

# 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 1-833-246-8320 for Tech Support Only	
For assistance on	Contact
<b>Technical support issues such as:</b> <ul style="list-style-type: none"> <li>• <b>Service Direct</b> questions and support</li> <li>• 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)</li> <li>• Launching or delivering GED® tests or GED® Ready Tests with <b>Delivery Manager</b></li> <li>• Running an express RMA</li> <li>• Obtaining a new security certificate</li> <li>• Obtaining a challenge key</li> </ul>	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 1-866-389-3665 for Customer Service & Channel Quality	
For assistance on	Contact
<b>Customer service issues such as:</b> <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>	<b>Press 1 for Customer Service</b>  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. <b><i>help@ged.com</i></b>
<b>Non-technical test center operations issues such as:</b> <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>	<b>Press 2 for Channel Quality (Test Center Operations)</b>  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**