

HOW TO PLACE A TRANSCRIPT ORDER GUIDE:

www.umassglobal.edu/transcripts

Step 1: Order Here options

Students will need to either log in using their university username/password or can go directly to the Parchment/Credential Solutions ordering page.

Transcript Requests

University of Massachusetts Global has authorized Credentials Solutions to provide transcript ordering services on its behalf. Through the Web-based Student Self-Service program, students can:

- Order transcripts 24/7 via a secure Web site
- Pay for transcripts using a major credit card
- Track orders online

UMass Global Username/Password

ORDER HERE

No Username/Password

ORDER HERE

**Note: Transcripts will not be released if you have any holds on your account. Please contact your campus [OneStop](#) for more information on your holds.*

Step 2: Select one: PDF (electronic) or Paper Hard-Copy (mailed)

Transcript Ordering Services

University of Massachusetts Global

Information from University of Massachusetts Global

Due to technical Issues, order processing will be delayed. We hope to have the issue resolved soon.

Please choose one of the following options:

Order PDF Transcript(s)

Order Paper Hard-Copy Transcript(s)

Do not use browser back or forward buttons
Your session will time out after 60 minutes of no activity

- ▶ Pricing and Payment
- ▶ Authorization Info
- ▶ Ordering Overview
- ▶ Electronic Transcripts
- ▶ FAQs

Step 3: Student Information:



Student Information

Please contact transcript department at 866-351-0008 or email transcripts@brandman.edu if you have questions. If your Student ID number starts with B00XXXXXX please enter either your Student ID or your SSN.

Information needed to locate your records

Student ID

Social Sec # *Either SSN or Student ID must be specified*

Attended From Year *Required

Attended To Year *Required

Birth Date *Required

Enter names as they exist in the school records

Enter names as they exist in the school records

First Name *Required

Middle Name

Last Name *Required

Suffix Jr, Sr, etc.

Other Last Names

Enter your current address

Country

Current Address *Required

City *Required

State * Required Only for United States, Canada, Mexico, and Australia

ZIP Code

Please update school records to reflect this address

*If the student wants to update their address on their record, they need to check this optional box at the bottom of the address section.

Communication Information

Email Information - Required to send order receipt and status updates

Email Address *Required

Verify Email *Required

To avoid problems, please be sure that mysupport@credentialssolutions.com is in your address book.

Telephone Information

Telephone Country Select Country

Telephone # *Required

U.S. numbers must be entered as: NNN-NNN-NNNN
Enter N/A if no phone number is available

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

To also be notified about order status via text messages to your cell phone, enter your information below. Any message charges are your responsibility.

Cell Phone No.

Verify Cell Phone No.

U.S. Phones Only - Enter as NNN-NNN-NNNN

Cell Phone Co.

Previous Next

*Advise the student to add this email address to their address book to avoid their transcript order or any confirmation emails from ending up in their spam/junk folder.

*All phone numbers entered, must be entered as 012-345-6789. If a home phone is not available, they must enter the phone number as **N/A**. They cannot leave this box empty, as it is a required field.

Step 4: Order Options:

Student Info **Order Options** Recipient(s) Summary Payment

Please choose a service for this order

Official Transcript - Deliver to Recipient

\$5.00 per copy.
Processed within 1 business day provided the order has been authorized.

Tell us when to release your transcript(s)

Send Now (Include courses in progress)

Send after my grades are posted.

(Most recent term)

Summer Session I

Term started April 30th, 2018 - Ended June 24th 2018.

Send after my degree has been awarded.

Summer Session I

CBE Transcript Request

CBE Students

Extended Education Transcript Request

Extended Education Students

Other information required by Brandman University

Primary Reason for Ordering *Required

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*If the student would like to send immediately, or hold it for another reason, they have the option to indicate “recipients” section.

After this is done, click “Next.”

Step 5: Recipient(s)



A valid mailing address must be provided for all transcript requests from Brandman University; 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.

Please choose a type of recipient

- 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.
- 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

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*This page will ask whom you would like to send transcripts to. Once a recipient is indicated, there will be further directions to follow.

For Example, click “Myself” a next button will pop up to choose PDF or paper option.

*This page indicates if the student wants to send their transcript electronically (PDF) or by mail.

A valid mailing address must be provided for all transcript requests from Brandman University; 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.

Please choose a type of recipient

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.

Myself

PDF

Paper

\$2.30 Additional Per Transcript

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

Electronically (PDF)

Please enter or verify/correct the information shown below.

