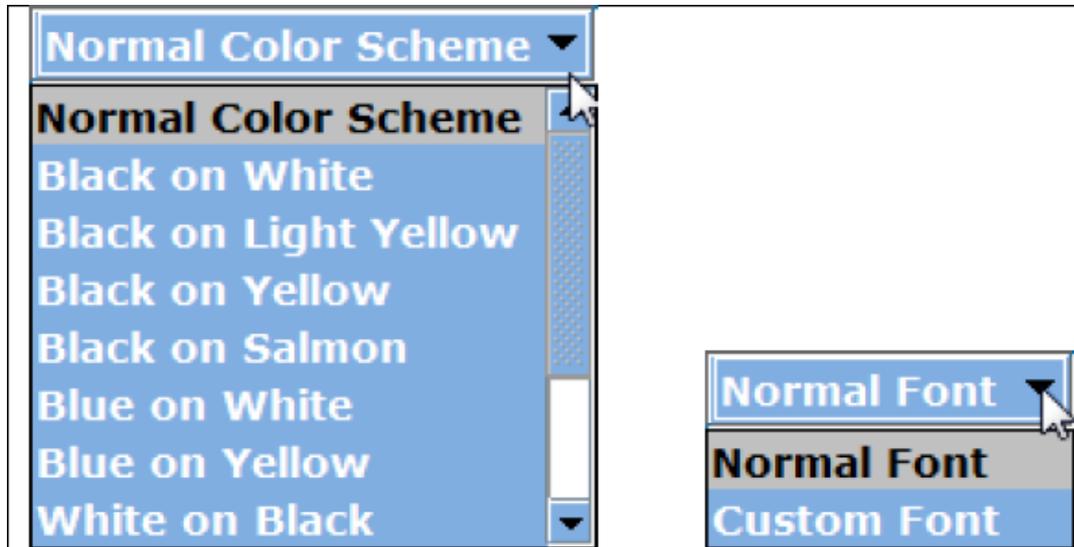
## What Test Administrators Should Know:

- » Check Service Direct daily for any new cases that may have been assigned to your test center and review the open cases. Sometimes we will reach out to you via a case (in Service Direct) to ask you for assistance with our investigation.
- » When checking in testers for GED® testing be sure to check that the first name, last name and date of birth on the ID provided matches what is listed on their account in Registration Manager.
- » Be on the lookout for hidden cameras. You can find out more about how to identify spy glasses, camera buttons, etc. by accessing the info sheet in VSS.
- » When creating cases in Service Direct it is helpful to include the following information:
  - 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

# 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.

# Our Website



# https://ged.com/



Search English - US **Educators & Admins**

GED TESTING SERVICE

About The Test Study Grads and Transcripts Log In SIGN UP

earn my GED  
**I can** go to college  
be a role model

Welcome to the home of the official GED® test. Find everything you need to earn your high school equivalency diploma right here.

# 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



## 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

## Corrections Basics



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

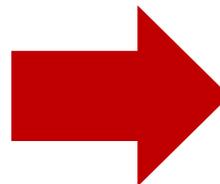


## Student Set Up



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](#)



[Professional Development](#)



[Prep Products](#)

[Promote Your Program](#)

State Policies

Test Administration



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](#)



# 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 – Previous Webinars

<h2>GED Update – Testing and Instruction</h2> <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Building A Successful Claim</a></p> <p><a href="#">Claims, Claims, Claims</a></p> <p><a href="#">Download Certificate</a></p>	<h2>Working at a Distance – Helping Students Continue Their Progress Toward the GED Test During the Time of Social Distancing</h2> <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Resources - Working at a Distance</a></p> <p><a href="#">Download Certificate_March_31_2020</a></p> <p><a href="#">Download Certificate_April_01_2020</a></p>
<h2>Bridging the Generational Divide in the GED® Classroom</h2> <p><a href="#">Watch Now</a></p> <p><a href="#">Generational Teaching And Learning Resources</a></p> <p><a href="#">Generational Teaching And Learning</a></p> <p><a href="#">New York Times Defining A Decade</a></p>	<h2>It's a Wrap!</h2> <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Resources For The Spanish GED Classroom</a></p> <p><a href="#">Download Certificate</a></p>

