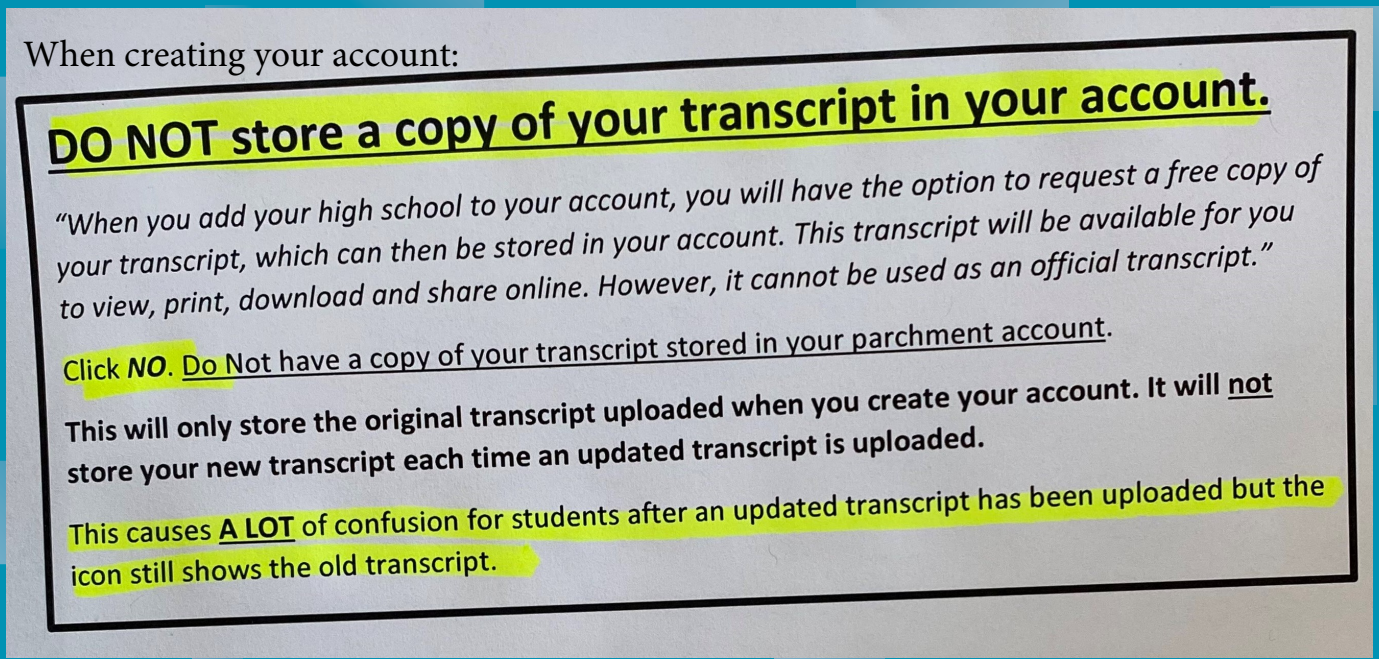
Parchment Guide to Ordering Official Transcripts



parchment

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Overview

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

You place your order on Parchment.com.

Your institution reviews and approves your order.

We send your transcript to its destination.

HOW IT WORKS

The following pages give you step-by-step instructions explaining how to place orders. Here's an overview:

1. **Create an account and add your school.**
    - Your school holds on to your official transcript, so the first thing you do after registering for a Parchment.com account is find your school and add it to your account.
    - If you're in high school and you received a registration code to register with, you do not need to add your school because it will be added for you automatically when you register this way. Go to the registration code section for more information.
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.
    - Remember that we do not have your official transcript. Your school does. When you place an order, we notify your school. They review and approve your order, and then we send your transcript to its destination. If there is a delay with your order, you should contact your school.
3. **Track your order.**
    - You can track the entire ordering process on Parchment.com. Go to the Track your transcript section for details.

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 them when they send your transcript.

Create an account

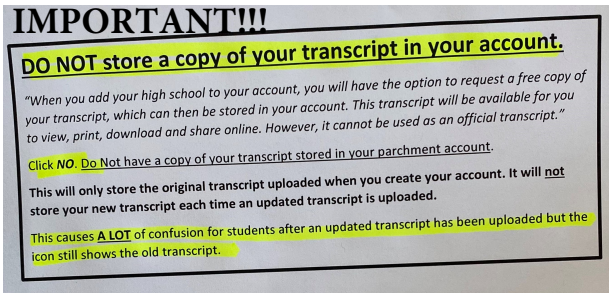
In this section, you will learn how to create a Parchment account.

- Parents and guardians can create parent/guardian accounts. For more information on these types of accounts, go to the Parent/guardian accounts section.
- If you are under 18, you must check the box to confirm that you have your parents' permission to create the account.
- Your password must be at least 8 characters long, and contain both letters and numbers.
- During the registration process, you will be asked if you'd like to share your information with colleges and/or employers looking for people like you. If you opt-in, 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.

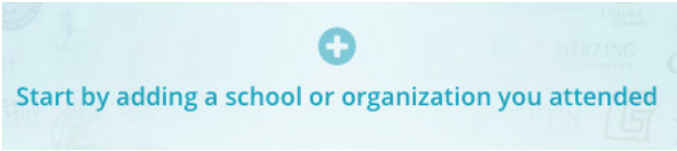
HOW TO CREATE A PARCHMENT ACCOUNT

If you received an email from your school with a link in it, or a handout with a code, follow the instructions to register for an account. Registering this way speeds up the registration process because some of the information will already be filled in for you. This is available to high school students only. Otherwise, follow the instructions below.

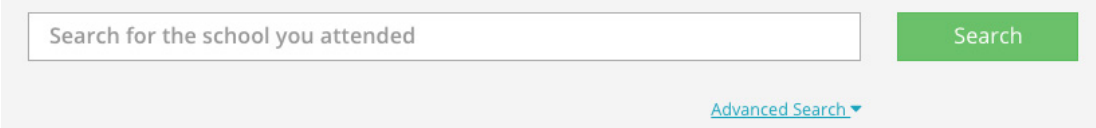
To register for an account:



1. Go to Parchment.com, click **Sign up**, and fill in the fields.
2. Click **Start by adding a school or organization you attended**.



