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.
- 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. If any pre-populated information is incorrect, please update it on the form and also with the Registrar’s Office (registrar@cofc.edu).

Click the Next button.

Note: If you don’t have a Social Security Number (i.e. foreign students), enter 999999999 or use only your CWID.
Step 6
The Your Contact Information page displays. Enter valid information so that you can receive information about your order.

- 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.

Click the Next button.

Note: A valid email address is required.
Step 7
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.
- 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.

Click the Next button.

*Note: Records prior to 1976 may take longer to process.*
Step 8

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 9

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 10**

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 11**

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 12

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 13

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 14**

The Order Accepted for Processing screen displays.

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

**Step 15**

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.