**Jacksonville University Transcript Request**
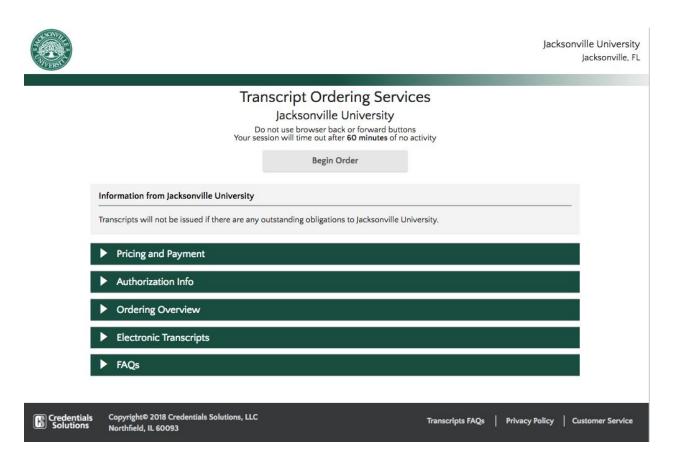
1. Go to www.ju.edu
2. Click on the Magnifying Glass (search) icon in the upper right.
3. On the following menu, select *Transcripts* from the list under Popular Searches
4. On the next page click the *Order Your Transcripts* button.
   a. If this option is not working, use the alternate route: www.ju.edu
      Academics -->Registrar-->Forms-->Link to the Transcript Request
5. Once on the correct page, users should see the following screen:



****IMPORTANT NOTE*** DO NOT  hit the Back or Refresh buttons at any point during this process or the session will expire.  Edits can be made on the *Summary* page.**

6. Select *Begin Order* to initiate the request.
7. On the next screen, complete the *Student Info* section.  One of the following is required:
   a. Social Security Number
   b. JU ID Number (if you do not have this, your Program Coordinator/Advisor can provide it)
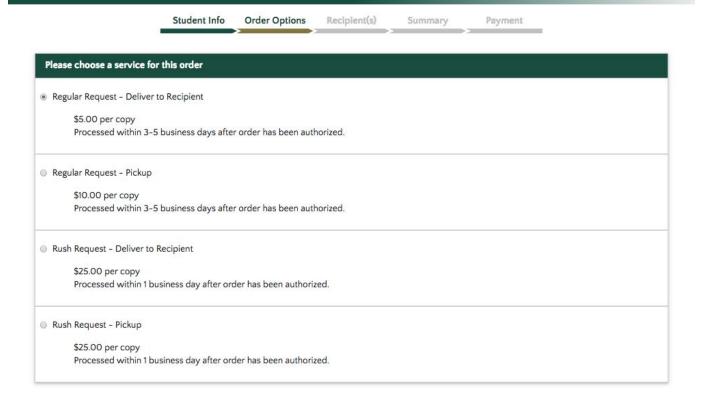8. Please remember to use your name, as it appears on your home university transcript. (Full legal name)

9. Complete the *Communication Information* section with a valid email address. Access to that email inbox is required to verify your identity and verify your transcript request.
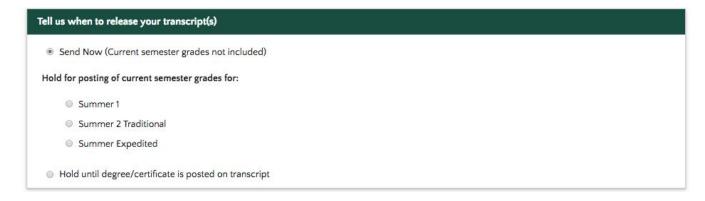10. Once both sections are completed, click *Next.*

**ORDER OPTIONS**
1. The following screen will list all of the options for ordering and the fees associated with each type of order.

Jacksonville University
Jacksonville, FL

Student Info    Order Options    Recipient(s)    Summary    Payment

**Please choose a service for this order**

○ Regular Request – Deliver to Recipient

   $5.00 per copy
   Processed within 3-5 business days after order has been authorized.

