

## 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.

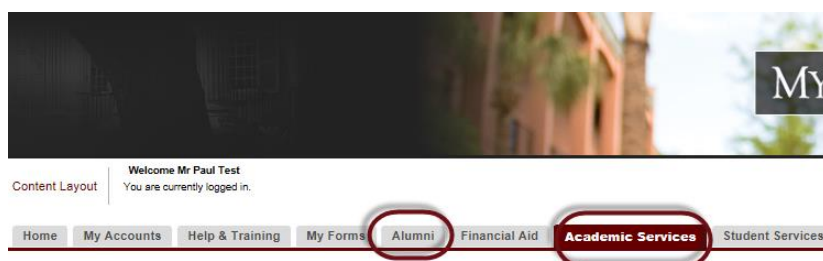
### Step 1

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



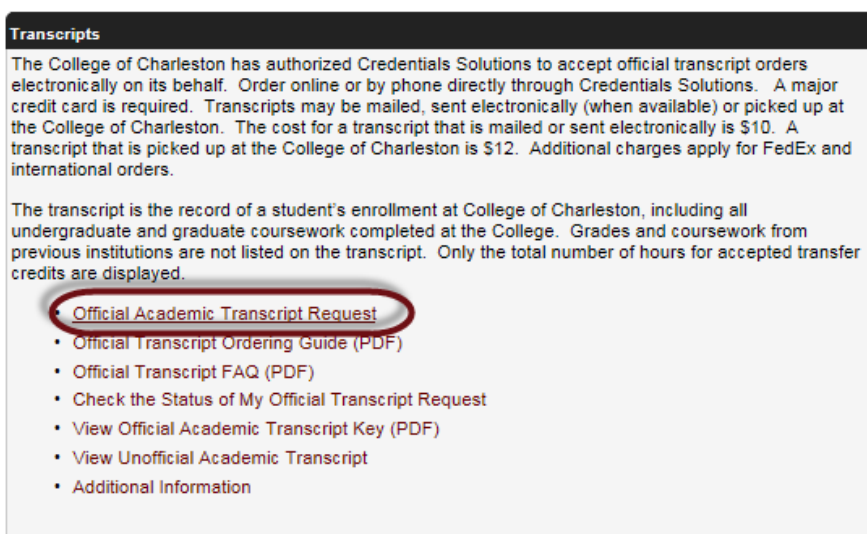
### Step 2

- 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.

The screenshot shows the 'Transcript Ordering Services' page for the College of Charleston. At the top left is the College of Charleston logo. At the top right, it says 'College of Charleston Charleston, SC'. Below the header is a red horizontal bar. The main heading is 'Transcript Ordering Services' followed by 'College of Charleston'. Below this, a warning states: 'Do not use browser back or forward buttons Your session will time-out after 60 minutes of no activity'. A 'Begin Order' button is highlighted with a red circle and a mouse cursor. Below the button is a list of menu items: 'Pricing and Payment', 'Authorization Info', 'Ordering Overview', 'Electronic Transcripts', and 'FAQs'. The 'FAQs' item is highlighted with a red arrow. At the bottom, there is a dark grey footer. On the left, it says 'Credentials Solutions' and 'Copyright© 2016 Credentials Inc. Northfield, IL 60093'. On the right, there are links for 'Transcripts FAQs', 'Privacy Policy', and 'Customer Service'. A red arrow points to the 'Customer Service' link.

## 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](mailto: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.

COLLEGE of CHARLESTON

College of Charleston  
Charleston, SC

Student InfoOrder OptionsRecipient(s)SummaryPayment

Student Information

Please complete any missing fields below. If any of the pre-populated information is incorrect, please contact the Office the Registrar at ([Registrar@cofc.edu](mailto:Registrar@cofc.edu))

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

Information needed to locate your records

Social Sec #

Student ID

Attended From Year

Attended To Year

Birth Date

Enter legal names as they exist in the school records

First Name

Middle Name

Last Name

Suffix

Other Last Names

Enter your current address

Country

Current Address

City

State

ZIP Code

Communication Information

Email Information - Required to send order receipt and status updates

Email Address

Verify Email

Telephone Information

Telephone Country

Telephone #

Cell Phone Info - Optional (U.S. numbers only)


Cell Phone No.

