

June 1, 2017

The following was sent to the listserv.



Addressing Repeated System Issues with GED.com

As you and your students may be aware, the GED® program has experienced a series of system delivery issues over the last two months. These issues have included episodes where systems were very slow, scheduling and registration disruptions, failure to launch GED Ready® tests, and delays in receiving results. Because of these problems, the call center also experienced longer than usual wait times. While the reasons for these issues were varied, some were the result of technical difficulties with new software and the migration of some systems to new hardware and infrastructure. GED Testing Service® has informed us that they have taken steps to address these issues and made stabilizing their system their highest priority.

While the hope is that any future technical problems will be minimal, GED Testing Service® has taken the following steps to lessen the impact any disruptions may have on test-takers, adult educators, and testing centers:

- Adult educators and test centers can communicate classroom issues to GED Testing Service® via help@gedtestingservice.com.
- A banner will be posted on the dashboard in GED.com to advise test-takers if there are any system issues.
- The call center may issue GED Ready® and GED® test refunds if testing is disrupted.
- When systems stabilize, GED Testing Service® may offer a discount to those impacted.
- Testing Centers have been provided with additional notifications about disruptions and guidance about how to resolve those issues.

Thank you for all the things you did to help your test-takers through this period of disruption and delay.

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