



**MARICOPA**  
COMMUNITY COLLEGES



# Student Reference Guide

How to order an official transcript

7 / 24 / 2019

## Student Reference Guide: How to Order an Official Transcript

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### **Overview of the Steps:**

The following steps are reviewed in this document:

- Access the order form through your [Student Center](#), [MyInfo](#), or directly at the [Credentials Solutions](#) order site (may also be referred to as: TranscriptsPlus, and/or e-ScripSafe)
- Enter all necessary personal information on the order form
- Review final order information
- Pay for the order
- Receiving Order Confirmation and additional follow-up communications

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### **Before you begin ...**

- There is a \$5 fee for each Official Transcript.
- Transcripts will **NOT** be issued for any students with a financial hold on their account. If you have a hold on your account currently, please contact your primary college to resolve the issue prior to submitting your official transcript request.
- If your legal name, address, telephone, or email contact information has changed, please be sure to update your account with your primary Maricopa College before ordering your transcript to ensure the most up to date information is reflected in your records.
- Official transcript requests will **NOT** be held for final grades, degrees, and/or certificates to post to the students' record; review your records to ensure they are complete prior to submitting your request.  
**\*NOTE: NO REFUNDS will be given for students who mistakenly order their transcript prior to their records being updated and complete.**
- Maricopa Community Colleges have a combined transcript report, meaning that coursework from any of the 10-colleges you have attended will appear on the same official transcript; there is no need to order multiple transcripts from each of the Maricopa Colleges you have attended.  
**\*NOTE: NO REFUNDS will be given for students who mistakenly ordered multiple transcripts due to attending multiple Maricopa Colleges.**
- If you prefer to submit your transcript request over the telephone with a live operator, there is an additional surcharge. (The student is responsible for the additional cost associated.)

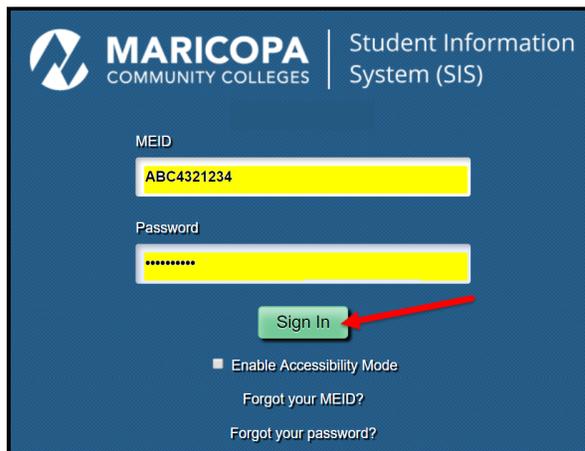
If you have trouble using the order form, have a question about an order you are trying to place, or a question about an order you have previously placed, please contact **1-847-716-3005** for assistance.

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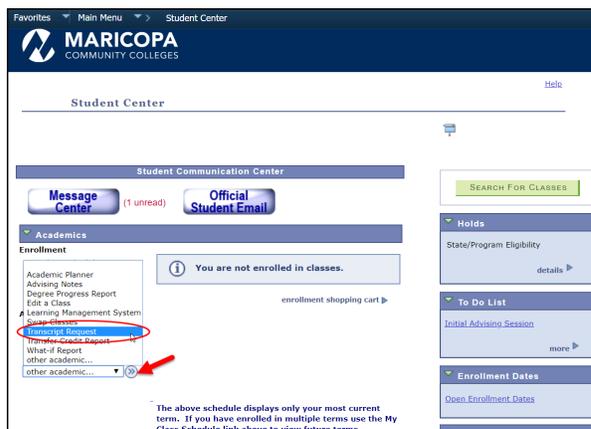
## **Online Request – Log in through Student Center**

You may access the **Official Transcript Request** form by:

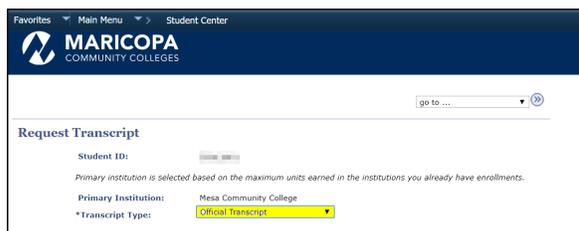
1. Logging into your [Online Student Center](#) using your **MEID** and **Password**.



