

TRANSCRIPT REQUEST PROCEDURES

NEW! Transcript requests should be completed ONLINE

ROCHESTER COMMUNITY HIGH SCHOOLS have joined forces with Parchment to bring you Docufide Secure Transcript™ - the safe, paperless way to send transcripts directly to the colleges you choose. It's easy, secure, and available 24/7. **Official** transcripts will be sent, verified and approved, to the colleges and scholarship funds you choose. Parchment will email you to confirm that they've been sent. And for the colleges that accept transcripts electronically, Parchment will also confirm when they receive them. Thanks for using Parchment Secure Transcript service, and good luck with your applications.

What is needed? An email address and a credit card for payment (payment needed only for some institutions)

What information do you need to provide? Name, birth date, gender, graduating class and school are all we need to send your transcript. You may put your Student ID and SS # if you have them, but neither is necessary.

How it works. Parchment sends transcripts to receiving institutions when your high school approves the order and uploads the transcript records to Parchment. This usually takes from one to three business days. Parchment will notify the student, via email, as soon as the school has made the student's records available to Parchment. Parchment sends electronic transcripts immediately. Mailed transcripts are typically sent within one business day. If your transcript is mailed, we can confirm that it was sent, but cannot confirm delivery.

IMPORTANT! ***SENDING ACT/SAT SCORES TO COLLEGES*****IMPORTANT!**

We no longer have the capability to send ACT/SAT TEST SCORES with the transcript due to the online process. Your scores need to be sent from the testing agency to each college.

2 Simple Steps To Request and Send an Official Transcript

STEP 1: Register for your Parchment account

- 1) Go to the Parchment link on your school counseling website or go to www.parchment.com
- 2) Click on the link 'Sign up'.
- 3) Enter your **email address** and select a password
- 4) Enter your identifying information and your PIN*.
- 5) Activate your account by responding to the confirmation email you will receive from Parchment (Be sure to check your 'junk' folder if you do not see the email).

*PIN: A will receive a mailing with an assigned PIN you may use when you are registering. However, students will maintain the capability to register without a PIN, however utilizing the PIN will save time by pre-populating uploaded information.

STEP 2: Ordering a Transcript (after you have registered)

- 1) Go to the Parchment link on your school website or www.parchment.com .
- 2) Enter your **email address** and your **Parchment password** and click **Sign In**.
- 3) Follow the instructions for selecting colleges to which your transcript should be sent. For other organizations, such as scholarship providers, click the link under "Select Other Destinations" or "NCAA" and enter the information requested. For COMMON APPLICATION USERS please see instructions below

Common Application Instructions for Students

1. Initially, you are required to create an account at www.commonapp.org and record your Common Application ID. It is important to maintain this information for use later. This will insure your transcript is delivered to the correct destination.
2. Utilize the School Forms section of the Common App Online to invite your counselor to be a recommender. This will trigger an email message to the counselor, providing instructions on submitting school forms online. Confirm with the counselor of an intention to submit school forms online.
3. **Log into your Parchment account and click on the Common Application tab.**
4. Enter your Common Application ID #.
5. Verify that the information is correct: your name and your counselor's name.
6. If the counselor has accepted the invitation, plans to submit school forms online, AND has started your School Form, it will now be possible to request to send the transcript to the Common Application.
7. Click the Save & Continue button to move on (or Save & Add Another for additional destinations).
8. Your transcript will be sent directly to the Common Application Online system to be matched by the counselor with your school forms and submitted on your behalf.
9. Upon submission of your transcript to the Common Application, it is ready for submission to ALL of your Common Application colleges. You do not need to submit one for each college.
10. Next Grading Period requests cannot be made in advance of grade availability. Once grades become available students can request midyear transcripts.

NOTE: If you have any problems during the registration or ordering process please go to www.parchment.com – click on “contact us” select “students/parents” and fill out the form with your name, school name, and details of the issue you are having.

Frequently Asked Questions & Answers from Parchment

Q. I received a Registration Code in the mail – what do I do?

A. The Registration Code is a unique number generated from a student roster sent to us by your high school. You should use this code when adding your high school to your account.

Q. I don't have a Registration Code – can I still set up an account?

A. Yes. The Registration Code is not required to establish a Parchment account. We send them because it makes spreading the word about online ordering easier for your high school and it speeds up the student registration process slightly.

Can my parent or guardian create an account for me?

Q. If you are under 18, your parents can create an account and request transcripts for you.

A. Parents will need to create a family account which requires information about both the parent and the student. To create a parent account, select the radio button for "Parent or guardian, creating Parchment account for my minor (under 18)". Complete the registration form with your information. Then, enter the required identifying information for your student. If you have additional children, you can add them once your Parchment account has been created.

Q. Where can you deliver transcripts?

A. Transcripts can be delivered to any destination you identify. Our vetted network of academic destinations and selected scholarship funds have pre-populated delivery addresses and those who have elected to become Docufide Receivers, default to an electronic receiver as a part of the registration process. You are able to request official transcripts be sent outside of this network to yourself, employers or other third party.

Q. What do I do if the school I am applying to doesn't accept electronic transcripts?

A. Our database of receivers includes both electronic and print destinations. If the college or university you are applying to is showing as an electronic receiver it is because they actively registered and expressed a preference to receive transcripts and admissions documents electronically. If they are listed as a paper destination, Parchment will print and mail your transcript just like your school office would.

Q. How long does it take to send transcripts after I request delivery?

A. Transcripts are queued for delivery as soon as your high school releases them to us. If the destination is electronic then it will be processed immediately and if it is for paper delivery we typically process within 1 business day.

Q. Can I order transcripts before final grades are posted? (7th Semester Grades as an example)

A. If you want to request transcripts before grades have been posted, select the “Next Grading Period” option and we will queue your request for approval after your school has posted grades.

Q. How will I know if my transcript was received?

A. We send you email notifications at every stage of the order process including when we have delivered it electronically and when we have stamped and mailed your paper transcript.

Q. The transcript I ordered never arrived, what do I do now?

A. Depending on the time of year it could take colleges 4-6 weeks to process your transcripts and acknowledge receipt to you directly. If you choose to contact the receiving destination to follow up, make sure to ask how long it takes them to process so you can gauge if enough time has passed since you received the last confirmation from us. If this amount of time has passed our support, please complete a support request on our [Contact Us](#) page.

Q. Does Parchment offer financial assistance for those who cannot afford to pay for a transcript?

A. Yes we do. If you qualified for a fee waiver from The College Board or ACT then please notify your school counselor who associates a waiver against your account. We will notify you via email when the waiver has posted and then you can sign in and complete the request process.

Q. What if I don't have an email address?

A. You can get a free web-based email account from many service providers. Use your RCS email (preferred) or try www.hotmail.com, Google (gmail) or mail.yahoo.com.