

Student Transcript and Academic Record Repository (STARR) Application

Institutions of Higher Education (IHE)

Postsecondary Student Academic Record Data Collection

User's Guide

V1.1

2012-2013 School Year

Questions or comments about this document should be directed to:

Email: CEPI@michigan.gov

Phone: 517-335-0505



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Overview

When Michigan representatives agreed to accept the State Fiscal Stabilization Fund dollars under the American Recovery and Reinvestment Act, they also agreed to four education assurances. One of these assurances is that the state of Michigan will connect preschool through postsecondary education data into the labor force to evaluate public education's effectiveness at preparing students for postsecondary education and the workforce. Connecting preschool through postsecondary education data requires that the student Unique Identification Codes (UICs), assigned and maintained by the Center for Educational Performance and Information (CEPI), be shared among institutions and used at all education levels.

In order to fulfill these requirements, Michigan must collect and store each student's academic record in a data repository for analysis. The repository is called the Student Transcript and Academic Record Repository (STARR). The collection of these data for Institutions of Higher Education (IHEs) is known as the Postsecondary Student Academic Record Data Collection.

Public IHEs are required to upload a data file containing the student's academic record, in the Postsecondary Electronic Standards Council (PESC) XML format, to the STARR application. The data elements and student population for upload, as well as the XML schema, sample schema, XML Validation Guide, frequently asked questions, timeline, and a CSV to XML conversion tool, appear on the CEPI IHE Web page at <http://www.michigan.gov/cepi/0,1607,7-113-57943---,00.html>. Independent IHEs are encouraged to participate to make the data connection more accurate.

Unique Identification Code (UIC)

Prior to uploading records to the STARR application, you first need to acquire UICs for all of your enrolled students. Parchment electronic transcripts are currently being sent from high schools to IHEs. Each of these transcripts (for public school students) contains the current UIC for the student. The IHE Request for UIC Collection in the Michigan Student Data System (MSDS) is the means for you to acquire UICs for currently enrolled students who do not have a UIC. The procedures for this collection can be found on the CEPI IHE Web page.

Follow the procedures in the respective documents for acquiring UICs for your enrolled students. The UICs will be provided to you in a report. The UICs are to be stored in your student information system for inclusion in students' academic records. For questions pertaining to the IHE Request for UIC Collection, contact CEPI customer support at CEPI@michigan.gov or 517-335-0505, option 3.

Notifications

CEPI will send a notification to each IHE's authorized user prior to the beginning and end of the upload period, reminding you to complete the upload. Further notifications or escalations regarding the failure to complete an upload may also be sent.

STARR Secure Access

Prior to uploading the data file to the STARR application, you must obtain secure access to the application. You must complete the security form and fax it to CEPI. The security form is available at http://www.michigan.gov/documents/cepi/STARR_Security_Agreement_347495_7.pdf. It is recommended that the primary user be the person uploading the files, such as the Registrar, an Institutional Researcher or an individual involved in the technology group. The authorized user of the STARR application will be provided a secure login and password by Parchment. Once secure access is granted to the STARR application, the primary user will have the ability to add and delete users in the system. It is highly recommended that the primary user add at least one backup user for the STARR application.

Logging Into the STARR Application

1. Go to the IHE Web page at <http://www.michigan.gov/cepi/0,4546,7-113-57943---,00.html>.
2. Click on the **Go to STARR Application** link.

The screenshot shows the IHE Web page for Institutions of Higher Education. The page includes a navigation menu on the left, a main content area with sections for UIC Submission Windows and STARR Submission Window, and a Quick Links sidebar on the right. The 'Go to STARR Application' button is highlighted with a red box, and a blue box with the number '2' is placed next to it, indicating the step in the process.

Institutions of Higher Education

The IHE Request for UIC Collection enables authorized staff members at Institutions of Higher Education (IHEs) to upload a file containing student enrollment information to the Michigan Student Data System (MSDS) in order to acquire state-assigned Unique Identification Codes (UICs). The UIC is needed for all enrolled postsecondary students in order for CEPI to create a student-level P-20 education data connection.

The Student Transcript and Academic Record Repository (STARR) Application is the means for authorized staff members at IHEs to submit portions of students' academic records to the state of Michigan to meet the requirements under the American Recovery and Reinvestment Act of 2009.

