

Electronic Transcript

How do I open an electronic transcript that has been sent to me?

To view your transcript, you must have the correct version of Adobe Reader. Also, you must use Chrome, Firefox, or Safari on a desktop or laptop computer to access the Download Center. Please install the required version of Adobe Reader before you attempt to open your electronic transcript. To download the free version of Adobe Reader, visit www.adobe.com.

1. Open the email you received from the National Student Clearinghouse with the subject line “**Transcript Link**” and click the link to go to the Download Center. If you are prompted to enter your email address and an Access Code skip to the "Legacy Download Center" section below. Otherwise, continue to step 2.
2. Download Adobe Acrobat Reader or acknowledge that you already have it installed.

Access and View The Transcript in 2 Easy Steps!

1 Have the latest version of Adobe Acrobat Reader installed so you can properly open the transcript. You can download it for free from [Adobe's web site](#). If you already have Acrobat Reader you can continue to the next step.

I have Adobe Acrobat Reader

2

3. Select “**Next Step**”.
4. Read and acknowledge that the download link will be valid for 30 days.

Completed

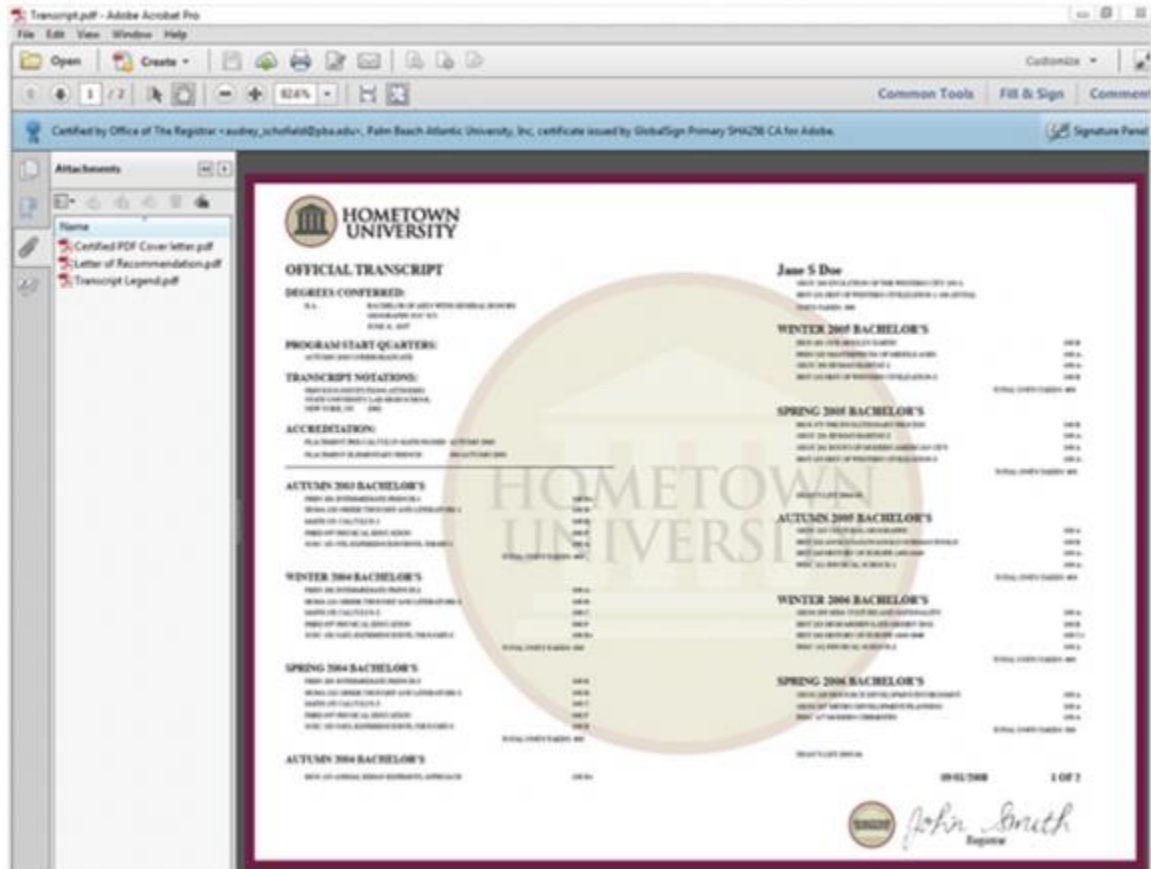
2 Download the transcript onto your device. Remember to open it using Acrobat Reader to properly view the transcript.

