

# 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.

NEXT

① ② ③

## 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 **Send a Transcript**.

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

- Select **High Schools** or **Colleges**, depending on which school has your transcript.

**ADD YOUR SCHOOL**

---

Run a search below to add the school you attended to your account. After adding your school, you can begin ordering transcripts.

High Schools     Colleges    [Advanced Search](#)

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

[+ Add Another Institution](#)

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

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

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.

**ENTER YOUR ENROLLMENT INFORMATION**

**Enrollment Status**     Currently enrolled  
 Not currently enrolled

**Your Name**    Jonni Mitchell  
 My name on my transcript is different

**Name When Enrolled**       

**Date of Birth**   

**Gender**   

**Years Attended**     -

- Select your gender.
- Select the years that you attended this school (or, if you're still enrolled, enter the years you expect to attend).

6. Under FERPA Privacy Rights, select whether you'd like to waive your [FERPA](#) rights to read your letters of recommendation.

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.

Sign here with mouse: Clear Signature

X 

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**.





I also authorize a copy of my transcript to be stored in my Parchment account where I will be able to view and manage this document, and can use it for various optional services.

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?

 <input checked="" type="radio"/> Academic Institution	 <input type="radio"/> Other Organization	 <input type="radio"/> Yourself	 <input type="radio"/> Other Individual
--	---	---	---

Search by organization name, e.g. NCAA, Common App, Parchment University

- 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?

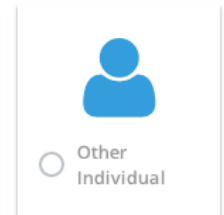
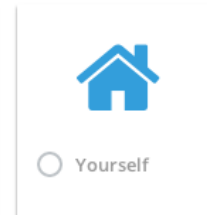
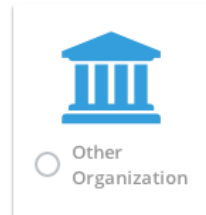
Select from these options and you will be brought straight to that section in this guide.

- [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.

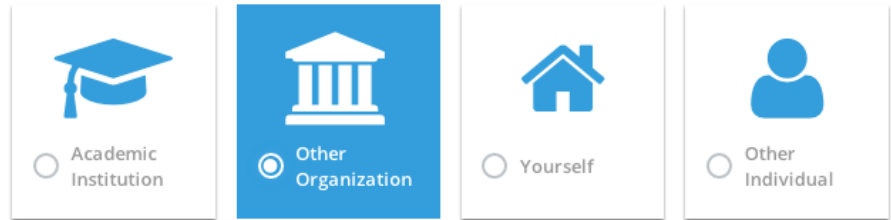
- For some institutions, you will only be able to send your transcript electronically or by mail, and you may not be able to change this. Schools within the Parchment network have a preferred delivery method so they can easily and securely receive transcripts. If you were instructed to send your transcript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

<b>Destination</b>	Temple University Office of Undergraduate Admissions Philadelphia, PA
<b>Delivery Method</b>	Electronic
<b>Application Tracking Number</b> (optional)	<input type="text"/>
<b>Processing Time</b>	<input checked="" type="radio"/> Send Now <input type="radio"/> 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, click **Checkout**, enter your payment details and click **Checkout** again.
  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.

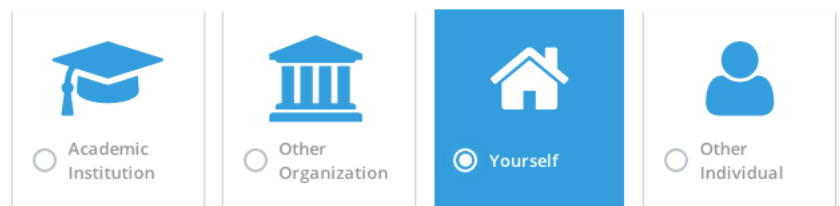
4. Click **Continue**.

- 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**.

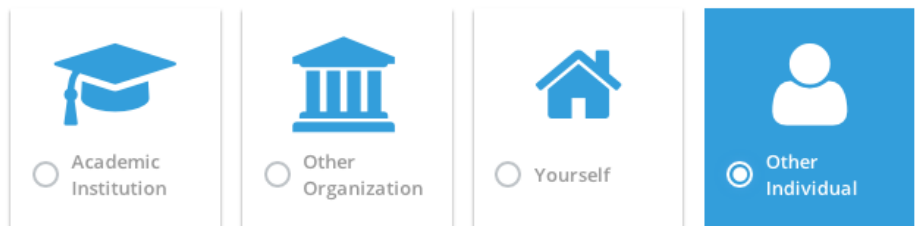
2. Select your preferred delivery method:

- **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.

- 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.
- 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**.
- 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.



- Click **Other Individual**.
- 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.
- 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.
- 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**.
- 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://Parchment.com).
2. You will see a list of your orders. Click **Order History** to see where your transcript is.

