

# Parchment Guide to Ordering Transcripts

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# Overview

ORDERING YOUR HIGH SCHOOL OR COLLEGE TRANSCRIPT IS EASY. AND FAST. AND SECURE.



- ✓ No tickets
- ✓ No fines
- ✓ Locates transcript



Place your order by telling us which school has your transcript and where you want to send it.

We notify the school and they review your order. Once approved, they upload your transcript into our system.

We deliver your transcript.

## HOW IT WORKS

### 1. Search for your school.

- Your school has your transcript so the first thing you need to do is tell us the name of your school.
- It's important to note that we do not hold your transcript. Your school has your transcript, and we tell them that you want your transcript sent somewhere. Therefore, if there is a delay with your order, you may need to speak to someone at your school about it. For example, your order may be placed on hold due to an overdue book. In this case, you would need to contact your school to resolve the issue.

### 2. Send your transcript anywhere.

- We can send your transcript to any destination worldwide - to a college, an employer, or yourself. And we can send it electronically or by mail. If your transcript is not available electronically, your school can prepare it themselves and get it to its destination.

### 3. Track your order.

- You can track the entire ordering process at Parchment.com. Go to the [Track your transcript](#) help topic for details.

# Register for a Parchment.com account

You must create an account before you can request your transcript.

Go to [Parchment.com](https://parchment.com), click **Sign up**, and follow the onscreen instructions.

## A COUPLE THINGS ABOUT REGISTERING

- If you get an error telling you that a valid password is required, make sure your password is at least 8 characters long and contains both letters and numbers.
- If you are a parent/guardian, you can select if you'd like to create a parent/guardian account. For more information on these accounts, go to the [Parent/guardian accounts](#) help topic.

## REGISTRATION CODES (HIGH SCHOOL STUDENTS ONLY)

- If your high school sent you an email to register, click the **Register Your Free Account** button in the email and then follow the onscreen instructions.
- If you have a registration code on a handout that your high school gave you, go to [parchment.com/register](https://parchment.com/register) and enter the code into the white boxes.

## OPT-IN TO SHARE YOUR INFORMATION

During the registration process, you will be presented with a pop-up screen asking if you'd like to share your information with colleges and/or employers looking for people like you. Click **Yes** if you'd like to share your information, or click **No** if you'd rather not.

- If you opt-in, this means that we will make some of the information you provide to us available to a variety of colleges and programs. The colleges and programs can then send you information about themselves, so you can see if they fit your plans.

### ACADEMIC INSTITUTIONS AND EMPLOYERS ARE LOOKING FOR STUDENTS LIKE YOU

Here's how it works: once you say we are allowed to do so, we will make some of the information you provide to Parchment available to a variety of colleges and programs. Then the academic institutions and employers can send you information about themselves, so you can see if they fit your career and education goals. institutions cannot find you at Parchment unless you choose to opt-in.

- Yes, share the information I provide with those institutions looking to discover me at Parchment.
- No, I do not wish to share my information with institutions or learn about employment opportunities.

I agree to the Parchment [terms of use](#) and [service agreement](#)

**NEXT**

## Order your transcript

1. Log in to [Parchment.com](https://parchment.com). Or, if you haven't registered yet, go the [Sign up page](#) and follow the onscreen instructions to register.
2. Click **Transcripts**.
3. You now need to find the school that has your transcript.

- Enter your school's information and click **Search**.

### WHERE WOULD YOU LIKE TO ORDER YOUR TRANSCRIPT FROM?

Search by institution name, e.g. Parchment University, Parchment High School

SEARCH

- If your school is already listed, click **Send Transcript** and go to the [Select your destination](#) help topic.
- If you want to add another school, click **Add another institution**. [+ ADD ANOTHER INSTITUTION](#)  
Enter the school's information and click **Search**.

4. When you see your school listed, click **Select**.

- If your school does not appear or you see **Transcripts Unavailable**, please contact your school to request your transcript.

