



Governor: Rick Snyder

Director: Christine Quinn

## **GED Credentialing™ Frequently Asked Questions (FAQs) for Test Takers**

Effective March 16, 2015, Michigan will transition its credentialing process from the issuance of paper transcripts and GED® certificates to a paperless web-based credentialing system. As with any new process, there will be changes and questions. These FAQs will assist GED® test takers to prepare for this change.

### **What does GED Credentialing™ cost?**

You will receive your first transcript and certificate for free after passing the 2014 GED® test. For each additional request for a transcript or certificate earned prior to January 1, 2014, the individual or organization that makes the request (e.g., student, employer, school, and employment verification firm) pays a \$15 fee per document.

### **What is GED Credentialing™?**

GED Credentialing™ is a full-service program which fulfills requests for GED® transcripts and certificates. The service includes fulfillment for new graduates and graduates who received their credential prior to 2014.

### **What does GED Credentialing™ mean to the GED test taker?**

By using GED Credentialing™, you will get quick and easy access to duplicate official transcripts and Michigan GED® certificates. Services will include:

**Same-day delivery:** Secure electronic transcripts are delivered to your e-mail as soon as you have passed the 2014 computer-based GED® test.

**Forwarding:** You can easily forward your electronic transcript directly to schools and employers that request it.

**Choice:** You can choose to receive your transcript and certificate in either a printed or electronic format.

**First One's Free:** After you pass all of the 2014 GED® computer-based modules, your initial certificate and transcript will be free. There is a fee of \$15 for each request for additional copies and for historic certificates and transcripts earned prior to 2014.

### **Can I use GED Credentialing™ to order one document and obtain the other from the Michigan Workforce Development Agency?**

No. GED Credentialing™ is an all-inclusive service. All GED® transcripts and certificates must be requested through GED Credentialing™. This includes those GED® tests taken prior to January 1, 2014.

## **Is the GED credential I receive from GED® Credentialing™ a national credential?**

No. GED Credentialing™ fulfills requests for Michigan's GED® certificates and the Smart Transcript through the GED® Testing Service. Michigan remains the issuing agency, and the certificate features Michigan's official signature and design.

## **What do I receive from GED Credentialing™ after I pass my 2014 GED® test?**

As soon as you pass the 2014 GED® test, you will receive a secure, electronic PDF document delivered to your e-mail that contains your Smart Transcript and certificate. Electronic versions of the certificate include a link to order a professionally printed Michigan GED® certificate free of charge for the first request.

## **What is a Smart Transcript?**

The Smart Transcript is an electronic transcript that not only shares your scores, but also includes links to the GED Credentialing™ web site with additional information regarding what the GED® test measures, what the scores mean, and what skills you demonstrated on the test. This includes information about earning a GED® passing score and the GED® passing score with honors.

## **How soon after completing the test will I receive my Smart Transcript and certificate?**

As soon as your test is scored, typically within hours of completing the final test, you will receive your Smart Transcript and certificate delivered straight to the e-mail address provided when you signed up for MyGED™.

## **Will I receive a Smart Transcript if I took my test before January 1, 2014?**

Yes! GED Credentialing™ uses Smart Transcripts to fulfill all transcript requests. Smart Transcripts are customized based on the GED® test series and explains the scoring and types of content tested in the 2014 GED® test and older versions of the GED® test.

## **How do I request transcripts from GED® testing done prior to January 1, 2014?**

As of March 16, 2015, you can access the web site at <http://www.gedtestingservice.com/testers/gedrequest-a-transcript> to easily and securely order your transcript and certificate for testing done prior to January 1, 2014. You may also contact GED Credentialing™ by phone at 888-906-4031.

This service will include:

**Same-day delivery:** If a match is found in the database, your electronic transcript will be delivered on the same day. If a match is not found right away, a manual search will be done, and it may take a few days to fulfill the request. The test taker will be notified when this situation arises.

**Forwarding:** You can easily forward your electronic transcript directly to schools and employers that request it.

**Choice:** You can choose to receive your transcript and certificate in either a printed or electronic format.

## **How far back in time does this historical information exist?**

With a few exceptions, GED Credentialing™ has Michigan test takers' electronic data dating back to 1979. Records dating from 1969 to 1979 are available but require a manual search and it may take a few days to fulfill requests. Records prior to 1969 may or may not be maintained at individual Michigan GED testing centers. The test taker will be notified if this situation arises.

## **Can I send my transcript and certificate received from GED Credentialing™ to colleges and employers?**

Yes. You can forward the electronic transcript you receive in your e-mail inbox directly to potential colleges and employers.

## **Will the Michigan Workforce Development Agency continue to handle walk-in, phone, or e-mail requests for transcripts and certificates?**

No. All requests for transcripts and certificates must be handled through GED Credentialing™. Requests may be made at the website <http://www.gedtesting.com/testers/gedrequest-a-transcript> or by phone at 888-906-4031 (after March 16, 2015).

## **Are my electronic transcripts and certificates secure?**

Yes. The electronic delivery system uses GED Credentialing's™ patented Blue Ribbon™ Security system which is more secure than delivering a paper copy through the mail.

## **What security system is used to protect the integrity of my Smart Transcripts and certificates?**

GED Credentialing™ uses Blue Ribbon™ Security. Blue Ribbon™ Security guarantees that transcripts or certificates you send out have not been altered. The recipient can easily assess the integrity of a transcript or certificate by noting a blue ribbon indicating the document is authentic and trustworthy or a red X indicating the document has been altered.

## **Do colleges and employers know about the Blue Ribbon™ Security?**

Yes. GED Credentialing™ currently works with over 4,000 colleges, and over a third of all high school certificates are delivered using this security process. Every electronic transcript will contain a cover letter explaining the Blue Ribbon™ Security to colleges and employers.

## **What do I do if I do not have Internet access to order my credentials?**

Beginning March 16, 2015, test takers can call 888-906-4031 and receive phone support to order duplicate transcripts and GED® certificates.

## **How do I get more information about GED Credentialing™?**

For more information you can go to the GED Credentialing™ Web site at: <http://www.gedtesting.com/educators/credentialing>

## **How do I sign up for GED Credentialing™?**

Effective March 16, 2015, you will access your credentials at: <http://www.gedtesting.com/testers/gedrequest-a-transcript>