Parchment Guide to High School Transcripts

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Leader in eTranscript Exchange

Contents

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Overview

ORDERING YOUR HIGH SCHOOL TRANSCRIPT IS EASY. AND FAST. AND SECURE. HERE'S HOW IT WORKS:

Place your order by telling us which high school has your transcript and where you want to send it.	We notify your high school and they review your order. Once approved, they upload your transcript into our system.	We deliver your transcript.

A FEW THINGS

- **Your high school has your transcript. We simply notify your high school when you place your order. Once your high school uploads your transcript, we get it to its destination.** This is important to remember because if there is a delay with your order, you may need to speak to someone at your high 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 before they upload your transcript.

- 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 locally and get it to its destination.

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

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Register for a Parchment.com account

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

DO YOU HAVE A REGISTRATION CODE?

I HAVE A REGISTRATION CODE

- If your registration code is in an email that your high school sent you, click the **Register Your Free Account** button in the email and then follow the onscreen instructions.

- If your registration code is on a handout that your high school gave you, go to parchment.com/ register and enter the code into the white boxes.

I DO NOT HAVE A REGISTRATION CODE

Go to Parchment.com and click **Sign up**. Then 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.

- When you register, you will select if want to create a student or parent/guardian account. For more information on these accounts, go to the Student and parent/guardian accounts help topic.

OPT-IN TO SHARE YOUR INFORMATION WITH COLLEGES

Under **Colleges, scholarship programs, and other institutions are looking for students 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. Then the colleges and programs can send you information about themselves, so you can see if they fit your college plans.

- Colleges cannot find you at Parchment unless you choose to opt-in.

- If you opt-in, you can choose to share the information you provide, such as your ACT or SAT scores, and/or you can choose to share your transcript.

COLLEGES, SCHOLARSHIP PROGRAMS, AND OTHER INSTITUTIONS 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 colleges and programs send you information about themselves, so you can see if they fit your college plans. Colleges cannot find you at Parchment unless you choose to opt-in.

◉ Yes, share the information I provide with those colleges looking to discover me at Parchment.

◯ No, I do not wish to share my information or transcripts with colleges that may be interested in me.

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Order your transcript

1. Log in to Parchment.com. Or, if you haven't registered yet, click **Sign up** and follow the onscreen instructions to register.

2. Click **Transcripts**.

3. You now need to find the high school that has your transcript.

   - If you haven't added any high schools yet, you'll see a screen like this one on the right. Enter your high school's information and click **Search**.

     SELECT YOUR HIGH SCHOOL

     Enter your school's name or city and state, and click "Search". After successfully adding a school, you can proceed to deliver your transcript to any destination worldwide.

     Search for your high school

     | School Name | City | State | United States |

     SEARCH →

   - If your high school is already listed, click **Deliver Latest Transcript**. Now go straight to the Select your destination help topic.

     DELIVER LATEST TRANSCRIPT

   - If you want to add another high school, click **Add another school**. Enter the high school's information and click **Search**.

     ⊕ Add another school

4. When you see your high school listed, select it and click **Save & Continue**.

   - If your school does not appear, check your school's website to see if it has a Parchment link on it. If it does not, you will need to contact them directly to request your transcript.

   - If your school does appear but when you select it, it says it's not available for transcript requests, please contact your school directly to request your transcript.

5. You will be brought to the **Enter your Enrollment Information** page. Fill in the fields.

   - Fields with a * (asterisk) are mandatory.

   - Select whether you'd like to waive your FERPA rights.

   - If you opted in to College Discovery during the registration process, you can select whether you'd like your transcript to be shared with other colleges.

Colleges and scholarship programs are looking for students like you. Now that you've opted-in to College Discovery, you can choose to be discovered through the information in your transcript. Select "Yes" below to allow your transcript and its associated data to be shared with a variety of schools and programs.

○ Yes, allow my transcript from ████████ High School to be shared with colleges looking to discover me through my Parchment account.