UIC Submission Windows
IHEs are not able to obtain UICs in November 2012 and March 2013 because of K-12 data collection.

	Open Date	Close Date
Bulk File Upload	Sep. 19, 2012	Oct. 31, 2012
	Dec. 10, 2012	Feb. 28, 2013
	Apr. 1, 2013	Jun. 14, 2013
Student Search	Ongoing	Ongoing

STARR Submission Window
For 2013, the STARR population should include student data for all terms ending between June 2012 and May 2013.

Open Date	Close Date
May 20, 2013	Jun. 21, 2013

For questions pertaining to the STARR file upload process and for STARR technical support, please visit Docufide's [customer support page](#).

For all other questions, please contact CEPI customer support at CEPI@michigan.gov or (517) 335-0505, option 3.

[Go to MSDS](#)

[Go to STARR Application](#) **2**

UIC Support Documents

- [Web-based Training - Request A UIC](#)
- [Web-based Training - UIC Resolution](#)
- [Web-based Training - Requesting to Link UICs](#)
- [IHE MSDS User Security Agreement](#)
- [IHE Request for UIC Collection User Guide](#)
- [IHE Request for UIC Collection A/A Glance](#)
- [UIC Frequently Asked Questions \(FAQ\)](#)
- [IHE Request for UIC Overview](#)
- [Acquiring UICs Flowchart](#)

STARR Support Documents

- [STARR Data Manual](#)
- [STARR Data Elements](#)
- [PCSC Guide](#)
- [Service Agreement](#)
- [STARR Security Agreement](#)
- [STARR User's Guide](#)
- [STARR Online Training Module](#)
- [STARR Frequently Asked Questions \(FAQs\)](#)

UIC & STARR Technical Resources

- [XML Validation Guide](#)
- [CSV to XML Conversion Tool](#)
- [IHE Request for UIC Collection XML Schema](#)
- [IHE Request for UIC Collection XML Sample](#)
- [IHE Request for UIC Collection Components](#)
- [STARR XML Schema](#)
- [STARR XML Sample](#)

Communications

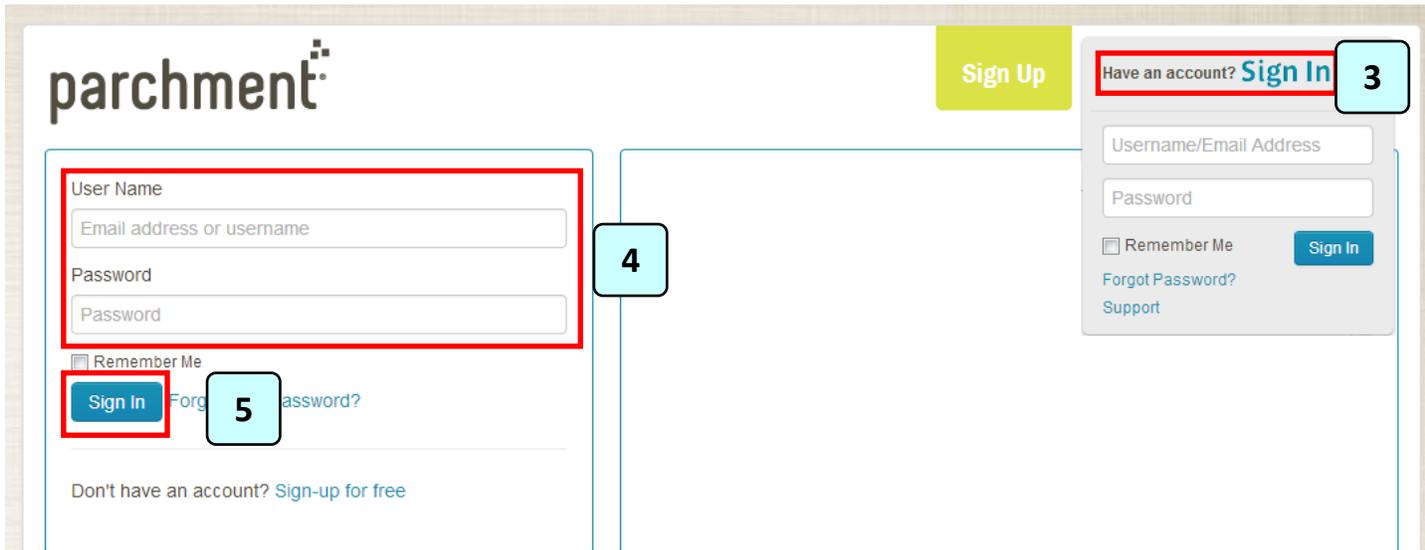
- [Data Collection Overview](#)
- [Communications Sem](#)
- [Join STARR Listserv](#)
- [Newsletter - Spring 2011](#)