TRANSCRIPTS  
UNAVAILABLE

5. If you are able to order transcripts from your school using Parchment, you will be brought to the **Enrollment Information** page.

- Select if you are currently enrolled or not enrolled.
- Check the box if the name on your transcript is different to your name today. You will then enter your name when you were enrolled in the text boxes provided.
- Enter your date of birth if it is not already filled in.
- Select your gender.
- Select the years that you attended this school.

### ENTER YOUR ENROLLMENT INFORMATION

Enrollment Status  Currently enrolled  
 Not currently enrolled

Your Name **Cristin Dee**  
 My name on my transcript is different

Name When Enrolled

Date of Birth

Gender

Years Attended  -

7. Click **Save & Continue**.
8. Enter your address and phone number, and select **Save & Continue**.
9. On the **Provide Consent Signature** page:
  - a. Use your mouse or stylus to sign your name in the box.
  - b. Type your name into the box and check the box to confirm that you are authorized to order the transcript.

- For minors, a parent must sign, type their name, and check the box that certifies they are authorized to sign. However, if you are a minor and ordering your college transcript, you will be able to sign.

Clear Signature

Sign here with mouse:

Name:

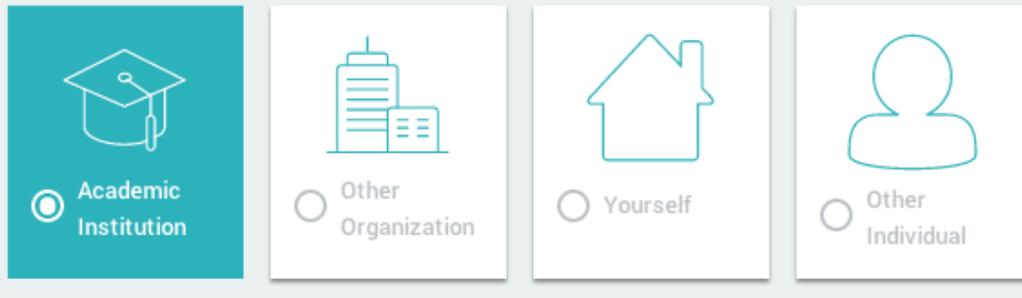
I certify under penalty of law that I am the individual identified above and I am authorized to take this action.

- c. If you haven't completed high school yet, you will see a box that you can check if you want a [copy of your high school transcript stored in your Parchment account](#).
10. Click **Save & Continue**.
11. Now you're ready to select where you want your transcript to go. Go to [Select your destination](#) on the next page.

## SELECT YOUR DESTINATION

You are ready to tell us where to send your transcript. You can send your transcript to any destination.

### WHERE WOULD YOU LIKE YOUR TRANSCRIPT SENT?



The screenshot shows a selection interface with four radio button options. The first option, 'Academic Institution', is selected and highlighted with a teal background. The other three options, 'Other Organization', 'Yourself', and 'Other Individual', are unselected and have white backgrounds. Each option includes a representative icon above the text.

- Some schools have a preferred delivery method saved into our system, so you may not be presented with a choice of delivery methods. For example, some schools may only want to receive electronic transcripts.
- Do not edit an address unless you are positive that the changes you are making are correct. You cannot change an address after you place an order. You will have to resubmit your order.
- Use **Other Organization** or **Other Individual** to send transcripts to employers, military addresses, or specific individuals/departments at a college.
- You cannot send other admissions documents with your transcript through Parchment. You should speak to your school if you need to submit other documents. They may be able to upload and send these other documents when they send your transcript.

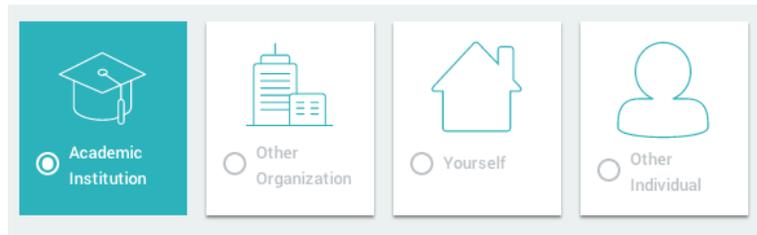
### WHERE WOULD YOU LIKE YOUR TRANSCRIPT SENT?

