

# Quick Start Guide

## CREATE A PARCHMENT ACCOUNT AND ORDER YOUR TRANSCRIPT

### CREATE A PARCHMENT ACCOUNT

1. Go to the Sign up page, and fill in the fields such as name, email address, ect...
2. Once you have created your account, start by adding a school or organization you attend/ed.
3. Enter the name of the school you attended in the search box and click **Search**.
4. When your school appears, click **Add** and then fill in the fields on the **Add Enrollment Information** page.

### ORDER YOUR TRANSCRIPT

1. [Sign in to your account](#).
2. Click **Order** under the name of your school.
3. You will see two destination options. If you are sending your transcript to a school, enter the school name in the text box. If you are sending it to yourself or another individual, select the **I'm sending to myself or another individual** option.
4. Continue filling in the fields to place your order. Information on the next page tells you more about the options that you will see here.
5. On the Provide Consent page, you (or your parent/guardian) authorizes Parchment to release your transcript from your school once we receive the transcript. You can sign with your mouse or finger.
6. Finally, you will make a payment (Parchment will accept Visa, Mastercard, Discover, and American Express), and you can then begin to track your order.

### IMPORTANT THINGS TO NOTE

Remember that SUNY Oswego has your transcript. If you track your order and see Order Submitted to School as your order status, please contact the **Registrar's Office** if you are concerned about a delay in processing your order.

## **ELECTRONIC AND PAPER TRANSCRIPTS**

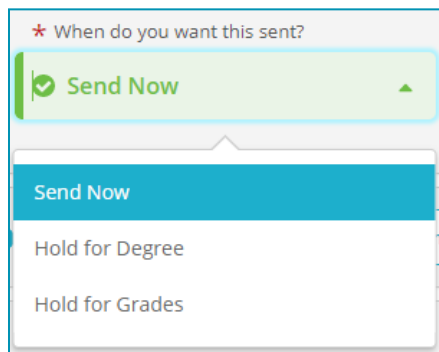
Sending and receiving electronic transcripts is fast, easy and secure, but we know that there may be times when you need to send paper transcripts. Since some schools in the Parchment network may only want to receive electronic transcripts, you may not be presented with a choice of delivery methods.

**For electronic transcripts**, the recipient will either receive an email with a link in it to access your transcript or, if the recipient is a school that is part of the Parchment network, the electronic transcript will land in their Parchment account.

**For paper transcripts**, you have the option to send your transcript by USPS mail or overnight delivery. We use FedEx for overnight delivery. FedEx does not deliver on Saturdays and Sundays. Remember that the Registrar's Office must approve and process your order before we can send your transcript, so if you select overnight delivery, your transcript may not be delivered the next day if there is a delay with your school processing your order.

## **SEND YOUR TRANSCRIPT NOW OR WAIT UNTIL YOUR NEXT GRADES ARE POSTED**

During your order, you will be presented with a drop down menu where you can select if you want to wait until your next grades are in before sending your transcript.



## **TRACK YOUR ORDER**

Visit Parchment's help topic, [Track your order](#) for full details on tracking your transcript. It includes troubleshooting information too if your transcript has not been received.

## **NEED MORE HELP?**

Visit Parchment's Help Center or their [quick bytes videos](#) if you need any help along the way. Parchment has help topics, videos, and you can submit a support ticket to contact parchment directly.

### **References:**

1. **Create your account:** <https://www.parchment.com/u/registration/individual>
2. **Sign into your account:** <https://www.parchment.com/u/auth/login>
3. **Track your order:**  
[https://parchmentsupport.force.com/s/article/Transcript-not-received?language=en\\_US](https://parchmentsupport.force.com/s/article/Transcript-not-received?language=en_US)
4. **Help Center:** [https://parchmentsupport.force.com/s/?language=en\\_US](https://parchmentsupport.force.com/s/?language=en_US)
5. **Quick Byte Videos:** <https://vimeo.com/showcase/9681390>