Official Transcript Ordering User Guide

1. To request an official Drexel University Transcript you will need to access the National Student Clearinghouse website at www.getmytranscript.com

2. The website will open to the transcript ordering homepage. You will need to use the drop down school selection menu to select Drexel University as your school designation and then press the submit button to begin the ordering process.
3. Please carefully read the transcript ordering instructions on the next webpage. If you have any questions before beginning your transcript please contact the Office of the University Registration through the e-mails listed on the webpage.

Click on the Start button on the bottom of the webpage when you are ready to begin your transcript order.
4. The next webpage is where you will enter your personal information for the transcript. Please carefully read the instructions for each section when entering in your information on this webpage.

The information that you input into the Personal Information page will be used to automatically identify your student record at Drexel University. Please be sure to check the information you provided on this webpage before clicking on the Next button to move to the next step in the ordering process. The e-mail you provide will be used to notify you of the progress and completion of your transcript order.

Students or alumni that attend or attended the Semester Graduate Medical School programs (non-MD programs) will click Yes to question below the e-mail data entry box. All other students will click No to the question.
5. If your student record is not found, the next webpage will show Try Again and Next buttons. If you click Try Again you will be redirected to the student information webpage to verify you entered all information correctly in the information boxes. If you there are no errors in the information you inputted click the Next button. Clicking the Next will continue your order submission, but your request will require research by the University to identify your record. You may be contacted by a staff member of the Office of the University Registrar to verify your record details in order to complete the transcript order.

6. If your record is found, the system will check if you have you have an active hold(s) on your record that will prevent the release of your transcript. You will be shown any active holds on your account and contact information for the department/office you may need to contact to release the hold on your student account. The following is an example of what may appear if you have an active hold(s) on your account. Please contact the Drexel Central Office at 215-895-1600 if a financial hold exists on your student record.

Important: An order will still be able to be submitted through the website if a hold(s) exists on your student. You will have 30 days to resolve the hold(s) before the transcript order is cancelled. If your hold(s) is resolved within 30 days your transcript will be processed according to the order type and delivery time frame you select. The fee for your transcript order will be charged to your payment account once the order is processed.
7. You will be taken to the Additional Information page after clicking next on Personal Information page then Hold(s) Identified page (if you have active holds on your student account).

Please fill in the required data fields. If your record was not automatically identified please fill in as much information as possible in the Enrollment/Degree Information section of the page to assist the Registrar’s Office with identifying your student record. Please select the name of the Institution you attend or attended during your time of enrollment.

Once you complete filling in the information on the page click on the Next button.
8. The next Select Recipient webpage will give you four options to select as to who will receive your transcript once it is released from Drexel University. Select the button for the appropriate recipient type and, under FERPA Compliance, select the recipient option that best reflects to whom you are sending your transcript: "Me," "School where I intend to apply or enroll," or "Other". Select "Next" to go to the Enter Recipient Details page. For information regarding FERPA please visit the Registrar’s Office FERPA webpage (http://www.drexel.edu/registrar/records-calendars/ferpa/).
9. After clicking Next you will be directed to the Enter Recipient Details page. You will need to add the name of the recipient, select the transcript type and delivery method for your transcript order(s). You can order your transcript to be released either through the mail or held for personal pick up for a printed transcript or via an e-mailed electronic copy of your transcript. You may also select whether you want to release your transcripts now, held until your degree has been awarded, or held until grades have been posted for a current term of course enrollment. Transcripts ordered with a hold option will be processed according to the degree completion and grading deadlines of Drexel’s Academic Calendar. You will receive an e-mail

**Important:** If you are releasing your transcript to more than one recipient you can add multiple recipients in one transcript order. Click on Save & Add Another Recipient in order to add multiple recipients. You can also select multiple delivery methods in one order through the addition of recipients option. Please note that Drexel University does not release official transcripts via fax.
a. You may select Standard Processing or Rush Processing for your transcript order.