Select from these options and you will be brought straight to that section in this guide.

- [Academic Institution \(colleges and universities, NCAA, Common App\)](#)
- [Other Organization](#)
- [Yourself](#)
- [Other Individual](#)

## ACADEMIC INSTITUTIONS

Select **Academic Institution** to send your transcript to a college, university, NCAA, or Common App. However, if you have received instructions to send your transcript to a specific individual or department, use the **Other Individual** tab.



1. Click **Academic Institution**.
2. Enter the name of the institution and click **Search**.
3. When you see the institution, click **Select**.
4. Confirm your destination(s) and delivery details.

- For some institutions, you will only be able to send your transcript electronically or by mail, and you may not be able to change this. Schools within the Parchment network have a preferred delivery method so they can easily and securely receive transcripts. If you were instructed to send your transcript to a particular individual at the institution, you should use the **Other Individual** tab.

 A screenshot of a form with the following fields:
 

- Destination:** Arizona State University - Undergraduate Adm. Office of Undergraduate Admissions, Tempe, AZ
- Delivery Method:** Electronic
- Application Tracking Number (optional):** An empty text input field.
- Processing Time:** Two radio buttons: 'Send Now' (selected) and 'Hold for Grades'.

- Next to **Processing Time**, you can select **Send Now** or **Hold for Grades**. You should select **Hold for Grades** if you want to wait until your next semester grades are in before your transcript is delivered.
- If your transcript will be delivered by mail, you can select **Overnight delivery**.

5. Click **Continue**.
  - You can review your order and edit or remove the destination information.
  - If you want to add more destinations, click **Add Another Item**.
  - When you are ready to complete your order, enter your payment details and click **Checkout**.
6. You can now **track your order**.

## OTHER ORGANIZATION

Use this option to send your official transcript to non-academic institutions, such as an employers.

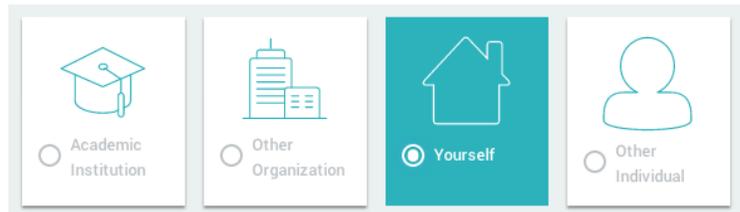
1. Click **Other Organization**.
2. Select a **Delivery Method**:

- **Electronic Delivery.** Enter the recipient's email address and confirm that it is a valid email address. When the transcript is ready, the recipient will receive an email instructing them how to download it.
  - **Paper Transcript.** Enter the exact address. You can also select **Send via Overnight Delivery.** We ship by FedEx for next day delivery. However, please be aware that FedEx does not deliver on Saturdays or Sundays.
3. Next to **Processing Time**, you can select **Send Now** or **Hold for Grades**. You should select **Hold for Grades** if you want to wait until your next semester grades are in before having your transcript delivered.
  4. Click **Continue**.
    - You can review your order and edit or remove the destination information.
    - If you want to add more destinations, click **Add Another Item**.
    - When you are ready to complete your order, enter your payment details and click **Checkout**.
  5. You can now [track your order](#).

## YOURSELF

Select **Yourself** to have a copy of your official transcript sent to yourself.