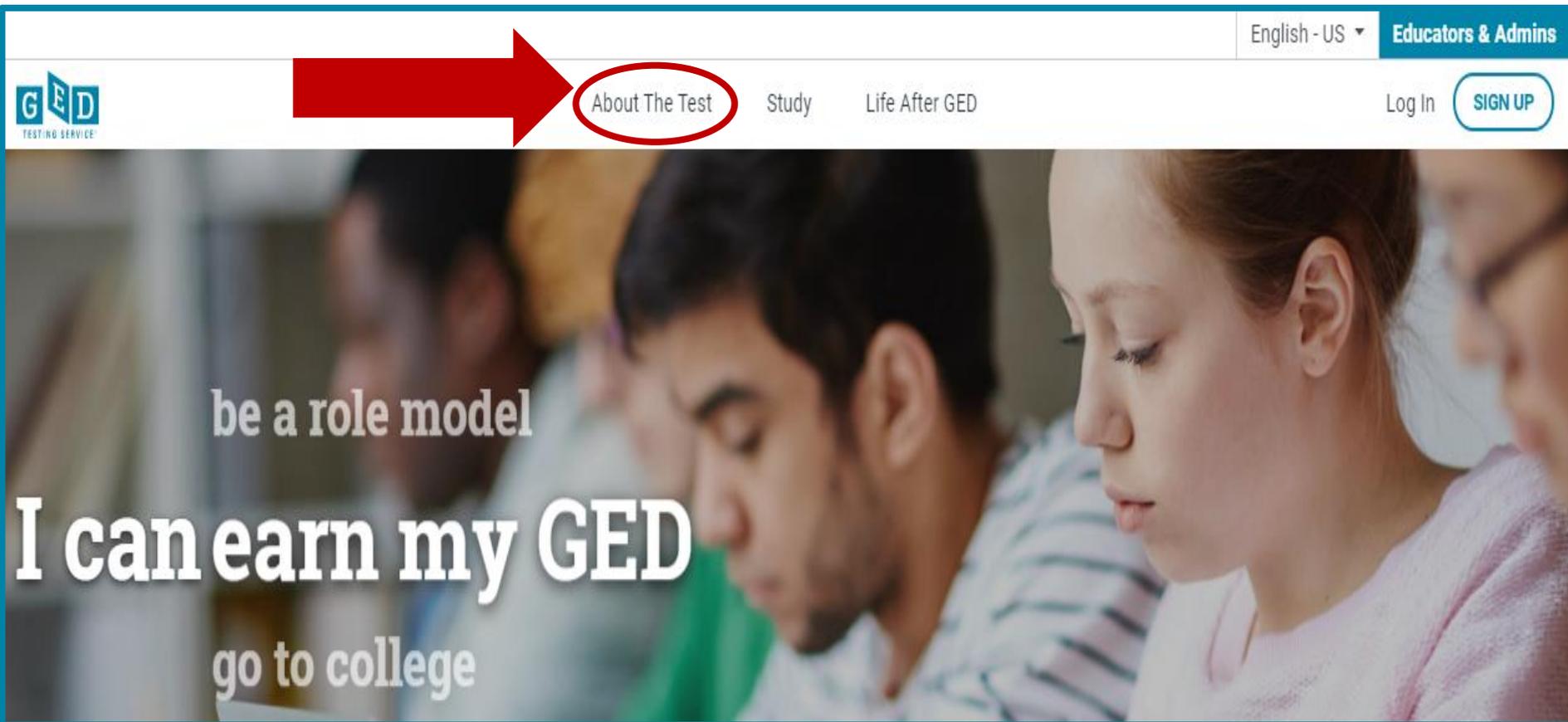
# Tuesdays for Teachers –Previous Webinars

<h2>Reading to Learn: Strategies to Build Reading Skills</h2>  <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Download Study Guide</a></p> <p><a href="#">Download Vocabulary Strategies</a></p> <p><a href="#">Download High Mileage Word List</a></p> <p><a href="#">Download Reading Rate Sample</a></p> <p><a href="#">Download Certificate</a></p>	<h2>Trick or Treat: Mining GED Ready Score Reports</h2>  <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Download Workbook</a></p> <p><a href="#">Download Certificate</a></p>
<h2>Changes You've Been Asking For: The RLA Test Screen &amp; Score Reports</h2>  <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Download Certificate</a></p>	<h2>One Size Fits All - Welcome to GED.com</h2>  <p><a href="#">Watch Now</a></p> <p><a href="#">Download Presentation</a></p> <p><a href="#">Download Workbook</a></p> <p><a href="#">Download Certificate</a></p>

# Helpful Information- GED® State Policy Pages

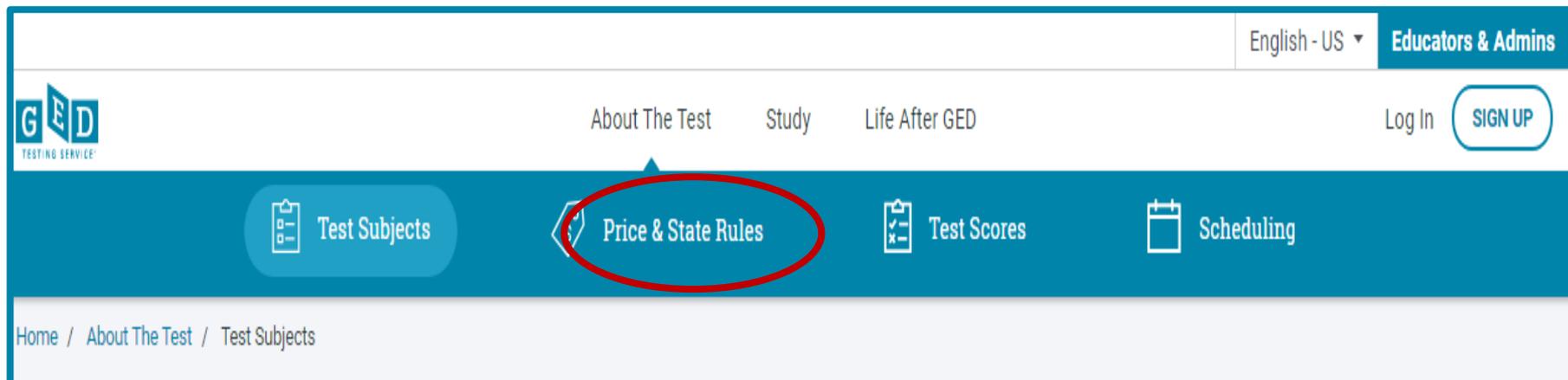


Go to the official GED® website  
<https://ged.com/> and click on “About the Test”



The image shows a screenshot of the GED website. At the top, there is a navigation bar with the GED logo on the left, a language dropdown set to "English - US", and a link for "Educators & Admins". Below the logo, there are three main navigation links: "About The Test", "Study", and "Life After GED". The "About The Test" link is circled in red, and a large red arrow points to it from the left. To the right of these links are "Log In" and a "SIGN UP" button. Below the navigation bar is a hero section with a background image of students in a classroom. The text in the hero section reads: "be a role model", "I can earn my GED", and "go to college".

