



## ALABAMA'S GED CREDENTIALING™ FREQUENTLY ASKED QUESTIONS (FAQ)

### TEST-TAKERS

Effective March 1, 2016, Alabama will transition its credentialing process from the issuance of paper transcripts and GED® diplomas 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 diplomas. The service includes fulfillment for new graduates and graduates who received their credential prior to 2016.

#### **What does GED Credentialing™ mean to me?**

By using GED Credentialing™, you will receive quick and easy access to duplicate transcripts and official Alabama GED® diplomas. 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.

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

**First one's free:** You will receive a free initial diploma and transcript after you pass the 2014 GED® test. There is a fee of \$15 for each additional request.

## **How do I receive my credentials if I took the GED® test before 2016?**

As of March 1, 2016, you will access your credentials 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 diploma in either a printed or electronic format.

## **Can I use GED Credentialing™ to order one document and obtain the other from the Alabama Community College System?**

No. GED Credentialing™ is an all-inclusive service. All GED® transcripts and diplomas must be requested through GED Credentialing™. This includes those GED® tests taken prior to March 1, 2016.

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

No. GED Credentialing™ fulfills requests for Alabama's GED® diplomas and the Smart Transcript through the GED Testing Service. Alabama remains the issuing agency, and the diploma features Alabama official signatures 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 email that contains your Smart Transcript and diploma. Electronic versions of the diploma include a link to order a professionally printed Alabama GED® diploma free of charge.

## **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](#) (which will go live March 1, 2016) 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 diploma?**

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

**Will I receive a Smart Transcript if I took my test before March 1, 2016?**

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 March 1, 2016?**

You can access the Web site at <http://www.gedtestingservice.com/testers/gedrequest-a-transcript> (which will go live March 1, 2016) to easily and securely order your transcript and diploma for testing done prior to March 1, 2016.

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

With a few exceptions, GED Credentialing™ has Alabama test-taker data dating back to 1947.

**Can I send my transcript and diploma to colleges and employers through GED Credentialing™?**

Yes. You can forward the free electronic transcript you receive in your email inbox directly to potential colleges and employers.

**Can the Alabama Community College System continue to handle phone or email requests for transcripts and diplomas?**

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

**Are my electronic transcripts and diplomas 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 diplomas?**

GED Credentialing™ uses Blue Ribbon™ Security. Blue Ribbon™ Security guarantees that transcripts or diplomas you send out have not been altered. The recipient can easily assess the integrity of a transcript or diploma 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 diplomas are delivered by them 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?**

A toll-free number will be available for you to call and receive telephone support to order duplicate transcripts and GED® diplomas.

**How do I sign up or receive 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 or visit [www.gedtestingservice.com](http://www.gedtestingservice.com).