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Welcome to Transcript Ordering Service!

**All outstanding financial obligations to Florida A&M University must be satisfied before your transcript can be released. You may contact Student Financials services at 850-561-2950**

- You can order and/or track your transcripts 24 hours a day, 7 days a week
- You will need a valid major credit card or gift card (Visa, MasterCard, and American Express). Your credit card or gift card is charged only when the transcript is sent
- Your email account is required
- Your signed consent is required
- You may also choose to pick up your transcript in-person - photo identifications will be required
- Write a letter to authorize the release of your transcript(s) to a third party for pick up
- Order updates will be emailed to you along with text messages if you choose
- You may also track your transcript order online

You may:

- Request your official transcript to be sent electronically (except for work done prior to 2004). This will save you the cost of overnight mail delivery. Additional charges apply. Check to ensure that your receiver can accept electronic transcript in PDF.
- Upload documents (*in PDF only*) that need to accompany your transcript. This option is available when you place your order. Examples include Admission Application forms (for Law, Nursing, Medical, Graduate Schools), and Scholarship Application forms.

**Order a Transcript Now!**

# [www.getmytranscript.com](http://www.getmytranscript.com) HELP page

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## Transcript Ordering Center

- Go to [www.getmytranscript.com](http://www.getmytranscript.com) to enter the Transcript Ordering Center,


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- Click on the [Order a Transcript Now](#) button



Order a Transcript Now!

## Submitting an Order

Please complete the transcript order form beginning with your personal information.

1. Fill in all of the required fields on the personal information form (marked in red).

*Note: Enter your student ID or Social Security number; neither field will be marked in red although you MUST enter one or the other. If you do not enter either your student ID or Social Security number, an error message will display when you submit your information.*

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1. Enter Personal Info      2. Enter Recipient(s)      3. Review Order      4. Enter Credit Card      5. Sign Consent

Items in red (\*) are required.

**YOUR PERSONAL INFORMATION**

**Current Name:**     
First Name\*      Middle Name      Last Name\*

Name While Attending School:     
(if different from current name)      First Name      Middle Name      Last Name

**Date of Birth:** \*   
mm/dd/yyyy (with or without slashes)

Student ID:

Confirm Student ID:

Social Security Number:

Confirm Social Security Number:   
You can enter the SSN either with or without dashes, e.g. 123-45-6789 or 123456789.

**CONTACT INFORMATION**

Please enter a phone number where we can reach you if there are questions about your transcript order. Your email address will be used to send you your order confirmation and order status alerts. The National Student Clearinghouse will not use your contact information for solicitations.

**Daytime Phone:** \* For international phone numbers, include the country and area/city codes (e.g., 44-202-12345678)

**Email:** \*

**Confirm Email:** \*

You may also choose to receive transcript order updates via text message.

Yes, please send me transcript order updates via text message to the following number. (Carrier message and data rates may apply)

Mobile Phone Number:  000-000-0000

Mobile Phone Carrier:

**Address 1:** \*

Address 2:

**City:** \*

To receive mobile text alerts on your order, check the box located in the Contact Information section: **"Yes, please send me transcript order updates via text message to the following number."** Then, you will be prompted to enter your mobile phone number and carrier name in the next two fields.

Please enter a phone number where we can reach you if there are questions about your transcript order. Your email address will be used to send you your order confirmation and order status alerts. The National Student Clearinghouse will not use your contact information for solicitations.

**Daytime Phone:** \* For international phone numbers, include the country and area/city codes (e.g., 44-202-12345678)

**Email:** \*

**Confirm Email:** \*

You may also choose to receive transcript order updates via text message.

Yes, please send me transcript order updates via text message to the following number. (Carrier message and data rates may apply)

**Mobile Phone Number:** [ ] 000-000-0000

**Mobile Phone Carrier:** -Select-

**Address 1:** \*

**Address 2:** \*

**City:** \*

**State/Province/Region:** \* If the address is outside the US, US territories or Canada, select 'International'.  
-select-

**ZIP/Postal Code:** \* If no ZIP/Postal Code is required, enter N/A.

**Country:** \* United States

I agree that my school may update their records with the address and contact information above and acknowledge that this does not serve as an official notification of this information to my school.

