

# ACE Student – Instructions to Request an Academic Transcript

1. Click on this link [SUNY Corning Transcript Request](#).
  - Note that you are considered a non-matriculated, (which means not seeking a degree but taking classes) **currently enrolled** SUNY Corning student if you are an active ACE student.
2. Next, click on the hyperlink on the webpage that states **This Link**.

The screenshot shows the SUNY Corning Community College website. The navigation bar includes links for CCC Students, MyCorning Portal, CCC Online, Workforce, About, Alumni/Foundation, and a search bar. The main content area is titled 'CURRENT STUDENTS' and 'Transcripts & Diploma Replacements'. Under 'CURRENT STUDENTS', there is a list of links including MyCorning, MyBanner Guide, Academic Calendar, Master Schedule, Transfer Opportunities, Transfer Agreements, Transcripts & Diploma Replacements (highlighted with an orange arrow), Bookstore, Library, Parking Permits, Transportation, Advising/Transfer, Career Planning, OpenSUNY, Code of Conduct, Consumer Information, Emergency Text Message Sign-Up, and Sexual Violence Student Bill of Rights. The 'Transcripts & Diploma Replacements' section has a heading 'REQUESTING YOUR CCC ACADEMIC TRANSCRIPT IS EASY!' and text explaining that an academic transcript is a copy of the permanent record. It states that SUNY Corning has authorized Parchment for 24/7 access. An orange arrow points to the text 'Begin the process by following [this link](#).' Below this, it mentions a \$8.00 charge per request and that Parchment will place the request for an additional operator surcharge if ordered over the internet. There is a section titled 'You may also download an unofficial copy of your SUNY CCC academic transcript' with three bullet points: 'View or Print an Unofficial Copy of your Transcript', 'Click Academic Transcript on the Student Records menu in MyCCC', and 'Click Submit'. An 'Important Notes' section follows, stating that overnight shipping for official transcripts must be received before 1:00 pm and paid in advance.

3. Now enter your email address.
  - Notice now the screen says Parchment on the left-hand side, that is the company SUNY Corning uses for transcript requests.

The screenshot shows the Parchment website interface. At the top left, the 'parchment' logo is visible. The main content area is titled 'Learner Account' and features the Corning Community College logo and contact information. Below this, there are two options for ordering: 'Ordering your own credentials or academic records' and 'Ordering on behalf of someone else'. A message from Corning Community College welcomes users and explains the service. Below the message, there is a section titled 'START HERE - ENTER YOUR EMAIL ADDRESS' with an input field for the email address and a 'Continue' button. A note at the bottom states 'All items marked with a red asterisk are required' and a footer line reads 'By signing up you agree to the Parchment terms of use and privacy policy.'

4. If you already have a Parchment account created then you will be prompted to **sign in** with your password. **Then you can SKIP to step 8 in this guide to Order a Transcript.**

The screenshot shows the 'Learner Sign In' page for Corning Community College. At the top, there is a navigation bar with the Parchment logo and links for 'DASHBOARD', 'ORDERS', and 'PROFILE'. The main header features the college's logo and name, along with its address: '1 Academic Dr, The Commons, Corning, NY, 14830-3299, US'. Below this, there are two options: 'Ordering your own credentials or academic records' (indicated by a green checkmark icon) and 'Ordering on behalf of someone else' (indicated by a blue group icon). A 'WELCOME BACK! SIGN IN TO YOUR PARCHMENT ACCOUNT' message is displayed, followed by a text input field containing a redacted email address and a 'Forgot your password?' link. A password input field with a red asterisk is also present, along with a 'Continue' button.

5. If you don't already have a Parchment account, you will be prompted to create one.
- This is where you **set your password** for your Parchment account.

The screenshot shows the 'Enter Personal Information' page for a 'New Learner Account'. The page is divided into two main sections: 'ENTER YOUR PERSONAL INFORMATION' and 'ENTER YOUR CONTACT INFORMATION'. The personal information section includes fields for first name ('Robby'), middle name ('Robo'), last name ('Robo'), birth date ('July 7, 2000'), and a dropdown for 'Currently Enrolled in College'. The contact information section includes a phone number ('999-999-9999'), a country dropdown ('United States of America'), and an address ('123 W Main St SE', 'Caledonia, Michigan 49316-9169'). A 'VIA IP ADDRESS' warning is visible. Below the contact information, there is a 'CHOOSE A PASSWORD' section with two password input fields and a 'CREATE ACCOUNT & CONTINUE' button. An orange arrow points to the password fields. At the bottom, a note states: 'All items marked with a red asterisk are required.'

