

# Order Your Official Transcripts Today!

Parchment offers students and alumni an easy and secure way to order official transcripts. Order yours today in 6 simple steps!

## Step 1: Login or Register (Access your Institution's Storefront)

- Sign into your Institution's portal to be redirected directly to the Storefront with an account
- If you do not have access to your Institution's portal, please visit their transcript information page for a link to the Storefront to create an account

## Step 2: Select Documents

- Select your destination(s)
  - **Organization** (*Search Parchment's ever-expanding Receiver Network for your destination*)
  - **Myself** (*Select your preferred delivery method by choosing the appropriate Product Type*)
  - **Other Individual** (*Fill in the destination information and preferred delivery method by choosing the appropriate Product Type and send your transcript virtually anywhere*)

## Step 3: Order Details

- Click **Checkout** to continue the ordering process or **Continue Shopping** to send your transcript to additional destinations

## Step 4: Provide Consent

- Provide electronic consent for the release of your Academic Records by your Institution to the Recipient(s) you have provided

## Step 5: Payment

- Fill in the applicable payment information and billing information

## Step 6: Review Order

- Review all order details before processing your order
- Upon successfully submitting your order for processing, you will receive an Order Receipt email

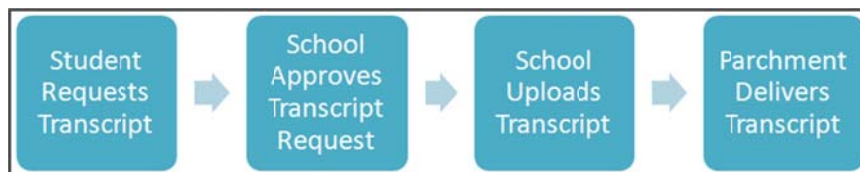
## FAQ's

**What application do I need on my computer to open a secure Official PDF Transcript?** The Official PDF Transcript is protected with advanced PDF security and therefore requires Adobe Reader or Adobe Acrobat. The latest version of the free Adobe Reader may be downloaded at ([get.adobe.com/reader/](http://get.adobe.com/reader/)).

**How long is an order held?** We cannot hold a credit card pre-authorization for more than 30 days, so all open orders are cancelled after 30 days. The document requester is sent a notification email when the order is cancelled, informing them of the cancellation and giving them instructions on entering a new order if desired. **The Exception** to this are orders **On Hold** for **Grades** or **Degree**. These orders have special processing that allows them to exist beyond the 30 day mark.

**When is my credit card charged?** When your order is initially placed, your credit card will be authorized for the purchase amount. After the document(s) are successfully processed, your credit card will be charged.

### Life of a Transcript:



### Important Delivery Statuses:

- Pending (*Order has been submitted and is awaiting processing*)
- Processing (*The order is being processed*)
- Available – **Electronic Documents Only** (*Order has been processed and your document is available for download*)
- Delivered – **Electronic Documents** (*Your document has been downloaded by the recipient*)
- Delivered – **Paper Documents** (*Your order has been successfully processed and will be sent as ordered*)
- On Hold (*Your order has been put on hold – Refer to the email comments for details*)
- Cancelled (*Your order has been cancelled – Refer to the email comments for details*)
- Error (*A processing error occurred – Refer to the email comments for details*)
- Partially Delivered (*The request has multiple documents. At least one document in the order has been delivered and at least one other document has been cancelled.*)
  - *The credit card charge will not include the document that was cancelled*

### My Transcript is Missing or has Incorrect Data?

Parchment serves as an exchange platform for transcript credentials. This means that Parchment facilitates the request of the transcript(s), thereby notifying the school that the transcript needs to be processed. It is the responsibility of the school to fulfill this request since they are the only entity that has access to your credentials. Once the school has approved the request and sent it, Parchment is responsible for delivering it electronically or by mail to the destination(s) outlined in the order. **Parchment delivers transcripts exactly as they are provided from the sending institution. If you have a question in regard to the content or accuracy of the transcript data included in your transcripts, please contact your school directly.**