

Ordering Transcripts Step by Step Instructions

Step 1: Enter Parchment Ordering Site

1. Ordering from the school Portal
 - a. From your “Student” tab in the school portal select “ Order Official Transcripts”
 - b. Select the Parchment “Order Transcript” button from the image on the right



- c. You have now entered the Parchment website. Step 1 to “Login or Register” is not required because this information was automatically populated from your login to the school portal.
 2. Ordering from the school Web Site
 - a. From your school’s website select the “Order Official Transcript” link to enter Parchment’s website.

Step 2: Creating a Parchment Account

1. First time users
 - a. Select the **Create Account** button
 - b. Complete all required fields with an * plus any optional fields. This information is used to ensure proper student matching and contact information on your order.
 - c. Use your current mailing address because this will be used by Parchment if you select the mail delivery option and will default as the address for your credit card submission.
 - d. If you know your Student ID “S” number, please enter but not required.
 - e. You must enter an email address and only one email address can be used at each school attended.
 - f. Click the **Save & Continue** button
 - g. You will receive an acknowledgement email from Parchment
2. Returning users
 - a. Enter your email address used to initially set up the account
 - b. Enter your password (if you don’t remember, select forgot your password)
 - c. Select “**Sign In**”

Step 3: Select Where to Send Transcript

1. **Participating School Destination** - In the search box you can enter one of the following for destination:
 - a. An institution name or location
 - b. “Graduate” or “Undergrad” for a list of Admission Offices
 - c. An email address of a participating school
2. **Other Destination** - If you do not find your destination with these search option, then an additional option to “Send to Yourself” is available.
3. **Product Type**

Note: if you selected a participating school in step one the product type will default to electronic delivery and you can select the option to change this delivery method if needed.

- a. **Etranscript** – a certified electronic version of your transcript which also allows for attachments
 - b. **Paper Transcript Mailed** – no attachments are allowed
 - c. **Paper Transcript Pickup** – can be picked up from the Records Office of your school after the order shows as processed, and no attachments are allowed.
 - d. **School Attachment Mailed**- you want to attach a form/request for the school to complete before sending your transcript. This will require manual processing by the school and you will need to include in the attachment where you want this mailed.
4. **Product Description-**
- a. **Destination and address** - Enter the recipient name, email, or address depending on your delivery method. This could be pre-populated if a receive institution was selected.
 - b. **Order Options**
 - i. **Processing Time**
 1. **Now**- this option will process immediately upon completion and payment.
 2. **Hold for Grades** – this option will hold the order until the current term grades are posted so they can be included on the transcript. Your credit card will not be charged until the order is processed.
 3. **Hold for Degree** – this option will hold the order until your degree is granted if graduating in the current term so that it can be included on the transcript. Your credit card will not be charged until the order is processed.
 - ii. **Mailing Method** - If you selected “Mail” as the delivery method, then you will need to also select the mailing method (i.e. Standard USPS, Fed Ex Overnight etc.) Otherwise it is prepopulated with your delivery method
 - iii. **Purpose for Transcript** - this is optional to help you track your orders.
 - iv. **Attachment** – Only available with electronic delivery
 - v. **Quantity** – for a “pick up” or “school attachment” delivery method you can select multiple copies. Additional charges will apply.
 - c. **Add Another Item** - after the first order is complete if you want to request another order with a different deliver method you can select this option. Additional charges will apply.
 - d. Select the **Continue** button

Step 4: Review Order Details

1. Check your shopping cart and delivery method
 - a. You can **Remove** items
 - b. You can **Continue Shopping** to add additional items
 - c. You can **Checkout** to move forward

Step 5: Providing Consent

1. When ordering from the school Portal
 - a. Your FERPA consent will NOT be required since you entered this website through the portal as a current student using your login and password. The privacy act agreement does not pertain since you were authenticated when logging into the college portal.
 - b. Select the **Next** button
2. Ordering from the school Web Site
 - a. Review the FERPA release authorization, and then select “**I Accept**”.