2. Under **Academics**, choose **Transcript Request** from the dropdown list, and click **>>**.



3. On the **Transcript Request** page, choose **Official Transcript** from the dropdown list.

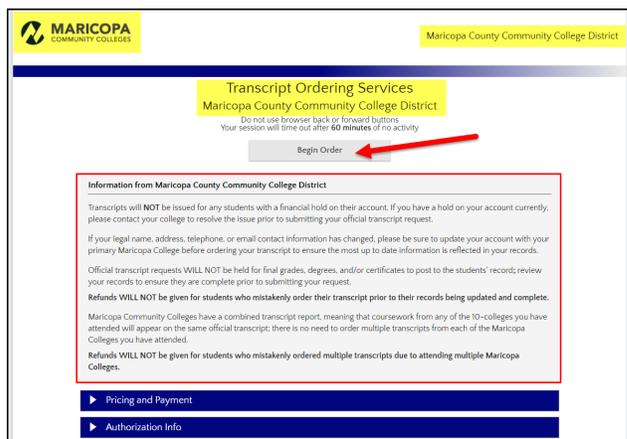


**\*Read the information on the page carefully before proceeding with your request.**

4. Click the yellow bar labeled **Transfer to Transcript Request Service** to access the order form.



5. You will be redirected to the Credentials Solutions site for Transcript Ordering Services. Be sure to read introductory "Information from Maricopa County Community College District" before beginning your order. Click on **Begin Order** bar to continue.



Continue to **page 7** of this Reference Guide to review information on how to complete the order form.

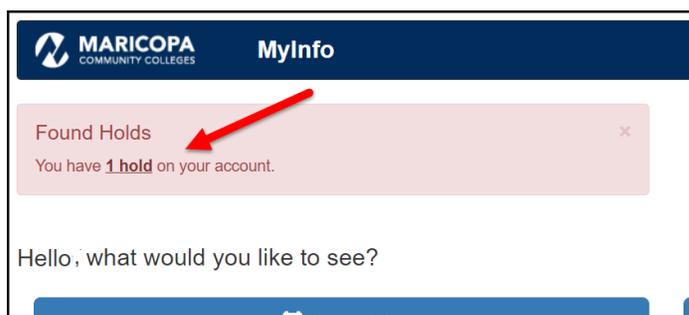
## Online Request – Log in through MyInfo Page

You may access the **Official Transcript Request** form by:

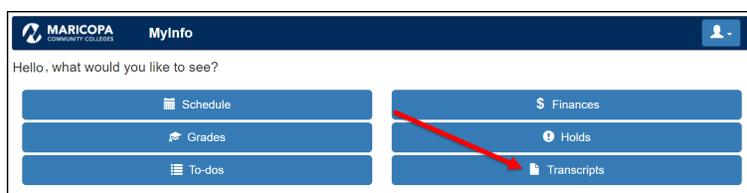
1. Logging into [myinfo.maricopa.edu](http://myinfo.maricopa.edu), with your **MEID** and **Password**.

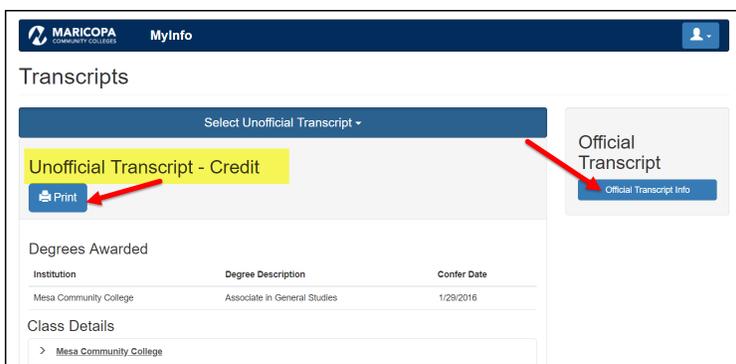


2. If there is a “hold” on your account, there will be a message at the top of the page notifying you of the hold and the **Official Transcripts** button will be disabled. To view your hold information, click on the **Found Holds** link for more information. If you need additional assistance, contact the Admissions, Records, and Registration office at your college.