Verify Cell Phone No.

Cell Phone Co.

Previous

Next

Credentials Solutions

Copyright© 2017 Credentials Inc.  
Northfield, IL 60093

Transcripts FAQs

Privacy Policy

Customer Service

College of Charleston – Official Transcript Order Guide

Page 3

## 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.*

The screenshot shows the 'Order Options' page for the College of Charleston. At the top, the college's logo and name are displayed on the left, and 'College of Charleston, Charleston, SC' is on the right. A progress bar at the top indicates the current step is 'Order Options', with other steps being 'Student Info', 'Recipient(s)', 'Summary', and 'Payment'. The main content area is divided into several sections: 1. 'Please choose a service for this order' with two radio button options: 'Standard Request (Official) - Deliver by Mail or Electronic' (selected) and 'Pick Up Request (Official) - Pick Up In Person Next Business Day'. 2. 'Tell us when to release your transcript(s)' with a radio button option 'Send Now (current term grades might not be included)'. 3. 'Other information required by College of Charleston' with a dropdown menu for 'Primary Reason for Ordering' and a checkbox labeled '\*required' which is checked. 4. 'Please choose any of the following additional service(s)' with a checkbox for 'Apostille Transcript-For International Certification Only'. At the bottom of the form, there are 'Previous' and 'Next' buttons. The 'Next' button is circled in red, and a red arrow points to the '\*required' checkbox. The footer contains the 'Credentials Solutions' logo, copyright information, and links to 'Transcripts FAQs', 'Privacy Policy', and 'Customer Service'.

## 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.

The screenshot shows the 'Select Recipient 1 Type' page of the College of Charleston transcript order system. At the top, the College of Charleston logo and name are displayed. A progress bar indicates the current step is 'Recipient(s)', with previous steps 'Student Info', 'Order Options', 'Summary', and 'Payment' shown in a lighter shade. A note states: 'A valid mailing address must be provided for all transcript requests from College of Charleston; this includes any transcript that will be sent using an electronic delivery option. If your order is eligible for an electronic delivery option, you will be shown that option **after** you have provided an address for the recipient.'

The main section is titled 'Please choose a type of recipient'. It contains several radio button options:

- ☒ **Search our Recipient Table**  
Choose this option to search recipients that are already set up in our system.  
This is the only way to find colleges or universities who receive transcripts electronically.  
Below this option is a dropdown menu labeled 'Select the recipient's state:' with 'ILLINOIS' selected. A red circle highlights the 'Next' button below the dropdown.
- ☐ **Myself**
- ☐ **Select an Application Service**  
Choose this option for Application Services such as AMCAS, LSAC, PHARMCAS, etc.
- ☐ **Direct Access Code Lookup**  
Choose this option if you were provided with a "Direct Access Code" by your recipient.
- ☐ **Enter Recipient Manually**

At the bottom right of the form area is a button labeled 'Cancel This Recipient'.


The footer contains the 'Credentials Solutions' logo, copyright information 'Copyright © 2016 Credentials Inc. Northfield, IL 60093', and links for 'Transcripts FAQs', 'Privacy Policy', and 'Customer Service'.

**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.

COLLEGE of CHARLESTON

College of Charleston  
Charleston, SC

Student Info

Order Options

Recipient(s)

Summary

Payment

Searching for Recipient 1 in ILLINOIS

Search

university of c

LOYOLA UNIVERSITY OF CHICAGO

NATIONAL UNIVERSITY OF HEALTH SCIENCES

ROSALIND FRANKLIN UNIVERSITY OF MEDICINE & SCIENCE

UNIVERSITY OF CHICAGO

UNIVERSITY OF ILLINOIS AT CHICAGO

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

UNIVERSITY OF ST. FRANCIS


I do not see my School

Available Recipients

Address	College/University Type	Delivery Methods
<a href="#">OFFICE OF COLLEGE ADMISSIONS</a> THE UNIVERSITY OF CHICAGO 1101 E 58TH ST CHICAGO IL 60637-1511	Undergraduate	PDF Mail

[My recipient was not found. I want to enter the address manually](#)