3. Enter the name of your school in the search box and click **Search**.



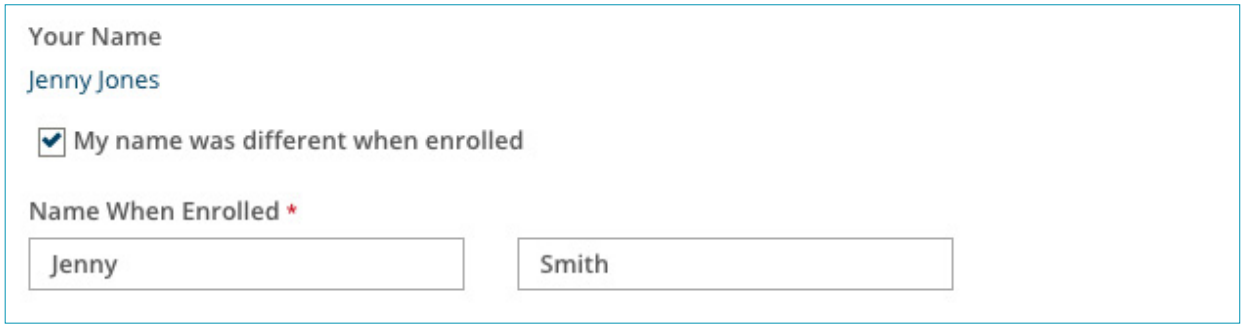
- Click **Advanced Search** to narrow the results and search by:
  - High schools
  - Colleges
  - City, State, or Country

4. When your school appears, click **Add.** If your school does not appear or you see **Not Available** after clicking **Add**, please contact your school to request transcripts from them directly.

5. You will be brought to the **Add Enrollment Information** page.

   a. Select if you are currently enrolled or not currently enrolled.

   b. If your name when you were enrolled was different than your name today, check the box next to **My name was different when enrolled**. In the text boxes provided, enter what your name was when you were enrolled in this school.



   c. Enter your date of birth if it is not already filled in.

   d. Select your gender (optional).

   e. Select the years that you attended or, if you're still enrolled, enter the years you expect to attend.

   - Click the drop-down menu under **Earliest Year** to select the year you started at the school.

   - Click the drop-down menu under **Expected Grad Year** to select the year you graduated, or expect to graduate.

6. If you are requesting a high school transcript:

   - Under **FERPA Privacy Rights**, select whether you'd like to waive your FERPA rights to read your letters of recommendation.

   - You will see a box that you can check if you want a copy of your high school transcript stored in your Parchment account.

7. Click **Consent and request**.

8. You are now ready to place your order. Go to the next section.

Order your transcript

It is important to remember that your school has your transcript. After you place your order, your school must review and approve your order before we can send it. Therefore, if there is a delay with your order, you should contact your school.

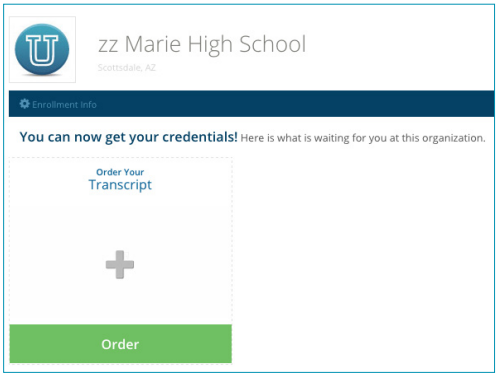
You can place multiple orders at the same time if you need to send your transcript to different destinations. You can also select if you'd like to wait until your next grades are in before your transcript is sent.

ELECTRONIC AND PAPER TRANSCRIPTS

- 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, so you would not see a paper option.
- If you order an electronic transcript, the recipient will receive an email with a link in it to access your transcript, or, if they are part of the Parchment network, the electronic transcript will land in their Parchment account.
- If you order a paper transcript, you will have the option to send your transcript by USPS mail or overnight delivery. Information about overnight deliveries:
  - We use FedEx for overnight delivery.
  - FedEx does not deliver to PO Boxes.
  - FedEx does not deliver on Saturdays and Sundays.
  - Since your school must approve and process your order before we can send your transcript, it is unlikely that your transcript will be delivered the next day if there is a delay with your school approving and processing the order.

TO ORDER YOUR TRANSCRIPT:

1. Log in to Parchment.com.
2. You will see your school listed. Click **Order**.



3. You will see two destination options. Select the one on the left to send your transcript to a school, business, or other organization. Select the option on the right to send your transcript to yourself or another individual.

Select this option to send your transcript to a school, business, or other organization.

1. After selecting this option, enter the name of the school or other organization in the search box and click **Search**.
2. When you see the destination listed, click **Select** and skip to step 4 on the next page.
   - If your destination does not appear, click **Enter your own**.

   a. Select if you would like to email your transcript (the recipient would receive an email with a link to download your transcript), or if you would like to send a paper transcript. For more information on electronic transcripts, go to the eTranscripts FAQ. For information on sending paper transcripts overnight, go to the FedEx FAQ.

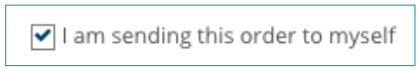
   b. Fill in the destination information.

   c. Click **Save & Continue**.

