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.
- To begin, click **Begin 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.

PLEASE NOTE: If the Student ID is pre-populated, please do not change it. Also, if the Student ID is pre-populated or supplied, there is no need to supply your SSN.

Enter valid information so that you can receive information about your order. If any pre-populated information (other than Student ID) 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 and verify email address.
- 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.

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 Order Options page displays.

- Select a delivery type, either standard (mailed or electronic) or pick up in person.
- 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 ONLY 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.*
Step 7

The Select Recipient 1 Type page displays.

Select a recipient type:

- **Search our Recipient Table** When selected a menu with available options will display. *Choose this option if you want to see if electronic delivery is available.* You will be asked to select the state of the institution before moving to the next screen (see image to right).
- **Myself**
- **Select an Application Service** Choose for examples like AMCAS, LSDAS, etc. If selected, a list will appear on this screen; select the appropriate service.
- **Direct Access Code Lookup** Choose this option only if you were provided with a direct access code by your recipient.
- **Enter Recipient Manually** 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 7A – only appears if “Search our Recipient Table” was selected in Step 7

The Searching for Recipient 1 page displays.

1. Type the name of the institution in the top box.
2. Select the institution by clicking on it in the list.
3. Click the hyperlinked name of the institution in the Available Recipients Table.

Proceed to Step 8.
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.**
- If you need to attach any documents to the transcript, check the box in the Attachment Options for this Recipient section.
  - After you submit your request, you will be given instructions on how to upload or fax your attachment.
- Check the box to acknowledge that you have verified the address information.

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

Step 9
The Delivery Method for Recipient 1 page displays.

- Choose a delivery method:
  - PDF Delivered to College/University—this option is only available for selected recipients
  - Printed Transcript Mailed to Recipient
  - 1st Class Mail
  - Domestic FedEx
  - International FedEx (displays only if an international address was entered)

Click the Next button.

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Step 10

The Your Recipients page displays.

- Review your request for accuracy. Make any necessary adjustments to quantity or recipient information (use the Update button).
- Note the information about attachments.
- If necessary, add additional recipients. Orders with attachments may only be sent to a single recipient.

Click the Continue to Order Summary 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 Go to Payment 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.