6. Next, you will be prompted to **Validate your email address.**

The left screenshot shows an email from Parchment. The header says "Validate your Email" and the Parchment logo is in the top right. The email body starts with "Robby," followed by instructions to click a button or enter a verification code. A green button labeled "Verify Your Email Address" is shown next to the code "Lh4swp". Below this, it says "Welcome to Parchment! We're happy to have you here." and "Thank you, The Parchment Team".

The right screenshot shows the email content. It says "Nearly There." with a blue envelope icon and a "1" notification bubble. Below that, it says "We emailed a verification code to [redacted]@parchment.com". It then asks "Please enter the code below" and has a text input field labeled "Confirmation Code" and a blue "SUBMIT" button.

7. Now enter your **Enrollment Information.**

- **As an ACE student you are considered to be currently enrolled while you are still in high school.** \*\*Once you have graduated from high school and/or attending another college then you would select No, not currently enrolled.
- Your **first year of attendance is the first year you took your first ACE class.**
- Your **expected graduation/leave year is the year you are graduating high school.**

The screenshot shows the "Enrollment Information" form. At the top, it says "Enrollment Information" and "CANCEL X". Below that, there are fields for "NAME" and "DOB". A message says "Some additional information related to your enrollment is required below." The form then asks for enrollment information:

- Are you currently enrolled? (Yes, currently attending)
- What was your first year of attendance? (2020)
- Expected Graduation/Leave Year (2024)
- Please verify your name while attending (Robby Robo)

At the bottom, there is a checked checkbox for "Finish creating my Parchment account without placing an order right now." and a green "COMPLETE MY REGISTRATION" button. A note at the very bottom says "All items marked with a red asterisk are required."

8. Next, continue with your order. \*\*Your screen may look different if you already had a parchment account but the options to select are the same. **Click on Order Your Transcript.**

The screenshot shows the Parchment dashboard. At the top, there is a blue header with the text "Continue with Order" and the Parchment logo. Below this is a navigation bar with "DASHBOARD", "ORDERS", and "PROFILE" (with a dropdown arrow). The main content area features a user profile picture and name, followed by a section titled "Your Schools / Organizations:". Below this, there is a blue bar with "Enrollment Info" and a message: "You can now get your credentials! Here is what is waiting for you at this organization." Three cards are displayed: "Order Your Transcript", "Order Your Enrollment Verification", and "Order Your Replacement Diploma". Each card has a plus icon and an "Order" button. An orange arrow points to the "Order Your Transcript" button. At the bottom, there is a footer with "Support", "Privacy Policy", "Terms of Use", "Contact Us", and "Copyright ©2021 Parchment".

9. Now select the destination of where you want the transcript sent. **OR** you can select yourself or another individual.

The screenshot shows the "Set Delivery Destination" dialog box. The title bar says "Set Delivery Destination" and "CANCEL X". The main text reads: "Your order will be sent from [redacted] to the individual and/or organization at the destination below." Below this is a search bar with the placeholder text "Where would you like to send the credential?" and a green "Search" button. Below the search bar, the word "OR" is centered. At the bottom, there is a radio button option with a person icon and the text "I'm sending to myself or another individual".

10. Next is the Item Details screen. If you want to have your transcript sent **only** when all of your grades are in then you **MUST select ACE Student ONLY-Hold for Grades option**.

- **\*\*DO NOT select Hold for Grades option because that does not apply to current ACE students.**
- **\*\* You will also need to select the Purpose from that drop down menu as well.**

## Item Details



Item Details

Transcript

For: [Redacted]  
Date of Birth: [Redacted]  
Last 4 SSN: [Redacted]

FROM: [Redacted]

TO: Example Digital University

Delivery Method: Electronic

Credential Fee: \$3.25

Item Total: \$3.25

When do you want this sent?  Send Now

Purpose: Admission



When do you want this sent?

