


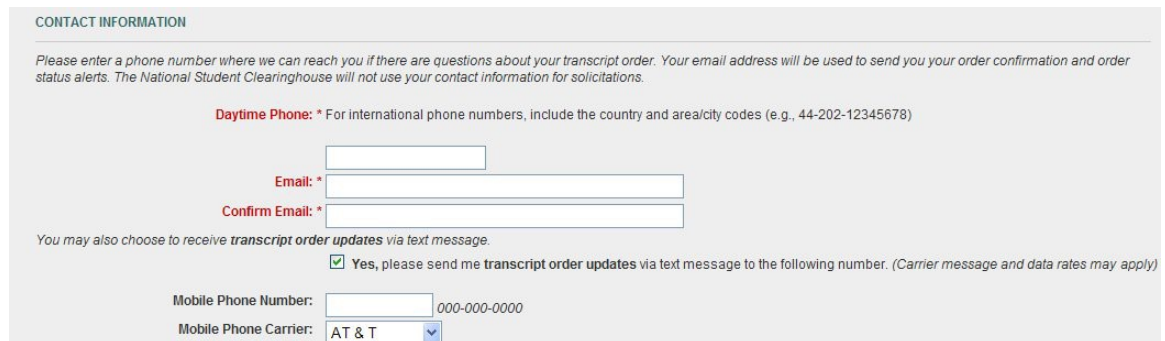
## Using the YU Online Transcript Form Step-By-Step

Here are step-by-step instructions on how to complete the transcript order form beginning with your personal information.

1. Fill in all of the required fields on the personal information form (marked in red).

 *With respect to the student ID and social security number, neither field will be marked in red although you **MUST** enter one or the other. If you do not enter either your student ID or Social Security number, an error message will display when you submit your information.*

2. To receive mobile text alerts on your order, check the following box located in the Contact Information section: "**Yes, please send me transcript order updates via text message to the following number.**" Then, you will be prompted to enter your mobile phone number and carrier name in the next two fields.



**CONTACT INFORMATION**

Please enter a phone number where we can reach you if there are questions about your transcript order. Your email address will be used to send you your order confirmation and order status alerts. The National Student Clearinghouse will not use your contact information for solicitations.

**Daytime Phone:** \* For international phone numbers, include the country and area/city codes (e.g., 44-202-12345678)

**Email:** \*

**Confirm Email:** \*

You may also choose to receive *transcript order updates* via text message.

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

**Mobile Phone Number:**  000-000-0000

**Mobile Phone Carrier:** AT & T

3. Click "**Next**" to continue to the recipient information form.
4. You will have the option to hold your order for in-person pickup. Select either "**Hold for pickup**" or "**Send to the following address.**"
5. Fill in all of the required fields on the recipient information form (marked in red).
6. Select your delivery options. (Delivery options vary by school; click the green Help button for a description of each of your school's options.)

- Click **“Save & Add Another Recipient”** to enter multiple recipients or click **“Next”** to continue.

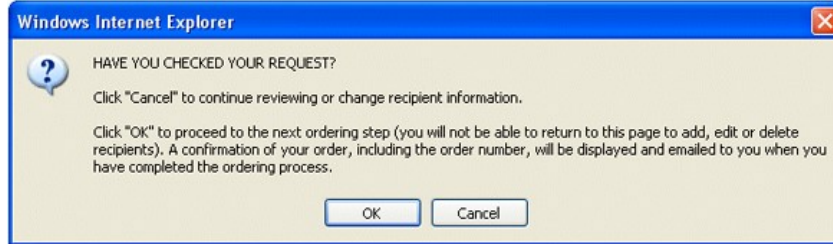
- A pop-up will display a description of the delivery option you have selected.
  - Click **“OK”** to confirm.
  - Click **“Cancel”** to return to the recipient information form.
- The order and fees will be displayed on the Review Your Recipients page. You can:
  - Add recipients by clicking the **“Add”** button in the recipient column.
  - Edit the order by clicking the recipient's name.
  - Remove a recipient by clicking the Remove link.

Verify your transcript order information before continuing.  
To edit your order, click the name of the recipient. To add another recipient, click "Add."

(IMPORTANT: Do not use your browser's back button to add/edit a recipient.)

Remove	Recipient	Add	Processing Option	Delivery Method	Quantity	Online Processing Fee	Total Fee
Remove	JANE DOE		Now	Electronic PDF	1 copy = 4.00	\$2.25	\$6.25
						Total Fee for This Order	\$6.25

10. When you are done reviewing the order, click **“Next.”** A small-pop up window will display to confirm you have reviewed the recipient information.



