Ordering Transcripts Online

How to access the transcript order portal, securely update personal information, and submit an official transcript order.

Before You Begin

If this is your first semester at UNT, please be sure to submit your order as "Hold until grades have been posted for the current term" to prevent a blank transcript from being sent.

If you are a federation or IELI (Intensive English Language Institute) student, you will not be able to receive an official UNT transcript.

If you do not have a myUNT login, you can still place a transcript request here: https://www.credentials-inc.com/CGI-BIN/dvcgitp.pgm?ALUMTRO003594. Because we will not be able to authenticate who you are via a UNT login, you will be required to send in a signature authorization form before your order can be processed.
How to Access the Transcript Portal

1. Login to myUNT with your EUID and password.

2. In the Student Center, navigate to the Academic Records tab.

3. Click on Official Transcript Request which will redirect to the Transcript Ordering Overview page.
How to Order Official Transcripts

1. On the Transcript Ordering Overview page, click **Start My Order** on the top right portion of the screen.

2. The Student Information page pre-populates personal information from your myUNT account. Please complete any missing fields or make changes as needed for the official transcript order. If any of the information is incorrect and you would like to change it permanently, you can notify the Registrar’s Office to update your school records by check marking the box at the bottom of the page or by updating the information in your myUNT student portal anytime. If you would like to change the name used in your student record, you must initiate a separate process. For more information: [http://registrar.unt.edu/transcripts-and-records/update-your-personal-information](http://registrar.unt.edu/transcripts-and-records/update-your-personal-information)

Please complete any missing fields below. If any of the pre-populated information is incorrect, please make changes through the student portal or at the Registrar’s Office in Student Records.
3. Click Next when you have completed the page. At this point, you can select Previous on this page or the following pages at any time.

4. For updated communications about your order, fill out the fields on the Your Contact Information page. When you are finished, click Next.

5. On the Basic Order Information page, the service option has already been selected as delivery to a chosen recipient.
   a. Carefully read through each box and their respective options so we can accurately process your order. It is required to fill out when you would like your transcript(s) released, the primary reason for ordering, the years you have attended UNT, and whether you would like to add the TSI/Core addendum or not.
   b. Note: If this is your first semester to be enrolled at UNT, you will not yet have an official transcript and will need to indicate to hold your request for grade posting. Your request will then be processed after grades are official for the current term.
   c. When you have completed the Basic Order Information page, click Next to continue.

6. Next, you will be prompted to select a recipient type. Click Next to continue.

7. On the following Transcript Recipient 1 page, you must fill out each field marked with an * to have the order successfully processed.
8. When selecting to have the official transcript(s) printed, you have three options for the delivery method: PDF Transcript sent electronically, or 1st Class Mail or Domestic Federal Express. For the transcript to be sent electronically, you must include a recipient email address. Click Next to continue after you have selected your choice.

**Delivery Method for Recipient 1**

**Please choose a method for delivery of your transcript:**

- **PDF Transcript Downloaded by Third-Party Recipient**

  Note: PDF transcripts viewed electronically are recognized as official documents. A printed copy of a PDF Transcript will be considered "unofficial" and will display the words "PRINTED COPY" on all pages of the PDF.

  Recipient Email address:  
  Re-Enter Recipient Email address:

  DISCLAIMER: We will inform the recipient when the transcript is ready to be downloaded and provide instructions for completing the download.

  You assume all responsibility for:
  1. Ensuring that the recipient is willing to accept this transcript in a PDF format.
  2. Providing the correct email address for the recipient.
  3. Ensuring that this PDF transcript is downloaded within 30 days (No refund will be given).
  4. Delays are the responsibility of the recipient in fulfilling his/her responsibilities.

- **Printed Transcript Mailed to Recipient**
  - **1st Class Mail**
    - Included in basic charge
  - **Domestic Federal Express to main 48 states**
    - $18.00 for each destination
      - **Next Business Day Air**
      - Street Address REQUIRED (No PO Boxes)
      - May take 2 days for remote locations within Continental USA
    
    **ATTENTION:** A signature is required at time of delivery for all Federal Express orders. Packages will not be left on a doorstep. After multiple attempts to deliver have been made, your transcript package will be returned to University of North Texas. Please note that the Federal Express fee will not be refunded if the package is returned and then sent via 1st Class Mail because a signature could not be obtained.

