

Quick Start Guide

CREATE A PARCHMENT ACCOUNT AND ORDER YOUR TRANSCRIPT

If this is your first time accessing the upgraded system, you will be required to create a new account.

CREATE A PARCHMENT ACCOUNT

1. Access the request official transcript link through your portal (see References).
2. Go to the [Sign up page](#), and fill in the fields.
3. Start by adding a school or organization you attend/ed.
4. Enter the name of the school you attend/ed in the search box and click **Search**.
5. 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 authorize 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 (we accept Visa, Mastercard, Discover, and American Express), and you can then begin to [track your order](#).

IMPORTANT THINGS TO NOTE

Remember that your school has your transcript. If you track your order and see Order Submitted to School as your order status, please contact your school 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 our 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 to physical addresses (no PO Boxes). FedEx does not deliver on Saturdays and Sundays. Please note that FedEx only expedites the delivery timeframe, not the processing timeframe.

TRACK YOUR ORDER

Visit our 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 our [Help Center](#) or view our [How to Create a Parchment Account quick bytes video](#).

If you need any help along the way, we also have help topics, videos, and you can submit a support ticket to contact us.

ADDITIONAL RESOURCES

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
4. Help Center: https://parchmentsupport.force.com/s/?language=en_US
5. **Quick Bytes Videos:** please click on the title below for additional instructions
 - **How to Create a Parchment Account**
 - **How to Order a Transcript with Parchment**
6. **Placing Orders:** Go to the student portal at community.chamberlain.edu. Once logged in, go to the **My Degree and Courses section** on the main toolbar, and then click **Transcript Requests**.