Transcript Details	
Download Link Expires On:	03/30/2022 3:30:06 PM ET
Requestor:	KATE BISHOP
Recipient:	CLINT BARTON
Issuing Institution:	LEARNER MOBILITY TEST UNIVERSITY
Order Number:	12901716-1

I understand the link to access this page to retrieve the transcript will only be available for 30 days.

5. Select “**Download My Transcript**” at the bottom of the page to save or open the transcript.

6. Double click the PDF icon to view the transcript.



7. When any additional documents are sent with the transcript, they will be displayed on the left side (or accessed using the paperclip icon).

How long can I access an electronic transcript?

The length of time that you're allowed to access an electronic transcript sent through the Clearinghouse's Transcript Ordering service will vary from institution to institution. If you look under the Security Settings, you can find out if the electronic transcript has an institution-specific expiration policy. If no document control options are applied by the issuing institution, a local copy of the transcript can be saved indefinitely. **The emailed download link is only available for 30 days from the date on the email.**

The link and/or access code for the electronic transcript was not received. What should I do?

Go to the [Transcript Order Status](#) module.

1. Enter your order number, found in your confirmation email, and email address.
2. Once in the tool, click the **Get Details** button next to the recipient's name who has not received the retrieval email.

- On the Order Details page, you will see a **Resend Transcript Link** button at the top. Click that and the email will be resent to the recipient email address listed above the button.

Order Details for JANE TESTER: 5704054-1

Recipient: JANE TESTER
Email: JANETESTER@HOMETOWN.EDU

Delivery: Electronic PDF

[RESEND TRANSCRIPT LINK](#)

14 **Electronic Transcript Sent**
Fri June 14, 2019 01:55 PM ET

14 **In Process at Hometown University**
Fri June 14, 2019 01:54 PM ET

14 **Paperless Consent Form Received**
Fri June 14, 2019 01:50 PM ET

14 **Order Placed**
Fri June 14, 2019 01:50 PM ET
Quantity: 1 copy
Total Fee for Order: \$7.50

The resend link button is only available to be used 3 times within 30 days from when your transcript was originally sent. After the third time the button will no longer be available.

If your transcript order has an **access code**, you can resend also resend it. First, follow the instructions above. You will see a **Resend Access Code** button next to the **Resend Transcript Link** button.

Order Details for JANE TESTER: 5704054-1

Recipient: JANE TESTER
Email: JANETESTER@HOMETOWN.EDU

Delivery: Electronic PDF

[RESEND TRANSCRIPT LINK](#) [RESEND ACCESS CODE](#)

14 **Electronic Transcript Sent**
Fri June 14, 2019 01:55 PM ET

14 **In Process at Hometown University**
Fri June 14, 2019 01:54 PM ET

14 **Paperless Consent Form Received**
Fri June 14, 2019 01:50 PM ET

14 **Order Placed**
Fri June 14, 2019 01:50 PM ET
Quantity: 1 copy
Total Fee for Order: \$7.50

You can also follow the link to the Transcript Download Center in your email and click the checkbox followed by the **Resend Access Code** button below the login area.

How long can I access an electronic transcript?

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Why can't I print the electronic transcript?

The institution that provided the transcript has probably disabled the print option. If you look under the Security Settings, you can find out if printing is permitted as well as the expiration date, and more

My electronic transcript has expired and I can't open it. What do I do?