Transcript Recipient 1

Send PDF Transcript to Myself

PDF transcripts viewed electronically are recognized as official documents. A printed copy of a PDF Transcript will be considered "unofficial" and will display the words "PRINTED COPY" on all pages of the PDF.

Disclaimer: We will inform the recipient when the transcript is ready to be downloaded and provide instructions for completing the download.

You assume all responsibility for:

1. Ensuring that the recipient is willing to accept this transcript in a PDF format.
2. Providing the correct email address for the recipient
3. Ensuring that this PDF transcript is downloaded within 30 days (No refund will be given)
4. Delays on the part of the recipient in fulfilling his/her responsibilities

Recipient Email

Verify Recipient Email

Cancel This Recipient

Next

*Click Printed Transcript Mailed to Recipient.

Student Info Order Options **Recipient(s)** Summary Payment

Please enter or verify/correct the information shown below.

Transcript Recipient 1

Recipient Address

Country: UNITED STATES [Change Country](#)

Attention/Department: *Required

Address 1: *Required

Address 2:

City: *Required

State: *Required Only for United States, Canada, Mexico, and Australia

ZIP Code: [City/State/Zip Help](#)

Telephone #: *Required

Enter N/A if not known [Telephone Help](#)

[Cancel This Recipient](#) [Next](#)

*Then it will ask how many transcripts they would like to order and if they want to send it by 1st class mail or Federal Express (For time-sensitive orders). The type of shipping will need to be selected.

Student Info Order Options **Recipient(s)** Summary Payment

Please choose a method for delivery of your transcript for Recipient 1

Printed Transcript Mailed to Recipient

Transcripts to this address

1 Transcript ▼

Shipping and Handling: 1st Class Mail

\$2.30 per transcript

Domestic Federal Express to main 48 states

\$20.00 for each destination, \$2.30 per transcript

Orders completed by 1:00 PM PST are shipped SAME day; after 1:00 PM PST, shipped next business day.

Attention: All Federal Express orders require a signature at the time of delivery. Brandman University does not offer Federal Express Saturday, Sunday, or Holiday delivery. Federal Express fees will not be refunded due to lack of signature delivery.

[Cancel This Recipient](#) [Next](#)

*This is just a review of how they want it sent, who they want it sent to and how many they want to be sent to that recipient. Once they have reviewed their information, they must click Continue to Order Summary.

Student Info → Order Options → Recipient(s) → Summary → Payment

Your Recipients

	Quantity	Delivery Method	Recipient	Actions
Recipient 1	1 Transcript	Printed Shipping and Handling: 1st Class Mail	UMASS GLOBAL SAMPLE STUDENT 16355 LAGUNA CANYON RD FL 3 IRVINE CA 92618-3801	<div style="text-align: right;"> Remove Update </div>

Add Recipient
Enter additional recipients (maximum of 5 allowed on this order)

Continue to Summary

*Once they have reviewed their order summary, they can proceed to the next page to enter the payment information.

Step 6: Summary

Basic Order Information Edit

Service Type: Official Transcript - Deliver to Recipient

When to Send Transcript: Send Now (Include courses in progress)

Primary Reason for Ordering: For Myself

Your Recipient(s) Edit

	Quantity	Delivery Method	Recipient
Recipient 1	1 Transcript	Printed Shipping and Handling: 1st Class Mail	BRANDMAN SAMPLE STUDENT 16355 LAGUNA CANYON ROAD 3RD FLOOR IRVINE CA 92618

Summary of Charges for Your Order

School Transcript Charges:	\$5.00
Shipping Charges:	\$2.30
Handling Charges:	\$2.55
Total Charge for This Transcript Order:	\$9.85

Cancel Order
Go to Payment

*Next screen is where you will enter your credit card information and be sure to click on the box, then click submit my order button.

Step 7: Payment

Student Info Order Options Recipient(s) Summary **Payment**

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Accept Agreement

You are about to authorize a payment to **Credentials Solutions, LLC** acting as agent for **University of Massachusetts Global** in this transaction for **9.85**. Please note that our merchant name associated with this charge on your statement will be: **COLLEGE TRANSCRIPT**.

I have read and agree to the terms in the [Credentials Transaction Agreement](#)

[Refund Policy](#)

Pay

*They must do this to authorize the payment. After that, all that is left to do is click Submit My Order. Once they do this, a confirmation page will populate and an order number. They need to make sure that they save this order number if they need to call with any questions or to check the status on their order. An email confirmation will be sent to the email address indicated on the order.

Any questions, please contact the Transcript department.

Transcript Department
866-351-0008
transcripts@umassglobal.edu