○ No, I do not wish to share my transcript with colleges that may be interested in me.

Keep in mind that this is an optional bonus service that you are not required to use when using our other services and there are slightly different rules associated with using it.

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6. Click **Save & Continue**.

7. On the **Sign the Transcript Request Form** page:

    a. Use your mouse or stylus to sign your name in the box.

    I authorize Parchment Inc. as the authorized representative for ▓▓▓▓ High School to release ▓▓▓▓▓▓'s complete academic transcript to destinations selected through this Parchment account.

    ⟳ CLEAR SIGNATURE

    b. Check the box to confirm that you are authorized to order the transcript, and then type your name into the box.

    -   For minors, a parent must sign, type their name, and check the box that certifies they are authorized to sign.

    c. Check the last box if you want a copy of your transcript stored in your Parchment account. **If you check this box, it means that you will receive an** unofficial electronic copy **of your transcript.** It will be delivered to your Parchment account.

8. Click **Save & Continue**.

9. Now you're ready to select where you want your transcript to go. Go to Select your destination on the next page.

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SELECT YOUR DESTINATION

Once you have gone through the steps in the previous section, you are ready to tell us where to send your transcript. You can send your transcript to any destination.

- Some schools have a preferred delivery method saved into our system, so you may not be presented with a choice of delivery methods.

- 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 Destinations to send transcripts to employers, military addresses, or specific individuals/departments at a college.

- If you graduated before transcripts were electronically available at your school, you can still place your order in the usual way. When your high school is notified, they can prepare it themselves at the school and get it to its destination.

- You cannot send other admissions documents with your transcript through Parchment. If you need to send other documents with your transcript, you should place an order to have your transcript mailed to your home address. You can then mail all documents together.

Select your destination below to jump straight to that section that explains how to send your transcript to this destination:

- Academic Destinations (colleges and universities)

- The NCAA

- The Common Application

- Myself

- Other Destinations

Academic Destinations (colleges and universities)

ACADEMIC DESTINATIONS	THE NCAA	THE COMMON APPLICATION	MYSELF	OTHER DESTINATIONS

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

1. Click **Academic Destinations**.

2. Fill in the fields and enter the name of the institution in **Institution Name**.

3. Click **Search**.

4. Select your institution and click **Save & Continue**, or **Save & Add Another** to send your transcript to multiple destinations.

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5. Confirm your destination(s) and delivery details.

- If your transcript is to be delivered by mail, you can select **Overnight delivery**.

- Under **Transcript type**, you can select **Current transcript** or **Next grading period transcript**.

6. Click **Save & Continue**.

- If you want to add more destinations, click **Add Additional Destinations**. Then, when you are ready, click **Save & Continue**.

7. Enter your payment details and click **Submit**.

8. You can now track your transcript.

The NCAA

ACADEMIC DESTINATIONS	THE NCAA	THE COMMON APPLICATION	MYSELF	OTHER DESTINATIONS

1. Click **The NCAA**.

2. Enter your **NCAA ID**.

- Your NCAA ID is provided by the NCAA Eligibility Center. To find your ID, go to the Eligibility Center website and log in or register, and you will see your ID when you are in your account.

3. Click **Save & Continue**, or **Save & Add Another** to send your transcript to multiple destinations.

4. Confirm your destination(s) and delivery details.

- If you selected to have your transcript delivered by mail, you can select **Overnight delivery**.

- Under **Transcript type**, you can select **Current transcript** or **Next grading period transcript**.

5. Click **Save & Continue**.

- If you want to add more destinations, click **Add Additional Destinations**. Then, when you are ready, click **Save & Continue**.

6. Enter your payment details and click **Submit**.

7. You can now track your transcript.

The Common Application

ACADEMIC DESTINATIONS	THE NCAA	THE COMMON APPLICATION	MYSELF	OTHER DESTINATIONS

If **The Common Application** tab is not visible, your school does not have this integration enabled. Please contact your school administrator for Common App requests.

