Top 30 Frequently Asked Questions

Docufide Student

Q: How do I register an account with Docufide?

A: Please go to www.docufide.com. On the home page please click on the Students link and then select the link to register as a college student. This will guide you through the registration and transcript ordering process.

Q: The organization that I am sending my transcript to requires a form be attached along with my transcript. How can I send this to Docufide?

A: In order to return this form along with your transcript you would need to request a transcript to be mailed to your home and then forward the unopened envelope with your additional materials as this form cannot be sent with the transcript through Docufide.

Q: My college has placed my request on hold. I have now cleared the hold on my account but my request still shows as On Hold, what can I do?

A: If you have resolved the reason for the hold on your request you will need to contact the University directly and request that your order be approved.

Q: How do I add another college to my account so that I may request transcripts from more than one college?

A: To add another college to your profile please follow these steps. Please log into your account and click on the "Profile" tab at the top of the page and then click on the "Associated Colleges" tab. On this page there is a link to Add Another College. Once any corrections have been made please click on "Save" at the bottom of this page.

Q: I entered the incorrect dates of attendance and need to make this correction, where do I go?

A: Please log into your account and correct this information. To do so please click on the "Profile" tab at the top of the page and then click on the "Associated Colleges" tab. Once any corrections have been made please click on "Save" at the bottom of this page.

Q: How do I request multiple copies of my transcript and is there a fee for every transcript I request?

A: In order to request multiple copies you must enter the first request and then click on save and add another and repeat this step as many times as necessary. There is a fee for each transcript.

Q: The link you sent me to download my transcript is not working, how can I download my transcript?

A: **If you are having any difficulty using the link provided in the email this may be because your email is stripping part of this link. Please manually type (do not copy and paste) this entire link into a new browser window.**

Q: How do I send a transcript to a different address or department than what is listed on the website?

A: If the school and or specific department you would like to deliver a transcript to is not in our database you would then place your request using the Other Destinations option where you may manually enter your required destination name and delivery information.

Q: How do I send a transcript to myself?

A: You may request a transcript to be delivered to yourself by selecting the Myself option when placing your request.

Q: How do I sign the TAF form electronically online?

A: To complete this form you need to use your mouse and click in the box provided and then use your mouse to electronically sign your name before you will be able to complete your registration.

Q: I received an email stating that my transcript was mailed however my intended receiver has not yet received this transcript, how long does this process take?

A: Normally, U.S. Mail delivery requires 3-7 business days. Then once the transcript has been received, it can take the school 4-6 weeks to process it and make the necessary entries in their computer system. Until this has been done, the school may not be able to confirm receipt of the transcript, even though it has, in fact, been delivered by mail to the school.

Q: What are the options for paying for my transcript request?

A: All requests are paid for online during your order. Payment is made either by credit card, debit card or pre-paid gift cards by Visa, MasterCard, American Express or Discover.

Q: I placed my transcript request but the status still shows Pending Approval, what does this mean?

A: This request has not yet been approved by the college. If you have any questions regarding any delay in this please contact the college directly.

Q: My request was approved but my transcript has not been sent, why?

A: Thank you for contacting Docufide. Your request was approved however the school has not yet uploaded your transcript data to Docufide for delivery. Once this occurs your transcript will be delivered. If you have any questions regarding any delay in this please contact the college directly.

Q: I thought I placed a request to send a transcript to my college, but I received an email with a link to download a transcript, what happened?

A: Docufide has completed this order exactly as requested. You may have entered the college name as the destination however you entered your own email address as the destination address. In order to correctly send your transcript directly to any college you should place your order using the Academic Destinations option and not edit the delivery information, or use the Other Destinations option and enter the Destination Name and Destination email or physical address of where you want the transcript to be delivered.

Q: The status of my request says Processed by Sending School, what does this mean?

A: This means that your order was marked by the school as mailed directly from the school. Any further questions regarding this order must now be directed to the school.

Parchment Student

Q: How do I register an account with Parchment?

A: Please go to www.parchment.com . On the home page click on the "Sign Up" tab and follow the steps to complete registration. Once you have registered an account, click on My Transcripts and then the "Deliver Latest Transcript" tab to have transcripts delivered to your delivery destination.