Your school determines how long a transcript should be available before it expires as well as whether or not you can print it and how many times it can be viewed. These document controls are applied as a safeguard to help protect student information.

The email you received containing the link to the Transcript Download Center lists the **security settings or document controls that have been applied to your electronic PDF transcript**, including the expiration date, whether or not printing is permitted, and the number of times the transcript can be viewed.

If your transcript has expired, you will need to order a new transcript (or ask the requestor to order one, if you are the recipient of a transcript other than your own). The settings cannot be removed or edited.

What if the contents of my electronic transcript are incorrect or incomplete?

Your transcript was generated by your school. If the content of your electronic transcript is incorrect or incomplete, you should contact the Registrar's office at your school.

My electronic transcript opens as a blank page, what do I do?

For the electronic PDF transcript to load correctly, you must open it with [Adobe Acrobat Reader](#). Even if Adobe Acrobat Reader is already installed on your computer, the transcript may be opening in another program. First, save your electronic PDF transcript to your computer's hard drive. Then, open it in Adobe Acrobat Reader. Make sure you download the transcript and then open it separately.

You may need to upgrade your version of Adobe Reader in order to view the transcript. Please see our [System Requirements](#) page for the required version of Adobe Reader. If you do not have Adobe Reader on your computer, you can download the latest free version from the [Adobe Web site](#).

Opening the transcript in Adobe Acrobat Reader after download:

For Windows:

Unless you chose a different location, the transcript file will be saved to the default location: “C:\Users\XXX(UserName)\Downloads.” First, click the start button. Then, find Adobe Acrobat Reader in the alphabetical list of programs and open it. Go to the file, then open, and then locate the transcript in the Downloads folder (or the location where you saved the transcript) and open it.

For Macs:

Your transcript file should be saved to your Downloads folder. First, go to your Applications and open Adobe Acrobat Reader. Go to the file in the top left corner of the screen. Select open, locate the transcript in the Downloads folder, and open it.

Where do I find the transcript key or legend for my electronic transcript?

The transcript key should be included on the file as an attachment. You can open the Attachments panel in Adobe Reader by choosing View > Show/Hide > Navigation Panes > Attachments.

Why don't I see any electronic transcript options in the delivery methods when I order?

Not all schools offer an electronic delivery option. If it is unavailable on the delivery method dropdown of your school's transcript order form, the option is not offered.

Can I open my electronic transcript on my mobile device?

No, you cannot open the transcript on a mobile phone or device. You will need a laptop or desktop computer running Windows or macOS that has Adobe Reader installed.

Can I get a refund if the recipient never opened the electronic transcript?

No. You will not receive a refund if the transcript recipient does not open or cannot open the electronic transcript. After submitting an order, you will receive automatic email notifications when the electronic transcript is delivered and when it remains unopened. If you receive one or more emails stating that the recipient still hasn't opened the electronic transcript, be sure to remind him or her to do so before it expires. It is also advisable that you check with the recipient prior to submitting the request.

- See “Electronic Transcript Reminders & Expiration Notice” at [Track Transcript Order Status - Transcript Ordering](#)

Is it possible to attach a job or scholarship application to my transcript request?

If your school offers the additional attachment option, you will be offered the opportunity to attach up to three additional documents (such as a job or scholarship application) during the order, which will be included with your electronic transcript whether it is sent to you or directly to the organization. To do so, you must attach these documents at the time of the online transcript request.

Please note, if your school participates in our secure print-to-mail service, NSC SecurePrintSM, all attachments will be printed on 8½” by 11” paper, including larger attachments. Although efforts will be made to adjust sizes to accommodate larger attachments, we cannot guarantee the entire page will print because the printer only uses 8½” by 11” paper. If you would like to attach something larger than 8½” by 11”, we recommend you reduce it so it will print in full on 8½” by 11” paper before you attach it to your transcript request.

Transcripts FAQs