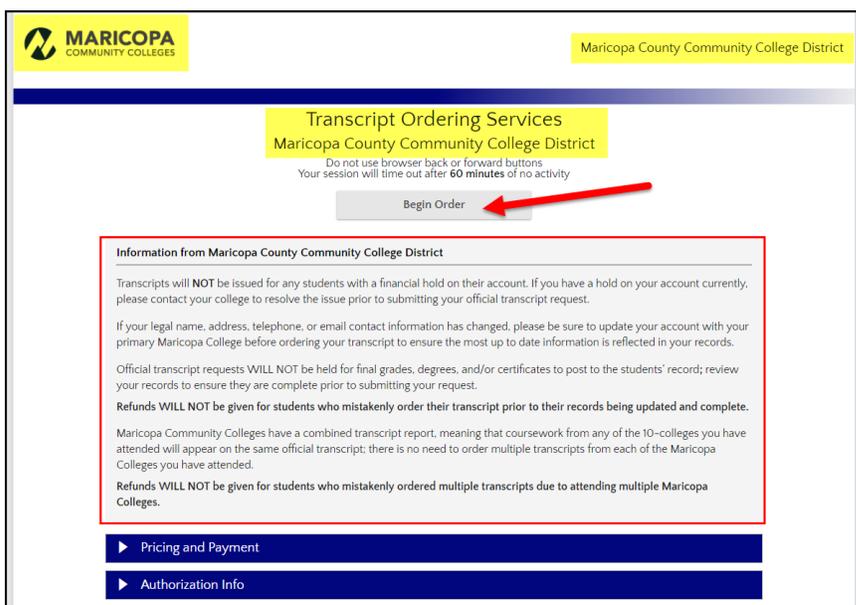


3. The Transcripts page in **MyInfo** will let you view your Unofficial Transcript and request your Official Transcript.





4. You may print your Unofficial Transcript or when you click on Official Transcript info button, you will see a message informing you of the redirect. Click **OK**.
5. You will be redirected to the Credentials Solutions site for Transcript Ordering Services. Be sure to read introductory “Information from Maricopa County Community College District” before beginning your order.



Continue to **page 7** of this Reference Guide to review information on how to complete the order form.

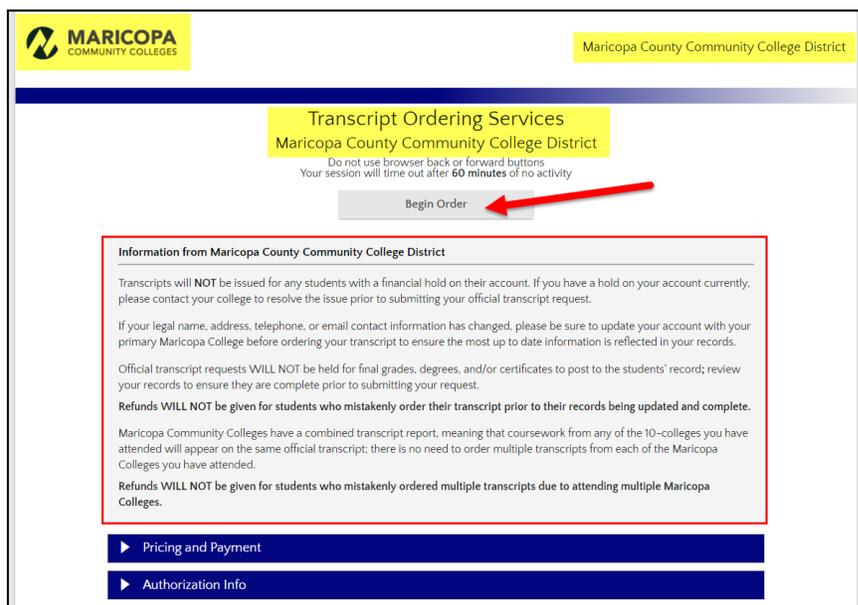
## Online Request Bypassing Student Center

Official Transcripts for students of Maricopa Community Colleges may be ordered online directly through our partner, Credentials Solutions, LLC. Using the link below will not require you to sign-in to your [Student Center](#) or [myinfo.maricopa.edu](http://myinfo.maricopa.edu) page, however you will still be required to provide your **Student ID, SSN, or MEID**.

1. Click on the **Credentials Solutions** icon to get started:



2. Transcript Ordering Services page will appear. Be sure to read introductory “Information from Maricopa County Community College District” before beginning your order.



