

Frequently Asked Questions for Transcript Ordering

How much does it cost to order a transcript?

The total cost of a transcript varies and is determined by several factors:

- Fee the school charges for the transcript itself
- Surcharge for expediting transcript delivery (e.g., electronic delivery, overnight delivery, fax, etc.)
- Quantity of transcripts ordered

In addition, there is small processing fee charged for each recipient in your order. The costs will be presented in the ordering process before you finalize the transaction.

What do I do if I do not have a credit card?

If you do not have a credit or debit card, you can use a prepaid Visa or MasterCard gift card to place your order. To ensure a successful transaction, make sure the amount available on the gift card is equal to or greater than the amount you estimate your transcript order will cost.

 *The Clearinghouse does NOT accept checks or money orders for transcript requests. If you sent a check or money order, it will be returned to you and your transcript order will be delayed.*

Do you have a refund policy?

Refunds are reviewed on a case-by-case basis. To request a refund, submit your request in writing to transcripts@studentclearinghouse.org. Please include the transaction ID of your Transcript Ordering request (located on your credit card receipt email).

IMPORTANT: We cannot refund the National Student Clearinghouse fee or the fees associated with electronic transcripts.

Do I have to complete the "Attention" field when I enter the recipient's address information?

If you are requesting that a transcript be sent to anyone other than yourself, we recommend that you complete the "Attention" field. The delivery of transcripts sent to a business, organization, or corporation can be delayed if you do not provide the name of the specific recipient.

How do I find my transcript order number?

The confirmation email you received when you submitted your request contains your transcript order number. If you don't recall receiving the email, check your spam or junk folder. If you cannot find your confirmation email, please [email us](#).

Can I change my order?

Yes, but only under the following conditions:

1. You can change your order during the same session if you have not yet submitted it.
2. You can cancel a submitted order if you have not returned your consent form.

 *Do not write changes to your transcript request on the consent form. This will not prompt any changes to your order.*

How can I cancel my order?

If you have not returned your signed consent form, enter the transcript order number and your email address then click the arrow button. On the "Track Your Order" page, click the "cancel order" button next to your request. If you have already returned your consent form, contact your school's registrar office to request that the school cancel your order. The Clearinghouse CANNOT cancel your order.

Can I request that my order be rushed?

Delivery and processing options vary by school. However, a number of schools offer one or more rush options for which an additional fee may apply. If rush is available, it will appear as an option (along with the fee) on the "Delivery Method" dropdown menu on the page where you enter the recipient's information. Click the green help button next to "Delivery Method" dropdown menu for a description of the rush option.

Can I request that my transcript be signed and sealed?

Yes, if your school offers that option. If it does, you can request that your transcript be signed and sealed on the page where you enter the recipient's information.



How long will it take for my transcript to reach my recipient?

Delivery time is dependent on four factors:

1. How quickly you return the signed consent form for your order to the Clearinghouse. Your order CANNOT be processed until we receive your signed form. You will be provided with complete instructions during the ordering process.
2. When we receive your consent form. Typically, your order will be forwarded via the Internet to your school for processing within one hour after we receive your consent form, if we receive it during our business hours (Monday-Friday, 9 am-5 pm, EST).

NOTE: The release of your order to your school may be delayed during periods of high volume.

3. How quickly your school fulfills your transcript order. You can check the status of your order online by entering the transcript order number and your email address then clicking the arrow button. You automatically receive an email when your school has sent your transcript(s).
4. The type of delivery option you select (e.g., mail). Delivery options vary from school to school; not all schools offer all delivery methods. Please note the school cannot be responsible for US Postal Service standard delivery times or delays.



My transcript hasn't been received yet, what should I do?

1. Check the status of your order to make sure your school sent it.
2. Allow enough time based on the delivery option you selected.
3. If your order status is "sent" AND you have allowed enough time for delivery, contact your school. Do NOT contact the Clearinghouse. Your school is the repository of your academic records and, therefore, is the only entity that can fulfill and send your transcript order(s). The Clearinghouse serves as the web order management agent for your school, but does not process or send transcript orders.



There is a hold on my transcript order, what should I do?