1. Click **Yourself**.
2. Select your preferred delivery method:



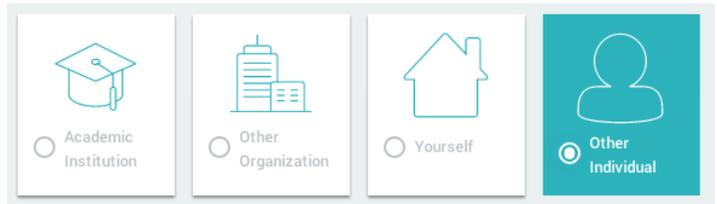
- **Electronic Delivery** - your email address will populate.
    - To change the email address, you can type over the email address that is already there.
    - When your transcript is ready, you will receive an email with instructions explaining how to download it.
  - **Paper Transcript** - your address will populate, but you can change it by typing over the address that is already there. You can also select **Send via Overnight Delivery**. We ship by FedEx for next day delivery. However, please be aware that FedEx does not deliver on Saturdays or Sundays.
3. Next to **Processing Time**, you can select **Send Now** or **Hold for Grades**. You should select **Hold for Grades** if you want to wait until your next semester grades are in before having your transcript delivered.
  4. Click **Continue**.
    - You can review your order and edit or remove the destination information.
    - If you want to add more destinations, click **Add Another Item**.

- When you are ready to complete your order, enter your payment details and click **Checkout**.

5. You can now [track your order](#).

## OTHER INDIVIDUAL

Use this option to send your official transcript to another individual. For example, if you need to send your transcript to a specific person at a college or your employer, you can use this option.



1. Click **Other Individual**.
2. Select a **Delivery Method**:
  - **Electronic Delivery**. Enter the recipient's email address and confirm that it is a valid email address. When the transcript is ready, the recipient will receive an email instructing them how to download the transcript.
  - **Paper Transcript**. Enter the exact address. You can also select **Send via Overnight Delivery**. We ship by FedEx for next day delivery. However, please be aware that FedEx does not deliver on Saturdays or Sundays.
3. Next to **Processing Time**, you can select **Send Now** or **Hold for Grades**. You should select **Hold for Grades** if you want to wait until your next semester grades are in before having your transcript delivered.
4. Click **Continue**.
  - You can review your order and edit or remove the destination information.
  - If you want to add more destinations, click **Add Another Item**.
  - When you are ready to complete your order, enter your payment details and click **Checkout**.
5. You can now [track your order](#).

### WHAT HAPPENS NEXT

1. Once you place your order, we will notify your school and they will review your order.
  - They can either approve your request or place it on hold. If they place your request on hold, you should contact your school directly to resolve the matter.
2. Once approved, your school uploads your transcript into our system and we deliver it to its destination. Or, if you ordered a paper transcript, your school will get it to its destination.
3. You can track the process on Parchment.com. Go to the [Track your transcript](#) help topic for details.

## Track your transcript

1. Log in to [Parchment.com](https://www.parchment.com).
2. You will see a list of your orders. Click **Order History** to see where your transcript is.

TRANSCRIPTS			
Saguaro High School Scottsdale, AZ	2	TRANSCRIPTS SENT	SEND TRANSCRIPT ORDER HISTORY
zz Marie High School Scottsdale, AZ	7	TRANSCRIPTS SENT	SEND TRANSCRIPT ORDER HISTORY
Arcadia High School Phoenix, AZ	0	TRANSCRIPTS SENT	SEND TRANSCRIPT ORDER HISTORY

3. You will see detailed information about the order.
  - In the example below, you can see that the order has been submitted to the school, but the school has not yet uploaded the transcript to Parchment.
  - On the bottom left of the **Order history** you can get more detail about the status.
  - On the top left is the Document ID. If you need to contact us about your order, you should [Submit a ticket](#) and include your Document ID with all the other relevant information.
  - For a full list of statuses, go to the next page.

ORDER HISTORY			
DOCUMENT ID	STATUS	RECIPIENT	PRICE
LRYFBCL	Order submitted to school	Temple University	\$4.00

**WHERE'S MY TRANSCRIPT?**



Arcadia High School

Order submitted to school



Parchment



RECIPIENT

You placed an order on May 21, 2014. Your school needs to review it. If your order has been in this status for more than 2 days you should contact your school.

