**Requesting Electronic Transcripts**

Note: when ordering electronic transcripts, do not use the back arrow buttons in your browser. Use the buttons within the ordering system (Previous, Cancel this Recipient) to return to previous menus.

Verify with your recipient that they accept electronic transcripts before completing this form.

Transcript Ordering Services: Be sure to read through everything in the gray box and in the orange menus to understand the process. Select Begin Order.
Student Info: enter your information in the requested fields. Be sure to enter your own information, not the recipient’s, including your email address. If you do not remember your Hope ID, you can enter your SSN. The form only requires one of them.
Order Options: On this page, you will only be able to select “Standard Request” and “Send Now.” Note that this page says there is No Charge. There is no charge for Hope to process your electronic transcript; however, Credentials charges a $3 handling fee per recipient.

Recipients: Choose which type of recipient.

- Search our Recipient Table: If you are sending your transcript to a third party, check the table first to see if they are already in the Credentials system. If they are not, you can always select “Cancel this Recipient” to choose a different option.

Some recipients only accept paper transcripts. Hope College does not use the Credentials system to send paper transcripts. If your recipient only accepts paper transcripts, complete our official paper transcript request form.
Once you have selected a recipient to receive a PDF transcript, you will be given the option to attach something. If you need to go back at any time, select Cancel This Recipient.

- Myself: use this only if you are sending your transcript to yourself, via the email address you provided on the Student Info page. Hope College does not offer paper transcripts through Credentials, so if you select Paper, you will be asked for the mailing address, then eventually be taken to a page to enter your email address.

- Select an Application Service: If you are using an application service such as AMCAS, AACOMAS, PTCAS, etc., select this option. You will be taken to a page where you can enter your applicant ID or upload your applicant ID form.

- Direct Access Code Lookup: Use this only if you were provided a Direct Access Code by your recipient.
- Enter Recipient Manually: Use this option only if you are sending to a third party that is not in the Recipient Table or an application service. Hope College does not offer paper transcripts through Credentials, so if you select Paper, you will be directed to enter a recipient’s email address. It is your responsibility to know if your recipient accepts electronic transcripts before you place your order. If you need a paper transcript, complete our official paper transcript request form.

Once you have placed a recipient in your cart, you can add more recipients to your order, edit recipients, or Continue to Order Summary.

Summary: Review your information. If it’s correct, select Go to Payment.
Payment: Enter your billing information. Select Submit my Order.

You will not be charged until the transcript is processed completely (sent to the recipient).

On the confirmation page, be sure to click the link to obtain your authorization form. This form must be signed by hand in order for us to process your request. You will be able to print or email the form to yourself. After you, you can upload it using the Authorization Upload button on the menu. You can also fax or mail the form to Credentials.

Select Upload My Authorization Form.
Choose the file from your computer, then click Upload Authorization Form.

Hope College Registrar's Office will receive your order after your authorization form has been uploaded. Transcripts are processed in 1-2 business days, however, please allow for extra time during busy times of the year such as beginning and end of the semester, registration, and holidays. Transcripts will not be sent if you have a financial hold. We will notify you via the Credentials system if you do have a hold.