

Transcript Problems and FAQs

How do I order my transcripts with Parchment?

Here is a video tutorial from Parchment:

<https://www.youtube.com/playlist?list=PLXZpdoXeN2HU7qQRELNvcAk03e4xQnufD>

I ordered my transcript several weeks ago and the recipient has not received it.

You can sign into Parchment and click on the Orders tab at the top of your page. You can also reach out to Parchment customer service at https://parchmentsupport.force.com/s/?language=en_US, or try the tracker (below).

How can I check on the status of my order in Parchment?

Use the tracker link here: <https://exchange.parchment.com/d/tracking/didtracker.htm>

What is the difference between Apostille transcript and official transcript?

Official transcripts are the most common request for transcripts, usually preferred by educational institutions, employers, and background check companies. Apostille transcripts are usually for employment overseas, or for foreign governments' documentation or military purposes. Apostille transcripts are more expensive and take much longer, so be sure that it's what you need. Apostille transcripts cannot be sent to any recipient but the former student (you) because you will need to complete the Apostille process with the Florida Department of State. If you mistakenly send an Apostille transcript instead of an official one, no refund can be given.

I'm a current student, but when I go to order in Foxlink it says that my R number/SSN is not right

If you are a CURRENT student and getting an error message (does not recognize your R number or SSN) while trying to order your transcript in MyRollins, you need to log out of MyRollins, open a new window, clear your cache/browser history and your cookies, then log back into MyRollins. You should be able to order now. You can also try using an incognito window, or you can set up an account at Parchment.com. If you are on a leave of absence or withdrawn, place your order at Parchment.com as a **former** student.

I graduated, but when I go to order in MyRollins, it says that my Rnumber/SSN is not correct.

If you are a FORMER student or a graduate, you can't use MyRollins anymore. Go to <https://www.rollins.edu/>, type "transcript" in the top search bar. Click on Registrar, then the transcript requests tab. It will take you to the same place, but you need to go in as a "Former Student". Digital

transcripts are the fastest option. You can also use this link:
<https://www.rollins.edu/registrar/transcript-requests/>

I just graduated and I need my transcript to show my date of graduation/current semester grades.

When you place your order, choose to put a hold on the transcript order (**Hold for posting of Current Term Grades or Hold for posting of Current Term Degrees**). The order will be held until all grades are posted, or degrees completed. Be advised that this can delay your order several weeks until the option you chose is completed.

My school just needs an unofficial transcript- how can I get one?

Current students can log into their MyRollins account and download an unofficial transcript there (registration tab). **Former** students can only request **official** transcripts. Rollins College does not provide unofficial transcripts or copies of transcripts from other universities, colleges, high schools, or various score reports which are on file with Rollins College (i.e. Advanced Placement, TOEFL and International Baccalaureate) to current or former students. Any time an unofficial transcript is requested, an official transcript will be an acceptable substitution.

There is a financial hold on my account. Can I get an official transcript?

You will need to contact the Office of Student Accounts (407-464-2252) to clear any financial holds before your order can be processed. If your hold is not cleared within 30 days of placing an order, your order will be automatically cancelled, and you will not be notified.

I don't remember my R number/what name I attended under/what exact year I attended.

If you fill out all your information on the order form, including other names you might have attended under, DOB and last 4 of SSN, we can usually find your record. If we cannot find your records, we will reach out to you via the email on your order form.

I attended for both undergrad and graduate school. How do I get both transcripts?

All orders will include transcripts for all courses/degrees at Rollins.

I took a certificate/adult education/non-college class at Rollins. Can I get a transcript for that?

Unfortunately, transcripts cannot be ordered for classes that are not college-level courses.

I sent my transcript to the wrong place. Can you re-send it?

Unfortunately, we cannot. However, you can put in another order with the correct address.

I'm having trouble downloading the transcript PDF they sent me.

Please contact Parchment Customer Service Department

at: https://parchmentsupport.force.com/s/contactsupport?language=en_US . 7:00 a.m. to 7:00 p.m. CT,

Monday – Friday.