Parchment Transcript Ordering Guide
Creating a New Parchment Account

Creating a New Parchment Account (Single Sign On)

Adding Charter Oak to an Existing Parchment Account

Ordering a Transcript
Creating a New Parchment Account

Students do not need a MyCharterOak student portal account in order to create a Parchment account. If you do have a MyCharterOak login follow the directions under “Creating a New Parchment Account (Single Sign On)” for the added benefit of being able to login to Parchment automatically when you are logged into MyCharterOak.

If you previously have a Parchment account through a different institution you can add Charter Oak State College to your account by following the “Adding Charter Oak to an Existing Parchment Account”.

Steps to Create a New Parchment Account:

Visit the MyCharterOak student portal here: https://my.charteroak.edu/ICS/.

On the left sidebar, find and select the “Transcripts” link. If you do not see the left sidebar, click the arrow on the bottom left to open the sidebar and find the link.

On the page that loads, find the “Official Transcript: Without ACORN Account” header, and select the link below that reads, “Parchment Storefront Link”.

You will be directed to the main page of our Parchment Storefront. Enter your email address and hit continue. We suggest that you use a personal email address that you will not lose access to.
If you already have an account, Parchment will have you login to your account. New users will be directed to enter their biographical information. Enter your information and hit “Create an Account and Continue”
Next, you will be asked to fill out your enrollment information for Charter Oak State College. Complete the required information and hit “Continue.” You can continue with or without making a transcript order.

NAME [Redacted]
DOB [Redacted]

Some additional information related to your enrollment is required below.

Charter Oak State College

would like you to provide the following information:

- Are you currently enrolled?
  - [ ] No, not currently attending

- What was your first year of attendance?
  - [ ] 2020

- Year you graduated or left
  - [ ] 2021

Your Student ID Number

Please verify your name while attending
- [ ] Your last 4 SSN
- [ ] Other name variation or maiden name

- First Name
- Middle Name
- Last Name

Finish creating my Parchment account without placing an order right now.

CONTINUE
Now that you have created your account and you have completed your enrollment information page for Charter Oak, you will see Charter Oak on your “Dashboard” where you can add other institutions that you attended and start transcript orders.

You can now get your credentials! Here is what is waiting for you at this organization.
Creating a New Parchment Account (Single Sign On)

Students do not need a MyCharterOak student portal account in order to create a Parchment account. If you do not have a MyCharterOak login follow the directions under “Creating a New Parchment Account.”

If you previously have a Parchment account through a different institution you can add Charter Oak State College to your account by following the “Adding Charter Oak to an Existing Parchment Account” directions.

Steps to Create a New Parchment Account with Single Sign On:

Visit the MyCharterOak student portal here: https://my.charteroak.edu/ICS/.

On the left sidebar, find and select the “Transcripts” link. If you do not see the left sidebar, click the arrow on the bottom left to open the sidebar and find the link.

On the page that loads, find the “Electronic Transcript – With ACORN Account” header, and select the link below that reads, “Click to log into Parchment”.

**Official Transcript: With MyCharterOak Login**
The first time you access the single sign on link you will be brought to the following page which will ask you to enter your email address you would like to use for your account. Make sure to choose an email you will not lose access to.

Next, you will be directed to enter your biographical information. Although you will be able to login through MyCharterOak without a password you will create a password and you will be able to login from the Parchment storefront at any time with your email and password, regardless if you have access to MyCharterOak.

On the following page you will be asked to fill out your enrollment information for Charter Oak State College. Complete the required information and hit “Continue.” You can continue with or without making a transcript order.
Now that you have created your account and you have completed your enrollment information page for Charter Oak, you will see Charter Oak on your “Dashboard” where you can add other institutions that you attended and start transcript orders.

You can now get your credentials! Here is what is waiting for you at this organization.

Order Your Transcript

Order
Adding Charter Oak to an Existing Parchment Account

If you already have a Parchment account created, you can add Charter Oak State College from your Dashboard.

On the bottom of the Dashboard screen click “Add Another School or Organization You Attended”

In the search box enter Charter Oak State College and hit “Add”

On the next screen enter your enrollment information for Charter Oak State College. If you do not have a Social Security Number select “Don’t Have One.” Then, hit “Continue” to add Charter Oak State college to your Dashboard. You will then be able to place an order through your Dashboard for your transcript.
Charter Oak State College

would like you to provide the following information:

- Are you currently enrolled?
  - No, not currently attending

- What was your first year of attendance?

- Year you graduated or left

- Your Student ID Number

- Your last 4 SSN

- Please verify your name while attending
  - [ ] [___]
  - [ ] Other name variation or maiden name

- All items marked with a red asterisk are required.
**Ordering a Transcript**

If you logged on to Parchment from the Charter Oak State College Parchment Storefront you will be shown the screen below. Click “Order” to begin your transcript order. You can also start an order from your “Dashboard” which you can access from the top menu selection bar. The Dashboard will allow you to start an order from any college or university you have linked to your Parchment account.

Once you have begun you order you will be brought to the “Set Delivery Destination Screen.” From this screen you can search for a college, university or select organizations in the top search bar. If you do not see your delivery destination located in the search results you can select “I’m sending to myself or another individual.”
To select a delivery destination from the search bar click on the organization’s name. By selecting an organization from the search bar your transcript delivery method (electronic, mailed) will automatically toggle to their preferred method, most likely an electronic transcript. If you wish to send it through a different method you will have to select the “I am sending this order to another individual” which will allow you to select electronic or mailed.

If selecting “I’m sending to myself or another individual” a menu opens. You can select “I am sending this order to myself” or “I am sending this order to another individual”

When sending your transcript to yourself or another individual you can either select an electronic transcript or a mailed transcript. Under mailed you will have the option to select rush delivery through FedEx. FedEx shipping is an added fee paid at the end of the order. You cannot FedEx to a PO Box.
Once you have either selected your delivery destination through the search bar or have entered your custom delivery destination, you will be brought to the “Item Details” screen. On this screen you can review the delivery destination and delivery method. Next, select if you would like the transcript order processed now (default) or if you want the request held for degree. Select the purpose for your order and if you have any attachments you can add them to be sent with your transcript.

Before continuing with the order you must complete the certification steps below.
Click “Continue” on the bottom of the screen once all red asterisk items are completed. You will be brought to the “Order Summary” window. From this window you can either add another transcript to be sent, or you can select “Complete Order.”
Once submitted you will receive a confirmation screen letting you know your order has been placed and you will receive a confirmation email. You can view your order status under “Orders.”