Quick Links

- [New Projects](#)
- [Web Site Tips](#)
- [Cohort Graduation and Dropout Reports](#)
- [Nonpublic School Personnel Report](#)
- [MI Merit Award](#)
- [State Budget Office](#)
- [MI Educational Assessment Program \(MEAP\)](#)
- [Need CEPI Data?](#)
- [Official State Holidays](#)
- [About Hop-up Hoppers and Opening CEPI Applications](#)
- [ISD Financial Reports](#)

You can also access the STARR application directly at <http://www.docufide.com>. CEPI encourages you to access the STARR application from the CEPI IHE Web page, as this page contains the most recent STARR information.

3. Click on the **Sign In** button at the upper right hand corner or use the right panel to sign in.



4. Log into your secure account with your valid email address and password.
5. Click on the **Sign In** button.

Adding and Deleting Users in the STARR Application

Add Users

The primary user of the STARR application is strongly encouraged to add at least one backup user. Note that a security agreement for the back-up user is not needed. To add a backup user:

1. From the Dashboard, click on the **Manage Administrators** link.

The screenshot shows the Parchment Exchange dashboard. At the top left is the logo for Parchment Exchange. To the right of the logo is a navigation bar with icons for Send, Repository Services, Settings, Members, Alerts (with a red notification badge), Support, and Sign Out. Below the navigation bar is a welcome message: "Welcome to Parchment Exchange". Underneath the welcome message is a box containing a thank-you message and instructions. Below this is a section titled "Items Needing Attention" with a light blue box containing "Colleges/Universities" and "Custom message for uploading institutions". To the right of this is a "Quick Links" section with a list of links: "Approve Transcript Requests", "Upload Admission Documents", "Search for Members", "Manage Administrators" (highlighted with a red box), "Contact Parchment", "Download Support Documents", "Submit Transcript Requests", "View Report", "Manage Institution Profile", "Manage Send Preferences", and "FAQ". A large blue box with the number "1" is overlaid on the "Manage Administrators" link.

2. Click on the **Add Administrator** button.

The screenshot shows the 'Manage Administrators for STARR Test College' page. At the top, there is a navigation bar with 'Profile', 'Administrators', 'Send', 'Receive', and 'Delivery'. Below this is a table of administrators. The 'Add Administrator' button is highlighted with a red box, and a callout box with the number '2' points to it.

<input type="checkbox"/>	Name	Position	Email Address	Roles
<input type="checkbox"/>	Administrator Backup		backup@test.edu	<ul style="list-style-type: none"> • Backup Sender • Backup Receiver
<input type="checkbox"/>	Administrator Test		admin@test.edu	<ul style="list-style-type: none"> • Student Data File Sender • Primary Sender • Primary Receiver • Site Administrator

Add Administrator **2** Administrator

3. Enter the contact information for the new administrator.
4. Select one or more roles for the new administrator. For more information about each role, click on the **view the Permission Matrix** link.
5. Click on the **Save** button.

Administrator Profile for

Enter the contact information and set the access privileges for the administrator.

* Required information

Personal Information

Form fields for Personal Information: * First Name, * Last Name, Position, * Phone number, Fax Number, * Email Address, * Confirm Email Address, * New Password, * Confirm Password.

3

Roles & Responsibilities

Assign one or more roles to the administrator. For more information about each role, view the Permission Matrix. Note: If no administrator is designated as Primary Sender and/or Primary Receiver, all administrators will receive the email notification usually sent only to the primary roles.