For full instructions on how to send your transcript to the Common App, go to our Common App help topic.

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Myself

ACADEMIC DESTINATIONS	THE NCAA	THE COMMON APPLICATION	MYSELF	OTHER DESTINATIONS

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

1. Click **Myself**.

2. Select your preferred delivery method:

   • **Electronic Delivery** - your email address will populate.

      - Click **edit this email address** to change the email address.

      - 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 clicking **edit this address**. You can also select **Send via Overnight Delivery**.

3. Click **Save & Continue** or **Save & Add Another**.

4. Confirm your destination(s) and delivery details.

   • If you have selected to have your transcripts delivered by mail, you can select **Overnight delivery**.

   • Under **Transcript type**, you can select **Current transcript** or **Next grading period transcript**.

5. Click **Save & Continue**.

   • If you want to add more destinations, click **Add Additional Destinations**. Then, when you are ready, click **Save & Continue**.

6. Enter your payment details and click **Submit**.

7. You can now track your transcript.

Other Destinations

ACADEMIC DESTINATIONS	THE NCAA	THE COMMON APPLICATION	MYSELF	OTHER DESTINATIONS

Use this option to send your official transcript to all other destinations, such as an employer, a military address, or a specific individual/department at a college.

1. Click **Other Destinations**.

2. Fill in all the fields under **Destination Information**.

3. 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.

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- **Paper Transcript**. Select which country your transcript is going to and enter the exact address. You can also select **Send via Overnight Delivery**.

4. Click **Save & Continue** or **Save & Add Another** to send your transcript to multiple destinations.

5. Confirm your destination(s) and delivery details.

   - If you have selected to have your transcripts delivered by mail, you can select **Overnight delivery**.

   - Under **Transcript type**, you can select **Current transcript** or **Next grading period transcript**.

6. Click **Save & Continue**

   - If you want to add more destinations, click **Add Additional Destinations**. Then, when you are ready, click **Save & Continue**.

7. Enter your payment details and click **Submit**.

8. You can now track your transcript.

WHAT HAPPENS NEXT

1. Once you place your order, we will notify your high 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 will receive an email explaining why. You can also log in to your Parchment.com account to see why. You can then contact your high school directly to resolve the matter.

2. Once approved, your high school uploads your transcript into our system and we deliver 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.

2. Click **Transcripts**.

3. Click **Track** and you will see the status of your transcript request. Go to the next page for a complete list of transcript statuses and what they mean.

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TRANSCRIPT STATUSES

STATUS	WHAT IT MEANS	MORE INFORMATION
Requested, Pending Action by Sending School	You have placed your order. Your school needs to review it.	If your order has been in this status for more than two days, you should contact your school.
Placed on Hold by Sending School	Your school has placed your order on hold. You will get an email telling you this and you can also see this in your Parchment account.	Contact your school for more information about why they placed your order on hold.
Approved	Your school has approved your order. They now need to upload your transcript.	If your order has been in this status for more than two days, contact your school because there might be a delay in uploading your transcript.
Processing	Your transcript has been uploaded and is making its way to its destination.	
Delivered: Available for Download	Your transcript has been delivered and the person/college that it was sent to received an email telling them to download it.	If your transcript has been in this status for more than two days, you should contact the recipient to remind them to download your transcript. If they did not receive the email, go to the Troubleshooting help topic.
Complete: Download Confirmed	Your transcript has been downloaded.	
Complete: Processed by Sending School	Your school has chosen to prepare your transcript themselves.	Your school will send your transcript to its destination. Contact your school if you have any questions.
Complete: Mailed by Parchment Exchange	We have mailed your transcript to its destination. We mail transcripts within one business day of receiving the transcript. Unless you have selected overnight shipping, we use the US Postal Service First-Class, which delivers in 5-7 business days.	We cannot track printed transcripts once they leave our facility except for expedited FedEx shipments. If the recipient did not receive the transcript, go to the Troubleshooting help topic.
Complete: Overnighted by Parchment Exchange	We sent your transcript to its destination using FedEx overnight shipping.	
Canceled	Your order has been canceled.	Your order may be canceled for a variety of reasons, whether you chose to cancel it or your school did. Contact your school if you are unsure why your order was canceled.
Sent to CAO for Delivery	Your transcript has been sent to The Common App to be attached to the Common App secondary school report.	
Complete: Delivered by CAO	The Common App has sent your transcript to the college(s).	