# Then click on “Price & State Rules”



The screenshot shows the top navigation bar of the GED Testing Service website. The header includes the GED logo on the left, followed by navigation links for "About The Test", "Study", and "Life After GED". On the right side of the header, there is a language selector set to "English - US", a user role indicator for "Educators & Admins", and a "Log In" link next to a "SIGN UP" button. Below the header is a dark blue navigation bar with four main menu items: "Test Subjects" (with a clipboard icon), "Price & State Rules" (with a document icon and circled in red), "Test Scores" (with a clipboard icon), and "Scheduling" (with a calendar icon). At the bottom of the page, a breadcrumb trail reads "Home / About The Test / Test Subjects".

# Then click on “Price & State Rules”

## Price & State Rules

See rules for testing in your state and find out what your state charges for each test by selecting your geographic information from the drop-down menu.

Select Region:

English - US

Select Area:

Minnesota

Price Per Subject: **\$30.00**

The total cost for all 4 subject tests is \$120.00. You don't have to take all 4 tests at once and can space them out however you choose.

**Includes:**

- Your GED® test
- Same day scoring
- A personalized score report
- 2 free retakes per subject\*
- Transcript and diploma

\*Nominal test center fees may still apply.

Age and other testing requirements also vary by area. Learn more about rules for testing in your area.

[VIEW STATE RULES](#)

# What State Policy Pages look like

## Minnesota

TOP POLICIES

PRICE & PAYMENT

TEST RETAKE POLICIES

TRANSCRIPTS & DIPLOMA

OTHER

### Top Policies

How old do I need to be to take the test?

+

I'm underage. What do I need to do to take the test?

+

Do I need to prove I'm a resident of Minnesota to take the test?

+

The closest testing center is in a different state. Can I take the test there?

+

Do I need to take a GED® class or receive instruction from a local prep center before I can take the test?

+

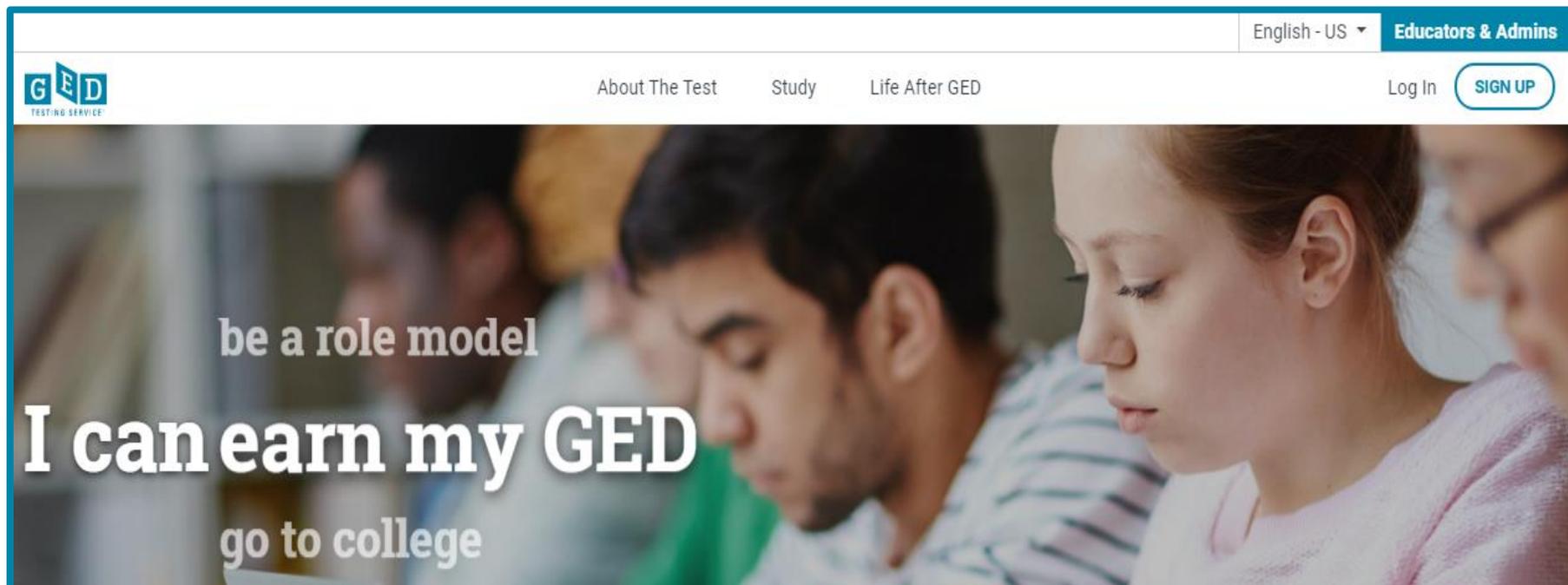
Do I have to take the GED Ready® practice test before testing?