<b>DOCUMENT TYPE</b> Delivery Type: Electronic Processing Time: Now	<b>RECIPIENT</b> Temple University
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# Transcript statuses

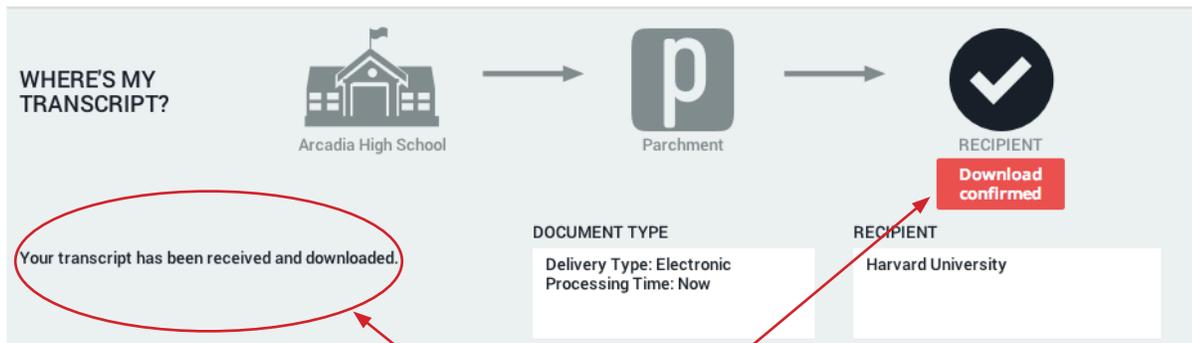
These are some of the statuses you may see when you [track your order](#). You won't see all of these because some are specifically for electronic transcripts and some for paper transcripts.

You'll see here that your order has been submitted to your school. If your order has been in this status for more than two days, you should contact your school. There may be an issue as to why they haven't uploaded your transcript yet.

You'll see here that your order has been placed on hold. You need to contact your school to find out why they placed your order on hold.

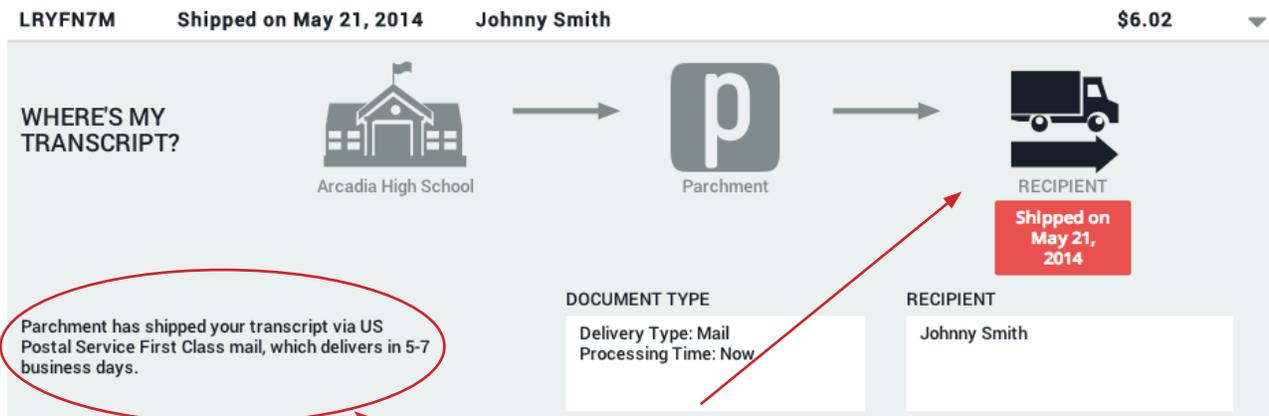
You'll see here that your electronic transcript has been delivered but the recipient has not downloaded it yet. If your order has been in this status for more than two days, you should contact the recipient and tell them that they can download the transcript. If they say that they did not receive an email, you can tell them to check their Spam. If they still cannot find it, [Submit a ticket](#) and we'll resend the email.