Continue to **page 7** of this Reference Guide to follow step-by-step information on how to complete the order form.

## How to Complete the Order Form

1. A page for your Personal Information will appear. If you login to your Student Center or MyInfo before being re-directed to the order form, most of your Personal Information will be pre-populated. If you go directly to the Credentials Solutions site, you will be required to enter your personal information including one of the following:
  - a. **MEID** (3-5 letters, followed by 5-7 numbers), or
  - b. **Student ID Number** (8-digit number starting with a 3; for example: 30012345), or
  - c. **Social Security Number (SSN)**

**Note:** If you do not know your Student ID or MEID, please follow the link below for assistance in accessing your account and resetting your password (if necessary). [Support for Student Passwords & MEID's](#)

**Note:** If your legal name, address, telephone, or email contact information has changed, please be sure to update your account with your primary Maricopa College before ordering your transcript to ensure the most up to date information is reflected in your records.

Student Info Order Options Recipient(s) Summary Payment

Student Information

Information needed to locate your records

It is required to use at least ONE of these search fields

MEID ABC321234 Either MEID or Student ID Number can be entered here

Social Sec #

Attended From Year Required

Attended To Year Required

Birth Date Required

Enter names as they exist in the school records  
If you would like to update your mailing address please contact the Registrar's Office.

First Name Required

Middle Name Enter if you think it is on your school record

Last Name Required

Suffix (optional) Jr, Sr, etc.

Other Last Names (optional)

2. **Enter your Current Address.** If your current address has not been updated with Maricopa Colleges, please take time to update your information in your Student Center, or by contacting the Admissions, Records, and Registration Office of your college.

Enter your current address

Country UNITED STATES Change Country

Current Address Required

City Required

State Required Only for United States, Canada, Mexico, and Australia

ZIP Code City/State/Zip Help

3. Enter your **Communication Information** (email address, telephone number, and optional cell phone number if you would like to receive updates via text message). Click **Next**.

**Communication Information**

**Email Information - Required to send order receipt and status updates**

Email Address: [Redacted] \*Required

Verify Email: [Redacted] \*Required

To avoid problems, please be sure that [mysupport@credentialssolutions.com](mailto:mysupport@credentialssolutions.com) is in your address book.

**Telephone Information**

Telephone Country: UNITED STATES Select Country

Telephone #: [Redacted] \*Required

U.S. numbers must be entered as: NNN-NNN-NNNN  
Enter N/A if no phone number is available

**Cell Phone Info - Optional (U.S. numbers only)**

To also be notified about order status via text messages to your cell phone, enter your information below. Any message charges are your responsibility.

Cell Phone No.: [Redacted]

Verify Cell Phone No.: [Redacted]

U.S. Phones Only - Enter as NNN-NNN-NNNN

Cell Phone Co.: US Cellular

Previous Next

4. Select your primary institution (college where you have completed the most number of credits). Click **Next**.

**Please choose a service for this order**

Regular Request (Official) - Deliver to recipient

\$5.00 per copy

Allow 5 business days for processing time after receipt of authorization form.

Delivery time will be based upon selected delivery method.

**Please select your primary institution - remember that you only need to request a transcript from ONE Maricopa College and your official transcript will contain coursework from the ENTIRE district.**

Chandler-Gilbert Community College

Estrella Mountain Community College

Glendale Community College

GateWay Community College

Mesa Community College

Phoenix College

Paradise Valley Community College

Rio Salado College

Scottsdale Community College

South Mountain Community College

Previous Next

5. Next, there are five options for choosing a recipient.
  - A. Search Our Recipient Table
  - B. Myself
  - C. Select an Application Service
  - D. Direct Access Code Lookup
  - E. Enter Recipient Manually

Choose the method most appropriate for you, and continue to enter the recipient.

- If using Search the Recipient Table, for example, first select the state.

- Enter the name, or a portion of the name, of the institution in the **Search** field.

- Select the appropriate institution; the **Delivery Method** listed to the right of the institution will notify you of how the transcript will be delivered.

If there are multiple options for the institution, choose the **College/University Type** that you are submitting the transcript to. Otherwise, at the bottom of the page there is an option to enter the address manually if you do not see the appropriate recipient address.

**Note:** These methods are provided by the receiving institutions and are their preferred, and fastest, way of receiving your transcript.