Cancel This Recipient

Credentials Solutions

Copyright© 2016 Credentials Inc.  
Northfield, IL 60093

[Transcripts FAQs](#) | [Privacy Policy](#) | [Customer Service](#)

## 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.

COLLEGE of CHARLESTON

College of Charleston  
Charleston, SC

Student Info Order Options Recipient(s) Summary Payment

Transcript Recipient 1 - Undergraduate School

Recipient Address

Address OFFICE OF COLLEGE ADMISSIONS  
THE UNIVERSITY OF CHICAGO  
1101 E 58TH ST  
CHICAGO IL 60637-1511  
UNITED STATES

Telephone # 773-702-8650

Attachment Options for this Recipient

Some recipients require additional information pages ("Attachments") alongside your transcript.  
Any transcript order with an Attachment is currently limited to a single recipient

Are you providing an attachment?

☒ No ☐ Yes (This is not common)

Address Confirmation

Please Read and check the box to continue. Although we make every effort to maintain current school addresses in our database, it remains your responsibility to ensure that the correct address is used on your transcript order.

☐ I confirm this address

Cancel This Recipient Next

Credentials Solutions Copyright© 2017 Credentials Inc.  
Northfield, IL 60093

Transcripts FAQs | Privacy Policy | Customer Service

## 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
  - 1<sup>st</sup> Class Mail
  - Domestic FedEx
  - International FedEx (displays only if an international address was entered)

Click the **Next** button.

## 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.

COLLEGE of CHARLESTON

College of Charleston  
Charleston, SC

Student Info

Order Options

Recipient(s)

Summary

Payment

Please review your order information shown below. If you have to make corrections, use the "Edit" button to return to the appropriate section. When you are satisfied that the information is correct, click "Continue" at the bottom of this page.

Student Information

Edit

Name:	PAUL TEST	Student ID:	10238021
Address:	1234 ANYWHERE PLACE SCHENECTADY NY 12345-6000	Birth Date:	12/31/1976
Telephone #:	843-953-5666	Attended From Year :	2010
Email Address:	ptest@g.cofc.edu	Attended To Year :	2010

Basic Order Information

Edit

Service Type:	Standard Request (Official) - Deliver by Mail or Electronic
When to Send Transcript:	Send Now (current term grades might not be included)
Primary Reason for Ordering :	For Myself

Your Recipient(s)

Edit


	Quantity	Delivery Method	Recipient
Recipient 1	1 Transcript	Printed 1st Class Mail Included in basic charge	OFFICE OF COLLEGE ADMISSIONS THE UNIVERSITY OF CHICAGO 1101 E 58TH ST CHICAGO IL 60637-1511  Attachments required for this recipient: - I am providing an attachment that must be sent with my transcript

Summary of Charges for Your Order

School Transcript Charges:	\$10.00
Handling Charges:	\$0.00
<b>Total Charge for This Transcript Order:</b>	<b>\$10.00</b>

Cancel Order

Go to Payment

Credentials Solutions

Copyright© 2017 Credentials Inc.  
Northfield, IL 60093

[Transcripts FAQs](#) | [Privacy Policy](#) | [Customer Service](#)

## 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.

The screenshot shows the 'Order Payment' screen for the College of Charleston. At the top, there is a navigation bar with links: Student Info, Order Options, Recipient(s), Summary, and Payment. Below this is a red banner with the 'McAfee SECURE' logo and the text 'CLICK TO VERIFY'. The main heading is 'Order Payment'. Below this, it says 'Please enter your credit card information'. There are fields for Card Type (Visa), Card Number, Security Code, and Exp. Month / Exp. Year. A red arrow points to the 'Refund Policy' link. Below the card information fields, it says 'Please make sure that the name and billing address shown below are correct for this credit/debit card.' There are fields for First Name (PAUL), Middle Name, Last Name (TEST), Country (UNITED STATES), Street Address (1234 ANYWHERE PLACE), City (SCHENECTADY), State (NY), and ZIP Code (12345-6000). A red arrow points to the 'I have read and agree to the terms in the Credentials Transaction Agreement' checkbox. At the bottom, there are 'Previous' and 'Submit My Order' buttons. The footer contains the Credentials Solutions logo, copyright information, and links to Transcripts FAQs, Privacy Policy, and Customer Service.

## 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.