- b. Select the **Next** button

Step 6: Payment Method

1. Enter your payment method
 - a. Parchment accepts Visa, Master Card, or Discover
2. Review your billing address and name information, then edit if necessary to match credit card.
3. Select the **Confirm** button

Step 7: Confirm

1. Review the order one last time, and then select **Confirm**.

Once you receive your order number you may **Log Off**.

Reviewing Your Order Status

- You will receive an email confirming your order is processing with your order number.
- You will receive an email for the different statuses of your order (e.g. holds encountered, process is completed, etc.)
- You can log in again and select the “Order Status” link on the upper toolbar to view the status of your order.
- You cannot cancel an order on-line once it has been **confirmed**. If you wish to cancel after an on-line order has been placed contact your school Registrar and/or Records department.
- An order cannot be saved in order to complete at a later time.
- The time limit to complete an order is 15 minutes of lag time (no-activity).

Tips, Tricks & Notes:

1. If you cannot find your school in the search, try shortening the name, and using less search criteria.
2. A Parchment account can only be used by one person. Each student must register an account using an email address. Accounts cannot be shared and the name on the account should never be changed to be used by any other person. You can use the same email address for each of the CCCS schools if you attended multiple colleges within the system, but you would need to create a new account for each school.
3. If you have attended more than 1 college/university that uses Parchment, you may have multiple colleges associated to your account. Once you have completed your registration, you may then log into your Parchment account and click on the Profile tab and then click on the Associated Colleges tab to enter additional colleges to your account.
4. Your credit card authorization will be good for 30 days in case there is a delay in processing due to holds etc. If you select the option of “hold for grades or degree” the authorization will be good for 90 days.
5. Unfortunately, you cannot place orders using an iPhone or iPad since this product requires Adobe Flash which is not supported by these devices.

Order History Status

Next to the school that you ordered your transcript from, you can select Order/History to review the status of all your orders both current and past. Below are descriptions of the status and some troubleshooting hints.

Status	What this means	Troubleshooting
Order submitted to school	Your school has received your order. They now need to approve it and then upload the transcript or prepare it themselves.	If your order has been in this status for more than 2 days, you should contact your school to let them know that you've submitted your order and you are now waiting on them to process it.
On hold	Your school placed your order on hold. You should have received an email explaining why.	You need to contact your school for more information.
Available for download	Your electronic transcript has been delivered but the recipient has not downloaded yet.	<ul style="list-style-type: none"> • If you sent your transcript to an in-network school (in other words, when you placed your order, you did not have to enter the email address of the destination) and the school says they do not have it, you should tell them to check their Parchment Inbox. • If you sent your transcript to an email address and the recipient says they do not have it, ask them to check their Spam folder. They would have received an email with instructions telling them how to download the transcript. If they cannot find the email, let us know and we will resend it.
Download confirmed	Your electronic transcript has been downloaded by the recipient.	If your transcript was sent to an in-network school (in other words, when you placed your order, you did not have to enter an email address of the destination) and the school says they do not have it, give them your DID#, which you can find in your Order History. They can then go into their Report section, enter your DID#, and search for your transcript.
Shipped	The school mailed your transcript, or Parchment mailed your transcript. If you read the information on the bottom left of the Order History screen, you will see who shipped your transcript.	<ul style="list-style-type: none"> • If your school sent the transcript, you will need to contact them if it was not received at its destination. • If Parchment sent the transcript and it was not received at its destination, please note that First Class mail can take up to 7 days for delivery. Also, if you sent it to a school, they do not always process transcripts immediately. If you have waited a reasonable amount of time, we will resend the transcript one time free of charge. For security purposes, we can only resend the transcript to the destination you originally provided.

If you need further assistance, please contact your school Admissions or Records Office. You may also select the following link for Parchment FAQs and tutorials. <http://support.parchment.com/>