

# Transcript Ordering Process

## PLACE ORDER

- Visit your school website and place order as instructed OR
- Visit the **Clearinghouse website** and enter the school that you attended
- Read your school's welcome page carefully for their transcript policy

STEP  
01



## ORDER SENT TO SCHOOL

- The Clearinghouse sends your order to your school for processing
- Your school is the owner of your transcript
- Your school determines delivery options and transcript cost

STEP  
02

## SCHOOL PROCESSES ORDER

- School uploads a PDF of your transcript for electronic orders
- School or Clearinghouse mails your paper transcript
- You will receive notification if your school placed a hold on your transcript

STEP  
03



## ORDER DELIVERY

- Your transcript is sent to the recipient via the delivery method selected
- Recipient of an electronic transcript has 30 days to download the transcript
- Contact your school directly if you need to request a refund

STEP  
04

## TRACK ORDER

- **Track your order** status through the Clearinghouse website
- **Resend the download link** to the recipient of your transcript
- **Get tips on downloading a transcript**
- The Clearinghouse does not create, retain, or edit your transcript

STEP  
05



For additional information, resources, and troubleshooting tips visit [MyStudentCenter.org](https://www.mystudentcenter.org)