**TRANSCRIPTS (CONTINUED)**



You'll see here that your electronic transcript has been downloaded by the recipient.

If you sent your transcript to a school that was auto-populated when you placed your order (in other words, you didn't enter the address because it appeared in the system automatically), and the school says that they don't have your transcript even though you see 'Download confirmed', the school can search the Reports section of their Parchment account. You just have to give them your Document ID (which you'll find on the top left of this screen) and they'll find your transcript.



You'll see here that your transcript has been shipped. First Class mail can take up to seven business days to reach the destination. If you sent your transcript to a school, they do not always process the 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 your transcript to the original destination.

If your transcript was shipped by FedEx, please be aware that FedEx does not deliver on Saturday and Sunday.

## The Common App

The [Common App website](#) has great resources to walk you through the entire admissions process, including:

- [Submitting your Common Application training course](#)
- [Common App Support Site](#)

To request your transcript to be sent to the Common Application:

1. Create an account at [www.commonapp.org](http://www.commonapp.org) and note your **Common App ID**.
2. Follow the instructions to invite your counselor to be a **Recommender**. This will trigger an email to your counselor, which explains how to submit school forms online.
  - Your Counselor must accept your invitation to be a Recommender.
  - Your Counselor must open your Secondary School Report before you can place a transcript request to the Common Application.
  - Your Counselor must submit your school forms online.
3. Once you have created your Common Application account and invited your counselor to be a Recommender, go to the [Order your Transcript](#) section and follow the instructions.

## Payment and refunds

The amount you pay for a transcript to be sent from your school to a destination depends on many factors, including where you are sending it, and if you are sending it electronically or by mail. When you place your order, you will be presented with a screen showing you the exact amount.

We accept Visa, Mastercard, Discover, and American Express.

### REFUND POLICY

We want you to be completely happy with your purchase. Therefore, our refund policy is very straightforward:

**If you are not 100% satisfied, we will offer you a full credit or a refund.**

Simply [submit a ticket](#) and give us the details. We'll take it from there.



## FERPA

The Family Educational Rights and Privacy Act (FERPA) is a federal law that is designed to protect the privacy of student education credentials and records.

Parchment is in compliance with FERPA requirements.

FERPA requires schools to have written permission from the authorized individual to release educational credentials and records.

For more information about FERPA, please visit: <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

# FAQs

## WHERE IS MY TRANSCRIPT?

Have you tracked your transcript? If you haven't, please do this now. Go to the [Track your transcript](#) help topic for instructions.

## MY TRANSCRIPT HAS NOT BEEN RECEIVED.

Log in to [Parchment.com](#) and you will see a list of your orders. Click **Order History**. This shows you the status of your order. Go to the [Transcript Status section](#) for full details on what the transcript statuses mean.

If the transcript status says that the transcript should have been delivered, confirm that the destination was correct.

- If the destination is incorrect, go to the [Incorrect Address](#) FAQ.
- If the destination is correct and you ordered an electronic transcript:
  - Ask the receiver to check their spam folder if you manually entered their email address when you placed the order.
  - If you selected the destination when it appeared in the list, the receiver can search for your transcript using your Document ID number, which is a unique number that we give to each document order. You'll find this number on the **Order History** screen.
  - If you still can't locate your transcript, [submit a ticket](#) and give us the details so we can make sure your transcript gets to its destination.
- If the destination is correct and you ordered a printed transcript:
  - We cannot track printed transcripts once they leave our facility except for expedited FedEx shipments.
  - If your transcript did not reach its destination within a reasonable amount of time, we will send your transcript again one time free of charge. Institutions can take 4-6 weeks to process incoming transcripts and make the necessary entries in their computer systems. During this time, they may not be able to confirm that they received your transcript. We will resend your transcript four weeks after the first time it was mailed.
  - For security purposes, we can only resend your transcript to the destination provided during the initial request.
  - To request a transcript resend, [submit a ticket](#) and give us the details.