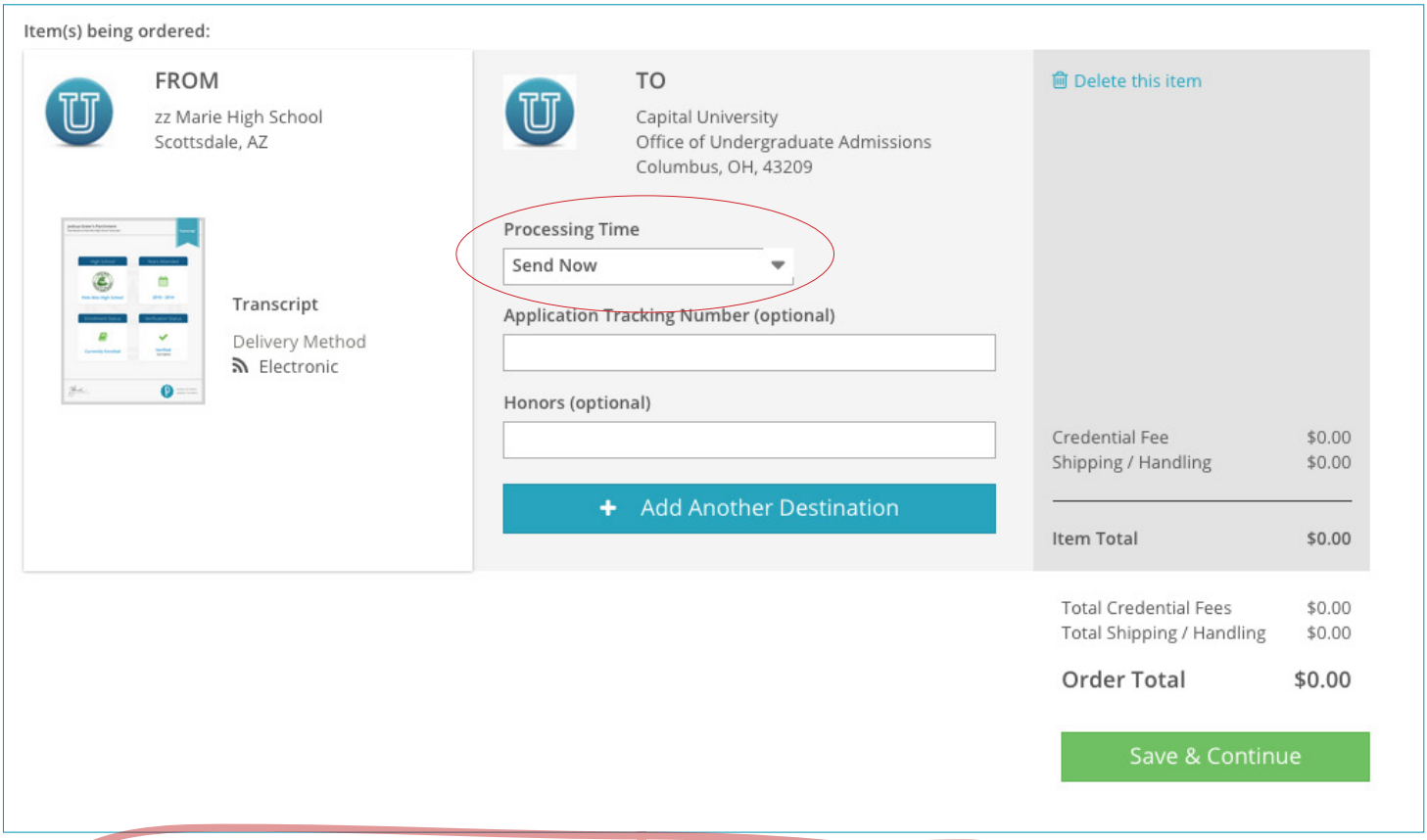
   d. Go to Step 4 on the next page.

Select this option to send your transcript to yourself or another individual.

1. After selecting this option, select a delivery method:
   - **Electronic Delivery** means that the recipient receives an email with a link to download your electronic transcript. For more information, go to the eTranscripts FAQ.
   - **Paper Transcript** means that you are sending a printed copy of your official transcript in the mail (you can select USPS or overnight later in the process). For information on sending paper transcripts overnight, go to the FedEx FAQ.
2. If you are sending the transcript to yourself, check the box **I am sending this order to myself**. The boxes will then be populated with your destination information.
3. Fill in the destination information. Click **Save & Continue**, and go to Step 4 on the next page.



4. You are now at the **Order Details** page where you can view your order and select if you would like to send your transcript now, or wait until next semester's grades are in.

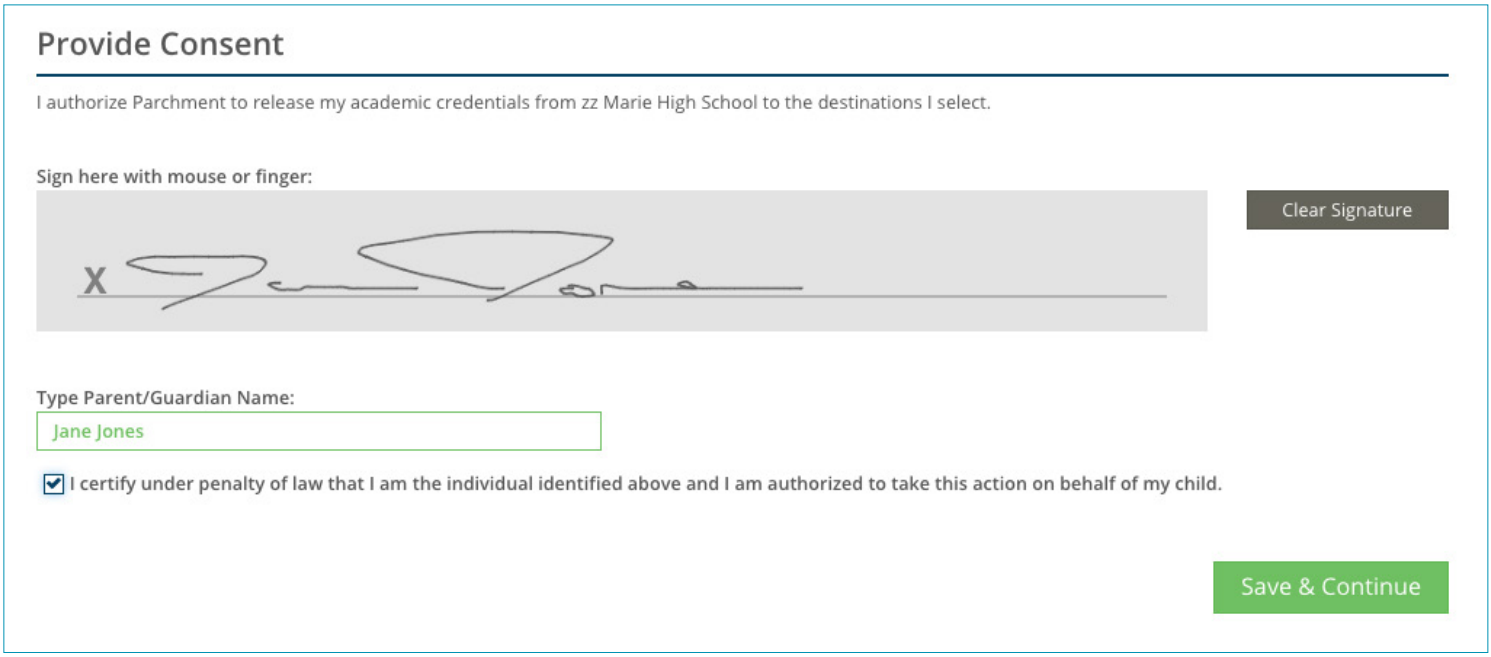


- See the red circle above. If you would like to wait until your next grades are in before sending your transcript, click this drop-down menu and select **Hold for Grades**.
- If you would like to enter an application tracking number or Honors information, enter these in the applicable boxes.
- To send your transcript to another destination, click **+ Add Another Destination** and go back to step 3.
- If you'd like to remove this order, click **Delete this item**.

