

GED® Tester Support

Please use the following guidelines for support services available to US test takers.

For assistance on	Contact
Customer service issues such as: <ul style="list-style-type: none">• Scheduling, rescheduling and canceling tests• Testing Requirements/Policies• Sharing scores with your Adult Ed Center• Update on Incident Reports• Diploma and Transcript Inquiries• Information on current promotions• Scheduling a test with approved accommodations• Updating your answer with regards to testing with Accommodations• Updating Name, DOB, mailing address, phone number or email address• Having trouble signing into your account/Password reset• Subscribing or unsubscribing from GED emails and texts	1-877-EXAM-GED (877-392-6433) <i>Spanish speaking agents available</i>
General GED® student support such as: <ul style="list-style-type: none">• Creating a student account• How to obtain Diploma and/or Transcripts• Where to send age requirement documentation?• 60-Day Waiver requests• Demographic update requests –Name and DOB• Having trouble signing into your account/Password reset• Subscribing or unsubscribing from GED® emails and texts	help@gedtestingservice.com

<p>Creating an account and general information regarding:</p> <ul style="list-style-type: none"> • Test Scheduling/Payment • Test Content • Study materials • Requesting a Transcript • FAQs • Promotions 	<p>https://ged.com/ (Official GED® Website)</p>
<p>For information regarding testing policies in each state:</p>	<p>www.gedtestingservice.com/testers/2014policypages</p>
<p>GED® Credentialing Transcript and Diploma questions such as:</p> <ul style="list-style-type: none"> • How to order? • Where is my order? • Registering and logging in • Problems with your GED® order • Payments and refunds • Third parties (institutions, companies etc.) 	<p>gedsupport.parchment.com</p>
<p>Testing Accommodations Information:</p> <ul style="list-style-type: none"> • What accommodations are right for you? • How to schedule an accommodated exam? • How to obtain the forms? • Questions about supporting documentation • Additional resources • Appealing a decision 	<p>Accommodations@GEDtestingservice.com</p>
<p>General Testing and GED® Support Chat:</p> <ul style="list-style-type: none"> • GED Ready™ questions/troubleshooting • General GED® Testing Inquiries • <i>NOTE: Rescheduling, cancelling and refunds not available over chat</i> 	<p>Live Chat –to speak with a chat agent you must click on the Live chat link in the bottom right hand corner of your GED® account</p>

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