+

**How Testers who  
credentialed **PRIOR** to  
Jan. 1, 2014 can obtain  
their credentialing  
documents**

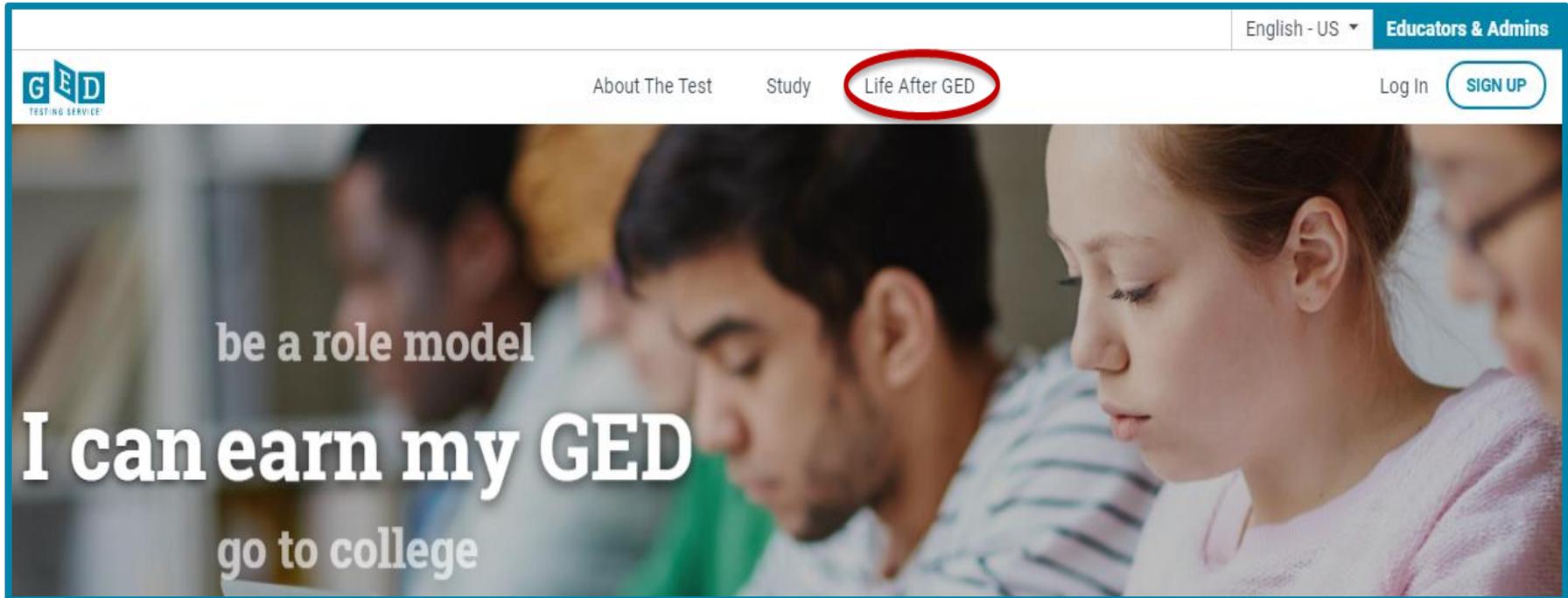


Go to <https://ged.com/>

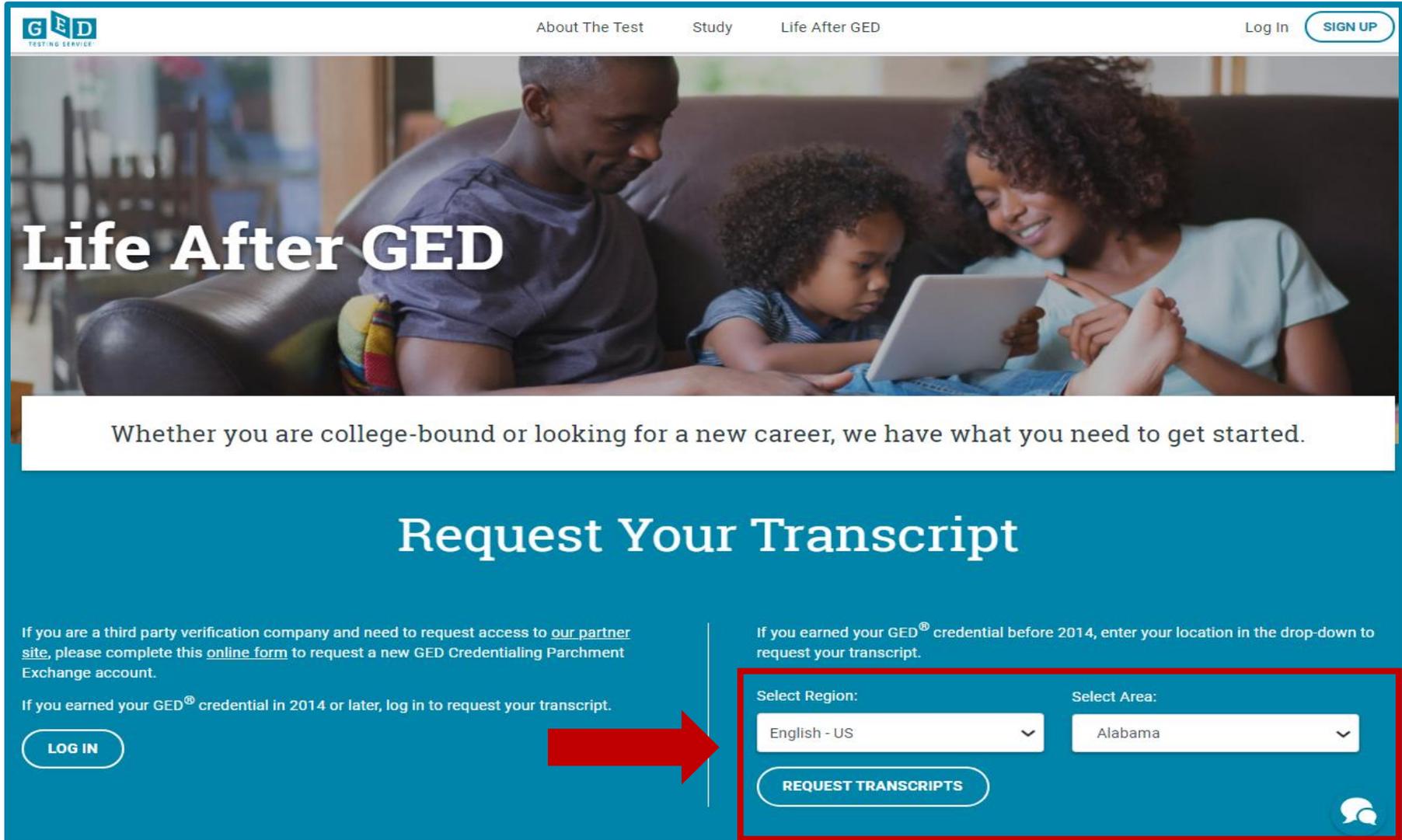


The screenshot shows the GED website homepage. At the top right, there is a language dropdown menu set to "English - US" and a link for "Educators & Admins". The GED logo is in the top left corner. The main navigation menu includes "About The Test", "Study", and "Life After GED". On the right side, there is a "Log In" link and a "SIGN UP" button. The main content area features a background image of students in a classroom. Overlaid on this image is the text: "be a role model", "I can earn my GED", and "go to college".

# Click on the “Life After GED”



# Select “Region” & “Area” and click “Request Transcripts” button



The screenshot shows the GED website interface. At the top, there is a navigation bar with the GED logo on the left and links for 'About The Test', 'Study', 'Life After GED', 'Log In', and a 'SIGN UP' button. Below the navigation bar is a large banner image of a family (a man, a woman, and a child) looking at a tablet together. The text 'Life After GED' is overlaid on the left side of the banner. Below the banner is a white box with the text: 'Whether you are college-bound or looking for a new career, we have what you need to get started.'

## Request Your Transcript

If you are a third party verification company and need to request access to [our partner site](#), please complete this [online form](#) to request a new GED Credentialing Parchment Exchange account.

If you earned your GED® credential in 2014 or later, log in to request your transcript.

[LOG IN](#)

If you earned your GED® credential before 2014, enter your location in the drop-down to request your transcript.

Select Region: English - US

Select Area: Alabama