General Administrator

A General Administrator can view the Directory of schools and colleges, run reports, and edit their own contact information. Indicate whether the administrator can view the transaction history only, or can also view the document data.

Recruiter

In addition to the General Administrator permissions, a Recruiter is able to search the Parchment 'opt-in' student database to identify students that may meet your admission criteria. Recruiters will have the ability to request to view transcripts from the identified students.

Sender

In addition to the General Administrator permissions, a Sender is responsible for processing requests for transcripts and uploading the Student Data File. Indicate whether the Sender is a Primary Sender who receives the primary emails when a transcript request is pending, or a Backup Sender who receives escalation emails if the Primary Sender(s) are unavailable.

Form fields for Sender role: Transcripts (Primary Sender, Backup Sender, Not responsible for Transcripts), Student Data File (Sender, Not responsible for Student Data File).

4

Site Administrator

A Site Administrator has full access to your college's Parchment Exchange account including the permissions for the roles above as well as permission to add, edit, and delete administrators and manage the account preferences. You must assign at least one administrator to the Site Administrator role.

Form fields for Site Administrator: Site Administrator, Site Administrator (Parchment Send Service), Site Administrator (Parchment Receive Service).

Save

5

Delete Users

1. To remove a user, select the box next to the user you wish to remove from the application.
2. Click on the **Delete Administrator** button.

The screenshot shows the 'Manage Administrators for STARR Test College' page. At the top, there are navigation tabs: Profile, Administrators (selected), Send, Receive, and Delivery. Below the tabs, there are utility buttons: Send, Repository Services, Settings, Members, Alerts (with a red notification icon), Support, and Sign Out. The main heading is 'Manage Administrators for STARR Test College'. Below the heading, there is a brief instruction: 'View, edit, or delete administrator access to Parchment Exchange.' followed by three bullet points: 'To edit an administrator's access, click the Administrator Name link.', 'To remove administrators, select the checkboxes next to the administrators and click Delete.', and 'To add an administrator, click Add Administrator.' Below this is a table titled 'ADMINISTRATORS' with columns: Name, Position, Email Address, and Roles. The table contains two rows: 'Administrator Backup' with email 'backup@test.edu' and roles 'Backup Sender' and 'Backup Receiver'; and 'Administrator Test' with email 'admin@test.edu' and roles 'Student Data File Sender', 'Primary Sender', 'Primary Receiver', and 'Site Administrator'. A red box highlights the checkbox next to 'Administrator Backup' (labeled '1'). Below the table are two buttons: 'Add Administrator' and 'Delete Administrator' (labeled '2').

<input type="checkbox"/>	Name	Position	Email Address	Roles
<input type="checkbox"/>	Administrator Backup		backup@test.edu	<ul style="list-style-type: none">• Backup Sender• Backup Receiver
<input type="checkbox"/>	Administrator Test		admin@test.edu	<ul style="list-style-type: none">• Student Data File Sender• Primary Sender• Primary Receiver• Site Administrator

Uploading a File to the STARR Application

File Upload

Your file for upload should first be saved to your desktop or other location on the computer or network so that it can be easily located. The file should not exceed 2GB to help ensure faster uploading and processing. A file larger than 2GB should be separated into smaller files. Parchment does not support multiple XML files in a single zip file, so please limit your zipped file to only one XML file.

As a logged in user to the STARR application, to upload files:

1. Click on the **Repository Services** button.
2. From the **Upload Student Data File** tab, click on the **Browse** button to search for your file on your desktop or other location. Double-clicking on the file will populate the file name within the text box.
3. Click on the **Upload** button to populate the file name within the Uploaded Files box. This allows the user to upload multiple files at once. *Note:* The Upload button does not submit the file to Parchment.
4. Click on the **Submit** button to submit the file to Parchment to begin processing.

The screenshot displays the Parchment Exchange Michigan eTranscript application interface. At the top, the navigation bar includes a 'Repository Services' button (1) and a 'Sign Out' button. Below the navigation bar, the 'Upload Student Data File' tab is selected. The main content area contains instructions for uploading a Student Data File. In the 'Upload Student Data File' section, there is a text box with the placeholder 'click the browse button to locate Student Data File'. Below this text box, there are two buttons: 'Browse' (2) and 'Upload' (3). The 'Upload' button is highlighted with a red box. Below the 'Upload' button, the 'Uploaded Files' section shows a file named '2013 STARR Upload.xml' with a 'remove' link. At the bottom left of the 'Uploaded Files' section, there is a 'Submit' button (4).

