



## Florida's GED Credentialing™ Frequently Asked Questions (FAQs) For Test takers

Effective January 1, 2014, Florida 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 understand this change.

### 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 beginning February 1, graduates who received their credential prior to 2014.

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

By using GED Credentialing™, you will get quick and easy access to duplicate transcripts and official State of Florida High School diplomas (Florida's equivalency diploma). Services will include:

**First One's Free:** 2014 diploma earners will get a free initial transcript and diploma after you pass the 2014 GED® test. A secure electronic transcript and diploma are delivered to your email as soon as you have passed the 2014 GED® test.

**Faster Duplicate Request Processing:** If a match is found in the database, your electronic diploma or 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 and diploma directly to schools and employers that request it. The electronic credentials include Blue Ribbon™ Security which verifies the document each time it is opened by a new recipient. (See more below on Blue Ribbon™ Security.)

**Choice:** You can choose to receive your transcript and diploma in either a printed or electronic format. Payment for duplicate requests can be made by credit card or money order.

### What does GED Credentialing™ cost?

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

## How do I request a duplicate diploma or transcript?

### **For diplomas earned on or after January 1, 2014:**

Additional requests can be made by logging in to your myGED™ at <http://ged.com>. Use the login at the top right of the page. Select the My Scores tab and click the Order Duplicates button on the Scores page.

### **For diplomas earned prior to January 1, 2014:**

Until January 31, 2014, you will request your credentials from the Florida Department of Education. Instructions can be found on the website: <http://ged.fl DOE.org>. Requests postmarked after January 31, 2014, will be returned to the sender.

Effective February 1, 2014, you will request your credentials from GED Credentialing™, at:

[https://exchange.parchment.com/send/adds/index.php?main\\_page=login&s\\_id=rpDK8WYImkQgcPlw](https://exchange.parchment.com/send/adds/index.php?main_page=login&s_id=rpDK8WYImkQgcPlw)

Use the Support link at the top of the page if you need assistance with ordering your duplicate credentials.

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

No. GED Credentialing™ fulfills requests for Florida's equivalency diplomas and the Smart Transcript through the GED® Testing Service. Florida remains the issuing agency, and the diploma features Florida 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 Florida 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 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 2014 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 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. (Beginning February 1, 2014)

### **How far back in time does the GED Credentialing™ historical information exist?**

With a few exceptions, GED Credentialing™ has Florida test takers' data dating back to 1945.

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

Yes. You can forward the electronic transcript you receive in your email inbox directly to potential colleges and employers. 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. You should check with your college or employer to see if they will accept a forwarded transcript and/or diploma.

### **Can the Florida Department of Education continue to handle mail requests for transcripts and diplomas?**

No. All requests for transcripts and diplomas must be handled through GED Credentialing™ beginning January 1, 2014, for 2014 testers and February 1, 2014, for testers prior to 2014.

### **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 and/or diploma 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?**

You can call (888) 906-4031 Monday through Friday from 8AM - 5PM MST to receive phone support to order duplicate transcripts and GED® diplomas.