Available Recipients for University of Arizona		
Address	College/University Type	Delivery Method(s)
OFFICE OF ADMISSIONS UNIVERSITY OF ARIZONA PO BOX 210073 TUCSON AZ 85721-0073	Undergraduate	Paper
ADMINISTRATION 322 UNIVERSITY OF ARIZONA PO BOX 210066 TUCSON AZ 85721-0066	Graduate	Paper
REGISTRATION & TRANSCRIPTS UNIVERSITY OF ARIZONA PO BOX 210066 TUCSON AZ 85721-0066	Undergraduate	PDF
COLLEGE OF NURSING ADMISSIONS UNIVERSITY OF ARIZONA PO BOX 210073 TUCSON AZ 85721-0073	Undergraduate	Paper

My recipient was not found. I want to enter the address manually

- Next, depending on where the transcript is being sent, you may have the option choose the **Attachment Options for this Recipient** field. If there are attachments you need to include, please select the **Yes** button. When ready, checkmark **I confirm this recipient**, and click **Next**.

**Transcript Recipient 1**

Delivery Method PDF

**Recipient Information**

REGISTRATION & TRANSCRIPTS  
UNIVERSITY OF ARIZONA  
TUCSON AZ 85721-0066  
520-621-3113

**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) ?

**Recipient Confirmation**

Although we make every effort to maintain current Recipient Information in our database, it's your responsibility to ensure this information is correct. Please verify the above and check the box to continue.

I confirm this recipient

Cancel This Recipient Next

**Note:** Clicking the ? link will open **Attachment Help**. Instructions to include attachments will be provided after the order is submitted.

**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) ?

**Attachment Help**

Instructions for providing your attachment will be given after the order has been submitted.

- Next, verify **Your Recipients**. On this page, you will be able to **Remove** or **Update** the recipient(s) you have chosen; you can also choose to **Add a Recipient**. When ready, **Continue to Order Summary**.

**Your Recipients**

Quantity	Delivery Method	Recipient	Actions
1 Transcript	PDF	UNIVERSITY OF ARIZONA Undergraduate Adm	Remove Update

Add Recipient

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

Continue to Order Summary

- Next, verify your **Student Information**, and the **Basic Order Information**. If any of the information is incorrect, use the **Edit** fields to correct anything necessary.

Student Info   Order Options   Recipient(s)   Summary   Payment

Please review and verify all information is correct before placing your order. If any changes are needed, click the Edit button to update your information. We are unable to update orders once placed and/or completed.

**Student Information** Edit

Name:	ABIGAIL EXAMPLE	MEID or Student ID:	ABC1234321
Address:	2323 W. 14TH ST TEMPE AZ 85281	Birth Date:	04/27/1999
Telephone #:	4807318928	Attended From Year:	2018
Email Address:	ranie.mott@gmail.com	Attended To Year:	2019

**Basic Order Information** Edit

Service Type: Regular Request (Official) - Deliver to recipient  
Type of Transcript: Mesa Community College

11. Verify **Your Recipient(s)** or **Edit** this field if necessary. Finally, review the **Summary of Charges** for Your Order. When ready, click **Go to Payment**.

**Note:** If necessary, you can cancel your order from this screen.

**Your Recipient(s)** Edit

Quantity	Delivery Method	Recipient	
Recipient 1	1 Transcript	PDF	UNIVERSITY OF ARIZONA Undergraduate Adm

**Summary of Charges for Your Order**

School Transcript Charges:	\$5.00
Handling Charges:	\$0.00
<b>Total Charge for This Transcript Order:</b>	<b>\$5.00</b>

Cancel Order Go to Payment

12. **Step 1: Accept Agreement.** You can click on the link for **Credentials Transaction Agreement** for more information. You may also read the **Refund Policy** on this page. When ready, check the field confirming you have **read and agree to the terms**.

Student Info   Order Options   Recipient(s)   Summary   Payment

**McAfee SECURE** Refresh

**Step 1: Accept Agreement**

You are about to authorize a payment to **Credentials Solutions, LLC** acting as agent for **Maricopa County Community College District** in this transaction for **\$5.00**. Please note that our merchant name associated with this charge on your statement will be: **COLLEGE TRANSCRIPT**.