- You will see a message indicating that the file has been securely received.

The screenshot shows the 'Upload Student Data File' page. At the top, there are navigation tabs: 'Upload Student Data File', 'View Upload History', and 'Remedial Course Report'. Below the tabs, a green message box with a red border states: 'Your file has been received and is being processed. To view the status of the file, click on the View Upload History Tab.' This message box is highlighted with a red border and a callout box containing the number '5'. Below the message, there is a section for uploading a file, including a 'Browse' button and an 'Upload' button. The footer contains copyright information for Parchment Inc.

File Status

- To view the status of the uploaded file, click on the **View Upload History** tab. The processing status of the file will be displayed via the View Student Data File Upload History report. This report is updated throughout the processing stage.

The screenshot shows the 'View Student Data File Upload History' page. At the top, there are navigation tabs: 'Upload Student Data File', 'View Upload History', and 'Remedial Course Report'. The 'View Upload History' tab is highlighted with a red border and a callout box containing the number '1'. Below the tabs, the page title is 'View Student Data File Upload History'. The main content area shows a table with columns: 'Upload Date', 'File Name', 'Status', 'Total # Records in File', '# Uploaded to Repository', and 'Admin'. Below the table, there is a link for 'Export to Excel'. The footer contains copyright information for Parchment Inc.

The View Student Data File Upload History report has six columns:

Table 1

Column Name	Description
Upload Date	The date the file was uploaded
File Name	The name of the uploaded file
Status	<p>The current status of the uploaded file</p> <ul style="list-style-type: none"> ○ Processing – The file is undergoing file-level validation against the schema or undergoing field-level matching against records in the STARR to determine if the records are new/updated. ○ Complete – File-level validation and field-level matching are finished. ○ Failed – The file could not process because the file is not consistent with the XML schema.
Total # Records in File	The total number of student records in the uploaded file
# Uploaded to Repository	The total number of student records that have been written to the STARR from that file
Admin	The email address of the user uploading the file

Upon submission of the file, the STARR application performs file-level validation. File-level validation ensures that the file conforms to the schema. Although this does happen when the file is uploaded, ideally it should first occur offline. System performance is directly related to the number of uploaded files that do not pass file-level validation. If the file does not pass file-level validation, a "Failed" error message will appear. If this error message appears, fix the file-level errors offline and then upload the corrected file. Users may have success using an XML validation tool. The IHE Web page includes a step-by-step XML Validation Guide.

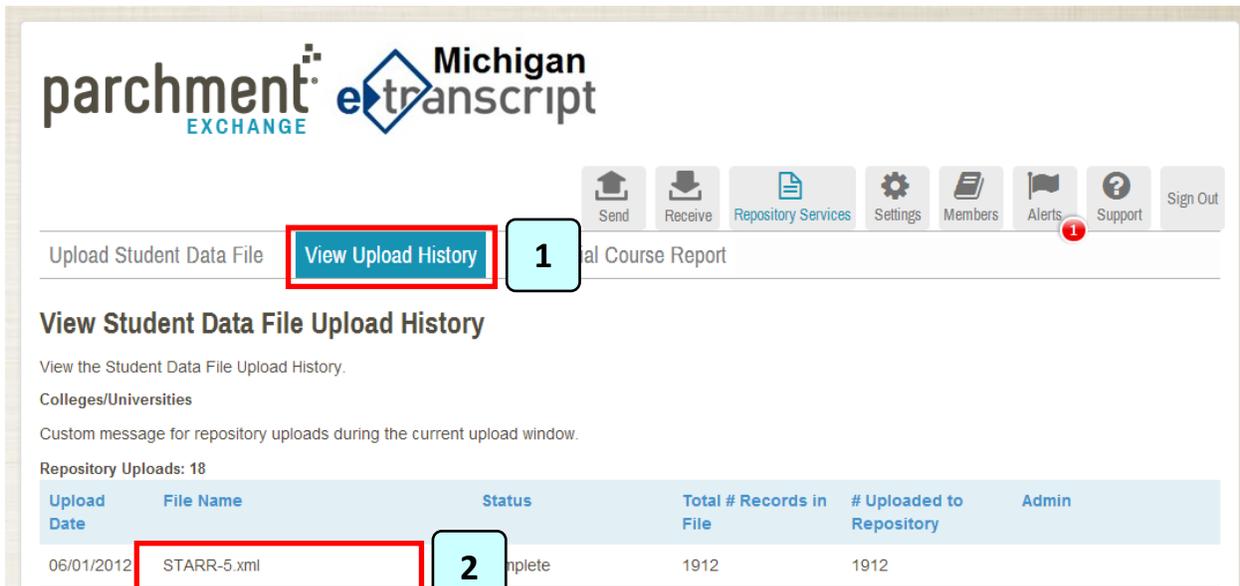
When you need to update or replace one or more student academic records, you can do so by uploading those revised student academic record(s), which will replace the previous record(s) stored in the STARR for the corresponding student(s). You can also resubmit the entire file. Individual student records and complete files can be updated at any time during the upload period.