- a. Click **“OK”** to confirm your request (you will not be able to return to the form to add, edit, or delete recipients).
- b. Click **“Cancel”** to continue reviewing recipient information.

### Entering Credit Card Information

You will be prompted to enter your credit card information once you have completed and reviewed the transcript order form.

Transcript Ordering accepts all major credit cards. All transactions meet international *PCI* (payment card industry) compliance standards for data security.

The fee for your transcript order is displayed in **red** at the top of this screen.

1. Enter Personal Info    2. Enter Recipient(s)    3. Review Order    4. Enter Credit Card    5. Sign & Return Consent

The charge for your transcript will appear on your credit card statement as "Online Transcript Service."

Items in red (\*) are required.

**CREDIT CARD INFORMATION**

Credit Card Type: \*  VISA  MasterCard  American Express  Discover

Card Number: \*

Card Verification Code: \*  [Help](#)

Name On Card: \*

Expiration Date: \*

**CREDIT CARD HOLDER ADDRESS**

Address 1: \*

Address 2:

City: \*

State/Province/Region: \* If the address is outside the US, US territories or Canada, select 'International'.

ZIP/Postal Code: \*  If no ZIP/Postal Code is required, enter 'N/A'.

Country: \*

Phone: \* For international phone numbers, include the country and area/city codes (e.g., 44-202-12345678)

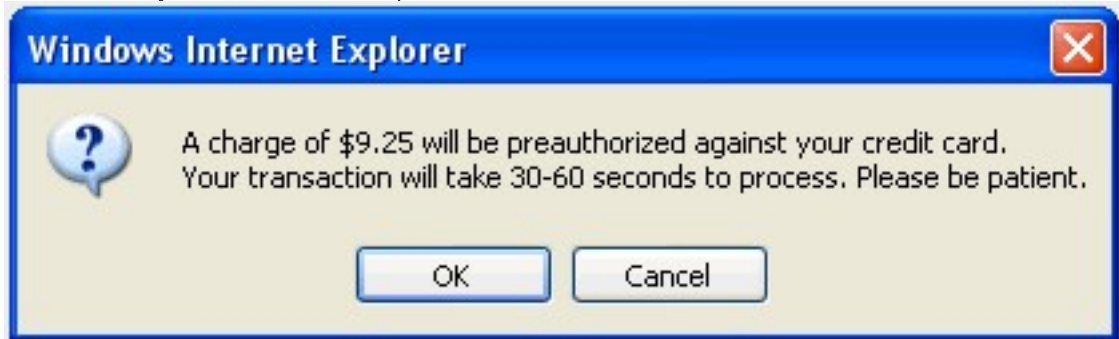
Trustwave  
Trusted Commerce  
Click to Validate

To ensure the security and confidentiality of sensitive information being transmitted over the Internet, the Clearinghouse protects its customers by using Secure Socket Layer (SSL) technology provided by the VeriSign Secure Site Program. SSL encrypts/decrypts the data before the Server/Client sends or receives transmissions.

VeriSign  
Secure  
VERIFY

11. Enter your credit card data.
- A. Your information will be encrypted in the Clearinghouse database for your

- protection.
- B. Transcript Ordering's security certificates are displayed below the form. You can view our current certifications by clicking the [TrustWave](#) and [Verisign](#) logos.
12. Enter the cardholder's address and phone number.
13. Click **"Place Order."**
14. The total amount being [pre-authorized against your credit card](#) will be displayed in a small pop-up window. Click **"OK"** to confirm your order and continue. Click **"Cancel"** if you do not wish to place the order.



15. You will receive a confirmation of your transaction via email, which includes the order number.
- Your credit card will not be charged until the transcript(s) are sent. The charge for your transcript will appear on your credit card statement as "Online Transcript Service."

## Tracking a Transcript Order

You can track your order from our [Transcript Welcome Center page](#).

1. In the Track Your Order box, enter the transcript order number and the email address you used to place the order.
2. Click the arrow icon next to the email field.

