

GED® Testing Center Support Line

Please use the following directory to see what call center support service you should contact. **This support line is for GED® testing centers only – please do not give this number to your students.**

Call 1-866-389-3665	
For assistance on	Contact
<p>Customer service issues such as:</p> <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 	<p>Press 1 for Customer Service</p> <p>Provides help with answering student questions, registering a student, or scheduling a student’s test. Assists testing centers with non-technical student questions about scheduling or checking-in students on test day.</p> <p><i>help@gedtestingservice.com</i></p>
<p>Non-technical test center operations issues such as:</p> <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 	<p>Press 2 for Channel Quality (Test Center Operations)</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>
<p>Technical support issues such as:</p> <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 	<p>Press 3 for VSS Technical Support</p> <p>Provides technical support to testing centers. Assists with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.</p>

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