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 1-888-344-7924 for Tech Support Only	
For assistance on	**Contact**
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	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.
Call 1-888-344-7924 for Customer Service & Channel Quality	
For assistance on	**Contact**
Customer service issues such as: • 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. ***help@ged.com***
Non-technical test center operations issues such as: • 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