- Your total charges appear on the right side, and include any shipping fees.
- When you are ready to pay, click **Save & Continue**.

5. You can now review your order again. To make any changes, click **Edit Order**. Otherwise, click **Continue**.

6. You are now on the **Provide Consent** page. This is where you (or your parent/guardian) authorizes Parchment to release your transcript from your school.



   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 in the box, type their name, and check the box that certifies they are authorized to order the transcript. However, if you are a minor and ordering your college transcript, you can sign.

3. Click Save & Continue.

4. You are now on the **Payment Information** page. We accept Visa, Mastercard, Discover, and American Express. Enter your payment and billing information and click **Checkout**.

There is No Fee for St. Bede students.

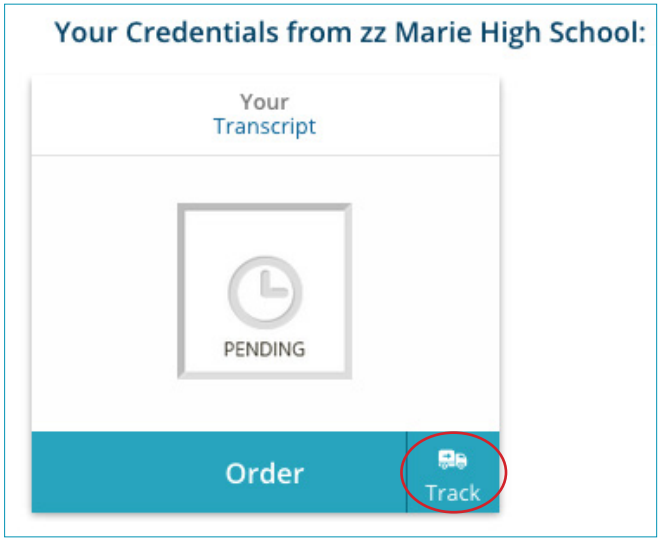
5. You will land on the **Order Confirmation** page, and you can now begin to track your order.

WHAT HAPPENS NEXT

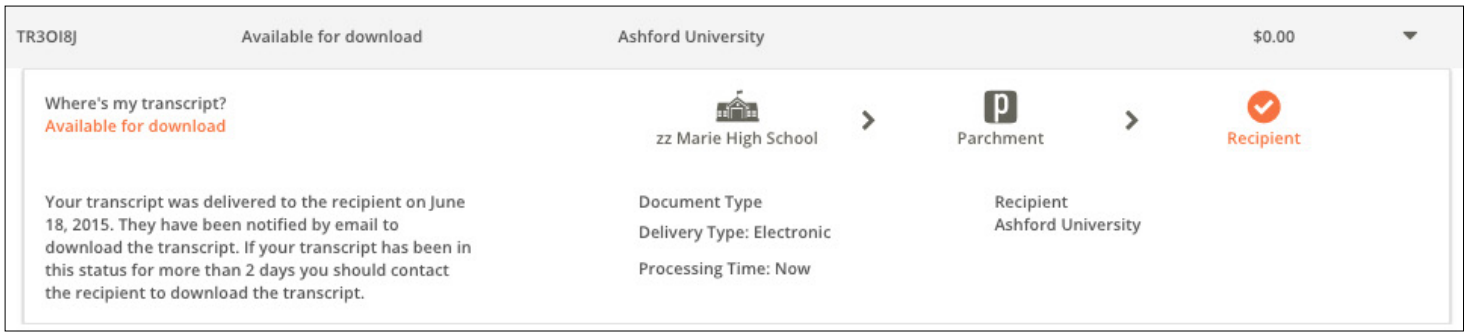
1. Once you place your order, we will notify your school and they will review your order.
    - They will either approve your request or place it on hold. If they place your request on hold, you should contact your school directly to resolve the matter. You will be notified by email if there are any issues with your order.
2. Once your school approves and processes your order, we will send your transcript. There may be instances where your school will print your transcript themselves. You will be notified by email in either case.
3. You can track your transcript on Parchment.com. Go to the Track your transcript section for details.

Track your transcript

1. Log in to Parchment.com.
2. Click **Track** under the name of your school.



3. You will see detailed information about the order.
    - In the example below, you can see that the transcript has been sent electronically to the school. However, the school has not yet downloaded it. Once they download it, this status will change to **Downloaded**.
    - On the bottom left, 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, pleaes include your Document ID with all the other relevant information.
    - For a full list of statuses, go to the next page.



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.

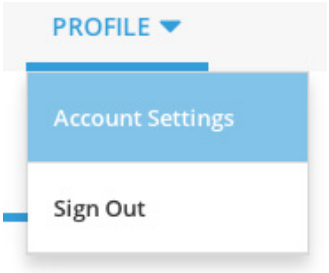
Status	What this means	Troubleshooting
Order submitted to school	Your school has received your order. They now need to approve it and confirm the transcript is in our system so that we can send it (or they may choose to print it themselves).	If your order has been in this status for **more than two days**, you should contact your school to let them know that you've submitted your order and you are now waiting for them to process it.
On hold	Your school placed your order on hold. You would have received an email explaining why.	Contact your school to resolve.
Available for download	Your electronic transcript has been delivered but the recipient has not downloaded it yet.	• **If you sent your transcript directly to an email address** and the recipient says they do not have it, have them check their Spam. They should have received an email with instructions telling them how to download the transcript. We can resend this email if necessary. • **If you sent your transcript to an in-network school** (so when you placed your order, you did not enter the school's email address, but instead selected the name of the school when it appeared) and the school says they do not have it, you should tell them to check their Parchment Inbox.
Download confirmed	Your electronic transcript has been downloaded by the recipient.	**If your transcript was sent to an in-network school** (so when you placed your order, you did not enter the school's email address, but instead selected the name of the school when it appeared) 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 **History**, enter your DID#, and search for your transcript.
Shipped	We or your school mailed your transcript. If you read the information on the **Order History** screen, you will see who shipped your transcript.	• **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, remember that First Class mail can take 7-10 days to be delivered. 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. • FedEx does not deliver on Saturday or Sunday.