○ Regular Request – Pickup

   $10.00 per copy
   Processed within 3-5 business days after order has been authorized.

○ Rush Request – Deliver to Recipient

   $25.00 per copy
   Processed within 1 business day after order has been authorized.

○ Rush Request – Pickup

   $25.00 per copy
   Processed within 1 business day after order has been authorized.

2. Select *Send Now,* unless requesting a transcript before final grades have been posted.
3. Select *For Transfer of Courses Taken Elsewhere.*

**Tell us when to release your transcript(s)**

○ Send Now (Current semester grades not included)

Hold for posting of current semester grades for:

   ○ Summer 1

   ○ Summer 2 Traditional

   ○ Summer Expedited

○ Hold until degree/certificate is posted on transcript

**Other information required by Jacksonville University**

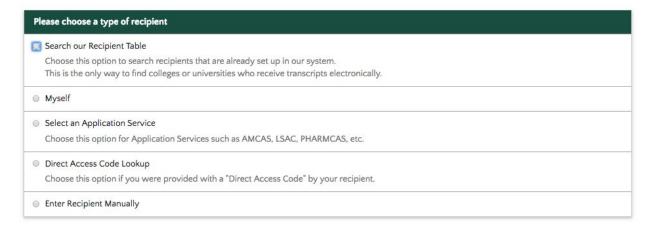Primary Reason for Ordering     Select a Reason for Ordering     ⬍  *Required

4. Then click *Next.*

**RECIPIENTS**

1. The next page asks users to indicate the mailing address the final transcript should be sent to.  Addresses can be entered manually or searched for.  If electronic delivery is the preferred method for an institution, a mailing address still must be entered.  The following screen is what users will see:

Jacksonville University
Jacksonville, FL

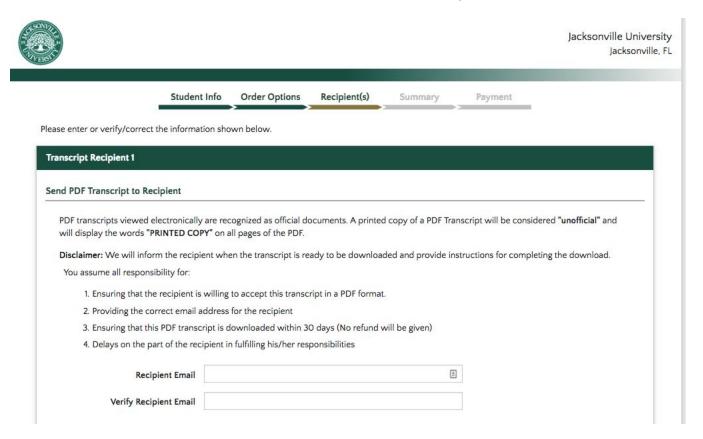Student Info     Order Options     Recipient(s)     Summary     Payment

A valid mailing address must be provided for all transcript requests from Jacksonville 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.
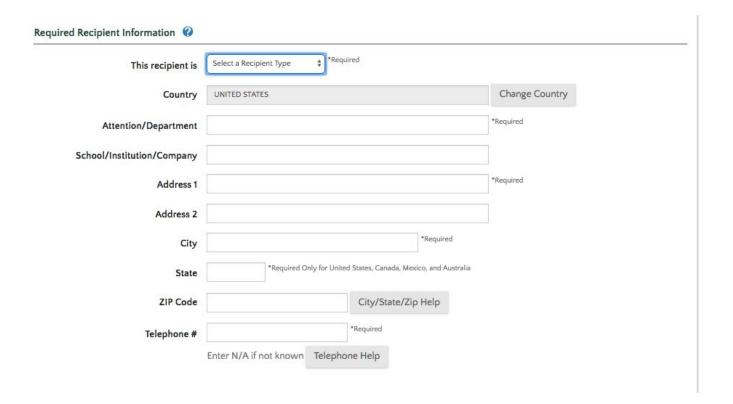
○ Enter Recipient Manually

2. If requesting a transcript for your home university, choose one of the following:
   a. Search our Recipient Table - this shows a list of schools that accept electronic transcripts.
   b. Enter Recipient Manually
      i. Select either a PDF or Paper version to be sent to the address provided.

