



# Transcript Guide

This Transcript Guide will walk you through step by step to view your unofficial transcripts as well as ordering official transcripts through the Self Service system on [MyUMassGlobal](#).

For office assistance with your account, contact the School of Extended Education at 800-632-0094 or [exed@umassglobal.edu](mailto:exed@umassglobal.edu).

**Step 1:** Open the “Self Service Link” below in blue using Google Chrome, Mozilla Firefox, or Safari on a personal computer or Mac.

[Self-Service Link](#)

**Step 2:** Log into Self Service using your UMass Global Username and Password.

User Login

⚠ Please enter your Brandman username and password. When finished, select Login.

Please Note: username is Case Sensitive

To protect your privacy, please Exit and close your browser when you are finished.

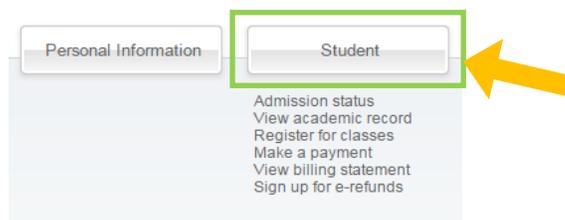
[Trouble logging in](#)

Username:

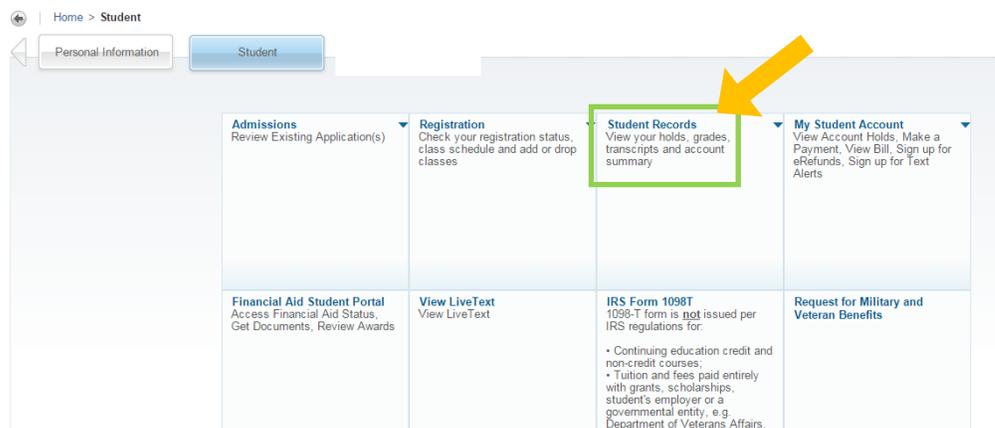
Password:

Don't know your log-in information?  
Contact the School of Extended Education at [exed@umassglobal.edu](mailto:exed@umassglobal.edu).

**Step 3:** Click on the “Student” Tab.



**Step 4:** Click on “Student Records”.



**Step 5:** Click “View Your Academic Transcript” on the left hand side of the screen.

The screenshot shows a navigation menu with four main sections: Admissions, Registration, Student Records, and My Student Account. The 'Student Records' section is expanded, showing a list of options. The option 'View Your Academic Transcript' is highlighted with a green box, and a yellow arrow points to it from the left.

**Step 6:** Click “Submit”. This will load your Unofficial Transcripts.

### Academic Transcript Options

The screenshot shows the 'Academic Transcript Options' form. It includes a breadcrumb trail: Home > Student > Student Records > Academic Transcript. Below the breadcrumb, there is a dropdown menu for 'Select the transcript level and transcript type.' followed by a red warning icon and the text 'Holds exist on your record.' Below this, there are two dropdown menus: 'Transcript Level: All Levels' and 'Transcript Type: Brandman University Unofficial'. At the bottom of the form, the 'Submit' button is highlighted with a yellow arrow.

*Do you have a hold on your record?  
Contact the School of Extended  
Education at [exed@umassglobal.edu](mailto:exed@umassglobal.edu).*

*Holds will hinder the processing of  
Official Transcript Orders.*

**Step 7:** Review Your Unofficial Transcripts.

*Please ensure that all courses, grades, and credits (Hours) are displayed on the screen. If your course and grade are correct, but your Hours Earned is incorrect, please wait 24 Hours and review your unofficial transcript again prior to ordering an official transcript. If the Hours Earned is still inaccurate, please contact [exed@umassglobal.edu](mailto:exed@umassglobal.edu).*

**Term: 2011 Extended Education**

Academic Standing:

Subject Course Level Title

EDBU 9222 CE Participating Tchr Yr 1

Term Totals (Continuing Education)

	Attempt Hours	Passed Hours	Earned Hours	GPA Hours	Quality Points	GPA
Current Term:	8.000	8.000	8.000	0.000	0.000	0.000
Cumulative:	8.000	8.000	8.000	0.000	0.000	0.000

Unofficial Transcript

**Term: Fall 2012**

Academic Standing:

Subject Course Level Title

EDBU 9223 CE Participating Tchr Yr 2

Term Totals (Continuing Education)

