Official Transcript Ordering Guide

This guide explains how current and former College of Charleston students can order official transcripts online using Credentials Solutions. Students who do not have a current MyCharleston account should go directly to Credentials Solutions, and follow this guide from Step 4.

Step 1
• Go to MyCharleston.
• Login with your CWID and password.
• Use the links provided if you have forgotten your password or need other login assistance.

Step 2
• Select the Academic Services or Alumni tab.

Step 3
• Locate the Transcript channel
• Click on the Official Academic Transcript Request
Step 4
The Credentials Solutions Transcript Ordering Overview page displays in a new window.

- Read the Ordering Overview.
- To begin, click Start My Order.

Need help or more information?
- View the FAQs.
- Questions not answered in the FAQ? Click the Customer Service button.

IMPORTANT: Do not use browser back or forward buttons. Use only those buttons or links provided within the software application.
Step 5
The Student Information page displays a web form.

Complete any information that is not pre-populated. Enter valid information so that you can receive information about your order. If any pre-populated information is incorrect, please update it on the form and also with the Registrar’s Office (registrar@cofc.edu).

- Enter the approximate years you attended, if they are not pre-populated. This is for information only. Your transcript will always reflect your complete record at College of Charleston.
- Enter telephone number in the format NNN-NNN-NNNN. If no phone number is available, enter N/A.
- Click the Select Country button if the phone number is outside the US.
- Enter and verify email address. Optional: enter a cell phone number to receive text messages.

Note: If you don’t have a Social Security Number (i.e. foreign students), enter 999999999 or use only your CWID.

Click the Next button.
Step 6
The Basic Order Information page displays.

- Select a delivery type, either standard (mailed or electronic) or pick up in person.
- If you must attach documents to your transcript, check the box in the special order conditions area.
- Indicate when to release your transcript. Choose send now or one of the available “hold” options.
- Select your reason for ordering the transcript.
- Select the Apostille Transcript box if you require a notarized copy of your transcript. If you select this option, electronic delivery of your transcript is not available. The Registrar’s Office will notarize your transcript. If you are attempting to obtain an Apostille Seal, you are responsible for sending your notarized transcript and any other required documentation to the SC Secretary of State’s Office.

Click the **Next** button.

*Note: Records prior to 1976 may take longer to process.*

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### Basic Order Information

**Please choose a service for this order:**

- **Standard Request (Official) - Deliver to a Specified Recipient**
  - $10.00 per copy
  - Delivered within 1 to 2 business days after receipt of authorization. Electronic is same day in most cases.

- **Pick Up Request (Official) - Pick up in Person**
  - $12.00 per copy
  - Pick-Up Location: Office of the Registrar
  - 160 Calhoun Street, Lightsey Center, Suite 201.

### Special Order Condition(s):

**Attachments:**

Some recipients require that you include additional information pages ("Attachments") with your transcript when it is sent to them. Any transcript order with an Attachment is limited to a single recipient and is only eligible for delivery as a printed transcript (i.e. mailed) or as a PDF transcript (provided the recipient accepts PDF transcripts).

- **ONLY check this box if you have an attachment or enclosure that must be sent with your transcript**

### Tell us when to release your transcript(s):

- **Send Now (current term grades might not be included)**
  - Hold until grades are posted for:
    - Spring Semester

- **Hold for Degree to be Posted**
  - Spring Semester

**Other information required by College of Charleston: Approximate years in YYYY format. This is for information purposes only. Your transcript will always reflect your complete record at the College of Charleston:**

- **Primary Reason for Ordering:**
  - **Select a Reason for Ordering (REQUIRED)**

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### Additional Service(s):

- **Apostille Transcript For International Certification Only**
  - An Apostille transcript is a document legalized or authenticated for foreign use. This transcript will be notarized and ready for Apostille processing by the State Department. Electronic delivery for this transcript is not available.
Step 7

The Select Recipient 1 Type page displays.

Select a recipient type:
- **Myself**
- **College or University** When selected a menu with available options will display. *Choose this option if you want to see if electronic delivery is available.*
- **Special-Purpose Recipient** Choose for examples like AMCAS, LSDAS, etc
- **Direct Access Code Lookup** Choose this option only if you were provided with a direct access code by your recipient.
- **Other** Choose this option to send your transcript to a specific person, a business, a non-US address or any other recipient type not represented above.

Click the **Next** button.

Step 8

The Transcript Recipient 1 page displays.

- Review the recipient mailing address and telephone numbers. **It is your responsibility to confirm correct and accurate information.**

When correct, click the **Next** button.
**Step 9**

The Delivery Method for Recipient 1 page displays.

- Choose a delivery method:
  - PDF – this option is only available for selected recipients
  - First class mail (standard USPS)
  - Domestic FedEx
  - International FedEx (displays only if an international address was entered)

Click the **Next** button.

**Step 10**

The Your Transcript Recipients page displays.

- Review your request for accuracy.
  - Make any necessary adjustments to quantity or recipient information (use the Update button).
- If necessary, add additional recipients.

Click the **Next** button.
Step 11

The Your Order Summary Page displays.

- Review all information for accuracy. If any changes need to be made, use the Edit buttons in each area.
- A summary of costs displays at the bottom.

Click the Continue button.
**Step 12**

The Payment Card Information screen displays along with the “Credit Card Transaction Agreement”.

- Review the Refund Policy to familiarize yourself with refund requirements and conditions.
- Read and accept the credit card transaction agreement by clicking the I Agree radio dial/button.

Note: If you are using a credit card that is not your own, make sure to alert the credit card holder that you have authorized a charge with the merchant name COLLEGE TRANSCRIPT so that he/she does not dispute the charge. Otherwise, Credentials will charge an additional $25 collections fee.

Click the **Submit My Order** button to submit your request.
Step 13

The Order Accepted for Processing screen displays.

Note your order number in case you need to discuss your order with Credentials Solutions.

Step 14

Check your email (or text messages if you selected that option) for a confirmation email, order updates and/or any further instructions to complete your order.