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The Common Application

The Common App website has great resources to walk you through the entire admissions process, including:

- Submitting your Common Application

- 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, log in to your Parchment Account.

   - If you don't have an account yet, you will need to register. For help on registering, visit the Registration help topic.

4. Click **Transcripts**.

5. Click **Deliver Latest Transcript** next to your high school.

   - If you haven't added your high school, click **Add another school** and follow the onscreen instructions.

6. Click **The Common Application**.

   - If **The Common Application** tab is not visible, your school does not have this integration enabled. Please contact your school administrator for Common App requests.

7. Enter your **Common App ID** and check that the information is correct.

8. Click **Save & Continue** or **Save & Add Another** for additional destinations.

   - If you get a payment screen, please pay the amount stated.

9. Once your school has approved your request and uploaded your transcript, your transcript will be sent directly to the Common App where it will be matched to your school forms and submitted on your behalf.

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Payment and refunds

The amount you pay for a transcript to be sent from your high 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

Here at Parchment 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 go to parchment.com/support, click **Submit a ticket**, and give us the details. We'll take it from there.

Student and parent/guardian accounts

During the registration process on Parchment.com, you can create a **student account** or **parent/guardian account**.

STUDENT ACCOUNTS

- **Student accounts** can be created by students (current and former) of any age. However, students under 18 will need verbal parental/guardian consent to register an account, and a parent/guardian electronic signature to request transcripts.

- **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. However, when you set up a parent/guardian account, it can be associated to students.

PARENT/GUARDIAN ACCOUNTS

- Parents/guardians can set up an account and associate a student(s) with the account.

- Multiple students can be added to a parent/guardian account, which makes these accounts great for parents/guardians with more than one student under the age of 18.

- Using a single email address and password to access the account, parents are able to request transcripts for any student associated with their account.

- Once a student associated with a parent/guardian account turns 18, they must then create a student account.

IMPORTANT INFORMATION

- Student accounts cannot be turned into parent/guardian accounts, or vice versa.

- An email address can only be associated with one account.

- Student accounts can only be used by the student that registered the account. This means that a student account cannot be used in the future by another student.

- 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.

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CREATE A PARENT/GUARDIAN ACCOUNT

To create a parent/guardian account, go to parchment.com, click **Sign up**, and follow the onscreen instructions.

ADD A CHILD TO A PARENT/GUARDIAN ACCOUNT

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

1. Log in to parchment.com.

2. Click the arrow in the upper right hand corner next to the profile image, and click **Account Settings**.

3. Click **Parent Profile**.

4. Click **Add another child to your Parchment account** and fill in the applicable fields. Click **Save changes**.

ORDER A TRANSCRIPT FOR A CHILD

1. Log in to parchment.com.

2. Click **Transcripts** and select which child you want to request a transcript for.

3. Click **Save & Continue**.

4. Enter the child's high school and click **Search**.

5. Since the rest of the instructions are the same as for students ordering transcripts themselves, go to the Order transcript section and follow the instructions starting at step 3.

SPLIT OFF A CHILD FROM A PARENT/GUARDIAN ACCOUNT

When a student turns 18, they must be split off from the parent/guardian account. Once a student is split off, you can no longer request transcripts or track transcript requests for this student.