If your school has placed a hold on your transcript order, you will receive an email informing you that your order cannot be processed until the hold is removed. The email will contain instructions provided by your school on how to release the hold. The order will be held for up to 30 calendar

days of the date the hold was placed on your order. You should check with your school for their specific cancellation policy as its cancellation period may be shorter. If your order is canceled, you will not be charged.

If your transcript order status still shows a hold that you believe has been released, you should contact your school's Registrar's Office and ask to speak to a transcript clerk or specialist.

 **Can I order my transcript now, but request that it be sent after my grades are posted or degree is awarded?**

Yes, if your school offers one or both of these processing options. Just select "After Degrees are Awarded" or "After Grades Are Posted" from the processing option dropdown menu when you enter your order.

 **Why is a signed consent form necessary?**

The [Family Educational Rights and Privacy Act \(FERPA\)](#) requires that the owners of educational information give their consent before their information is released. Your hand or electrically signed and dated consent form shows that you have authorized your transcript to be released.

 **How do I open an electronic transcript that has been sent to me?**

To view your transcript, you must have the the correct version of Adobe Reader; Adobe 9 or higher is required. For Adobe Reader XI or higher, Adobe Flash is also required. Please install these before you attempt to open your electronic transcript. To download the free version of Adobe Reader or Adobe Flash, visit www.adobe.com.

1. Open the two emails you received from the National Student Clearinghouse, which provide instructions for accessing your electronic transcript. One email contains the link to access the Transcript Download Center and the second email contains the password you need to log in.
2. Select the link in the 'Transcript Link' email. This link will direct you to the Transcript Download Center where you will be prompted to enter your email address and a password. The password can be found in the 'Transcript Password' email. Select **'Submit'** to access the transcript.

Welcome to the Download Center

To retrieve a transcript, please enter your email address and the password that was emailed to you. The password is case sensitive. If you have any other questions or need further assistance, email us at transcripts@studentclearinghouse.org

Items marked with * are required

Enter Your Email Address:*	<input type="text"/>
Enter Password:*	<input type="password"/>

The link used to access the Transcript Download Center is available until September 05, 2014. At that time, you will no longer be able to access the Transcript Download Center.

[I forgot my password. Please email it to me.](#)

NOTE: Password will be sent to email address where you received the link to this page. Password is case sensitive.

Submit

3. You will have the option to save and open the transcript. Refer to the [Browser Support & Viewing PDF Transcripts](#) page for information specific to each browser's behavior. Once you open the file, you will be in the portfolio view.

The screenshot shows a web browser window displaying an academic portfolio. The title bar includes icons for print, email, layout, and files, along with a search bar and a share button. The main content area has a header that reads "Academic Portfolio of JANE DOE, HOMETOWN UNIVERSITY, Created for EDWARD EMPLOYER". Below the header, there are four document thumbnails in a row. From left to right, they are: "Transcript.pdf" (with a PDF icon), "Hometown University Cover letter.pdf" (with a PDF icon and a preview of a cover letter), "Hometown University Transcript Legend.pdf" (with a PDF icon and a preview of a transcript legend), and "Resume.docx" (with a Word document icon). A blue callout box points to the "Resume.docx" thumbnail, containing the text "Documents Uploaded by school (e.g. official documents, scholarship letter, resume)". The text "4 Items" is visible in the top right corner of the portfolio view.

4. When the portfolio opens, select the transcript icon.

How long can I access the electronic transcript?

The length of time that you're allowed to access an electronic transcript sent through the Clearinghouse's Transcript Ordering service will vary from institution to institution. If you look under the Security Settings, you can find out if the electronic transcript has an institution-specific expiration policy. If no document control options are applied by the issuing institution, a local copy of the transcript can be saved indefinitely. The download link is only available for 30 days from the date on the email.

Why does it say my transcript has expired?

The transcript link is only accessible for 30 days from the date the transcript was originally sent. If you have not saved a copy locally, you will need to have the requestor order another transcript for you.

If you saved the document locally and cannot access the transcript, the issuing organization may have added additional control features. These control features are displayed in the transcript link email and also on our Transcript Download Center. Please contact the requestor and have them order a new transcript.