**Delivery Options**

* Transcript Processing: Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar’s Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing:

- Standard Processing
- Rush Processing

* Delivery Method: Select

* Checking this box confirms you have read the delivery method information above.

b. If you select Standard Processing with a Delivery Method of either Hold for Pickup or Mail your transcript order will be processed within 3 to 5 business days. **Hold for Pickup** transcript(s) will be available at the Drexel Central office located in Main Hall on Drexel University’s Main Campus at 3141 Chestnut Street, Room 106. You will receive an e-mail once your transcript(s) are ready for pickup.

**Delivery Options**

* Transcript Processing: Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar’s Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing:

- Standard Processing
- Rush Processing

* Delivery Method: Mail

* Checking this box confirms you have read the delivery method information above.

**Delivery Options**

* Transcript Processing: Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar’s Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing:

- Standard Processing
- Rush Processing

* Delivery Method: Hold for Pickup

* Checking this box confirms you have read the delivery method information above.
c. If you select **Rush Processing** with a **Delivery Method** of **Hold for Pickup** your transcript will be available at the Drexel Central office located in Main Hall on Drexel University’s Main Campus at 3141 Chestnut Street, Room 106 within 24 hours of your request.

**Delivery Options**

- **Transcript Processing:** Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar’s Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing:
  - Standard Processing
  - Rush Processing

- **Delivery Method:** Rush - Hold for Pickup - $10.00

Please confirm, the delivery option you selected means:

All transcripts have a base fee of $10.00 per copy. Rush Delivery transcripts have an additional fee added to the base fee of $10.00 per copy. Processed within 24 hrs from receipt of NSLC transcript request. Transcript(s) will be ready for pick up in the Office of the University Registrar 24 hours after receipt of the NSLC transcript request.

- **Checking this box confirms you have read the delivery method information above.**

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d. If you select **Rush Processing** with a **Delivery Method** of **Express Mail** or **Express/International** your transcript will be sent to the recipient via UPS. You will receive a tracking number via e-mail for the UPS delivery. Any UPS orders received after 12:00 PM be mailed out the next business day. Please fill out all mailing information in the delivery address boxes that will appear when you select this option.

**Important:** UPS cannot deliver to P.O. Boxes.

**Delivery Options**

- **Transcript Processing:** Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar’s Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing:
  - Standard Processing
  - Rush Processing

- **Delivery Method:** Rush - Express Mail - $45.00

Please confirm, the delivery option you selected means:

All transcripts have a base fee of $10.00 per copy. Rush Delivery transcripts have an additional fee added to the base fee of $10.00 per copy. If you prefer to have a tracking number and expedited mailing, there is an associated fee (per mailing location) of $45.00 (Continental US). Expedited mailing is guaranteed overnight delivery.

- **Checking this box confirms you have read the delivery method information above.**
e. If you select **Rush Processing** with a **Delivery Method** of **Mail** your transcript will delivered via the United States Postal Service. Any **Rush Processing - Mail** orders received after 12:00 PM be mailed out the next business day. Please fill out all mailing information in the delivery address boxes that will appear when you select this option.

**Important:** The United States Postal Service does not provide tracking numbers for standard mailed letters. Drexel University cannot track the transcripts to the delivery addressee.

f. Selecting the **Electronic PDF** option will populate a new set of information boxes to appear on the order page. You will need to add an e-mail address of the recipient to complete the delivery instructions of your order. You will only be able to order 1 transcript for each recipient of the electronic transcript. If you have the transcript e-mailed to yourself you will be able to distribute your transcripts to multiple 3rd party recipients as your electronic PDF transcript will include an electronic certificate of authenticity. The certificate of authenticity will be available for 60 days after the transcript has been e-mailed. Please note that that there is no Rush order option for electronic transcript orders as they are delivered directly from the Drexel’s student record system to the recipient.
10. You may add information in the **Special Instructions** box if your transcript order has special conditions that requires an out of the ordinary delivery.