[REQUEST TRANSCRIPTS](#)

A red arrow points from the 'LOG IN' button area towards the 'REQUEST TRANSCRIPTS' button.

# Requesting Transcripts continued....



The screenshot shows the website for the Alaska Department of Labor and Workforce Development, Division of Employment and Training Services. The page is titled "General Educational Development (GED) Testing Program". It includes a navigation menu with links for HOME, EMPLOYER, JOB SEEKER/WORKER, GRANTS, TRAINING/EDUCATION, UNEMPLOYMENT, and STAFF. The main content area contains a breadcrumb trail, a title, and two paragraphs of text. A right-hand sidebar contains a "LINKS" section with five items and an "ABE CONTACT INFORMATION" section with one item.

 Alaska Department of Labor and Workforce Development  
**DIVISION OF EMPLOYMENT AND TRAINING SERVICES**

Search

DOLWD  State of Alaska

HOME EMPLOYER JOB SEEKER/WORKER GRANTS TRAINING/EDUCATION UNEMPLOYMENT STAFF

DOLWD / Division of Employment and Training Services / General Educational Development (GED) Testing Program

## General Educational Development (GED) Testing Program

The GED test was originally developed by the United States War Department in the 1940s. In 1966, the GED testing program was moved to the State Department of Education and on July 1, 1999, the administration of the program transferred to the State Department of Labor and Workforce Development in response to the passage of the Workforce Investment Act of 1998. The statutory authority for the GED testing program is found at Alaska State Statutes 44.31.020.

Beginning in January, 2014, all GED tests are computer-based and are given in Pearson VUE testing centers. People wishing to take the GED tests should register at <https://ged.com/>. At the bottom of the home page at <https://ged.com/> under the category of "Take Action" is a link which will allow for locating Alaskan test centers.

