

## Transcript Frequently Asked Questions

### **How can I get help with my official transcript request?**

For questions regarding your official transcript order, please contact Credentials Solutions Customer Service at 847.716.3005. Customer service representatives are available from 7:00 a.m. to 7:00 p.m. Monday-Thursday and 7:00 a.m. to 5 p.m. on Fridays (times are CST/CDT).

You may also [track your order](#) online.

### **How much do official transcripts cost?**

- Standard delivery (USPS mail or electronic, when available): \$10 per transcript
- Pick up at College of Charleston: \$12 per transcript
- Domestic Federal Express within the contiguous 48 states: \$20 per recipient
- Domestic Federal Express to Alaska or Hawaii: \$23 per recipient
- International Federal Express: \$43 per recipient
- Additional Handling Charge for Telephone Orders: \$10 per order

### **Can I come in to the College of Charleston to place my transcript order?**

Yes, but you will be directed to a computer in the Registrar's Office to place your order through the Credentials online system. We recommend that you place your order online first and select the pick up option.

### **How long does it take for my transcript to reach its destination?**

This depends on many factors; the method of delivery, the destination, options you have selected. To ensure the quickest delivery, please ensure that you do not have any holds on your account, make sure to submit your order with accurate information, and submit any additional documentation needed (authorization, attachments) as quickly as possible.

### **How can I get MyCharleston Login Assistance?**

View [Login Assistance](#) or call HelpDesk at 843.953.3375

Tips:

- Enter birthday format correctly (MM/DD/YYYY)
- Enter last FIVE digits of your Social Security Number (SSN) rather than just four digits
- Try any previous names

### **What if I have a hold on my account?**

If you have a financial hold on your account, you will receive email communication from Credentials Solutions with information about the hold and what office to contact to resolve the hold. Your transcript request will not be processed until the hold is cleared from your account. If you have not cleared the hold from your account within 30 days, your order will be canceled. Your credit card will not be charged until your transcript is produced.

### **Do I need to change any browser settings to use the form through MyCharleston?**

Please make sure that pop-up blocker is not turned on. The form opens in a new window and will not work if pop-ups are blocked.

## How can I send additional documentation with my transcript?

On the transcript recipient page, Attachment Options for this Recipient section, check the box next to **Yes (this is not common)**. After you have placed your order, you will see instructions for how to upload or fax your attachment. If you upload your attachment, you will receive a confirmation message similar to the following where you will indicate if the attachment is complete or if it requires additional information.

### Confirm Finalization of Attachments

Please confirm to us you would like to **FINALIZE YOUR ATTACHMENTS for this order**. Once this is done, you will no longer have access to change your attachments.

Please select one of the following two options so we know how to process your attachment(s):

- My attachment is completely filled out and my transcript can be sent immediately
- The College of Charleston must add information to my attachment before my transcript can be sent

Yes, Finalize Attachments

No, I have to make changes

## Can I request my transcript, but have it held until my final grades and/or degree post?

Yes. You may select these options when ordering your transcript. However, this option is a universal option, not necessarily specific to you. Held orders will be released when the bulk of grades and degrees are posted in the College of Charleston system. If you have a grade that is not posted at this time or your degree posting is delayed, your transcript will be processed if it is sitting in the held queue. For this reason, we suggest that you check your unofficial transcript in MyCharleston to see if your grades/degree have posted before you submit your official transcript order to ensure that everything is in order before your transcript is produced.

## I am a teacher recertification student. How do I request a transcript?

You may use the Credentials online ordering system. Please do not select either the hold for grades or hold for degree option when ordering. Professional development courses do not run on the same schedule as regular College of Charleston courses. Please check your unofficial transcript or consult with the Office of Professional Development in Education (OPDE) to ensure that your grades have posted.

## I completed my coursework at College of Charleston prior to 1976. How can I get a transcript?

You may use the Credentials online ordering system. Because academic records prior to 1976 are preserved on microfilm, your records cannot be sent electronically. You must select a mail or pick-up option. Additional processing time may be required to retrieve your record from microfilm and create copies.

## I need notary or Apostille service with my Transcript. What should I do?

Place your order through Credentials Solutions. Select the option for **Apostille Transcript** in the Additional Services section of the Basic Order Information Screen. **Please note, transcripts that require notary service cannot be sent electronically.**

If you are attempting to obtain an Apostille Seal, a certification of a notarized document which can be used in countries that are parties to the Hague Convention, you will need to take additional steps. The Registrar's Office will return your notarized transcript to you. You will then need to request the apostille through the SC Secretary of State's Office, 1205 Pendleton Street, Suite 525, Columbia, SC 29201. See <http://www.scsos.com/Apostilles> for more information.