

Reminders from Guidance about Parchment

1. **Remember to use parchment.com.** To find the link for parchment you can go to our AC Flora Guidance webpage and click on Transcripts then simply click the blue parchment link in the second to last paragraph.
2. Make sure you enter the correct year of your graduation to avoid any delays. It will always be the spring of your senior year.
3. You will receive constant updates via email to let you know the status as we process the requests. **This process can take 24-48 hours during peak season.**
4. Transcript requests can also be **tracked by students on the “TRACK” tab at My Transcripts** on parchment.com.
5. Student accounts are private, therefore Guidance does not have access to accounts. If you have student-specific questions, **you need to enter a CONTACT US ticket** from parchment.com for our Student Support team.
6. **Student and parent log-ins are the email address** you used when setting up the account. Their password is whatever you chose for a password, and can be reset at the SUPPORT tab on the sign in page for parchment.com.
7. **Students can use registration codes to register, but THEY ARE NOT REQUIRED.** It simply makes the registration process easier.
8. **Students should always search for the destination under Academic destinations** first. They should only enter the information manually if the destination is NOT in our data base.
9. **Students that are requesting a FINAL TRANSCRIPT**, you want to select **HOLD FOR GRADES**. This way the transcript will be submitted after the final grades and graduation date has appeared on the transcript.

Also, be aware of guidelines about criminal records, background checks, drug and alcohol convictions, etc. See info on this topic and others, posted on the ACF Guidance webpage under Resources.