## Transcripts ▼

Rational Solutions Test High School Mesa, AZ	<span style="border: 1px solid #ccc; padding: 2px 5px;">2</span>	TRANSCRIPTS SENT	<a href="#" style="background-color: #27ae60; color: white; padding: 5px 10px; text-decoration: none;">Send Transcript</a>	<a href="#" style="background-color: #a6a6a6; color: white; padding: 5px 10px; text-decoration: none;">Order History</a>
Arcadia High School Phoenix, AZ	<span style="border: 1px solid #ccc; padding: 2px 5px;">0</span>	TRANSCRIPTS SENT	<a href="#" style="background-color: #27ae60; color: white; padding: 5px 10px; text-decoration: none;">Send Transcript</a>	<a href="#" style="background-color: #a6a6a6; color: white; padding: 5px 10px; text-decoration: none;">Order History</a>

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.

DOCUMENT ID	STATUS	RECIPIENT	PRICE		
TRU3EKL	Order submitted to school	Temple University	\$0.00 <span style="float: right;">▼</span>		
<div style="display: flex; align-items: center;"> <div style="flex: 1;"> <p><b>WHERE'S MY TRANSCRIPT?</b></p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="text-align: center;"> <p>Rational Solutions Test High School</p> <div style="background-color: #e74c3c; color: white; padding: 2px 5px; font-weight: bold;">Order submitted to school</div> </div> <span style="font-size: 24px; margin: 0 10px;">→</span> <span style="font-size: 24px; margin: 0 10px;">→</span> <div style="text-align: center;"> <p>RECIPIENT</p> </div> </div> </div> <div style="flex: 2; margin-left: 20px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border: 1px solid #ccc; padding: 5px;"> <p><b>DOCUMENT TYPE</b></p> <p>Delivery Type: Electronic Processing Time: Now</p> </td> <td style="width: 50%; border: 1px solid #ccc; padding: 5px;"> <p><b>RECIPIENT</b></p> <p>Temple University</p> </td> </tr> </table> </div> </div> <p style="font-size: 0.9em; margin-top: 10px;">You placed an order on September 9, 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.</p>				<p><b>DOCUMENT TYPE</b></p> <p>Delivery Type: Electronic Processing Time: Now</p>	<p><b>RECIPIENT</b></p> <p>Temple University</p>
<p><b>DOCUMENT TYPE</b></p> <p>Delivery Type: Electronic Processing Time: Now</p>	<p><b>RECIPIENT</b></p> <p>Temple University</p>				

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

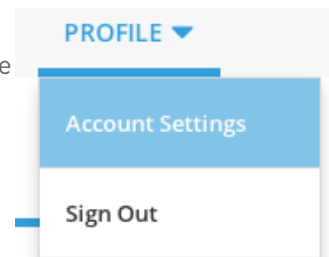
# Account settings

You can make changes to your account (for example, remove a school or change your email address) in the **Account Settings** section.

To access **Account Settings**:

1. Log in to [Parchment.com](https://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.
  - 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 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](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

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

## Parent/guardian accounts

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](https://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.

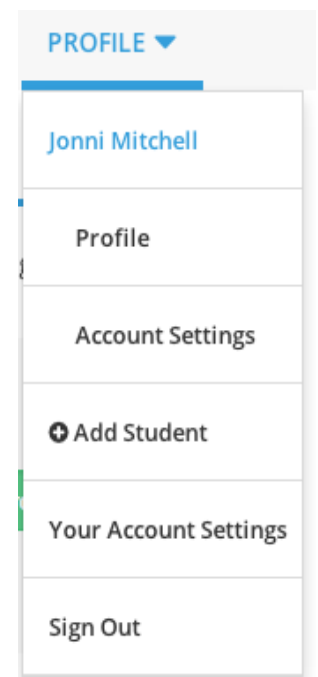
### ADD A CHILD TO A PARENT/GUARDIAN ACCOUNT

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](https://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](https://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 your account

If you are ordering your high school transcript, you will have the option to store a copy of your transcript in your account when you place your order (for free). This transcript will be available for you to view at any time. However, it cannot be used as an official transcript and cannot be sent anywhere.

I also authorize a copy of my transcript to be stored in my Parchment account where I will be able to view and manage this document, and can use it for various optional services.

The transcript stored in your Parchment account will not update automatically, so you would need to request to have the latest version of your transcript delivered to your Parchment account.

To access your stored transcript:

1. Log in to [Parchment.com](https://Parchment.com).
2. Click **Transcripts**.
3. Click **View** next to your stored transcript.

To request to have an updated transcript stored in your account:

1. Log in to [Parchment.com](https://Parchment.com).
2. Click **Transcripts**.
3. Click **Update now** to request your stored transcript.

## 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 next to **Profile** 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.

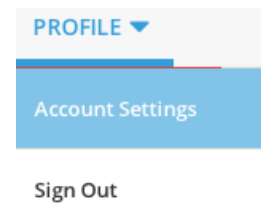
### I ACCIDENTALLY ENTERED THE WRONG ADDRESS. WHAT SHOULD I DO?

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.

## Student Videos

- [Video Tutorial: How to order transcripts on Parchment.com](#)
- [Video Tutorial: How to track your order](#)
- [Tour of the Parchment.com Dashboard](#)
- [Video Tutorial: Register for a Parchment.com account using a registration code or link](#)



## 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.