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**ENROLLMENT/DEGREE INFORMATION**

**Are You Currently Enrolled** [ ]  Yes  No

Please list the degrees and/or certificates, if any, you received as well as the year in which each was awarded.

	Degree/Certificate Title	Year(yyyy)
1.	[ ]	[ ]
2.	[ ]	[ ]
3.	[ ]	[ ]
4.	[ ]	[ ]

2. Check on the box “I agree that my school may update their records with the address and contact information above and acknowledge that this does not serve as an official notification of this information to my school” if you desire to do so.
3. Complete the rest of the form on this page. Click “Next” to continue to the recipient information form.
4. When available, you will have the option to hold your order for in-person pickup. Select either “Hold for pickup” or “Send to the following address.”

**RECIPIENT INFORMATION**

Send to type: \*  Hold for pickup  
 Send to the following address

Organization or Name of Recipient: \*

Attention:

Address 1: \*

Address 2:  Most overnight/express services do NOT deliver to PO boxes.

City: \*

State/Province/Region: \* If the address is outside the US, US territories or Canada, select 'International'.

ZIP/Postal Code: \*  If no ZIP/Postal Code is required, enter 'N/A'.

Country: \*

Phone: For international phone numbers, include the country and area/city codes (e.g., 44-202-12345678)  
 (required for overnight/express deliveries)

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**RECIPIENT CATEGORY**

Please identify a recipient category: \*

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**DELIVERY OPTIONS**

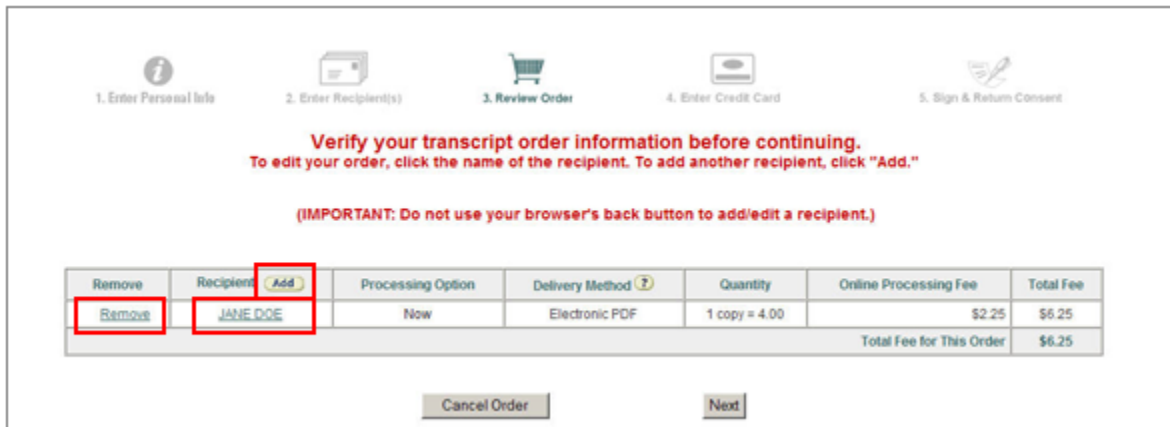
Processing Option: \*

Delivery Method: \*

Quantity: \*

5. Fill in all of the required fields on the recipient information form (marked in red). Please note that you must identify a recipient category (“Self,” “School, “Where I Intend to enroll,” or “Other.”). If you identify the recipient as "Other," you'll be required to submit a consent form.
6. Select your delivery options. Click the **green** Help button for a description of each option. The options include:
  - a. Pickup: Photo ID is required. If you desire for a third party to pick up your transcript, please write a letter authorizing the release of your transcript.
  - b. Mail: Your transcripts may be mailed by
    - Regular mail
    - Priority (2-3 days) - If you desire a delivery via a carrier service (UPS, FEDEX and USPS), go to their website and obtain a shipping label. please upload a pre-paid shipping label (in PDF) from your carrier. Retain the tracking number so you can track delivery of your order on the carries Web site
    - Overnight - If you desire a delivery via a carrier service (UPS, FEDEX and USPS), go to their website and obtain a shipping label. Please upload a pre-paid shipping label (in PDF) from your carrier. Retain the tracking number so you can track delivery of your order on the carries Web site