## HOW DO I ADD ANOTHER SCHOOL?

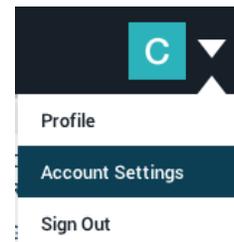
To add another school to your account:

1. Log in to [Parchment.com](#).

2. Click **Transcripts**.
3. Click **+ Add another institution**. 
4. Enter the school's information and click **Search**.
5. When you see your school listed, select it and then click **Save & Continue**.
  - If your school does not appear, or it does appear but when you select it, it says it's not available for transcript requests, you will need to contact them directly to request your transcript.

### HOW DO I REMOVE A SCHOOL?

1. Log in to [Parchment.com](https://Parchment.com).
2. Hover over the down arrow on the top right and click **Account Settings**.
3. Click **School & Transcript Preferences** on the left side.
4. When you see your school listed, click **Remove School**.



### CAN I HAVE MY OWN ACCOUNT IF I'M UNDER 18?

Yes. You can set up your own account, but will need verbal parental/guardian consent to register an account. You will also need a parent/guardian electronic signature to request transcripts.

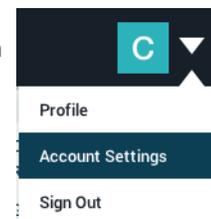
### I ACCIDENTALLY ENTERED THE WRONG ADDRESS. WHAT SHOULD I DO?

For security purposes, we can only (re)send your transcript to the destination you provided during the initial request. There is no way to change the destination address once a transcript has been requested. Any transcripts returned to our facility due to an incorrect address will be shredded.

Therefore, if a transcript was sent to the wrong address, you will have to place a new request to have it sent to the correct address. Once you have done that, you can [submit a ticket](#) and we should be able to give you a refund.

### HOW DO I MAKE CHANGES TO MY ACCOUNT (EMAIL ADDRESS, HOME ADDRESS, ETC)?

1. Log in to [Parchment.com](https://Parchment.com).
2. Click **Account Settings** under the arrow on the top right of your screen. You can change your:
  - Log in information
  - Registration information
  - Parchment profile and privacy settings



- School and transcript preferences
- College discovery setting
- Discussion board settings

#### **THE INFORMATION ON MY TRANSCRIPT IS INCORRECT. WHAT SHOULD I DO?**

We deliver transcripts exactly as they are provided from the sending institution. If you have a question regarding the content or accuracy of the transcript data, please contact your school directly.

#### **WHAT IF MY TRANSCRIPT IS NOT AVAILABLE ELECTRONICALLY?**

If your transcript is not available electronically, you can still place your order through Parchment if your school is affiliated with us. Your school will prepare your transcript themselves and get it to its destination. Go ahead and start the ordering process and when you search for your school, you will find out if you are able to order your transcript through Parchment.

#### **HOW DO I SEND A PAPER TRANSCRIPT INSTEAD OF AN ELECTRONIC ONE IF I ONLY SEE AN OPTION FOR AN ELECTRONIC ONE?**

Some colleges within the Parchment network prefer to receive their transcripts electronically. If you would like to send a paper transcript, you should choose **Other Individual** or **Other Organization** as the destination. You can then choose to have your transcript printed and mailed instead of being sent electronically. However, please be aware that this may not be the preferred choice of the school.

#### **HOW DO I SEND MY TRANSCRIPT TO A PARTICULAR INDIVIDUAL AT THE COLLEGE I AM APPLYING TO?**

When you place your order, choose **Other Individual** the destination. You can then choose to send your transcript directly to an individual at the college.

## Contact information

### PARCHMENT CORPORATE HEADQUARTERS

Parchment Inc.  
6263 N Scottsdale Road, Ste 330  
Scottsdale, Arizona 85250

### TECHNICAL SUPPORT

Go to [support.parchment.com](https://support.parchment.com) where you can search our Support Center for answers to questions.

Or [submit a ticket](#) and someone from our technical support team will get back to you right away.