    Please be aware that some locations require 2 days for Federal Express delivery. University of North Texas DOES NOT OFFER Federal Express Saturday, Sunday or Holiday delivery.

9. You can now add another recipient, update the information for the recipient you have already selected, or remove the recipient. Click Next to continue.

**Note:** Each official transcript you order will cost $10. Each additional recipient to the order will be another $10 charge.
10. You can review your order information on the **Order Summary** page. At that time, you can edit any of the information you had filled out on the previous pages. At the bottom of the page will be a **summary of charges** for your order. You will be prompted to fill out credit card information on the following page.

<table>
<thead>
<tr>
<th>Edit</th>
<th>Your Recipient(s)</th>
<th>Recipient Type/Delivery Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Transcript(s) to:</td>
<td></td>
<td>Myself Printed 1st Class Mail</td>
</tr>
</tbody>
</table>

**Summary of Charges for Your Order**

<table>
<thead>
<tr>
<th>School Transcript Charges:</th>
<th>$10.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handling Charges:</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Charge for This Transcript Order:</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

[Cancel Order]  [Continue]

11. If you decide to cancel the order when you have reached the **Order Summary** page, you will be directed to this screen and must close out and begin the process again from your myUNT portal.
12. Click [Next] to continue to the Payment Card Information page. Fill out the appropriate fields and make any changes to the pre-populated billing address information.

**Note:** Click [Refund Policy] for a detailed explanation of Credentials Inc. handles refunds.

```
Payment Card Information
```

Please enter your credit card information:

```
Card Type: [Visa] [Refund Policy] [Important]
Card Number: [Redacted]
Exp. Month: [Redacted] Exp. Year: [Redacted]
Security Code: [Redacted]

Please make sure that the name and billing address shown below are correct for this credit/debit card. If you have questions or problems, please call Credentials Customer Service at 1-847-716-3005.

Name on Card: [Redacted]
Street Address: [Redacted]
City: [Redacted]
State: [Redacted]
ZIP Code: [Redacted] [City/State/Zip Help]
Country: [United States]
```

13. To confirm the payment for your transcript(s) order, you must select “I Agree” at the bottom of the page before clicking [Submit My Order].

**Note:** You will not be charged for your transcript order until your transcript has been posted. If you had selected the option to have your transcript held for grades or degree(s), you will not be charged at the initial order stage.
14. You should see this page after completing the official transcript online ordering process:

Order Accepted for Processing

Your transcript order has been accepted. Your Order Number is 6AU722740. Please retain this number in case you need to contact us about your order.

Because you were authenticated by University of North Texas, your transcript order is authorized for release. We will email you a notification when your order has been completed.

Thank you for using TranscriptsPlus® to place your order with University of North Texas. You may check the status of your Transcript Order at any time by going to http://www.transcriptsplus.net/order and clicking on Check the Status of My Transcript Order. Please make sure that your email (and cell phone messaging service if you opted for our text message option) is set to allow mail from MYSUPPORT@CREDENTIALSOLUTIONS.COM.

Please select a next action by clicking one of the buttons below:

- Finish/Close Window
- Order Another

15. From here, you may make another transcript order or close the window. You have successfully completed your official transcript online order. You will receive communications to the email address you provided on the Your Contact Information page including information on how to view your order status:

Order Status for Order Number 6A3791979

- **Date/Time:** Ordered on 01/26/2016 at 10:58 AM (CDT/CST)
- **Current Status:** Waiting for approval of the transcript order
Disclaimers

- **If you ordered an electronic transcript, forwarding the PDF transcript will make the transcript unofficial.**
- The transcript order form will not stop you from ordering a transcript if you have a hold on your account that would prevent ordering an official transcript. The order will be processed and you will be notified if there is a problem with your order in the communication method you selected when filling out the order form. The transcript order will be held until the holds are removed for up to 30 days. The order will not be charged until the transcript has been processed.
- **Recipient(s) for electronic transcript orders must have an access code in order to view the PDF copy of your transcript.** The recipient(s) will then have two days to download the PDF. When the PDF version of the transcript is viewed by the recipient(s), you will receive an email to the email address provided with this notification and who viewed it.