



Ordering a Transcript

1. Ordering a transcript works best using a Google Chrome browser.



2. On the My MAC portal page, select the Registrar tab.
3. View the Request a Transcript section for all information regarding ordering a transcript.
4. Click the **To order an official transcript(s), login to the Clearinghouse secure site** link.
5. Select Mount Aloysius College from the drop down menu and click the **Submit** button.

* I want to order a transcript from:

Submit

6. On the “Welcome to Transcript Ordering” screen, read the information regarding processing time, office hours and payment information. Note requirements for ordering a transcript. Click the **Start** button to continue.

The following may be required to order a transcript online:

- ✓ A major credit or debit card
- ✓ An email account
- ✓ Your signed consent

Start

7. Enter all of your personal information. Items with an asterisk are required fields and must be complete before you can proceed to the next screen. If you do not know your Student ID number, leave that field blank and enter your Social Security Number. Click the Next button.
8. Enter your Contact Information and Enrollment Degree Information. Click the **Next** button.
9. Select a Recipient. Depending on which recipient you select, the questions in the next section will be different. Complete the FERPA compliance question by selecting from the dropdown menu. Items with an asterisk must be completed before continuing to the next page. When all required information has been entered, click the **Next** button.

10. The prompts you get in this section depend on who you selected as recipient. If you selected anything other than yourself, the next screen will prompt you to select a state and name of recipient from a drop down menu. If sending your transcript to a school that is not listed in the dropdown items, scroll to the bottom and select **Not in the list** and you will be prompted to enter the name of the school. If you selected a business, you will be prompted for the name of the business.
11. Under Delivery Options, select how you want the transcripts sent. Mailed transcripts are official. Electronic PDF are official transcripts, but check with your recipient to see if they accept electronic transcripts from the Clearinghouse as official. Faxed transcripts are unofficial. Some schools accept transcripts hand delivered by students as official, as long as they are in a sealed envelope, but not all schools. Check with your school before ordering to make sure they accept hand delivered transcripts as official.
12. If you select **Hold for Pickup**,

* Delivery Method:

Please confirm, the delivery option you selected means:

Once your transcript request is received in our office, the transcript will be available for pickup at the Registrar' Office, Room 121, Main Administration Building. Our office hours are 8:30 a.m. to 5:00 p.m. Monday through Thursday. You will receive an email notification when your transcript is ready for pick-up.

* **Checking this box confirms you have read the delivery method information above.**

the system will prompt for confirmation that you have read the delivery method information. You will need to go to the Registrar's office in Main 103, Main Administration Building, to pick up your transcripts, once they have been processed. The transcripts will be in a sealed envelope. For them to be official, you must not open the envelope.

13. If you select **Mail**, the system will prompt you to enter an address of the recipient. Mailed transcripts are official.

* Delivery Method:

Please confirm, the delivery option you selected means:

Once your transcript request is received in our office, the transcript will be mailed within 3-5 business days. Please allow an additional 5 -7 business days for delivery by the United States Postal Service.

* **Checking this box confirms you have read the delivery method information above.**

14. If you select **Fax**, the system will prompt you for a phone number and fax number.

* Delivery Method:

Please confirm, the delivery option you selected means:

Once your transcript request is received in our office, the transcript will be faxed to the fax number indicated on your order. Please Note: Faxed transcripts are considered unofficial.

* **Checking this box confirms you have read the delivery method information above.**

15. If you select **Electronic PDF**, the system will prompt for the Recipient's Email address and the Quantity of transcripts you wish to order.

* Delivery Method:

Please confirm, the delivery option you selected means:

Shortly after your request is processed by your school, your transcript recipient will be emailed a link to a secure Internet page where he or she can retrieve your official transcript. Upon that email notification, your credit card will be charged. The National Student Clearinghouse will guarantee that your recipient is notified that your transcript is ready for retrieval at the email address you provided when you placed the order; however, we cannot be responsible for whether or not your recipient retrieves or accepts the transcript. Because this is a new technology, we suggest that you contact your recipient and verify that he or she is willing to accept your transcript via this delivery method. The accuracy and correctness of the electronic transcript is solely the responsibility of your school.

* Checking this box confirms you have read the delivery method information above.

16. With all options, you will be prompted for **Quantity**. The system will give you the pricing for the number of transcripts you select. If you want to include any additional documents that need to be delivered with your transcripts, there is an option to **Upload the Documents**.

17. You need to select a **Processing Option**. You can have the transcripts sent **Now, After Grades are Posted** or **After Degree is Awarded**. If you select **Now** and you have any courses that have not yet been complete and graded, the grade will show as a WIP (works in progress). Most educational institutions want final grades and a degree if one has been earned listed on the official transcript. Please note that degrees will not be listed on the transcripts until the final audit has been done after graduation. This may take a few weeks, so if you want to make sure your degree is listed, select **After Degree is Awarded** as the processing option.

18. If you have more than one recipient, there is a link to **Save and Add Another Recipient**. If you are sending transcripts to more than one institution, click that link. If you are only sending your transcript to one institution, click the **Next** button.

19. You need to verify that your information is correct. If you would like text messages regarding the status of your order, click the box to indicate that. Type in your mobile phone number and carrier.

Request Order Updates Via Text

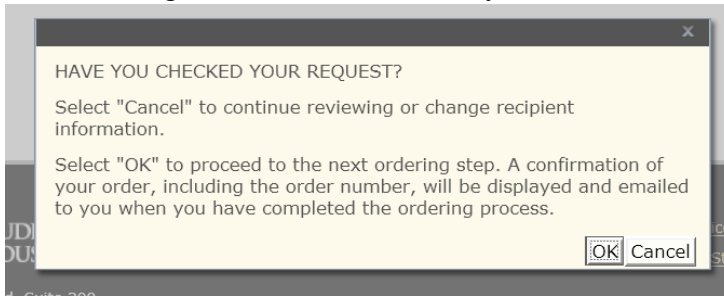
Yes, please send me transcript order updates via text message to the following number.
(Carrier message and data rates may apply.)

Mobile Phone Number:

Mobile Phone Carrier:

If all information is correct, click the **Check Out** button.

20. You will be given a chance to cancel your order or continue.



21. You will receive a confirmation of your order and an order number. If you did not indicate that you want to receive text messages of the status of your order, you can use the order number to track when your order has been processed. You would just need to go back to the original Clearinghouse link and follow the instructions for tracking your order.
22. You will need to enter your credit card information to pay for your order. You will be prompted to sign a release. You must sign the release with your mouse before the order can be processed.