The screenshot shows the Hometown University Welcome Center. At the top, there is a dark blue header with the university name and 'Welcome Center' text. Below the header, there are navigation links for 'Help' and 'Logout'. The main content area is divided into two sections. On the left, a 'Welcome to Transcript Ordering!' section provides information about ordering transcripts online and lists requirements: a valid major credit card, an email account, and signed consent. An 'Order' button is present. On the right, a 'Track Your Order' box contains input fields for 'Your Transcript Order #' and 'Your Email Address', with a 'Help' button next to the first field and a dropdown arrow icon next to the second field. Below the input fields, there is a note about entering the transcript order number and email address from the confirmation email.

3. A time-stamped order history will be displayed.
4. To see the order detail (which provides the same information as the order confirmation page), click the order number text link.

The screenshot shows two order history entries. The first entry is for Order # 3453, placed on 07/06/2010 at 11:33 AM ET. The second entry is for Order # 3452, placed on 07/06/2010 at 2:58 PM ET. Each entry has a table with columns for Recipient, Status, and Order History.

Recipient	Status	Order History
STANFORD UNIVERSITY	Electronic Transcript retrieved on 07/07/2010 9:10 AM ET	Order Placed 07/06/2010 11:33 AM ET Electronic Consent Received 07/06/2010 1:12 PM ET Electronic Transcript Sent 07/06/2010 4:52 PM ET Electronic Transcript Retrieved 07/07/2010 9:15 AM ET

Recipient	Status	Order History
Me	Awaiting Consent Form. <a href="#">Print Consent Form</a> <a href="#">Sign Paperless Consent Form</a>	Order Placed 07/06/2010 2:58 PM ET <a href="#">Awaiting Consent Form</a>

## Order Statuses

- **Order Confirmation:** After you complete your request, you will receive an email confirming that your order has been placed and containing the order details and transaction ID.
- **In Process at School:** After we have received your order, it will change the status to "In Process at School," which means that the registrar's office is in the process of producing your transcript. You will NOT receive an email when the status is changed to "In Process at School." However, if you log on to track the request, this status will appear in the order history.

- **Consent Form Status:** If a consent form is required, you must return your completed consent form to the Clearinghouse before your order can be fulfilled by Yeshiva University.
  - **Consent Form Received:** Once the Clearinghouse receives your consent form, you will receive an email notifying you that your order has been sent to YU.
  - **Consent Form Not Received:** You will receive email reminders four (4) and six (6) days after your order confirmation email was sent notifying you that your order cannot be processed until the Clearinghouse receives your consent form.
  
- **Transcript Sent:** Email from the Clearinghouse confirming that the transcript has been sent to the recipient(s), as indicated in the order.
  - If you requested "Hold for Pickup," you will receive an email that your order is ready to be picked up at your school.
  - If you requested delivery via a carrier service, you will receive an email containing the tracking number so you can track delivery of your order on the carrier's Web site.
  - If you requested electronic transcript delivery, you will receive an email when your recipient has retrieved your transcript from our secure site.
  
- **Electronic Transcript Reminders & Expiration Notice:** If your recipient has not retrieved your electronic transcript you will be notified via email so you can contact the recipient and ask him to retrieve it before it expires. Until the transcript is retrieved or expires, you will receive an email reminder on the 4th, 11th, 18th, and 27th day after the secure link is sent to the recipient. All electronic transcripts expire 30 days after the secure link is sent to the recipient. You will receive an email when your electronic transcript expires.

## If you are required to submit a consent form...

Typically most students and alumni will access our transcript form through MyYU, which through your login substitutes for a consent form. If you arrived at our form through other points of access you are required to sign a consent form. If you are requesting a transcript for yourself or for another school you can complete the form entirely online, which only adds a few minutes. If you are requesting to send to another type of entity you must print and fax the consent form to the Clearinghouse.

### Submitting a Paperless Consent Form (Highly recommended if possible)

Transcript Ordering dynamically generates an order-specific paperless consent form. You must sign the paperless consent form electronically, check the certification box, and submit the form.

1. Click "**Sign Paperless Consent Form.**"

The screenshot displays a progress bar at the top with five steps: 1. Enter Personal Info, 2. Enter Recipient(s), 3. Review Order, 4. Enter Credit Card, and 5. Sign & Return Consent. Below the progress bar is the title "Authorization for Release of Information from Education Records for JANE DOE". The main content area features a red banner with the text "IMPORTANT — A signed consent form is required to release your transcript." Below the banner, a paragraph explains that transcripts cannot be sent until a signed consent form is received and recommends the "Sign Paperless Consent Form" option. Two buttons are visible: "Sign Paperless Consent Form" and "Print Consent Form". At the bottom, there is a link for "What do I do if I don't have a printer?" with a "Help" button.