Downloading a File from the STARR Application

File Download

The STARR application enables the user to download the STARR data file. This is the exact file as it was uploaded; it has not been altered in any way. To download the data file:

1. Click on the **View Upload History** tab.
2. Click on the hyperlinked name of the data file. Depending on the browser used, a pop-up window verifying the download will appear or the file will proceed with the download.



The screenshot shows the Michigan eTranscript interface. At the top, there are logos for 'parchment EXCHANGE' and 'Michigan eTranscript'. Below the logos is a navigation bar with icons for 'Send', 'Receive', 'Repository Services', 'Settings', 'Members', 'Alerts', 'Support', and 'Sign Out'. The 'View Upload History' tab is highlighted with a red box and a callout box containing the number '1'. Below the navigation bar, there is a section titled 'View Student Data File Upload History'. Under this section, there is a table with the following data:

Upload Date	File Name	Status	Total # Records in File	# Uploaded to Repository	Admin
06/01/2012	STARR-5.xml	Complete	1912	1912	

The 'File Name' cell in the table is highlighted with a red box and a callout box containing the number '2'.

Remedial Report

The STARR application enables the user to run a report indicating the course names flagged as "Remedial." To view and download the file:

1. Click on the **Remedial Course Report** tab.
2. Select your desired parameters, such as Years Attended, Date Uploaded, Course Type and Report Format.
 - a. Summary View report shows students records uploaded for the first time only during the date range specified. Therefore, if you want a complete count of students and courses for the collection, you would include the first date your institution uploaded a file to the latest date you uploaded a file during the collection window.
 - b. Detailed View report shows courses uploaded during the date range specified, without regard to whether the corresponding student record was newly created or existing.
3. Name your report within the Report Name text box.
4. Click on the **Search** button.
5. Your search will produce a report. Click on the file name to view the report.

The screenshot shows the Parchment Exchange Michigan eTranscript interface. At the top, there are logos for 'parchment EXCHANGE' and 'Michigan eTranscript'. Below the logos is a navigation bar with several icons: Send, Receive, Repository Services, Settings, Members, Alerts, Support, and Sign Out. The 'Remedial Course Report' tab is highlighted with a red box and a blue circle containing the number 1.

Below the navigation bar, there is a section titled 'Identify Remedial Course Work'. It contains a search area with the following fields:

- Years Attended (Colleges):** Mon Year to Mon Year
- Date Uploaded:** Mon Day Year to Mon Day Year
- Course Type:** All (selected), Remedial, Non-Remedial
- Report Format:** Summary View (selected), Detailed View
- Report Name:** [Text input field]
- Search:** [Search button]

 The search area is highlighted with a red box and a blue circle containing the number 2. The 'Search' button is highlighted with a red box and a blue circle containing the number 4. The 'Report Name' field is highlighted with a red box and a blue circle containing the number 3.

Below the search area, there is a table with the following columns: Report name, Date Created, Report Format, and Actions. The table contains one row:

Report name	Date Created	Report Format	Actions
Remedial Course Report	013	Summary View	<input type="checkbox"/> Delete Report Results

 The 'Remedial Course Report' row is highlighted with a red box and a blue circle containing the number 5.