### LINKS

- ADULT BASIC EDUCATION (ABE)
- GENERAL EDUCATIONAL DEVELOPMENT (GED) TESTING PROGRAM
- GED REQUIREMENTS
- GED TRANSCRIPT REQUEST (PDF)
- ABE DIRECTORY (PDF)

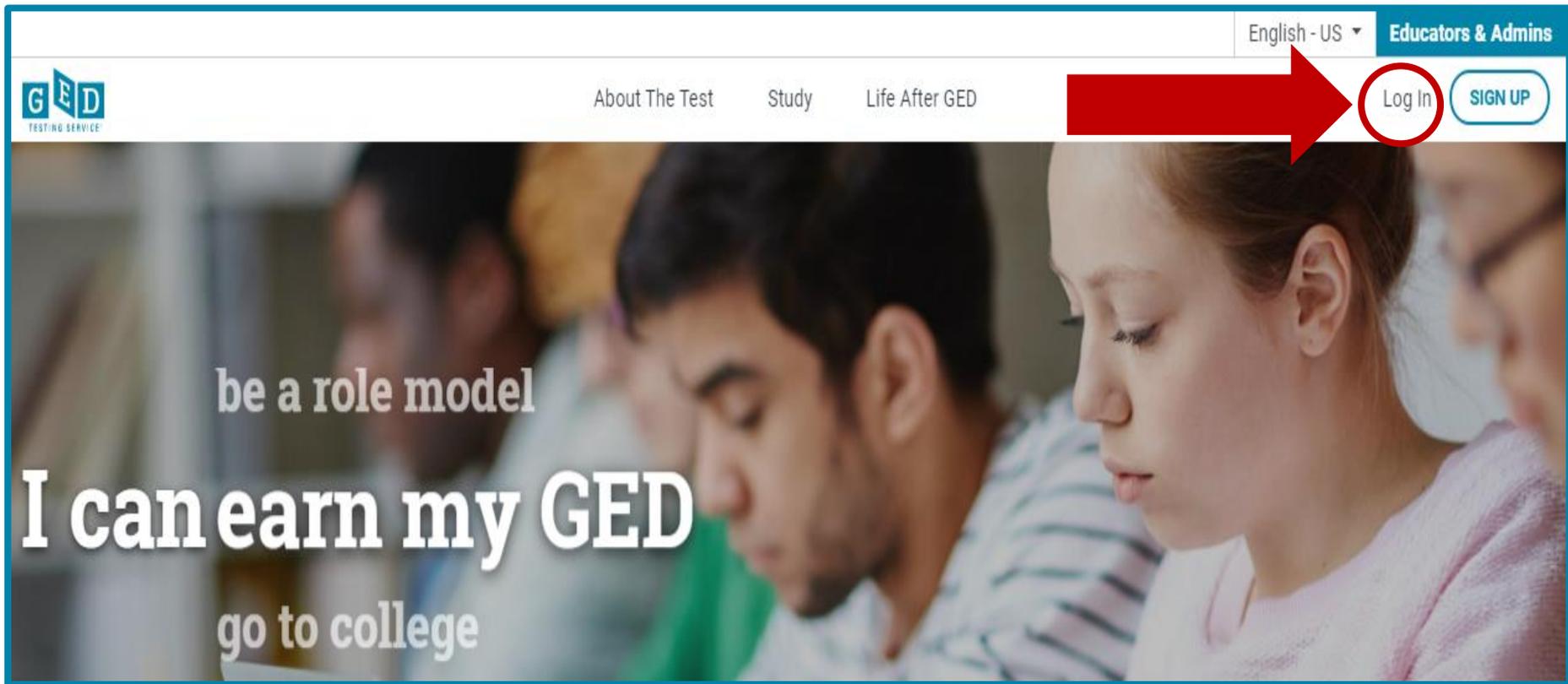
### ABE CONTACT INFORMATION

Alaska State GED Administrator:

**How Testers who  
credentialed **AFTER** to  
Jan. 1, 2014 can obtain  
their credentialing  
documents**

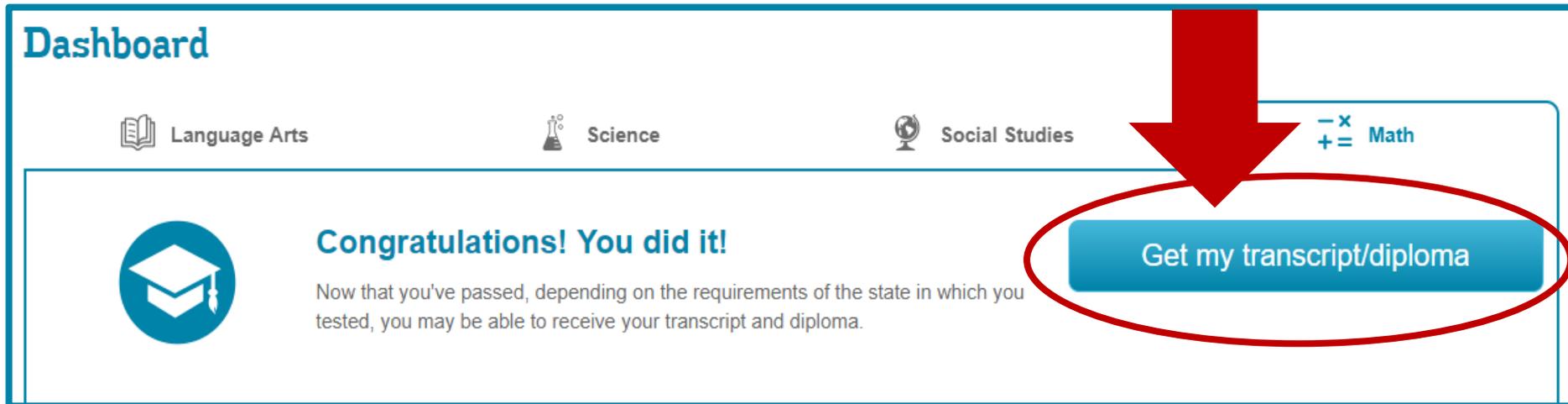


Go to <https://ged.com> and log into their account by clicking the “Log in” button



The image shows a screenshot of the GED website. At the top right, there is a language dropdown menu set to "English - US" and a link for "Educators & Admins". Below this, the GED logo is on the left, and navigation links for "About The Test", "Study", and "Life After GED" are in the center. On the right side of the header, there is a "Log In" button circled in red, with a large red arrow pointing to it from the right. Next to it is a "SIGN UP" button. The main banner features a background image of students in a classroom. The text on the banner reads: "be a role model", "I can earn my GED", and "go to college".

