



HOME ABOUT REQUIREMENTS PREPARE TAKE SCORES RESOURCES AFTER THE EXAM

Home > Requirements > Disability Accommodations > Requesting an Accommodation

Language

Requesting an Accommodation

For Test Takers

Accommodation policies

- Any accommodations that you're requesting **MUST** be approved before your test can be scheduled.
- Requests for testing accommodations, especially for alternate test format, can take approximately up to six weeks to review.
- Be sure to submit complete documentation. If additional documentation is needed, your review can take longer than six weeks.

Submitting your documentation

The [HiSET® Test-taker Bulletin \(PDF\)](#) contains procedures and forms for requesting testing accommodations.

You may need to document your disability before applying for accommodations. See our [Disability Documentation Policy Statements](#). If you have questions about the documentation process, contact ETS HiSET Disability Services.

For help with preparing your documentation and personal statement, see [Tips for Test Takers with Disabilities](#).

Fill out [the HiSET Testing Accommodations Request Form \(PDF\)](#) if you are submitting your request through email or the U.S. Postal Service.

Once your documentation is complete, submit it along with your completed form:

- Mail:** ETS HiSET Disability Services
P.O. Box 6054
Princeton, NJ 08541-6054
- Email:** disability.reg@ets.org
- Online:** Submit your documentation through your [HiSET account](#)

Once your request has been reviewed, you will receive an email notifying you of your approval status. You can also view your approved accommodations through your HiSET account.

[HiSET®
Test-taker
Bulletin
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approved accommodations through your HiSET account.

Scheduling your appointment

You must wait until your accommodations are approved before scheduling your appointment. If you are approved for certain accommodations, you can schedule through your [HiSET account](#). Accommodations that allow online scheduling include:

- Extended time
- Extra breaks
- Screen magnification
- Selectable foreground and background colors

For all other accommodations, you must schedule your appointment by contacting ETS Disability Services. You cannot do it online through your HiSET account. ETS Disability Services will set up your appointments and ensure your accommodation is supported by the test center.

Contacting ETS Disability Services

If you have questions about the documentation process or you are ready to schedule your appointment, contact ETS HiSET Disability Services Monday–Friday, from 8:30 a.m. to 5 p.m. ET.

Phone: 1-609-359-5615 or 1-855-802-2748 (toll-free)

Email: HiSETSSD@ets.org (general inquiries)

Fax: 1-609-240-0525

Mail: ETS HiSET Disability Services
P.O. Box 6054
Princeton, New Jersey 08541-6054 USA

Courier Service: ETS HiSET Disability Services
225 Phillips Blvd.
Ewing, NJ 08618-1426 USA



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