At the bottom of the page, there is a 'Submit' button and a copyright notice: 'Copyright © Parchment Inc. All rights reserved. Support Privacy Policy Terms Of Use'.

Your remedial course report will look similar to this:

	A	B	C	D	E	F	G
1	School Name	School ID	First Name	Last Name	UIC	Upload Date	Courses
2	Alpena Community College	1011	John	Smith	987654321	5/18/2012	remedial mth
3							

To delete a report:

1. Click on the Delete Report Results check box within the Actions column.
2. Click on the **Submit** button.

parchment EXCHANGE **Michigan eTranscript**

Send Receive Repository Services Settings Members Alerts Support Sign Out

Upload Student Data File View Upload History **Remedial Course Report**

Identify Remedial Course Work

Select the records you want to view or download by district, school/college, student name, and/or date range. You must select at least one search field.
To view a summary of the records, select the Summary View. To view individual records, select Detailed View.

Years Attended (Colleges): Mon Year to Mon Year

Date Uploaded: Mon Day Year to Mon Day Year

Course Type: All Remedial Non-Remedial

Report Format: Summary View Detailed View

Report Name:

Search

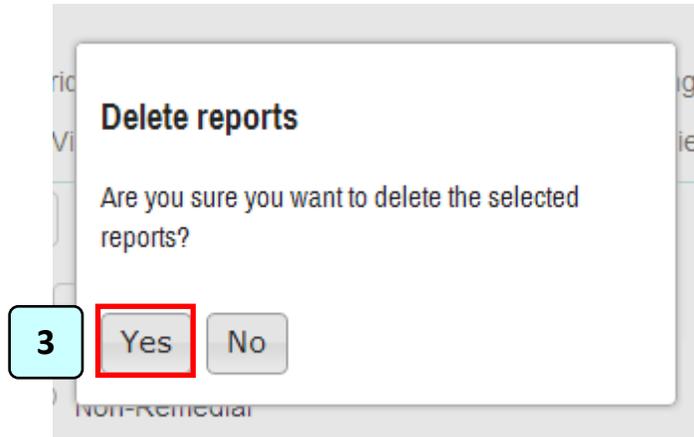
To view the report results in Excel, click the Report name.
You can remove the report from this page by selecting Delete Report Results and clicking Submit.

Report name	Date Created	Report Format	Actions
Remedial Course Report	04/01/2013	Summary View	<input type="checkbox"/> Delete Report Results

Submit

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- A pop-up box will appear to confirm the deletion of the report. Click on **Yes**.



Sign Out

To securely exit the STARR application:

- Click on the **Sign Out** button in the upper right corner.

Michigan eTranscript

Send Receive Repository Services Settings Members Alerts Support **Sign Out**

Upload Student Data File View Upload History **Remedial Course Report**

Identify Remedial Course Work

Select the records you want to view or download by district, school/college, student name, and/or date range. You must select at least one search field.
To view a summary of the records, select the Summary View. To view individual records, select Detailed View.

Years Attended (Colleges): Mon Year to Mon Year

Date Uploaded: Mon Day Year to Mon Day Year

Course Type: All Remedial Non-Remedial

Report Format: Summary View Detailed View

Report Name:

Search

To view the report results in Excel, click the Report name.
You can remove the report from this page by selecting Delete Report Results and clicking Submit.

Report name	Date Created	Report Format	Actions
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Submit

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Contacting Parchment

When logged into the STARR Application:

1. Click on the **Support** button at the top.

The screenshot shows the top navigation bar of the Parchment Michigan eTranscript application. The navigation bar includes the following items from left to right: 'Upload Student Data File', 'View Upload History', 'Remedial Course Report' (highlighted in blue), 'Send', 'Receive', 'Repository Services', 'Settings', 'Members', 'Alerts', and 'Support'. The 'Support' button is highlighted with a red box, and a callout box with the number '1' points to it. Below the navigation bar, the main content area is titled 'Identify Remedial Course Work'. It contains a search form with the following fields: 'Years Attended (Colleges):' with 'Mon' and 'Year' dropdowns, 'Date Uploaded:' with 'Mon', 'Day', and 'Year' dropdowns, 'Course Type:' with radio buttons for 'All', 'Remedial', and 'Non-Remedial', 'Report Format:' with radio buttons for 'Summary View' and 'Detailed View', and a 'Report Name:' text input field. A 'Search' button is located below the form. Below the search form, there is a table with the following columns: 'Report name', 'Date Created', 'Report Format', and 'Actions'. A 'Submit' button is located below the table. At the bottom of the page, there is a copyright notice: 'Copyright © Parchment Inc. All rights reserved. Support Privacy Policy Terms Of Use'.