# Need to look for instructions on the dashboard of their account or in the “MyScores” section



The screenshot shows a dashboard interface with a blue header and a white main area. At the top left, the word "Dashboard" is written in blue. Below it, there are four subject categories: "Language Arts" with a book icon, "Science" with a flask icon, "Social Studies" with a globe icon, and "Math" with a plus-minus icon. A large red arrow points down from the top right towards a blue button labeled "Get my transcript/diploma". This button is circled in red. To the left of the button, there is a circular icon of a graduation cap. Below the icon, the text reads "Congratulations! You did it!" followed by a paragraph: "Now that you've passed, depending on the requirements of the state in which you tested, you may be able to receive your transcript and diploma."

# Transcript Information



DEPARTMENT OF EDUCATION

stay connected:



Home About ▾ Students and Families ▾ Licensing ▾ Districts, Schools and Educators ▾ Data Center ▾

MDE > [Students and Families](#) > [Adult Basic Education and GED](#)

Search

▶ [Adult Basic Education and GED](#)

- [GED](#)
- [Standard Adult Diploma](#)

**Contact**

Todd Wagner  
mde.abe@state.mn.us  
651-582-8466

**Contact**

- Todd Wagner
- [mde.abe@state.mn.us](mailto:mde.abe@state.mn.us)
- 651-582-8466

Read this page in another language: [Hmoob](#) - [Español](#) - [Soomaali](#)

Adult Basic Education (ABE) is available statewide at no cost to adult learners. It is administered through the Minnesota Department of Education. Each year, more than 300 delivery sites serve approximately 65,000 adult students. About one-half of these students are enrolled in English Learner (EL) programs. Licensed teachers provide ABE instruction and are assisted by more than 1,400 trained volunteers.

The ABE services include Adult Diploma, GED, English as a Second Language (ESL or EL), Career Pathways, Family Literacy, Basic Skills Enhancement, Workplace Literacy, and U.S. Citizenship/Civics. Programs are delivered primarily through public school districts, non-profit organizations, some technical colleges, and state and local correctional institutions.



# Frequently Asked Questions



1. How do we receive a refund for an exam that was not taken?
  - You would need to create a case in Service Direct documenting the reason the exam was not taken. After review and the resolution is determined, the response will be in the case you created.
2. How do I get access to GED Manager?
  - Requirements and number of GED Manager accounts vary state by state the best place to go for access is [https://ged.com/educators\\_admins/test\\_admin/ged\\_manager/](https://ged.com/educators_admins/test_admin/ged_manager/)
3. Why am I receiving a missing results escalation case?
  - We haven't received the results of the Tester's exam which can be due to the RMA not completing the cycle and will need to be run again. You may also have a no show Tester that requires you to run the RMA the day following the Tester's exam.
4. Which Pearson certification exam do I need to take?
  - As your site is a corrections site and you will not run biometrics, you will need to take and pass the PVTC\_B – 04 Special Certification for PVTC
5. Can I proctor at other facilities?
  - Yes. If the other facilities capture biometrics, you will need to take and pass the PVTC\_A – 03 Standard Certification for PVTC before your account is added to another facility's .

## 6. Can I use Service Direct during a Pearson VUE hub outage?

- No, Service Direct will not be available. If issues arise during an outage, note the situation that occurred then create a case when Service Direct is back up. Please note that VUE hub outages are typically once a month on a Saturday evening from 5:00pm - 2:00am central time.

## 7. Why isn't my file displayed in the case after I attach it?

- When you successfully attach a file to a case a confirmation message will appear at the top of the case and shows an Attachment section. If it's not appearing, refresh the screen.

# Reference



# Who to contact sheet for Test Administrators

[https://ged.com/educators\\_admins/test\\_admin/support/](https://ged.com/educators_admins/test_admin/support/)

**Call 1-833-246-8320 for Tech Support Only**

## For assistance on

### Technical support issues such as:

- **Service Direct** questions and support
- Resetting your passwords or unlocking your account (Note: Password resets can be done by selecting *Login Help* or *Account Recovery Tool* 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

## Contact

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.

