

GED Direct FAQs

Purchasing

Q. What can I purchase through GED Direct?

You can buy the official GED Ready® practice test, the In-Person GED test, and the Online Proctored GED test (depending on your jurisdiction) for your students.

Q. When do these GED tests expire?

They don't! Since you are not buying vouchers, but actual tests, they don't expire. The test is only activated once you assign it to your student. If your student is not going to take the GED test in a timely manner, you can unassign it from that student before they accessed it, and it will go back into your GED Direct account.

Q. Why are taxes being applied to my GED Ready test purchase?

The GED Ready practice test is a study product and therefore taxable in many states. If taxes are applied to your purchase, it is due to tax law in your state.

Q. My organization is tax exempt - how do I apply for tax exempt status?

Click Buy from your GED Manager account to establish your new store account. Then simply email a copy of your tax-exempt certificate to storehelp@ged.com and include the name of your organization and your GED Manager email address.

Q. I received an error when purchasing using my credit card. What happened?

There might be a restriction on your credit card such as a transaction limitation. For help investigating the cause of the error, please contact storehelp@ged.com.

Q. I don't have a credit card, is there another way to pay for GED tests?

Check/ACH: For bulk purchases (\$500 or more) you can pay with Check/ACH. This method of payment requires funds be received and deposited with NCS Pearson, Inc. before your order is fulfilled.

Remit by Check: Please mail the check to the address shown in the GED order receipt. Make sure to include your order number on the check to avoid lengthy delays. Please note: Check order processing may take as long as 2 weeks from the day you mail your check to fulfill your order.

Remit by ACH: Make sure to include your order number in the transmission to avoid lengthy delays. Please make sure to remit to the Bank account as shown in the GED order receipt.

Bank of America (Acct Name: NCS Pearson, Inc)

ABA # 071-000-039

Swift Code: BOFAUS3N

DDA Account # 81886-13192

Vue Line of Credit- LOC: is an option for states and government institutions that have limitations for using a Pcard or other payment, this form of payment will allow for the order to fulfill before payment, but they would need to pay within the terms.

If you have previously established PearsonVUE Credit terms and do not see it as an option of payment, please email the billing address and email address to storehelp@ged.com to attach it to your GEDmarket place and GEDDirect account. Line of Credit order processing may take 2 – 5 business days to fulfill your order.

If you do not have VUE credit terms but want to apply, please email to storehelp@ged.com for the Supplier Request Form and a Credit Application. It will take about 4 weeks to review for approval and before you see it as another form of payment option.

Q. I have a PO where do I send?

If you are paying for your tests through Check/ACH or Line of Credit you have the option to check the box for PO# at time of purchase. PO is only for your internal payment processing. Once you successfully submit the order in GED Direct or GED Marketplace, email the PO to storehelp@ged.com while referencing the GED order number.

Q. When will I get the invoice for the order I submitted?

The GED order confirmation is automatically emailed to the billing contact email once the order is successfully submitted, this serves as your invoice. If you need to access it again, you can find it in your Order History within your account. Notice at the top right-hand side is button to view and print invoices.

Q. I have vouchers I purchased previously; can I add them to my GED Manager account so I can assign them to my students?

There is no technical solution for adding voucher codes to GED Manager. Previously purchased GED vouchers will have to be used in the traditional way.

Q. How do I cancel my order?

On the main menu select Order History from the Purchases dropdown. From the Order History page, you can cancel your order by requesting a return once your payment method has been received. If you need to cancel before your payment has posted, please email storehelp@ged.com.

Please note: Check-by-mail/ACH orders are non-refundable.

Assigning exam(s)

Q. How do I assign a GED test to a student?

On the GED Direct - Manage Assignment screen in GEDManager, click the Assign button, then search for your student. Once your student is selected you can assign a specific GED test subject to them.

Q. Can a teacher assign more than one voucher?

A student can only have one OnVUE appt at a time, so while they have an open appointment, teachers cannot assign another OnVUE to them. Also, a student can only have one GED appointment in any single subject.

Q. How does my student know I assigned a GED test to them?

When your student logs in to GED.com, student dashboard shows the assigned exam as ‘assigned by your teacher’. The student should click on Access button to choose whether they want to take the GED Ready practice test in English or If you have assigned an In-Person or Online Proctored GED test, your student will be able to schedule that test from the activity card on their home page. At the time of scheduling, they will be asked to confirm the subject and will be able to choose the language of their test.

They can also access their assigned test from Notifications in the upper right corner of their GED.com account. If they click on the little red number, they will see their notifications including the assigned GED test.

Q. My student logged in to their GED.com account but they don't see the GED test I assigned.

Confirm that you are using the same email address as your student. It is possible that the email address you have on file for your student in GED Manager is not the same email address they logged in to – they may have created more than one GED.com account.

Q. I assigned exam to student, it shows on his GED.com dashboard, but when scheduling it does not show my Test center.

The Test center you are attempting to schedule at must be a hidden site. For hidden sites you will have to call the call center to have the exam(s) scheduled. You also need to provide a voucher code or payment info. Unfortunately, GEDDirect assigned exam will not work in this scenario.

Q. What happens if my student doesn't take their GED test or leaves my program?

If your student has not launched their GED Ready test or scheduled their GED test yet, you can unassign the exam and it will go back into your GED Direct account for reassignment to another student. Go to Manage GED tests and click “unassign” next to the student’s name.

Q. I am unable to assign GEDDirect exam for discounted retake.

GEDDirect exams are full cost exams. If a student qualifies for discounted retake the system expectedly will not allow you to assign GEDDirect exam. Currently discounted retake exams are not available in GEDDirect. For retakes, please purchase discounted retake vouchers from <https://shop.gedmarketplace.com/selector>.

Q. I work in a Correctional facility, can I use GED Direct for my incarcerated students?

Yes, as of July 25th, 2023, when you assign the exam from GEDDirect to an Inmate profile in GEDManager, the voucher is exposed in the inmate's profile for the DOC corrections user to redeem in Registration Manager to schedule the exam at your facility set up as a VUE Testing.

Sharing

Q. I'm going to be out, can another teacher assign GED tests to students while I'm gone?

Yes. You can share access to your purchased GED tests with your fellow teacher using their GED Manager email address. Click Share on your dashboard and enter the teacher’s email address. This will create a group of teachers who can now assign the purchased GED tests. Add as many teachers to your group as needed. Your dashboard will update to show how many tests you have assigned as well as the tests other teachers in your group have assigned.

Q. I'm trying to share my purchased tests with my fellow teacher, but their email address isn't coming up, what's wrong?

Check with your fellow educator to confirm the email address they used to create their GED Manager login. Have them login to be sure their GED Manager account is active. Also, users as per current functionality are limited to one GEDDirect Sharegroup per email address. To keep the state and local program GEDDirect purchase(s) separate we can create a separate GEDManager account with a different email. Also, when you leave, your vouchers are no longer shared with the group.

Q. I already have a shared group created with my fellow teachers, what happens if I buy more tests?

Any tests (GED Ready Practice tests, In-Person GED tests, Online Proctored GED tests) you purchase will be available to your shared group. Your dashboard will update to show how many tests you have assigned as well as the tests other teachers in your group have assigned.

Q. I'm having trouble with assigning, unassigning, or sharing my purchased tests – who can help me?

If you do not see an answer to your problem here, please contact operations@ged.com for help.