Q: How do I add another high school to my account so that I may request transcripts from more than one school?

A: To add another high school to your Parchment account, please click on the My Transcripts tab, then on the Add Another School link.

Q: How do I remove a high school from my Parchment account?
A: To remove a school from your Parchment account, please click on the My Transcripts tab, then on the Remove School link.

Q: The transcript viewable on my Parchment account does not contain my most recent transcript information. How do I request an updated version?

A: Please click on the My Transcripts tab, then click on Delete to remove the transcript viewable on your account. Click on the Request latest transcript for online view link. This will prompt your high school to provide the latest transcript to your account.

Q: In registering my account, I made a typo on my name. How do I change personal information on my account such as my name or address?

A: Please click on the Preferences tab located under your name, then on the Registration Information tab. Please be sure to click on the Save Changes tab at the bottom of the page.

Q: How do I change my email address and/or password?

A: Please click on the Preferences tab located under your name, then on the Log-In Instructions tab to update this information. Please be sure to click on the Save Changes tab at the bottom of the page.

Q: My high school has notified me that I need to correct the enrollment year information on my account before they can process my request. How do I do this?

A: Please click on the Preferences tab located under your name, then on the School & Transcript Preferences tab to update this information. Please be sure to click on the Save Changes tab at the bottom of the page to save your information.

Q: How do I add additional students to my Parent account?

A: To add additional minor (under the age of 18) student(s) to a parent account, please sign in to your account and click on the Preferences tab located under your name in the upper right hand corner, then on the Parent Profile tab, then on the Add another child to your Parchment account link.

Q: How do I create an individual account for my student when he/she is already listed on my Parent Account?

A: Please log in to your account at www.parchment.com and click on the Preferences tab located under your name in the upper right hand corner. Click on the Student Information tab and then use the link at the top of this page that says Assign a

<u>username and password to this student</u> to create a personal account rather than a parent account.

Q: My transcript did not include my ACT or SAT scores.

A: We deliver transcripts with the data provided by the sending school. If you have a question in regards to the content or accuracy of the transcript data included in your transcripts, please contact the school directly.

Q: My transcript request status shows "Pending Action by Sending School". What does this mean?

A: Once your order is placed it must be approved and then uploaded to Parchment by the high school and there is no exact time frame that this may happen in as it depends on if the school is open and processing transcript requests during the summer. Once the transcript is approved and uploaded we will send the transcript within 1 business day.

Q: The status of my request says Processed by Sending School, what does this mean?

A: This means that your order was marked by the school as mailed directly from the school. Any further questions regarding this order must now be directed to the school.

Q: My account shows that my transcript was mailed, however my college states they have not received. Can you mail out another copy?

A: Normally, U.S. Mail delivery requires 3-7 business days. Then once the transcript has been received, it can take the school 4-6 weeks to process it and make the necessary entries in their computer system. Until this has been done, the school may not be able to confirm receipt of the transcript, even though it has, in fact, been delivered by mail to the school. If it has been 4 weeks since the original mail date we will resend your transcript at no charge upon request.

Q: I thought I placed a request to send a transcript to my college, but I received an email with a link to download a transcript, what happened?

A: Parchment completed this order exactly as requested. You may have entered the college name as the destination however you entered your own email address as the destination address. In order to correctly send your transcript directly to any college you should place your order using the Academic Destinations option and not edit the delivery information, or use the Other Destinations option and enter the Destination Name and Destination email or physical address of where you want the transcript to be delivered.

Q: I would like to delete my account.

A: Please send an email to customer support and we can delete your account for you.

Q: The status of my transcript request says "Approved". When will my transcript be delivered?

A: Your high school has approved your order, however they have not yet uploaded the transcript data to Parchment for delivery. Once we receive this information we will process and send the transcript within 1 business day. You might also want to follow up directly with your high school to help expedite getting this information into the system.

Q: The status of my request shows that my transcript was delivered to my email address, but I did not receive an email.

A: We can resend the email containing the link to download your transcript. Please contact Customer Support for assistance. You might also want to check your "Spam" Folder.