3. If requesting a copy of a transcript for yourself, choose *Myself.*
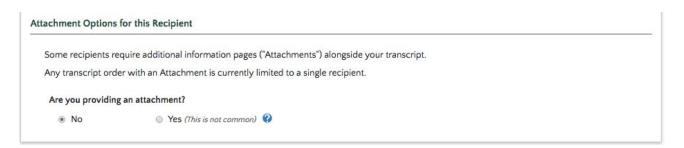   a. Select either a PDF or Paper version to be sent to the address provided.

4. If a transcript needs to be sent to an application service for graduate studies, medical school, etc. choose *Select and Application Service.*

5. If a **PDF version** is requested, the next page will prompt users to enter the email address to which the transcript is to be sent. The following screen is what users will see:



6. On the following section, users will indicate what kind of organization the recipient is. Select one of the following from the drop down menu (as seen in image below) *The recipient is:*
    a. A Business or third party (study abroad company/organization)
    b. A College application service
    c. A High School
    d. Myself
    e. An Undergraduate School
    f. A Graduate School
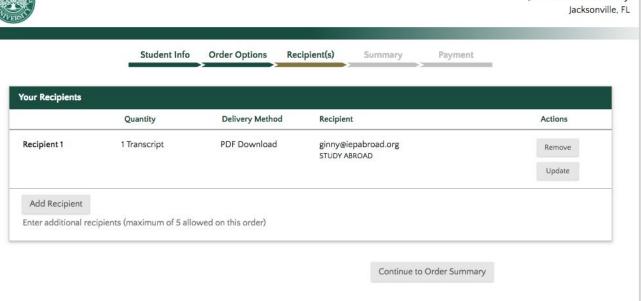
## Required Recipient Information (?)

| | |
|---|---|
| **This recipient is** | Select a Recipient Type ⇕  *Required |
| **Country** | UNITED STATES    Change Country |
| **Attention/Department** | _____  *Required |
| **School/Institution/Company** | _____ |
| **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 |

7. Select *No* when asked if providing an attachment.

### Attachment Options for this Recipient

Some recipients require additional information pages ("Attachments") alongside your transcript.

Any transcript order with an Attachment is currently limited to a single recipient.