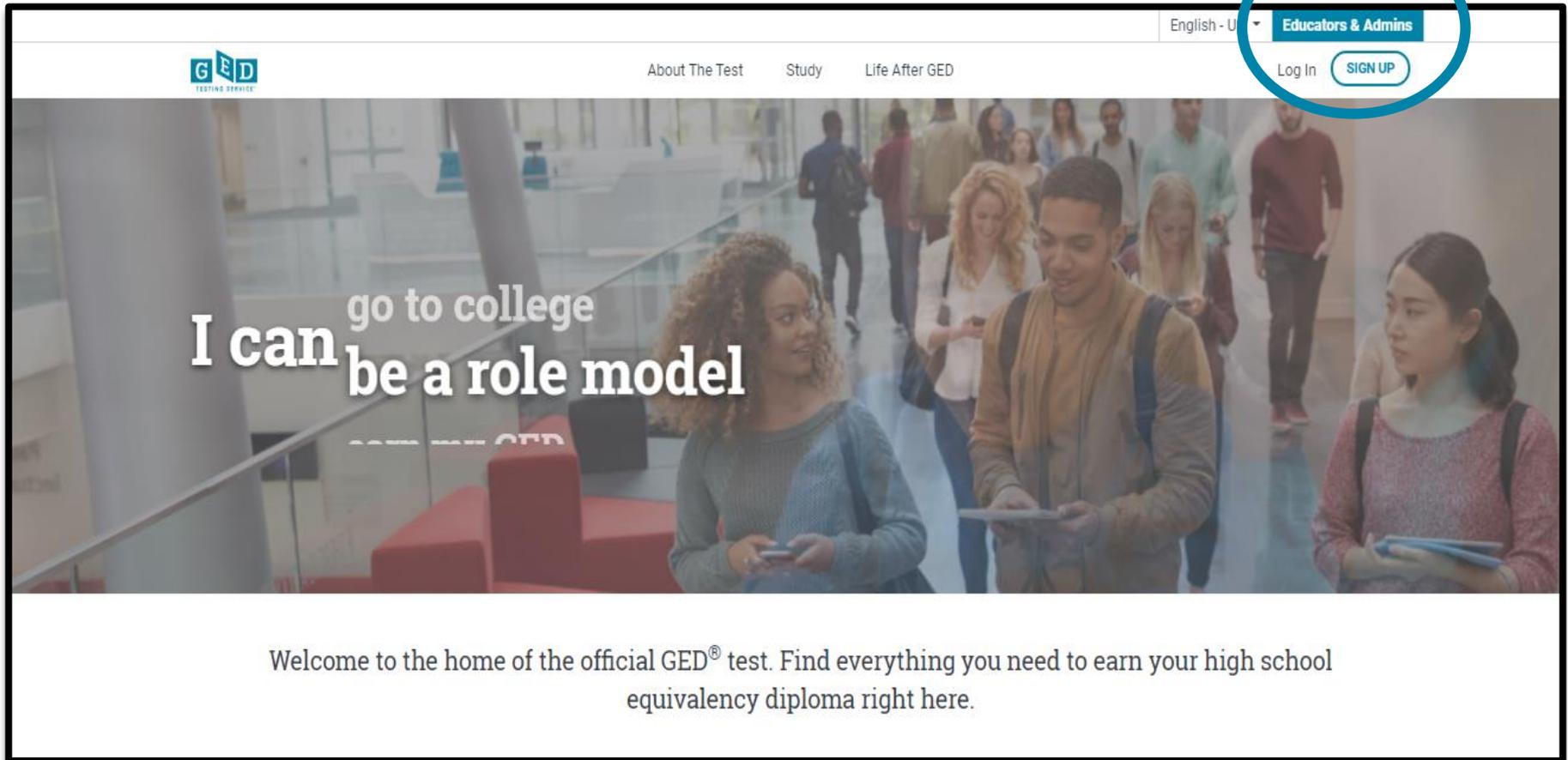
# Who to contact sheet for Test Administrators

[https://ged.com/educators\\_admins/test\\_admin/support/](https://ged.com/educators_admins/test_admin/support/)

Call 1-866-389-3665 for Customer Service & Channel Quality	
For assistance on	Contact
<p><b>Customer service issues such as:</b></p> <ul style="list-style-type: none"> <li>• Assistance with <b>GED Manager™</b></li> <li>• Assistance with <b>Registration Manager</b> Software</li> <li>• Creating or merging a student profile in GED Manager™</li> <li>• Scheduling students for same day or future appointments</li> <li>• Date of birth (DOB) changes</li> <li>• Non-technical questions regarding checking candidates in, including ID requirements or determining if a candidate should be turned away</li> <li>• When a student arrives at your testing center but is not on your schedule</li> <li>• General GED® student support</li> </ul>	<p><b>Press 1 for Customer Service</b></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. <i>help@ged.com</i></p>
<p><b>Non-technical test center operations issues such as:</b></p> <ul style="list-style-type: none"> <li>• Closing a testing center temporarily due to weather or other reasons</li> <li>• General, non-student related policies and procedures</li> <li>• Locating client reference materials, rules agreements or other documents on the VUE Support System (VSS) website</li> <li>• Using <b>Site Manager</b> or <b>Administration Manager</b> including how to update personnel and updating hours of operation</li> <li>• Test Administration certification and recertification</li> <li>• Moving a testing center to a new location</li> <li>• Closing a testing center permanently</li> </ul>	<p><b>Press 2 for Channel Quality (Test Center Operations)</b></p> <p>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.</p>

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

# Home for All Things GED®



English - U.S. **Educators & Admins** Log In **SIGN UP**

**GED**  
TESTING SERVICE

About The Test Study Life After GED

**I can go to college be a role model**

Welcome to the home of the official GED® test. Find everything you need to earn your high school equivalency diploma right here.

<https://ged.com/>

# “Tuesdays for Teachers”

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



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/](https://ged.com/educators_admins/teaching/professional_development/webinars/)

# 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
<a href="#">Link to historical record :</a>		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
Candice	Jhony	Richardson
Date of Birth	Testing Jurisdiction	
03/01/1970	Minnesota	
Contact email		
abcd123@gmail.com		

Save / Return Cancel / Return Scheduling Questions

- 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** .

# Contact Information:

[Mellissa.Hultstrand@ged.com](mailto:Mellissa.Hultstrand@ged.com)