Account settings

You can make changes to your account in the **Account Settings** section.

To access **Account Settings**:

1. Log in to Parchment.com.
2. Click **Profile** on the top right and then select **Account Settings** from the drop-down menu.



Once you are in **Account Settings**, these are the different options you will see:

- **Account** is where you can change/edit:
  - User name.
  - Email address.
  - Password.
  - Name, date of birth, gender.
  - Highest level of education.
  - Contact information.
- **Privacy** is where you can change/edit:
  - Your privacy level (public, anonymous, private). The default is anonymous.
- **Transcripts** is where you can:
  - Change/edit your school information (for example, you can change from 'Currently enrolled' to 'Not currently enrolled').
  - Remove a school.
  - Change/edit your student ID.
  - Change your FERPA Privacy Rights.
- **Recruit** allows to you change your earlier selection in which you chose if you would like us to share some of your information with other colleges so that they can contact you.
- **Profile** allows you to view your profile, and update your educational background, personal background, test score, extracurricular activities, work and awards.
- **Discussion** allows you to change your settings for when someone writes on your wall or replies to your posts on the Discussion Board.

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 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 an order 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 strive to deliver your transcript to its destination as fast as possible. We rely on your school (the one that you are sending your transcript from) to help make this happen. Remember that your school must release your transcript before we can deliver it.

If you are not happy with your experience at Parchment in any way, please let us know so we can make things right.

Simply email us and give us the details. We'll take it from there.

Parent/guardian accounts

WHAT IS A PARENT/GUARDIAN ACCOUNT?

Parents and guardians can order high school transcripts for children under 18. They can do this by creating a parent/guardian account at Parchment.com.

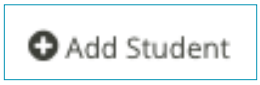
Parent/guardian accounts cannot be used to order college transcripts, and they cannot be used to order high school transcripts if the child is over 18.

- Students under 18 can have their own account, but will need verbal parental/guardian consent.
- More than one student can be added to the parent/guardian account. See 'Add a child to a parent/guardian account' section below.
- Existing student accounts may not be associated with a parent/guardian account. This means that once a student account has been set up, it cannot be tied to a parent/guardian account.
- Once a student associated with a parent/guardian account turns 18, they must then create their own student account.
- If two children attend the same school, the parent/guardian account would need to add that school twice - once for each student. A high school must be associated to each student.

ADD A CHILD TO A PARENT/GUARDIAN ACCOUNT

During the process of creating a parent/guardian account, you will add a child to your account. To add another child:

1. Log in to Parchment.com.
2. Hover over the down arrow in the upper right hand corner and then select **+ Add Student**.



3. Fill in the applicable fields and click **Submit**.

ORDER A TRANSCRIPT FOR A CHILD

1. Log in to parchment.com.
2. Hover over the arrow in the upper right hand corner and select which child you want to request a transcript for.
3. Go to the Order your transcript section and follow the instructions.

Store a copy of your transcript in yo ccount

When you add your high school to your account, you will have the opti of your transcript, which can then be stored in your account. This tra view, print, download and share online. However, it cannot be us

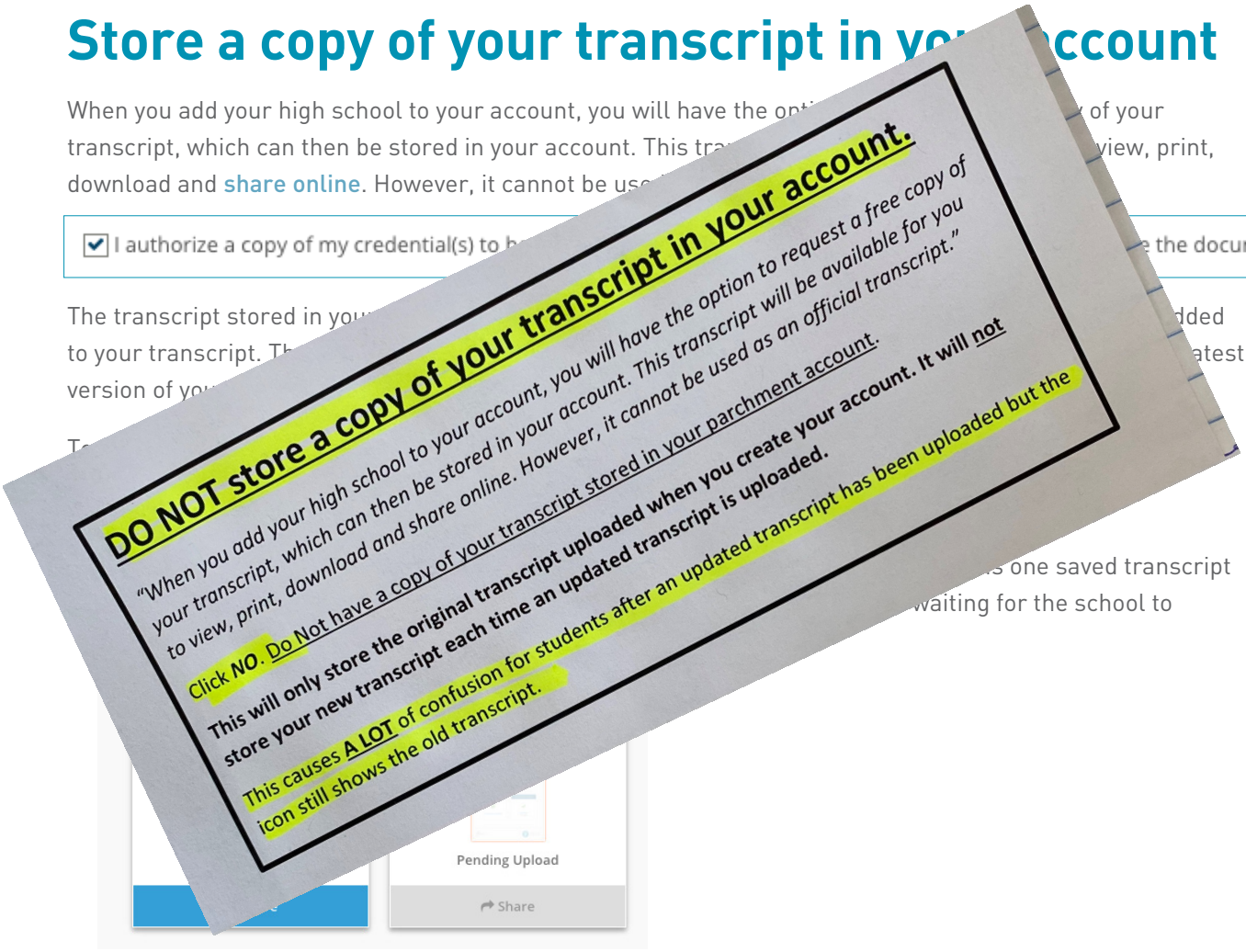
I authorize a copy of my credential(s) to h e the document(s).