7. Click **“Save & Add another Recipient”** to enter multiple recipients or click **“Next”** to continue.
8. A pop-up will display a description of the delivery option you have selected.
  - a. Click **“OK”** to confirm.
  - b. Click **“Cancel”** to return to the recipient information form.
9. The order and fees will be displayed on the Review Your Recipients page. You can:
  - a. Add recipients by clicking the **“Add”** button in the recipient column.
  - b. Edit the order by clicking the recipient’s name.
  - c. Remove a recipient by clicking the Remove link.



10. When you are done reviewing the order, click **“Next.”** A small-pop up window will display to confirm you have reviewed the recipient information.



- a. Click **“OK”** to confirm your request (you will not be able to return to the form to add, edit, or delete recipients).
- b. Click **“Cancel”** to continue reviewing recipient information.

# Entering Credit Card Information

You will be prompted to enter your credit card information once you have completed and reviewed the transcript order form.

Transcript Ordering accepts all major credit cards. All transactions meet international [PCI](#) (payment card industry) compliance standards for data security.

The fee for your transcript order is displayed in **red** at the top of this screen.

The screenshot shows a web form for entering credit card information. At the top, there are five navigation tabs: 1. Enter Personal Info, 2. Enter Recipient(s), 3. Review Order, 4. Enter Credit Card (which is highlighted), and 5. Sign & Return Consent. Below the tabs, a red message states: "The charge for your transcript will appear on your credit card statement as 'Online Transcript Service.'" A green bar indicates "Items in red (\*) are required." The form is divided into two main sections: "CREDIT CARD INFORMATION" and "CREDIT CARD HOLDER ADDRESS".

**CREDIT CARD INFORMATION**

- Credit Card Type: \* (Radio buttons for VISA, MasterCard, American Express, Discover)
- Card Number: \* (Text input: \*\*\*\*\*37890)
- Card Verification Code: \* (Text input: 1234, with a Help button)
- Name On Card: \* (Text input: Jane Doe)
- Expiration Date: \* (Dropdown menus: 05, 2013)

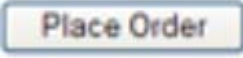
**CREDIT CARD HOLDER ADDRESS**

- Address 1: \* (Text input: 123 Main Street)
- Address 2: (Text input: empty)
- City: \* (Text input: Herndon)
- State/Province/Region: \* (Dropdown menu: Virginia, with a note: "If the address is outside the US, US territories or Canada, select 'International'")
- ZIP/Postal Code: \* (Text input: 20171, with a note: "If no ZIP/Postal Code is required, enter 'N/A'")
- Country: \* (Dropdown menu: United States)
- Phone: \* (Text input: 555-555-5555, with a note: "For international phone numbers, include the country and area/city codes (e.g., 44-202-12345678)")

At the bottom of the form is a "Place Order" button. Below the form are logos for Trustwave (Trusted Commerce) and VeriSign Secured (VERIFY).

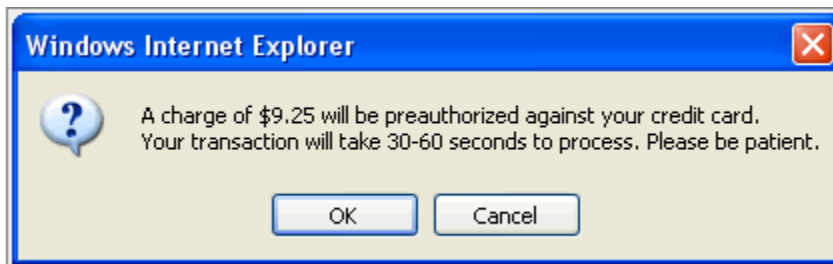
To ensure the security and confidentiality of sensitive information being transmitted over the Internet, the Clearinghouse protects its customers by using Secure Socket Layer (SSL) technology provided by the VeriSign Secure Site Program. SSL encrypts/unencrypts the data before the Server/Client sends or receives transmissions.