2. The paperless consent form for your order will be displayed.

Transcript Order Number:

9452

### Consent to Release Information from Education Records

The undersigned individual authorizes

TEMPLE UNIVERSITY

to release the official transcript of his/her education records to the individuals and/or organizations listed below and agrees to the charges on his/her credit card resulting from this order (which will appear on his/her credit card statement as "College Transcript").

JANE DOE  
123 MAIN STREET  
HERNDON, VA 20171

Student Name: JANE DOE

Authorized for Order Number: 9452

Please Sign Below:



Save & Preview

Re-Sign

7/7/2010

Student Signature

Date

By checking this box, I certify that my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

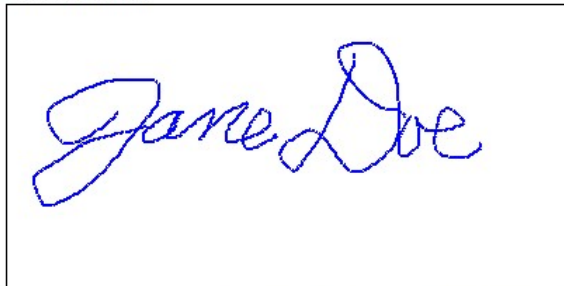
Submit

Exit

In order to complete your transcript order, you must electronically sign this consent form. When you submit this consent form, we will send you an email confirmation within one hour of receipt.

3. Use your mouse to sign your name in the signature box while holding down the left mouse button.
4. Click on "**Save & Preview**" to view your electronic signature. If you are not satisfied, click "**Re-Sign**."

Please Sign Below:



Save & Preview

Re-Sign



Student Signature

Date

By checking this box, I certify that my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

Submit

Exit

- When you are satisfied with your signature, check the certification box displayed under your signature.
- Click "**Submit.**"

Transcript Order Number:

9452

### Consent to Release Information from Education Records

The undersigned individual authorizes

TEMPLE UNIVERSITY

to release the official transcript of his/her education records to the individuals and/or organizations listed below and agrees to the charges on his/her credit card resulting from this order (which will appear on his/her credit card statement as "College Transcript").

JANE DOE  
123 MAIN STREET  
HERNDON, VA 20171

Student Name: JANE DOE

Authorized for Order Number: 9452

Please Sign Below:



Save & Preview

Re-Sign

7/7/2010

Student Signature

Date

By checking this box, I certify that my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

Submit

Exit

In order to complete your transcript order, you must electronically sign this consent form. When you submit this consent form, we will send you an email confirmation within one hour of receipt.

- Your completed paperless consent form will be displayed.
- Click "**Print**" to generate a copy of the paperless consent form for your records.
- Click "**Exit**" to close the paperless consent form.
- Click "**Next**" to display your order confirmation.
- Print a copy of the confirmation for your records.
- Click "**Done**" to complete your order.

## Printing a Consent Form

If required, you will be asked to return a signed and dated consent form to the Clearinghouse. Transcript Ordering dynamically generates an order-specific consent form. You must open a consent form in order to complete your request.

