****

**Virginia’s GEDCredentialing™**

**Frequently Asked Questions (FAQs) for Test Takers**

**August 2022**

**Effective January 1, 2014, Virginia secured a credentialing service to produce all GED® transcripts and certificates. The Office of Career, Technical, and Adult Education will no longer accept requests for duplicate copies of GED® credentials. The following FAQs will assist GED® test takers in understanding how to use GED Credentialing™.**

**Q: What is GED Credentialing™?**

A: GED Credentialing™ is a full-service program that fulfills requests for GED® transcripts and certificates. This service includes fulfillment for all GED graduates, whether they credentialed before or after 2014.

**Q: What can all GED® graduates expect from GED Credentialing™?**

A: You can request a duplicate copy of your transcript and/or certificate at [GED Credentialing™](https://ged.com/life_after_ged/); you would then follow the steps. If you would like the step-by-step instructions, follow this [How-to Guide](https://ged.com/educators_admins/teaching/teaching_resources/how_to_guides/).

Services will include:

* Your official transcript and/or certificate can be ordered in either a printed or electronic format.
* An electronic copy of your transcript, if a match is found in the database, will be delivered within 24 hours.  If a match is not found right away, a manual search will be required, and it may take a few days to fulfill the request. The test taker will be notified if this situation arises.
* Receipt of a printed copy will take 3-10 days for delivery through the mail.
* You can easily forward your electronic transcript or certificate directly to schools and employers that request it. (Be sure to check with the postsecondary institution or the employer to see if they will accept a transcript electronically from a personal email address.)

**Q: What does GED Credentialing™ mean to 2014 GED® test series test takers?**

A: A free, secure electronic transcript is delivered to your email as soon as you have passed the 2014 GED® test. You will want to retain this electronic version on your computer for future documentation needed to show that you have earned a high school equivalency credential. Do not delete this from your files.

In that same email, you will also receive an electronic version of your certificate that includes a link to order a professionally printed Virginia GED® certificate free of charge.

You will receive a free initial certificate after you pass the 2014 GED® test, but only upon your request. Remember, certificates are not automatically sent to graduates.

**Q: What does GED Credentialing™ cost?**

A: For each request of a duplicate copy of an official transcript or certificate earned before and after January 1, 2014, the individual or organization that makes the request (e.g., past student, employer, school, employment verification firm) pays a $15 fee per document.

**Q: Is the GED® credential I receive from GED Credentialing™ still a Virginia credential?**

A: Yes. GED Credentialing™ fulfills requests for Virginia’s GED® certificates and the Smart Transcript through the GED Testing Service®. Certificates are still conferred by the Virginia Department of Education and remains the issuing agency. The certificate features Virginia official signatures and design. It is recognized by other states as documentation of high school completion.

**Q: What is a Smart Transcript?**

A: The Smart Transcript is an electronic transcript that not only shares your scores, but also includes additional information regarding what the GED® test measures, what the scores mean, and what skills you demonstrated on the test.

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

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

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

A: With a few exceptions, GED Credentialing™ has Virginia test-takers’ data dating back to 1947.

**Q: Can I send my transcript and certificate to colleges and employers through GED Credentialing™?**

A: Yes. You can request that it be sent to a specific postsecondary institution or employer when ordering.

**Q: Are my electronic transcripts and certificates secure?**

A: Yes. GED Credentialing™ uses the patented Blue Ribbon™ Security system which is more secure than delivering a paper copy through the mail. 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. Every electronic transcript will contain a cover letter explaining the Blue Ribbon™ Security to colleges and employers.

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

A: Use this toll-free number, 1-888-906-4031, to receive a mail-in form to complete and send directly to GED Credentialing™.

**Q: What if I need additional help while using GED Credentialing™?**

A: Contact your [local adult education program](https://www.doe.virginia.gov/teaching-learning-assessment/specialized-instruction/adult-education/adult-education-regional-programs), visit [GED.com](https://ged.com/), or call the High School Equivalency Specialist with the Department of Education at 804-225-3999.