1. Enter your credit card data.
  - a. Your information will be encrypted in the Clearinghouse database for your protection.
  - b. Transcript Ordering's security certificates are displayed below the form. You can view our current certifications by clicking the [TrustWave](#) and [Verisign](#) logos.

2. Enter the cardholder's address and phone number.
3. Click **"Place Order."** . Click this just once for each transaction.
4. The total amount being [pre-authorized against your credit card](#) will be displayed in a small pop-up window.

*Note: A hold for the amount of the order (also known as a preauthorization or pending charge) is placed against your card each time you submit a transcript request. Multiple holds on a credit card account can result from clicking the "Place Order" button more than once during a single transaction. As long as a hold remains on your card, the funds are unavailable until the transaction is cleared or the hold "drops off." It can take seven to 30 days for the hold to "drop off," depending on the issuing bank. If a hold(s) causes you to exceed the credit limit of your card, you may be assessed overdraft fees. The National Student Clearinghouse is not responsible for any overdraft fees that result from multiple submissions placed for a single transaction. Regardless of the number of holds created for a single order, your credit card will only be charged once after your order has been completed.*

5. Click **"OK"** to confirm your order and continue. Click **"Cancel"** if you do not wish to place the order.



6. You will receive a confirmation of your transaction via email, which includes the order number.
7. Your credit card will not be charged until the transcript(s) are sent. The charge for your transcript will appear on your credit card statement as "Online Transcript Service."

## Sign & Return a Consent Form

A signed consent form is required to complete your request.

- [Printing a Consent Form](#)
- [Submitting a Paperless Consent Form](#)




# Printing a Consent Form

Florida A&M University requires a signed consent form. You will be asked to return a signed and dated consent form to the Clearinghouse. Transcript Ordering dynamically generates an order-specific consent form. You must open a consent form in order to complete your request.

1. Click “Print Consent Form.”



2. The consent form for your order will display. Print the form by clicking the printer icon or the print link at the bottom of the form.



[Print consent form](#)

**Transcript Order**  
Number: 9452

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**Consent to Release Information from Education Records**

The undersigned individual authorizes

**HOMETOWN UNIVERSITY**

to release the official transcript of his/her education records to the individuals and/or organizations listed below and agrees to the charges on his/her credit card resulting from this order (which will appear on his/her credit card statement as "Online Transcript Service").

JANE DOE  
123 MAIN STREET  
HERNDON, VA 20171

Student Name: **JANE DOE**

Authorized for Order Number: **9452**

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Student Signature \_\_\_\_\_

Date \_\_\_\_\_

In order to complete your transcript order, you must fax, email or mail a signed copy of this consent form to the Clearinghouse. **DO NOT RETURN THIS FORM TO THE SCHOOL.** When we receive your consent form, we will send you an email confirmation within one hour of receipt during normal business hours (M-F, 9-5 ET). We will not confirm receipt of consent form over the telephone.

The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) named above and the National Student Clearinghouse. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please destroy all copies of the original message.

**Fax to: 1-703-742-4238 (IMPORTANT, remember to dial 1-703 first)**

Or mail to: National Student Clearinghouse®, 2300 Dulles Station Blvd., Suite 300, Herndon, VA 20171  
Or email scanned copy of signed consent to: [transcripts@studentclearinghouse.org](mailto:transcripts@studentclearinghouse.org)

[close window](#)   [print](#)

3. Sign the form by hand (with black or blue ink) and return it within 30 calendar days\* :
  - a. By fax to: 1-703-742-4238  
*Note: Be sure to dial 1-703 first*
  - b. By mail to:
 

National Student Clearinghouse  
2300 Dulles Station Blvd., Suite 300  
Herndon, VA 20171
  - c. By email (attach a scan or photo of a signed copy of the consent form in one of the following file types: [GIF](#), [PDF](#), [JPEG](#), [BMP](#), [TIFF](#)) to:  
[transcripts@studentclearinghouse.org](mailto:transcripts@studentclearinghouse.org)
4. Once the form has been opened, a “Next” button will appear at the bottom of the order confirmation page.
5. Click "Next" to complete your order and display your order confirmation, which you should print for your records.