1. Click **“Print Consent Form.”**



1. Enter Personal Info    2. Enter Recipient(s)    3. Review Order    4. Enter Credit Card    5. Sign & Return Consent

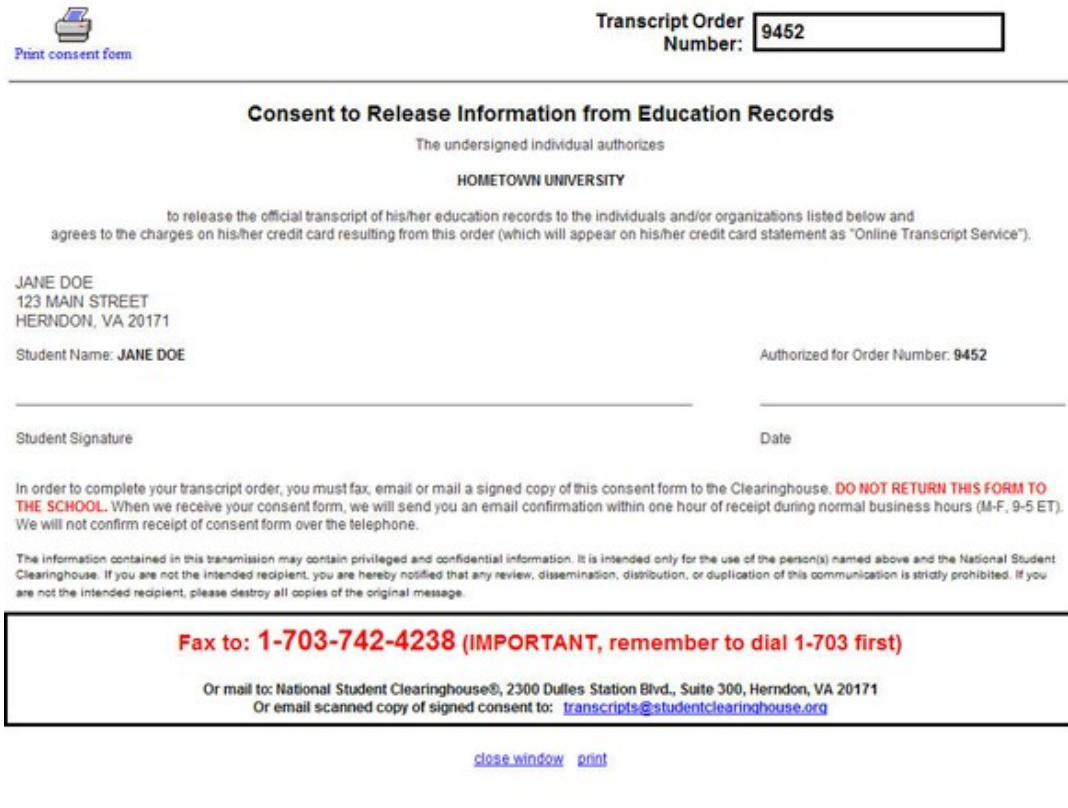
Authorization for Release of Information from Education Records  
for JANE DOE


**IMPORTANT — A signed consent form is required to release your transcript.**  
Your transcript(s) cannot be sent until we receive your signed consent form. Please sign by hand and date a printed copy of the consent form and return it to us. We will accept a scan of your signed consent form as an email attachment.

[Print Consent Form](#)

[What do I do if I don't have a printer?](#)

2. The consent form for your order will display. Print the form by clicking the printer icon or the print link at the bottom of the form.



 [Print consent form](#)    Transcript Order Number:

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**Consent to Release Information from Education Records**  
The undersigned individual authorizes  
**HOMETOWN UNIVERSITY**  
to release the official transcript of his/her education records to the individuals and/or organizations listed below and agrees to the charges on his/her credit card resulting from this order (which will appear on his/her credit card statement as "Online Transcript Service").

JANE DOE  
123 MAIN STREET  
HERNDON, VA 20171  
Student Name: **JANE DOE**    Authorized for Order Number: **9452**


\_\_\_\_\_  
Student Signature    Date

In order to complete your transcript order, you must fax, email or mail a signed copy of this consent form to the Clearinghouse. **DO NOT RETURN THIS FORM TO THE SCHOOL.** When we receive your consent form, we will send you an email confirmation within one hour of receipt during normal business hours (M-F, 9-5 ET). We will not confirm receipt of consent form over the telephone.

The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) named above and the National Student Clearinghouse. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please destroy all copies of the original message.

**Fax to: 1-703-742-4238 (IMPORTANT, remember to dial 1-703 first)**  
Or mail to: National Student Clearinghouse®, 2300 Dulles Station Blvd., Suite 300, Herndon, VA 20171  
Or email scanned copy of signed consent to: [transcripts@studentclearinghouse.org](mailto:transcripts@studentclearinghouse.org)

[close window](#)    [print](#)

3. Sign the form by hand and return it within 30 calendar days<sup>\*</sup>:
  - A. **By fax to:** 1-703-742-4238  *Be sure to dial 1-703 first*
  - B. **By mail to:** National Student Clearinghouse, 2300 Dulles Station Blvd., Suite 300, Herndon, VA 20171
  - C. **By email (attach a scan or photo of a signed copy of the consent**

**form in one of the following file types: [GIF](#), [JPEG](#), [BMP](#), [TIFF](#)) to: [transcripts@studentclearinghouse.org](mailto:transcripts@studentclearinghouse.org)**

4. Once the form has been opened, a **"Next"** button will appear at the bottom of the order confirmation page.
5. Click **"Next"** to complete your order and display your order confirmation, which you should print for your records.

*\*Orders for which consent forms have not been returned within 30 calendar days are automatically canceled. If your order is canceled, you will not be charged.*