This will pass you through to the Parchment Member Support Portal.

parchment
credentials unleashed

docufide avow
by parchment by parchment

Home Self Help My Support Sign out

Member Support

Type keyword(s) here **Search for Answers**

[Advanced Search](#)

Knowledge Base
Click here to browse the Knowledge Base for answers to your questions.

Guides & Video Tutorials
Click here to access User Guides, Tutorials, and Videos to help you along the way.

2 Submit a Ticket
Still have a question? Click here to submit a request to our Support Team.

Contact Us
Click here to contact Parchment's dedicated Administrator Support Line.

Most Popular Topics	Viewed
Ordering College Transcripts	3967
Track Your College Transcript Requests	2624
Where is My Electronic Transcript?	1872
Ordering High School Transcripts	1798
How Do I Sign In to Member Support to Access My Support Tickets and other Support Features?	1336
Transcript Resend Policy	1319
The School I'm Applying to Never Received my Electronic Transcript	1201

Most Recently Added Topics
Firefox PDF Viewer Issue
Add Your Student's School to Your Parchment Account
How Do I Request My Child's Transcripts From My Parent Account?
Register a Child to Your Parent Account
Remove a Hold on a Transcript Request
Place Transcript Requests on Hold
Process College Transcript Requests

From the landing page you have the following options:

- a. Knowledge Base
 - i. Browse Parchment's product knowledge base via the left-side navigation, the main search bar, or the Knowledge Base icon.
- b. Guides & Tutorials
 - i. Click the Guides & Tutorials icon to download readily available PDF versions of product guides (where applicable).
- c. Submit A Ticket
 - i. If you have a request that requires assistance by Parchment's Member Support team, please submit a ticket by clicking the icon and filling out the corresponding fields.
 - ii. Upon submitting a ticket to Parchment's team, you will receive a confirmation message on the screen with your ticket number. You will also receive email notifications

regarding your ticket as the Parchment team continues to troubleshoot it and all the way to resolution.

- iii. If at any time you require additional assistance regarding your ticket, you can always reply directly to the email associated with the ticket.

d. Contact Us

- i. If you have a request that requires immediate attention, please call Parchment on the dedicated Administrator Support number.

To Submit a Ticket:

1. Click the Submit a Ticket link.
2. Select "Administrator" in the **What is Your Current Status** dropdown box.
3. In the **Summary of Request** text box, type in a description of the issue for which you need support.
4. Select "Docufide Sender" in the **What Product Are You Inquiring About** dropdown box. Next, select "Sending Support Documents" for **Administrator Request Type** and "Unable to Send Documents" for **Administrator Request Type Detail**, then select "No" for **Is This Preventing You from Approving and Sending Transcripts**.
5. Click on the **Submit** button.
- 6.

Ticket Description

2 * What Is Your Current Status?:
Administrator

3 * Summary of Request(maximum 64,000 characters):

4 * What Product Are You Inquiring About?:
Docufide Sender

* Administrator Request Type:
Sending Supporting Do

* Administrator Request Type Detail:
Unable to Send Docum

Is This Preventing You from Approving and Sending Transcript(s) :
No

Submit 5

You will be sent a confirmation email indicating that Parchment received your question and will respond shortly. The confirmation email looks like this:

Thank you for submitting your support request to our team. We have received your request and this ticket has been generated for tracking purposes. Our support team is available from 9AM-6PM Eastern Standard Time and aims to respond within 1 business day. However, we realize your time is important and we're often getting to tickets in just a few hours.

If you have any questions in the meantime, please feel free to reply directly to this email and your ticket will be updated with your comments and will notify our team.

-Parchment Member Support