*\*Orders for which consent forms have not been returned within 30 calendar days are automatically canceled. If your order is canceled, you will not be charged.*

# Submitting a Paperless Consent Form

To expedite your transcript delivery we recommend the "Sign Paperless Consent Form" option, if you are requesting to send your transcript to yourself or to a school to which you have applied.

Transcript Ordering dynamically generates an order-specific paperless consent form. You must sign the paperless consent form electronically, check the certification box, and submit the form.

1. Click "Sign Paperless Consent Form."

1. Enter Personal Info 2. Enter Recipient(s) 3. Review Order 4. Enter Credit Card 5. Sign & Return Consent

Authorization for Release of Information from Education Records  
for JANE DOE

**IMPORTANT — A signed consent form is required to release your transcript.**

Your transcript(s) cannot be sent until we receive your signed consent form. To expedite your transcript delivery we recommend the 'Sign Paperless Consent Form' option. If you choose 'Print Consent Form' option, please sign by hand and date a printed copy of the consent form and return it to us. We will accept a scan of your hand-signed consent form as an email attachment.

Sign Paperless Consent Form Print Consent Form

What do I do if I don't have a printer? [Help](#)

2. The paperless consent form for your order will be displayed.

Transcript Order Number:

9452

### Consent to Release Information from Education Records

The undersigned individual authorizes

TEMPLE UNIVERSITY

to release the official transcript of his/her education records to the individuals and/or organizations listed below and agrees to the charges on his/her credit card resulting from this order (which will appear on his/her credit card statement as "College Transcript").

JANE DOE  
123 MAIN STREET  
HERNDON, VA 20171

Student Name: JANE DOE

Authorized for Order Number: 9452

Please Sign Below

Save & Preview

Re-Sign

7/7/2010

Student Signature

Date

By checking this box, I certify that my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

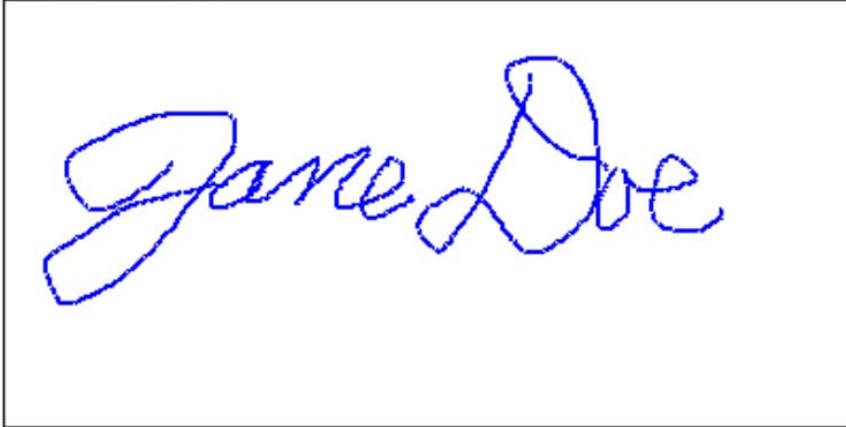
Submit

Exit

In order to complete your transcript order, you must electronically sign this consent form. When you submit this consent form, we will send you an email confirmation within one hour of receipt.

3. Use your mouse to sign your name in the signature box while holding down the left mouse button.
4. Click on "**Save & Preview**" to view your electronic signature. If you are not satisfied, click "**Re-Sign.**"

Please Sign Below:



Save & Preview

Re-Sign

Student Signature

Date

By checking this box, I certify that my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

Submit

Exit

5. When you are satisfied with your signature, check the certification box displayed under your signature.
6. Click "**Submit.**"
7. Your completed paperless consent form will be displayed.
8. Click "**Print**" to generate a copy of the paperless consent form for your records.
9. Click "**Exit**" to close the paperless consent form.
10. Click "**Next**" to display your order confirmation.
11. Print a copy of the confirmation for your records.
12. Click "**Done**" to complete your order.