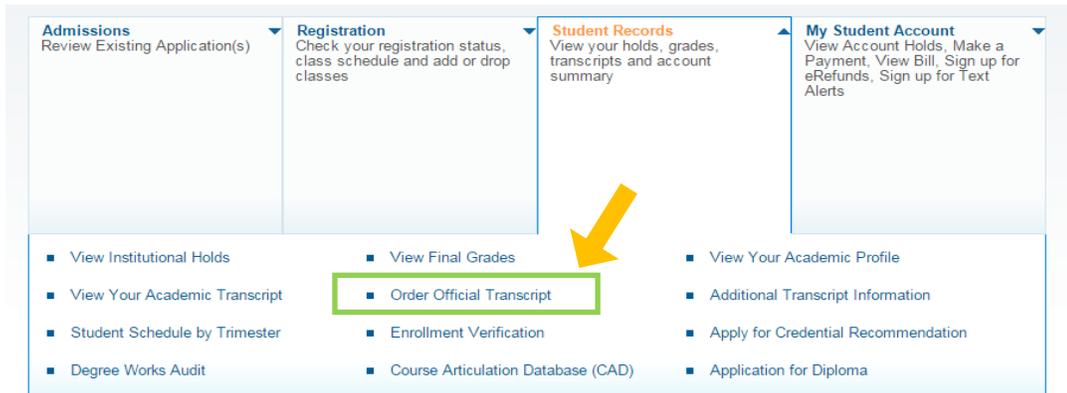
	Attempt Hours	Passed Hours	Earned Hours	GPA Hours	Quality Points	GPA
Current Term:	8.000	8.000	8.000	0.000	0.000	0.000
Cumulative:	16.000	16.000	16.000	0.000	0.000	0.000

**TRANSCRIPT TOTALS (CONTINUING EDUCATION) -Top-**

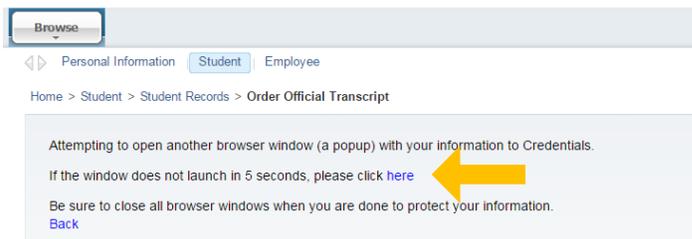
	Attempt Hours	Passed Hours	Earned Hours	GPA Hours	Quality Points	GPA
Total Institution:	16.000	16.000	16.000	0.000	0.000	0.000
Total Transfer:	0.000	0.000	0.000	0.000	0.000	0.000
<b>Overall:</b>	<b>16.000</b>	<b>16.000</b>	<b>16.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>

*The bottom of the unofficial transcript will show your total credits with University of Massachusetts Global.*

**Step 8:** To order Official Transcripts, return to the previous page under “Student Records” and click “Request Official Transcript”.



**Step 9:** A new browser window will open to Credential Solutions to complete the transcript order.



*If a new browser window does not open, click the blue “here” link.*

**Step 10:** Order Your **Official Transcripts**.

*Click on the “Begin Order” button to complete your transcript order.*

*Use the red links to review ordering information and Frequently Asked Questions.*



**Important Reminder:**

You will be asked to select either an electronic or postal method of delivery.

- ◆ The **electronic** option is in a secure **PDF format** sent via email. It must be sent directly to the recipient; you **will not** be able to forward the transcript. Do not choose the electronic option if your recipient does not accept electronic transcripts.
- ◆ The **postal** option is delivered as **sealed, physical** copies via mail. Again, please verify that the recipient will accept this format.
- ◆ **Refunds will not be re-issued if a transcript is ordered in an incorrect format.**

# Frequently Asked Questions

## Can I order my transcripts over the phone?

No, unfortunately we are unable to take transcript orders over the phone.

## Can I order my transcripts from my smart phone or tablet?

No, unfortunately our system does not support mobile devices. You will need to use a computer.

## Can I order my transcripts from my school computer?

We do not recommend this. The best method is to complete the order on a personal computer.

## How long will it take for me to get my transcripts?

Electronic Transcript Order— Within 1 business day.

Postal Transcript Order— 3 to 5 business days. This includes processing and delivery.

## Are Electronic Transcripts official?

Yes, but check with your recipient to verify that they accept the electronic method.

*Not all recipients accept electronic transcripts.*

## I have a question about my transcript order. Who do I call?

Call the Transcripts Department directly at **866-351-0008**. Make sure to have your Transcript Confirmation Number when you call.

## Can I change my order from electronic to postal or visa versa?

No. Once an order is complete, it cannot be modified.

## I got an error that said “The Social Security Number or Student ID you entered is not the same as the one that was validated by Brandman University. Please correct your SSN or Student ID”.

Contact Credential Solutions at **847-716-3000**.

## Can I order transcripts and have them delivered to another country?

Yes, postal transcript orders will take at least 4 weeks to be received by the foreign country.

## Can I pay extra to rush my transcript order?

You cannot rush the processing time. You can only pay for expedited shipping. See below.

### Printed Delivery Charges

Shipping and Handling: 1st Class Mail	\$2.30 Per Transcript
Domestic Federal Express to main 48 states	\$20.00 + \$2.30 Per Transcript
Domestic Federal Express to Alaska or Hawaii	\$23.00 + \$2.30 Per Transcript
International Federal Express	\$43.00 + \$2.30 Per Transcript