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 Form]

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

8. A pop-up will display a description of the delivery option you have selected.
   A. Click “OK” to confirm.
   B. Click “Cancel” to return to the recipient information form.

9. The order and fees will be displayed on the Review Your Recipients page. You can:
   A. Add recipients by clicking the “Add” button in the recipient column.
   B. Edit the order by clicking the recipient’s name.
   C. Remove a recipient by clicking the Remove link.
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.

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

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.
  o **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.
  o **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.

• **Hold:** If you have a hold on your student record, the Office of the Registrar will contact you. Your order cannot be processed until the hold is removed. The order will be held for up to 30 calendar days to allow time to resolve the hold. If your order is canceled, you will not be charged.

• **Transcript Sent:** Email from the Clearinghouse confirming that the transcript has been sent to the recipient(s), as indicated in the order.
  o If you requested “Hold for Pickup,” you will receive an email that your order is ready to be picked up at your school.
  o 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.
  o 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."

2. The paperless consent form for your order will be displayed.
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."
5. When you are satisfied with your signature, check the certification box displayed under your signature.

6. Click "Submit."

7. Your completed paperless consent form will be displayed.

8. Click "Print" to generate a copy of the paperless consent form for your records.

9. Click "Exit" to close the paperless consent form.

10. Click "Next" to display your order confirmation.

11. Print a copy of the confirmation for your records.

12. 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.”

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.

3. Sign the form by hand and return it within 30 calendar days:
   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

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.