The transcript stored in you dded to your transcript. Th atest version of yo

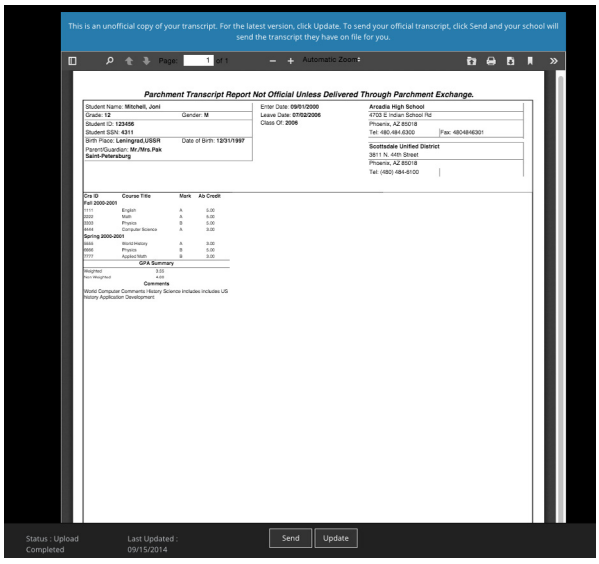
T

s one saved transcript

waiting for the school to



3. Click the image of the available transcript to view it. Your transcript will display like the image on the right.
    - Click the print icon on the top right to print it.
    - Click the download icon on the top right to download it.
    - Click **Update** at the bottom of the screen to send a request to your school to upload your latest transcript, which will replace this one.
    - Click **Send** to place an order to send your official transcript somewhere. This takes you to the ordering screen.



Share your credentials (dubbed 'Parchment')

There is a free feature on Parchment.com that allows you to share your credentials online. **This is available to high school students only.**

When you request a copy of your high school transcript to be stored in your account, it will arrive on your [illegible]

WHAT IS A PARCHMENT?

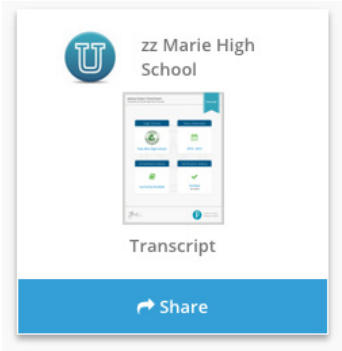
A Parchment is a visual representation of your transcript. It shows which high school you attended (or are attending), years attended, and enrollment status. It also shows that this information has been verified. It does not show any personal information such as your address or grades. This is what a Parchment looks like:

WHAT CAN I DO WITH MY PARCHMENT?

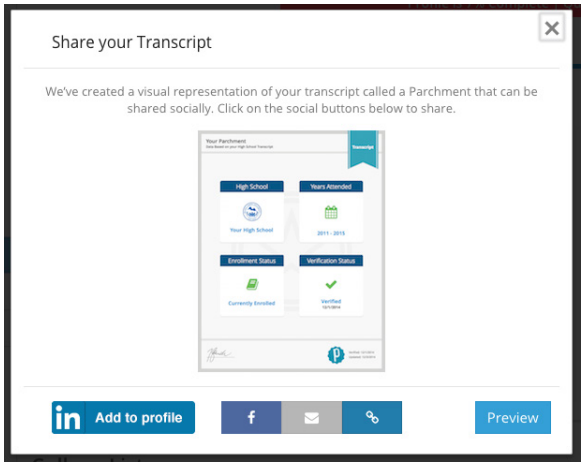
- Share it on Facebook and LinkedIn.
- Email it to any email address.
- Share your Parchment's link/url.
- Embed a thumbnail of your Parchment on your website.
- Embed the entire Parchment on your website.

HOW DO I SHARE MY PARCHMENT?

1. Log in to Parchment.com and you will see your 'Parchment' below the name of your school.



2. Click **Share** and you will be presented with a screen like this:



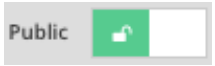
3. You will then be presented with different ways you can share your Parchment (the following pages go through each one in detail).

   - You can also click Preview to get a closer look at the Parchment, and to change the privacy settings from private to public.

YOUR PARCHMENT IS SET TO PRIVATE

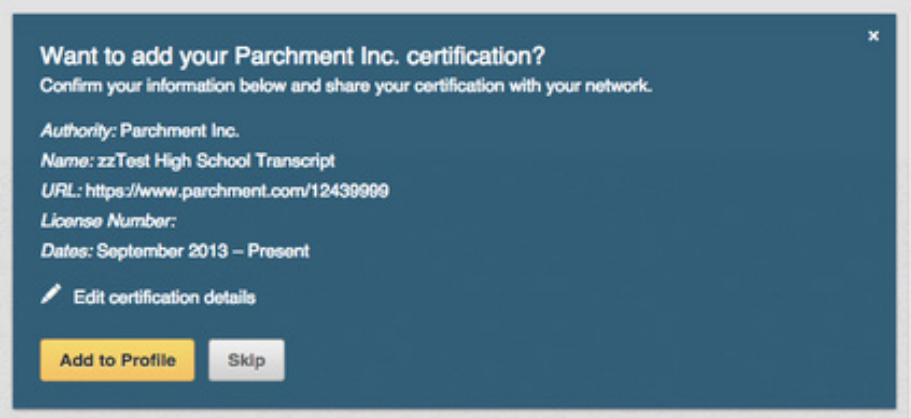
By default, your Parchment is set to private. You can change this in the **Preview** section (see above).