## Tracking a Transcript Order

You can track your order from the [Transcript Welcome Center page](#).

1. In the Track Your Order box, enter the transcript order number and the email address you used to place the order.
2. Click the arrow icon next to the email field.

**Welcome to Transcript Ordering!**

Transcripts can be ordered online using any major credit card. Your card will be charged when your school sends your transcript(s). Order updates will be emailed to you. You can also track your order online.

**The following is required to order a transcript online:**

- ✓ A valid major credit card
- ✓ An email account
- ✓ Your signed consent

**Track Your Order**

Your Transcript Order #:  
 [Help](#)

Your Email Address:  
 [▶](#)

Enter the transcript order number sent to you in your order confirmation email and the email address you used to place the order.

3. A time-stamped order history will be displayed.
4. To see the order detail (which provides the same information as the order confirmation page), click the order number text link.

HOMETOWN UNIVERSITY		
Order #: 3453		
Order Date: 07/06/2010 11:33 AM ET		
Recipient	Status	Order History
STANFORD UNIVERSITY	Electronic Transcript retrieved on 07/07/2010 9:15 AM ET	Order Placed 07/06/2010 11:33 AM ET Electronic Consent Received 07/06/2010 1:12 PM ET Electronic Transcript Sent 07/06/2010 4:52 PM ET Electronic Transcript Retrieved 07/07/2010 9:15 AM ET
HOMETOWN UNIVERSITY		
Order #: 3452 <a href="#">Order</a>		
Order Date: 03/01/2010 2:58 PM ET		
Recipient	Status	Order History
Me	Awaiting Consent Form <a href="#">Print Consent Form</a> <a href="#">Scan Paperless Consent Form</a>	Order Placed 07/06/2010 0:01 PM ET <b>Awaiting Consent Form</b>

## Order Statuses from the Clearinghouse website

- ❖ **Order Confirmation:** After you complete your request, you will receive an email confirming that your order has been placed. It also contains the order details and transaction ID.
- ❖ **In Process at School:** After we (FAMU) have received your order, we will change the status to “In Process at School,” which releases it to be worked on by our staff. You will NOT receive an email when the status is changed to “In Process at School.” However, if you log on to track the request, this status will appear in the order history.
- ❖ **Consent Form Status:** FAMU requires a consent form, you must return your completed consent form to the Clearinghouse before your order can be fulfilled.
  - **Consent Form Received:** Once the Clearinghouse receives your consent form, you will receive an email notifying you that your order has been sent to your institution.

- Consent Form Not Received: You will receive email reminders four (4) and six (6) days after your order confirmation email was sent notifying you that your order cannot be processed until the Clearinghouse receives your consent form.
- ❖ **Hold:** If FAMU 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 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.
- ❖ **Transcript Sent:** Email from the Clearinghouse confirming that the transcript has been sent to the recipient(s), as indicated in the order.
  - If you requested “Hold for Pickup,” you will receive an email that your order is ready to be picked up at FAMU.
  - If you requested delivery via a carrier service, you will receive an email containing the tracking number so you can track delivery of your order on the carrier's Web site.
  - If you requested electronic transcript delivery, you will receive an email when your recipient has retrieved your transcript from our secure site.
- ❖ **Electronic Transcript Reminders & Expiration Notice:** If your recipient has not retrieved your electronic transcript you will be notified via email so you can contact the recipient and ask him to retrieve it before it expires. Until the transcript is retrieved or expires, you will receive an email reminder on the 4th, 11th, 18th, and 27th day after the secure link is sent to the recipient.

*All electronic transcripts expire 30 days after the secure link is sent to the recipient. You will receive an email when your electronic transcript expires.*

**Note:** *Some part of this document related to online transcript request was adapted from the National Student Clearinghouse website © 2012 National Student Clearinghouse.*