1. Log in to parchment.com.

2. Click the arrow on the top right next to your profile image, and select **Account settings**.

3. Select **Student Information**.

4. Click **Assign a username and password to this student** (see red circle to the right).

5. Enter a user name, email address, and password for your child.

6. Select your secret questions and enter your answers.

7. Click **Save Changes**. This is your child's login information, so they will need to remember it.

STUDENT INFORMATION

* Required field

REGISTRATION INFORMATION

Assign a username and password to this student allowing this student to log in to Parchment Exchange directly. **Note**: by splitting off this student's account, you will no longer be able to place or check on transcript deliveries for this student through your Parchment account.

ABOUT

Title	First Name *
Title	Child

Middle Name	Last Name *
	Dee

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Unofficial transcripts

When you add a high school to your account, you have the option to receive a copy of your unofficial transcript for free. It goes straight into your Parchment account and is available for you to view at any time. It cannot be used as an official transcript and cannot be sent anywhere.

Your unofficial transcript will not update automatically. You must delete the transcript in your account and request the latest version of your transcript to be delivered to your Parchment account.

To access your unofficial transcript:

1. Log in to Parchment.com.

2. Click **Transcripts**.

3. Click **View** or **Delete** next to your unofficial transcript.

To request a new unofficial transcript:

1. Log in to Parchment.com.

2. Click **Transcripts**.

3. Click **Delete** next to your unofficial transcript.

4. Click **Confirm** in the pop-up window.

5. Click **Request latest transcript** for online view.

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 student (or parent, if the student is under 18) in order to release educational credentials and records. There are some destinations FERPA does not require written permission for - those destinations are available for selection within the Parchment Exchange Database.

For more information about FERPA, please visit: www2.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.

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

If the destination was incorrect, go to the Incorrect address FAQ.

If the destination was correct and you ordered an electronic transcript:

- If you manually typed in the destination's email address, ask the receiver to check their spam folder.

- If you selected the destination when it appeared in the list, the receiver can search for your transcript using your DID#, which is a unique number that we give to each document order.

- If you still can't locate your transcript, go to parchment.com/support and click **Submit a ticket**. Then give us the details and we'll make sure your transcript gets to its destination.

If the destination was 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, go to parchment.com/support, click **Submit a ticket**, and give us the details.

Why is my transcript still in the Approved, Pending, or Hold status?

Go to the Transcript statuses help topic to see what these statuses mean, and read the **More information** field to see what you should do, if anything.

How do I add another high school?

To add another high school to your account:

1. Log in to Parchment.com.

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2. Click **Transcripts**.

3. Click **Add another school**. Enter the high school's information and click **Search**.

4. When you see your high school listed, select it and then click **Save & Continue**.

    *   If your school does not appear, check your school's website to see if it has a Parchment link on it. If it does not, you will need to contact them directly to request your transcript.

    *   If your school does appear but when you select it, it says it's not available for transcript requests, please contact your school directly to request your transcript.

How do I remove a high school?

1. Log in to Parchment.com.

2. Click **Transcripts**.

3. Click **Delete** next to your high school.

Can I have my own account if I'm under 18?

Yes. Go to Student and parent/guardian accounts help topic for more information.

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 go to parchment.com/support and click **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.

2. Click **Account Settings** under the arrow on the top right of your screen(see image below). You can change your:

    *   Log in information

    *   Registration information

    *   Parchment profile and privacy settings

    *   School and transcript preferences

    *   College discovery setting

    *   Discussion board settings

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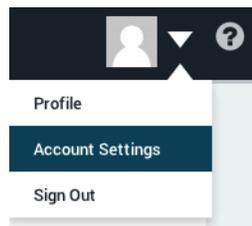
The information on my transcript is incorrect. What should I do?

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. Your high school will prepare your transcript locally and get it to its destination.

How do I send a paper transcript instead of an electronic one?

When you place an order, choose Other Destinations as the destination. You can then choose to have your transcript printed and mailed instead of being sent electronically.

How do I send my transcript to a particular individual at the college I am applying to?

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

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Contact information

PARCHMENT CORPORATE HEADQUARTERS

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

TECHNICAL SUPPORT

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

Or click **Submit a ticket** from the home page of our Support Center and someone from our technical support team will get back to you right away.

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