Send Now

Hold for Degree

Hold for Grades

Send Now

**ACE Students ONLY - Hold for Grades**

11. At the bottom of the Item Details screen you will need **sign your name and click continue.**

- Check the box to certify FERPA if it is listed and/or that you are the individual signing.

The screenshot shows the 'Item Details' screen on the Parchment platform. At the top, there is a header with the 'parchment' logo. Below the header, there is a section titled 'Would you like to add an attachment file? (optional)' with an 'Add An Attachment' button. The main content area contains a message: 'Please review the information below pertaining to the type of consent that is required to complete this order.' Below this message is a signature field with the text 'Sign here with mouse or finger' and a 'Clear Signature' button. A handwritten signature is visible in the field. Below the signature field, there is a text input field for the full name, with 'Robby' and 'Robo' entered in separate fields. Below the name fields, there is a checkbox for FERPA certification with the text 'I certify under penalty of law that I am the individual identified above and am authorized to take this action.' At the bottom of the form, there is a large green 'CONTINUE' button. A red asterisk at the bottom indicates that all items marked with a red asterisk are required to submit this form.

12. Next is the Order Summary. Final cost of your transcript order shown, then click continue.

The screenshot shows the 'Order Summary' screen on the Parchment platform. At the top, there is a header with the 'parchment' logo and navigation links for 'DASHBOARD', 'ORDERS', and 'PROFILE'. Below the header, there is a section titled 'Order Summary' with a 'BACK' button and a 'CANCEL' button. The main content area contains a message: 'Your order has not been placed yet. Please review and complete the order below. Here's your order summary Madison'. Below this message is a table with the following data:

FOR	Rast, Madison	\$3.25
ITEM	Transcript	\$3.25
FROM	Mt Elbert University	
TO	Example Digital University, Scottsdale, AZ	

Below the table, there is a link to 'Add another item for Madison Rast'. At the bottom of the form, there is a large green 'CONTINUE' button. A red asterisk at the bottom indicates that all items marked with a red asterisk are required to submit this form. Below the 'CONTINUE' button, there is a security icon and a message: 'Payment will be collected through Parchment's secure payment gateway upon order completion. Parchment adheres the highest level of PCI compliance and never stores your credit card information. You will redirect to a secure payment screen.'

13. Now you are prompted to fill in all required payment information and then click submit payment.

**Secure Payment** 

**PARCHMENT SECURE PAYMENT GATEWAY**  
Parchment adheres to the highest level of PCI compliance and never stores your credit card information.

**Payment Information**

Enter first and last name as it appears on credit card

Robby	Robo	
4444444444444444		
Mar	2022	345

VISA     **Order Total: \$3.25**  
\$3.25 will be charged to this card.

9999999990

Billing Address [Use different billing address](#)

United States of America

123 W Main St SE

Address 2

Caledonia Michigan 49316

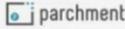
**Submit Payment**

\* All items marked with a red asterisk are required to submit this form.

14. Next is the Order Confirmation screen.

- You can place another order or continue to your account.
- You can track your transcript order from your Parchment account.
- Please go to the Additional Helpful Resources at the end of this document for a link on how to track your order.

**Order Confirmation** 

 DASHBOARD ORDERS PROFILE

**Order Confirmation** [Print Receipt](#)

Thank you for your order Madison. Your order has been placed.

[Collapse All](#)

FOR	Rast, Madison	1	\$3.25
ITEM	Transcript		\$3.25
FROM	Mt Elbert University		
TO	Example Digital University, Scottsdale, AZ		
DID	TQYGERUQ		

Order Date: SEP 29, 2021  
Placed By: Madison Rast

Total Credential Fees \$3.25  
**Order Total \$3.25**

**What happens next?**

- Parchment has processed your order and it's awaiting fulfillment. The sending organization(s) you ordered from will now verify, approve and finish fulfilling this order.

You can view order details and status in MY ORDERS.

[Place Another Order](#)

[Continue To Your Account](#)

## Additional Helpful Resources

### **Parchment Links:**

Student/Parents How-It-Works link <https://www.parchment.com/students/how-it-works/>

Student/Parents Order & Order Status <https://www.parchment.com/students/order-status/>

### **Video Links:**

How to Create a Parchment Account <https://vimeo.com/730505236>

How to Order a Transcript <https://vimeo.com/772549988>