

**Virginia Department of Education**  
**Office of Career, Technical, and Adult Education**

**Virginia's GED Credentialing™ Frequently Asked Questions (FAQs)**  
**Test takers**

Effective January 1, 2014, Virginia transitioned the issuance of transcripts and certificates to a credentialing service. 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 and using the GED Credential™ Service.

**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, as well as graduates who received their credential prior to 2014.

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

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

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

**Forwarding:** You can easily forward your electronic transcript 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.)

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

**First One's Free:** You will get a free initial certificate and transcript after you pass the 2014 GED® test, upon your request. Certificates are not automatically sent to graduates, but must be requested. There is a fee of \$15 for each additional request.

**How do I get my credentials if I took the GED® test before 2014?**

Effective January 1, 2014, you will access your credentials at:

<https://www.ged.com>. Click on Grads and Transcripts and then follow the steps.

This service includes:

**Same-day delivery:** For an electronic copy of a transcript, if a match is found in the database, it will be delivered within 24 hours. 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 if this situation arises.

**Forwarding:** You can easily forward your electronic transcript directly to schools and employers that request it; however, check with the postsecondary institution or employer to ensure that they will accept an electronic copy from a personal email address.

**Choice:** You can choose to receive your transcript and certificate in either a printed or electronic format. Receipt of a printed copy will take 3-10 days for delivery through the mail.

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

You will receive your first transcript and certificate for free after passing the 2014 GED® test, upon request. The Credentialing service will not automatically send you a printed copy. For each additional request for a transcript or certificate earned after and prior to 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.

### **Can I use GED Credentialing™ to order one document and obtain the other from the Virginia Department of Education?**

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 Virginia's GED® certificates and the Smart Transcript through the GED Testing Service. Virginia remains the issuing agency, and the certificate features Virginia official signatures and design. It is recognized by other states as documentation of high school completion.

### **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 email that contains your Smart Transcript and certificate. Electronic versions of the certificate include a link to order a professionally printed Virginia GED® certificate free of charge. 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.

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

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.

### **How soon after completing the 2014 series of the GED® 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 delivered straight to the email address you provided when you signed up for a GED account.

### **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 explain 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?**

You can access the website at <https://www.ged.com>, then click on Grads and Transcripts to easily and securely order your transcript and certificate for testing done prior to January 1, 2014.

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

With a few exceptions, GED Credentialing™ has Virginia test takers' data dating back to 1947.

### **Can I send my transcript and certificate to colleges and employers through GED Credentialing?**

Yes. You can request that it be sent to a specific postsecondary institution or employer when ordering. For 2014 and beyond graduates, you can also forward the free electronic transcript you receive in your email inbox directly to potential colleges and employers if they will accept it.

### **Can the Virginia Department of Education continue to handle phone or email requests for transcripts and certificates?**

No. All requests for transcripts and certificates must be handled through GED Credentialing™.

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

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.

### **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 using this security process. Virginia Community Colleges can sign up for FREE Receive service to easily obtain the secure, electronic credentials. 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?**

Use this toll-free number, 1-888-906-4031, to call and receive phone support to order duplicate transcripts and GED® certificates. They cannot accept payment over the phone for your order, but they will mail you a form to complete and mail back to them with payment.

**How do I sign up or get more information about GED Credentialing™?**

If you are interested in learning more about GED Credentialing™ and the Smart Transcript, contact your [local adult education program](#), visit [GEDtestingservice.com](http://GEDtestingservice.com), or call the High School Equivalency Specialist, Dr. Sue Mansfield, with the Department of Education at 804-225-3999.

12/21/18