I have read and agree to the terms in the [Credentials Transaction Agreement](#) [Refund Policy](#)

**Step 2: Payment Information**

Previous Refresh

**Credentials Solutions, LLC Credit Card Transaction Agreement**

In order to proceed with your credit card payment, you must agree to the following:

You are about to authorize a payment to **Credentials Solutions, LLC** acting as agent for **Maricopa County Community College District** in this transaction. Please note that our merchant name associated with this charge on your statement will be: **COLLEGE TRANSCRIPT**.  
By clicking "I Agree" (below):

1. I authorize **Credentials Solutions, LLC** to charge **\$5.00** to my credit/debit card as payment for this transaction.
2. I agree to pay the card issuer per the terms and conditions governing my use of this card.
3. I agree that if the charge for this transaction is uncollectable as a result of the indicated credit/debit card being canceled, the charge being placed in dispute, or otherwise, that such amount shall remain due and owing to **Credentials Solutions, LLC**
4. I agree that if I am using a credit card of another person (such as a parent or a friend), I will tell that person about this transaction so they do not dispute this charge on their statement.
5. I agree that if this charge is placed in dispute by me (or the cardholder if this is not my card) because I (or the cardholder) do not recognize/recall this charge. I will pay to **Credentials Solutions, LLC** a collection processing fee of **\$25.00** in addition to the original charges due on this transaction.

Close

13. **Step 2: Payment Information.** Here, you can **Review Your Order**, and continue to enter your payment information.

**Note:** Debit cards, credit cards, and prepaid cards are accepted.

Student Info Order Options Recipient(s) Summary Payment

McAfee SECURE

Refresh

Step 1: Accept Agreement

Step 2: Payment Information

**Review Your Order**

Total Amount: USD 5.00

**Pay With Your Credit Card**

Credit Card Number

Expiry Date (MMYY)

Security Code

CVV2 is the Visa term for the 3-digit security code on the back of the credit card (Visa and MasterCard). For American Express, it is 4-digits and located on the front.

14. Your information should show pre-populated in the cardholder information fields. If you need to edit these fields, you can do so on this page. When ready, click [Submit Payment](#).

Cardholder Name

ABIGAIL EXAMPLE

Address

2323 W. 14TH ST

City

TEMPE

State/Province

Arizona

ZIP/Postal Code

85281

Country

United States

Submit Payment

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.

Secure Payment provided by [First Data Corp.](#)

15. You will see a page confirming **Order Accepted for Processing**. On this page, you will receive a **Order Number**. Make a note of this number for your records and in use tracking your order.

**IF** additional authorization is needed for any reason (e.g., some field of personal information does not match Maricopa Colleges records, etc.), an additional section will notify you of this information and give instructions regarding what to do.

There is a [Self-ServicePlus](#) link near the bottom of the page where you can track your order.

16. Finally, you can choose to [Finish](#) your order or [Order Another](#) transcript if necessary.

**Order Accepted for Processing**

Your Order Number is **9CX797707**  
Please retain this number in case you need to contact us about your order.

**Additional Action Required**

**Authorization Form**

To obtain your authorization form, please click [here](#) and use our SelfServicePlus™ application to download and print the form which must then be faxed or mailed for processing.

In order for us to comply with national & state privacy and security laws, the only acceptable form of authorization for this order is the student's signature on **our authorization form**. Your order will not be processed until our form authorizing the school to release this academic transcript is signed by the student and has been received and processed by us. **If an authorization form contains any social security or credit card numbers, we consider this a violation of the privacy laws and we will reject the form. Your order will remain un-authorized.**

**Your order will be canceled** if you do not authorize your order within 30 days.

If your order is canceled:

- We will email you a confirmation that it has been canceled
- You will have to re-enter your entire order if you still want the transcript(s)
- You will NOT be charged

Thank you for using TranscriptsPlus® to place your order with Maricopa County Community College District. You may check the status of your Transcript Order at any time by going to Self-ServicePlus™.

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

The Maricopa County Community College District (MCCCD) is an EEO/AA institution and an equal opportunity employer of protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, or national origin. A lack of English language skills will not be a barrier to admission and participation in the career and technical education programs of the District.

The Maricopa County Community College District does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For Title IX/504 concerns, call the following number to reach the appointed coordinator: (480) 731-8499. For additional information, as well as a listing of all coordinators within the Maricopa College system, visit <http://www.maricopa.edu/non-discrimination>.