**Are you providing an attachment?**
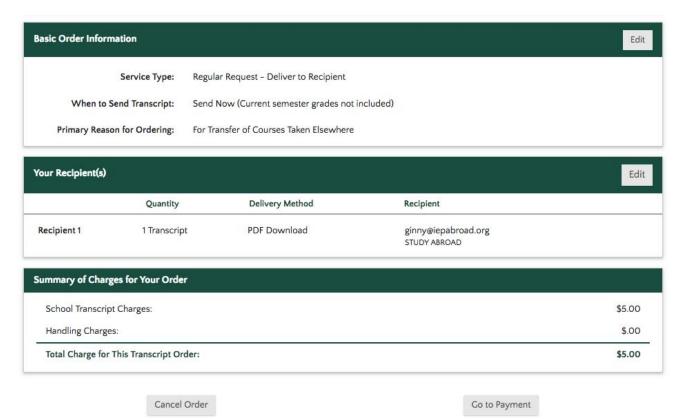
⦿ No    ○ Yes *(This is not common)* (?)

8. Click *Next.*
9. The following screen will show a list of recipients entered.  From this screen, recipients can be updated or removed.  Additional recipients may also be added.
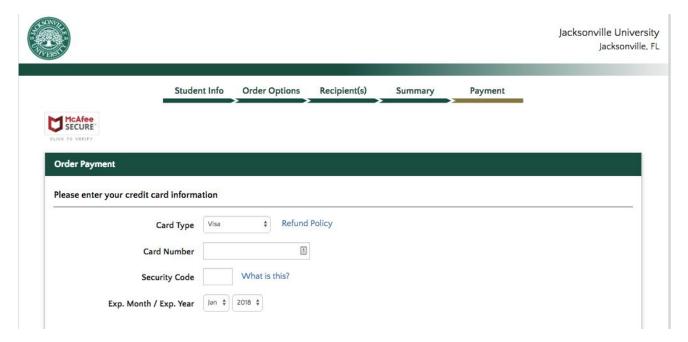10. If all information appears to be correct, click *Continue to Order Summary*.

**Jacksonville University**
Jacksonville, FL

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

**Your Recipients**

| | Quantity | Delivery Method | Recipient | Actions |
|---|---|---|---|---|
| Recipient 1 | 1 Transcript | PDF Download | ginny@iepabroad.org<br>STUDY ABROAD | Remove<br>Update |

Add Recipient

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

Continue to Order Summary

## SUMMARY

1. The following screen will provide a summary of each section completed.
2. Review all information to ensure it is accurate.  If edits need to be made, select *Edit* on the right side of any of the specific sections:



**Basic Order Information**                                      Edit

| | |
|---|---|
| Service Type: | Regular Request – Deliver to Recipient |
| When to Send Transcript: | Send Now (Current semester grades not included) |
| Primary Reason for Ordering: | For Transfer of Courses Taken Elsewhere |

**Your Recipient(s)**                                             Edit

| | Quantity | Delivery Method | Recipient |
|---|---|---|---|
| Recipient 1 | 1 Transcript | PDF Download | ginny@iepabroad.org<br>STUDY ABROAD |

**Summary of Charges for Your Order**

| | |
|---|---|
| School Transcript Charges: | $5.00 |
| Handling Charges: | $.00 |
| **Total Charge for This Transcript Order:** | **$5.00** |

Cancel Order                    Go to Payment

3. If all information is correct, click *Go To Payment.*

**PAYMENT**
1. Enter credit/debit card details on the following screen.
2. Enter the name and billing address associated with the debit/credit card.
3. Check the box to agree to the Terms and Conditions.
4. Click *Submit My Order.*

**FREQUENTLY ASKED QUESTIONS (FAQs)**

**How will I know if my order has gone through successfully?**

When you have successfully entered your order, you will see a screen with a title of "Order Accepted for Processing". This screen will state that your transcript order has been accepted and will provide you with a 9-character order number that you should retain in case you need to contact us about your order. If you do not see the "Order Accepted for Processing" screen, it is most likely because you have entered some incorrect information or your payment did not process successfully.

**I was an international student and don't have a social security number. How do I proceed?**

If the social security number is optional, leave the field blank. Otherwise, enter 111223333 in the social security number field.

**I'm using my parent's credit card so the name doesn't match mine. Is that ok?**

You may use another person's credit card provided you have permission from that person to do so. You should also make sure that the other person (your parent, friend, etc.) is fully aware that your order charge will appear on their credit card billing statement. If the charge is disputed because the charge is not recognized by the cardholder, YOU will be responsible for the charge itself plus a handling fee for dealing with this incorrectly disputed charge. You should also be aware that in most cases the use of a credit card in someone else's name will prohibit us from offering the Automatic Authorization feature on your order.

**What if I don't receive my authorization form or other emails from Credentials Solutions?**

First, check your spam/junk folder to see if the email is there. Otherwise, you can go online to transcriptsplus.net/order and click on the "check the status of my order" link to request another copy. You can also contact our Customer Service Center at 847-716-3005 and we will resend another authorization form (or any other email you may be missing).

**What if I don't have a valid email account?**

You must supply a valid email address in order to use this service. If problems arise in processing your order, we must be able to communicate with you. If you enter a phony or invalid email address simply to get us to accept your order and a problem arises in processing your order, we will never be able to tell you about the problem and will automatically cancel your order after 30 days.

