CUWeb - Transcript Request Ordering Instructions

To submit an official transcript request, please begin by logging into ClarkYou with your Clark username and password. After you have successfully logged into, proceed through the following steps:

☐ Click on Main Menu (under CUWeb)
☐ Click on the “Student Services & Financial Aid” tab
☐ Click on the “Student Records” menu option
☐ Choose the menu option “Request an Official Clark University Transcript”
  ➢ This will redirect you to the National Student Clearinghouse
☐ As shown below in Figure A, please choose “Order or track a transcript”
  ➢ You will be brought to the Clark University Transcript Ordering Page

To access the Clark University Transcript Ordering page directly, you may alternatively go to http://www.getmytranscript.com and select “Clark University – Worcester, MA” or directly to the Clark University Transcript Ordering page.

Once on the Clark University Transcript Ordering page, please read ALL of the instructions and notes prior to starting your official transcript request.

As you prepare to place an official transcript order, be sure that you have the following ready as they are required as part of the ordering process:

1. Valid email address
2. Clark Student ID# (example: C12345678) or your Social Security Number
3. Date of Birth
4. Valid major credit or debit card
5. For Express Services:
   a. An actual street address for recipient(s); Fed-Ex does not deliver to P.O. Boxes
   b. A person’s name to whom the package should be delivered (Attention:)
   c. A telephone number for the recipient
Once you have all of the above, you are now ready to begin placing your transcript order! Begin by clicking on “Order a Transcript Now!” as shown below in Figure 1.

**Figure 1**

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**STEP 1: “Edit Personal Info”**

1. Complete the “Your Personal Information” section as shown below in Figure 2. Though it is not highlighted in red, either your Clark University student ID# (Example: C12345678) or your Social Security Number is required!

**Figure 2**
2. Enter all information in the “Contact Information” section as shown below in Figure 3. Besides the required fields that are denoted by a red font, you may opt to also receive transcript order status notifications sent to your mobile phone by complete the information as noted.

![Figure 3](image)

3. As shown below in Figure 4, please indicate if you are currently enrolled at Clark University by selecting Yes or No, indicate which college/school you attended, and click on “Next” to continue to Step 2.

![Figure 4](image)

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**STEP 2: “Enter Recipient(s)”**

4. If you will be picking up your transcript, please select “Hold for pickup”. Otherwise, enter the organization or the recipient information to whom your transcript should be sent. If you are planning on using an Express Service (Fed-Ex), the “Attention:” and “Phone” information is required as well as an actual street address; Fed-Ex will not deliver to a P.O. Box. Please see Figure 5 on next page.

![Figure 5](image)
5. Please enter a corresponding “Recipient Category” as shown below in Figure 6. If the transcript is being sent to or picked up by you, select “Myself.” If the transcript is being sent to another school where you are planning on attending, selection “A school where you are intending to enroll.” If the recipient is another other constituent, please select “Other.”

6. Under the “Delivery Options” section, please select “Now” from the “Processing Option.” For the recipient entered above, choose the desired “Delivery Method” from the drop-down menu and choose the number of transcripts being ordered to be sent to this recipient. To read more information about the varied delivery methods, please click on the Help box. You may repeat all of the action items within “Step 2: Enter Recipients” for each additional recipient by choosing the “Save & Add Another Recipient.” After you are finished entering all of the recipients, click the “Next” button to continue with your order. Please refer to Figure 7 below.
STEP 3: “Review Order”

7. Review the order details as you have submitted them. You may Remove, Add, or Edit (to edit, click on recipient) recipients as show in Figure 8 below. Once all of your recipients have been verified and are correct, please select Next.

![Figure 8]

STEP 4: “Enter Credit Card”

8. Complete all fields within the “Credit Card Information” and “Credit Card Holder Address” sections and select “Place Order.” IMPORTANT – you are not yet done! Please continue to Step 5.

![Figure 9]

IMPORTANT: PLEASE CONTINUE TO STEP 5. Your order will not be accepted unless you complete all steps!
9. As per the Family Educational Rights and Privacy Act of 1974 (FERPA), a student signed consent is required before an institution may release a transcript. If the transcript is being sent to the student directly or to another school that the student plans on attending, an electronic/paperless consent form is acceptable. For all other recipients, a hand-signed paper consent form is required. Depending on the recipients identified in the request, you may see both options or only the print consent form. The electronic/paperless consent form is shown in Figure 10; the paper consent form is shown below in Figure 11.

**PAPERLESS CONSENT (Figure 10 below)**
Read the Instructions in the box at the bottom of the paperless consent. Using your mouse, do your very best to electronically sign your name and then click the “Save & Preview” button. If acceptable, you will be able to move on to the certification check box – please read and select the box. Then click the “Submit” button.

**PRINT CONSENT (Figure 11 below)**
Please print the consent, sign and date it. Fax the completed form to the number provided on the consent form. If you do not have a fax machine available, you may also scan a copy of the signed consent to the email address provided. Once complete, please close window and navigate back to the original order window.
10. Once back at the original order window, click the “Next” button to complete your order. This step is shown in Figure 12 below.

11. Your transcript Order is now complete! You will be presented with a confirmation of your order as shown below in Figure 13.