Your privacy setting will automatically change to public when you click the LinkedIn, Facebook, email or URL/ link icon. This is because you are sharing the Parchment's URL. If it was set to private, nobody would be able to view your Parchment.

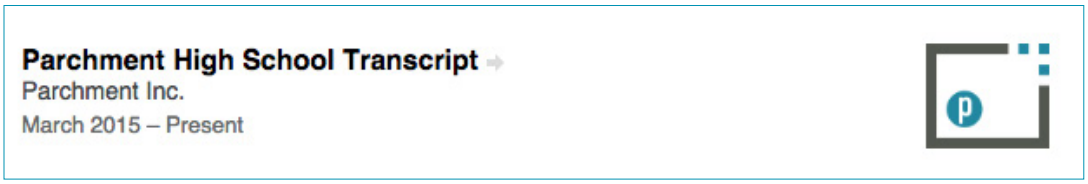


SHARE ON LINKEDIN

When you click the LinkedIn icon, you will get a screen like this one:

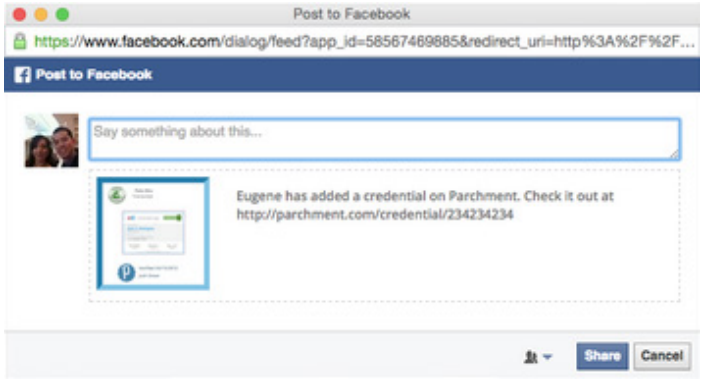


Click **Add to Profile** to share the information in the **Certifications** section of your LinkedIn profile. It will appear similar to the image below. When the Parchment logo on the right is clicked, your Parchment will open in a browser.



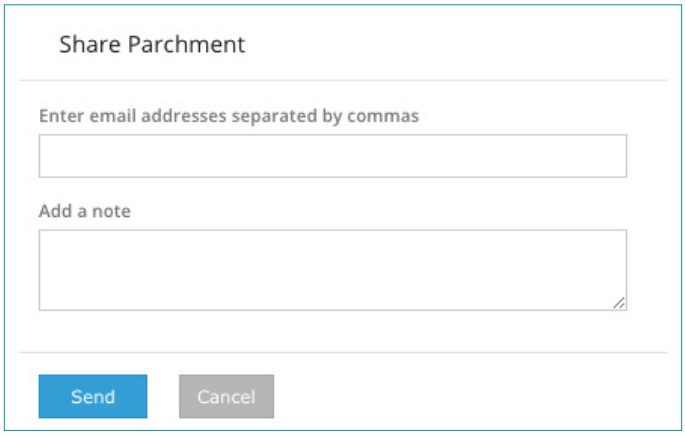
SHARE ON FACEBOOK

When you click the Facebook icon you can post your Parchment on Facebook. After clicking the icon, you will get a screen like the one below. When you click **Share**, your friends can click on the image of your Parchment (or the URL) to view your Parchment, which will open in a new window.



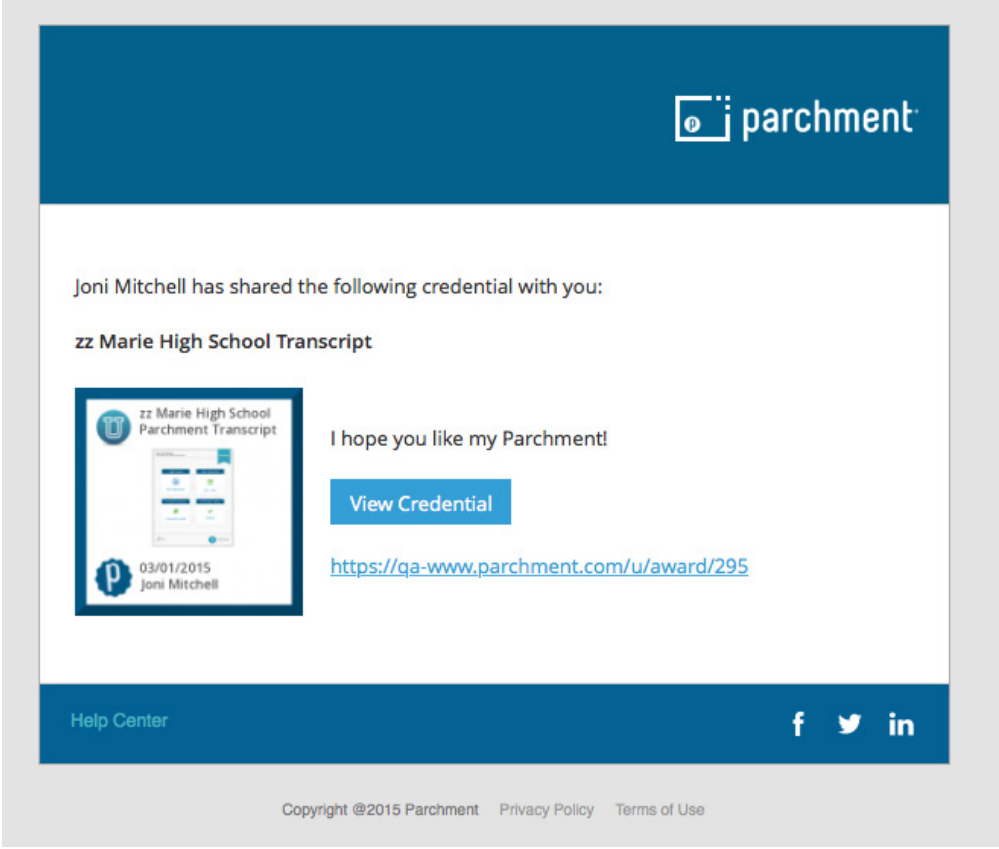
EMAIL YOUR PARCHMENT

When you click the icon, you will get a screen like this:



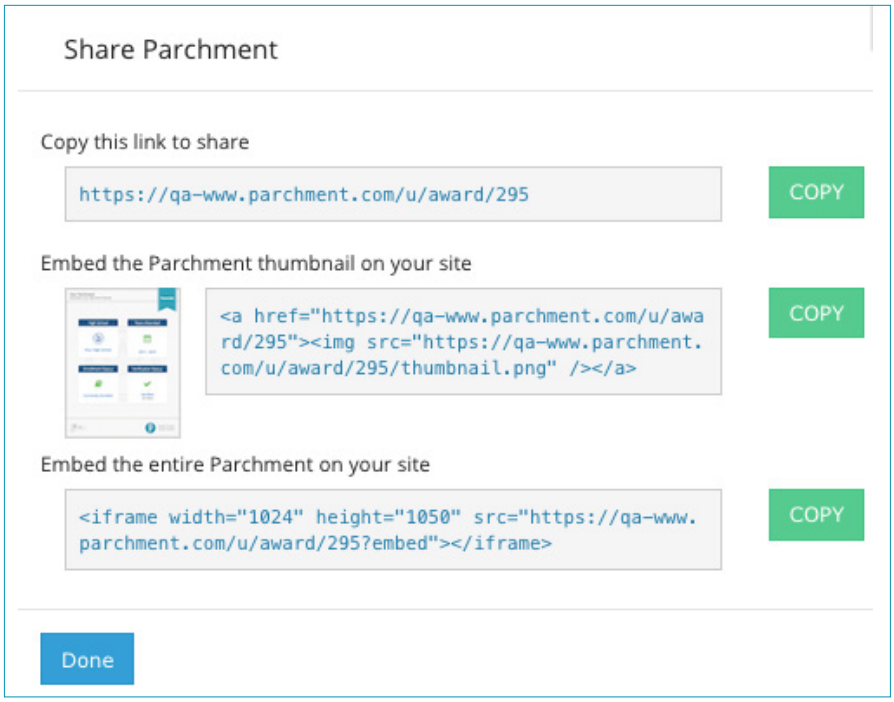
Enter the email address of the person you would like to send your Parchment to. To send it to more than one person, enter multiple email addresses and separate them with a comma. You can also enter a message that they will see when they receive the email. When you are ready, click **Send**.

When the individual receives the email, they click the image of your Parchment (or the link) to view it. A new browser displaying your Parchment will open. The email that the individual receives looks like this:



WHAT CAN I DO WITH THE URL OF MY PARCHMENT?

When you click the icon, you will get a screen like this:



You can use these links to share your Parchment, or embed your Parchment on your website.

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

MY TRANSCRIPT HAS NOT BEEN RECEIVED.

Log in to Parchment.com and click **Orders**. 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 received, confirm that the destination was correct. You will see the destination on the **Order History** screen. For security purposes, we can only resend your transcript to the destination provided during the initial request.

- **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 will find this number on the **Order History** screen.
  - If you still can't locate your transcript, email us 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 overnight/FedEx shipments. For information on overnight/FedEx orders, go to the FedEx FAQ.
  - 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. To request a transcript resend, Or email us 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 **Add Another School or Organization**.
3. Go to the Add a school section.

HOW DO I REMOVE A SCHOOL?

1. Log in to Parchment.com.
2. Hover over the down arrow next to **Profile** on the top right and click **Account Settings**.
3. Click **Transcripts** at the top.
4. When you see your school listed, click **Remove School** on the right.

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. You will also need a parent/guardian electronic signature to order 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 us 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.

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

1. Log in to 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 your school. 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 if your school is part of our

network. You will know if your school is part of our network if you are able to successfully add your school to your account. If your transcript is not available electronically, they will simply print your transcript themselves.

HOW DO I SEND A PAPER TRANSCRIPT IF I ONLY SEE AN OPTION TO SEND ELECTRONICALLY?

Some schools within our network prefer to receive their transcripts electronically. If you would like to send a paper transcript, you should choose to send your transcript to an individual instead of a school in the first step of the ordering process. 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, select the option to send your transcript to an individual instead of a school in the first step of the ordering process. You can then choose to send your transcript directly to an individual at the college.

PLEASE EXPLAIN THE PRIVATE/PUBLIC SWITCH IN THE CREDENTIAL/PARCHMENT SECTION.

By default, your Parchment is set to private. However, it will automatically change to public when you click the LinkedIn, Facebook, email, or URL/link icon. This is because you're sharing the Parchment's URL. If it was set to private, nobody could view your Parchment.

WHAT INFORMATION APPEARS ON MY PARCHMENT?

Your Parchment includes your name, the name of your school, years attended (or are attending), and enrollment status. It also shows that this information has been verified.

I SELECTED OVERNIGHT/FEDEX DELIVERY BUT MY ORDER HAS NOT BEEN RECEIVED YET.

When you send a paper transcript, you can choose to send it by USPS or overnight delivery. We use FedEx for next-day delivery. A few things to be aware of:

- Even though you selected overnight delivery, your school still has to approve and process your order before we can send it. Therefore, if it is urgent, you should contact your school after placing your order so they can process it immediately. If there is a delay with your school, then it is unlikely that your order will be delivered the next day.
- FedEx does not deliver on Saturdays or Sundays.
- FedEx does not deliver to PO Boxes.
- You will receive an email from FedEx with a tracking number.

HOW DOES THE DELIVERY OF ELECTRONIC TRANSCRIPTS WORK?

When you place an order for an electronic transcript, the recipient will be able to download an electronic copy

of your official transcript.

The way an electronic transcript can be downloaded depends on how the order was placed.

- **If you send your transcript directly to an email address** (so when you place your order, you enter the recipient's email address), the recipient receives an email with a link in it that takes them to a secure web page where they download the transcript.
- **If you sent your transcript to an in-network school** (so when you placed your order, you did not enter an email address, but selected the school when it appeared after you searched for it), the transcript lands in their Parchment account.

I RECEIVED AN EMAIL THAT SAID THE RECIPIENT DID NOT CONFIRM THE DOWNLOAD.

This means that the recipient downloaded your transcript, but did not click the **Confirm Download** button. You should contact them to make sure that they downloaded your transcript successfully. They can still click the **Confirm Download** button. They simply go back to the original email they received from us, click the link, and then click the **Confirm Download** button.

Contact information

PARCHMENT CORPORATE HEADQUARTERS

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

TECHNICAL SUPPORT

Go to support.parchment.com where you can search our Help Center for answers to questions.

Or email us and a member of our support team will get back to you right away.