**Delivery Options**

- **Transcript Processing:** Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing:
  - ☐ Standard Processing
  - ☑ Rush Processing

- **Delivery Method:** [Electronic PDF - $1.75](#)

  Please confirm the delivery option you selected means:
  - Shortly after your request is processed by your school, your transcript recipient will be emailed a link to a secure Internet page where he or she can retrieve your official transcript. Upon that email notification, your credit card will be charged. The National Student Clearinghouse will guarantee that your recipient is notified that your transcript is ready for retrieval at the email address you provided when you placed the order; however, we cannot be responsible for whether or not your recipient retrieves or accepts the transcript. Because this is a new technology, we suggest that you contact your recipient and verify that he or she is willing to accept your transcript via this delivery method. The accuracy and correctness of the electronic transcript is solely the responsibility of your school.

- ☐ Checking this box confirms you have read the delivery method information above.

  **Recipient Email:**

  **Confirm Recipient Email:**

  **Quantity:** 1 copy = $10.00)

  Additional fees may apply. The total fees will be displayed in the order summary.

**Special Instructions:** (Maximum 255 Characters)

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11. If your transcript must be sent with supplemental documentation you can upload the
documentation through the **Recipient Details** page. Click on the **Upload Documents** button and
a pop up window will appear on your screen. There is a limit of 3 documents that may be
uploaded through your transcript order. The recipient will receive the uploaded documents along
with your transcript either electronically or through the mail.

**Important:** Medical School students ordering transcripts for VSAS or ERAS can upload their
application documentation during this part of the transcript ordering process.

12. Click **Next** when you have entered all recipient information for your transcript order.
13. The next page gives you one last opportunity to review your recipients before completing the payment portion of your transcript order. Please ensure all recipient information is correct before proceeding to the payment page. You may add or remove recipients before you move to check out/payment page. You can add more recipients by clicking on the plus button or remove recipients by clicking on X button next to the recipient name.

You will also have the opportunity to add a number that will be used to send text message alerts of the progress of your transcript order. You will receive text messages when your order is progress and when the transcript has been released. Click Check Out to move to the payment page of your transcript order.
14. Enter payment information on the payment page and click Pay with Credit Card.
15. The next page that will appear is the consent to authorize the release of your transcript. You can either sign the consent form electronically by clicking on Sign Paperless Consent Form button or download the consent form to print it out to physically sign the form by clicking Download Consent Form. If you opt to download and physically sign the consent form your order will not be processed until you submit the form to the National Student Clearinghouse via e-mail or fax.

Authorization for Release of Educational Records Information for

Important Information

A signed consent form is required to release your transcript. If we do not receive your consent form within 30 calendar days from the date you submitted your request, your order will be canceled and you will not be charged.

Sign Consent Form

Your transcript request (order number 12771270) has been received by the National Student Clearinghouse. Your transcript(s) cannot be sent by your school until National Student Clearinghouse receives your signed consent form. To expedite your transcript delivery, you can use the "Sign Paperless Consent Form" option. If you choose "Print Consent Form" option, 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.

In order to download the Paper Consent form you may need the latest versions of Adobe Reader. 

What do I do if I don’t have a printer? Help

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Questions? Check Transcript Ordering Help.
16. If you click on **Sign Paperless Consent Form** you will be directed to the page to electronically sign the authorization to release form. You will need to use your mouse in the signature box to sign the form. Click on the **Self-Certification Statement** box and then press the **Submit** button to complete your consent form.
17. You will be directed to the transcript order confirmation page once you submit your consent. You will receive your transcript order number and will be able to print the confirmation page for your records.
18. If you ordered your transcript with the electronic PDF option you will receive an e-mail that will contain instructions on how to download your transcript from the National Student Clearinghouse website. The e-mail will contain a temporary password for you to use to access your secure transcript download webpage. You will see the following webpage to download your transcript, if you successfully login. Please use the links on the bottom of the webpage to download the latest versions of Adobe Reader and Adobe Flash Player if they are not already up to date for your web browser.