**I live in Puerto Rico/U.S. Virgin Islands. How do I enter my delivery address?**

The state code should be left blank and the country code should be PR, VI or VG.

**Does First Class Mail mean it will get here faster?**

First Class Mail is the term used by the USPS to denote regular service; i.e. putting a stamp on the parcel and putting it in a mailbox. This is the default method of delivery used by most schools. It does not speed up delivery.

**If my school offers Fedex or one of the other expedited delivery services, will my order be processed faster?**

The delivery method you choose for your order (First Class Mail, Fedex, UPS, etc.) only applies once your order has been completely processed and printed. The time it takes to process and print your order is dependent on each school's offerings (Standard or Rush), how busy the records office staff is at the time your order is submitted for processing, whether your records at the school are in their online system or stored offline (if you attended prior to the school's implementation of electronic records), whether you have any special requirements for your order such as attachments or evaluation of general education credits, and how the school has set up their transcript printing cycles (some print on demand and others print overnight and mail the next morning).

**My school offers Electronic Delivery (EDI/XML/PDF). Why do I only see these options on some of my recipients?**

While Electronic Delivery is certainly the fastest way to get your transcript sent to a recipient and provides the highest degree of confidence that your order has been received, it is also a complicated process that requires that both the sender and receiver have special programs in place to deal with transcripts in electronic format. Schools that have the ability to accept and automatically process electronic transcripts in EDI or XML (i.e. data file) format, often do not want to accept PDF transcripts because PDFs in most cases require manual processing. For this reason, you will see different delivery options on your order based solely on which receiving institution you have chosen. Furthermore, at this time, EDI and XML delivery is only available to accredited post-secondary institutions and not to businesses or other non-academic recipients. Depending on your school, PDFs may or may not be available to 3rd parties such as individuals and businesses.

**What if my delivery address is longer than the allotted space?**

Space parameters are determined by the individual school and their Student Information Systems. If your address is longer than allowed, you can either abbreviate the address to fit or check with the the receiving party to see what they might suggest.

**Can I check the status of my order online?**

Yes. Go to transcriptsplus.net/order and click on the "check the status of my order" link. You will need your order number and either your Social Security or Student ID number in order to proceed. Many of our email messages will also contain a direct link to our Self-ServicePlus™ web application. Simply click the link in the email and you will be shown the status of your order.

**I attended college/university a long time ago. Will that affect how long it takes to get my transcript?**

Yes. Older records are often stored off-site and require additional time to process.

**What if I never send in my authorization form?**

If your order requires a signed authorization form and it is not received within 30 days, your order will be automatically canceled. PLEASE NOTE: We have a small number of schools that charge your credit card at the time your order is placed who will automatically refund the charges if your order is canceled.

**I have a hold/encumbrance on my records. What happens to my order if I don't clear it up?**

If your hold is not cleared within 30 days of placing an order, your order will be automatically canceled and you will be notified via email.

**I have several charges on my credit card and I only placed one order. Why am I being charged multiple times?**

The transactions you are seeing on your credit card are for pending charges only. The most likely cause is that we rejected your credit card one or more times because we could not verify your card billing address or card security value. Many issuing banks will reserve the charge on your card even though the card authorization attempt is rejected. These pending charges normally expire within 7 to 30 days. We cannot be responsible for any overdraft fees resulting from over-limit conditions caused by multiple failed authorization attempts. The actual charge for your transcript order should only appear once on your credit card statement when your order has been completed. (AGAIN NOTE: We have a small number of schools that charge your credit card at the time your order is placed who will automatically refund the charge if your order is canceled).

**What if I need additional assistance?**

Please call our Customer Service Department at (847) 716-3005 between the hours of 7:00 am and 8:00 pm Monday through Thursday and between 7:00 am and 6:00 pm (CST/CDT) on Fridays. One of our representatives will be happy to assist you.