



Frequently Asked Questions

1. What is Transcripts on Demand™?

[SCRIP-SAFE® International](#) is designated as this school's trusted agent for processing transcript orders using the Web. **Transcripts on Demand™** is the name of the official transcript ordering service.

2. Is my signature required to order a transcript?

Your signature is required for all transcript orders.

- **Electronic Signature** - If your school allows you to order transcripts through the student information system using your school issued UserID and password, this is considered an electronic signature. When connected to **Transcripts on Demand™** you will not be required to complete and return a signed Consent Form.
- **Written Signature** - If your school directs you to the **Transcripts on Demand™** Web site (Iwantmytranscript.com) you will be required to complete and sign a Consent Form the first time you use this service.

3. What occurs if I do not return the signed Consent Form?

You will be notified if a signed Consent Form is required. Signed consent forms must be received within fourteen (14) days of your order. Until the Consent Form is received you will receive an email message every day for 14 days reminding you to submit the form. After 14 days, your order will expire and a refund will be issued. The transcript order fee of \$2.25 for each request will not be refunded.

4. How do I make payment for my transcript order?

You will be required to make payment at the time of order with either a MasterCard or Visa card. For security purposes, please enter the exact billing address (where your bank sends your credit card statements) and the credit card security code.

5. Is it safe to enter my credit card information on this Web site?

Yes. **Transcripts on Demand™** utilizes the most current security techniques to keep your personal information and identity secure.

6. How long will it take for my order to be received?

Once we receive your signed consent form, your order will be processed as quickly as possible. Times will vary during the academic school year with large number of requests typically occurring at the start and end of the semester. We will automatically send you email notifications when the status of your transcript order changes.

7. How can I check the current status of my transcript order?

You may check on the status of your transcript order by returning to the sign-on process you used to access **Transcripts on Demand™** (either your school's secure access through the school's student information system or directly to iwantmytranscript.com)

8. How long will it take for my transcript to be delivered?

If your school supports electronic transcript delivery, your transcript will be delivered immediately upon processing your request. Selecting the appropriate school and address from the electronic network address book or, for addresses not in the electronic address book, providing the email address of your recipient will enable electronic delivery for those schools that use these electronic delivery options. Actual delivery time for transcripts sent by U. S. first class mail or express mail service is at the discretion of the carrier.

9. What is electronic transcript delivery?

Your transcript is sent as a secure PDF document through the **eSCRIP-SAFE® Global Electronic Transcript Delivery Network**. If the school enters your email address, you will be notified when: (1) we send your transcript, and (2) when your recipient receives and views your transcript.

10. What should I do if my transcript has not been received?

If your transcript was delivered electronically and you received notification of receipt, contact the receiver. If your transcript was mailed by U.S. first class mail, please insure sufficient time for delivery. If your transcript was mailed using an express mail service, check the tracking number of the express service. If your transcript needs to be re-ordered, you will need to submit a new transcript order with payment.

11. Is there a cost to use this transcript ordering service?

Yes. In addition to the fees charged by the school, use of the service will cost an additional \$2.25 per request. An order may include multiple requests (example: deliver my transcript to Employer-A and Employer-B).

12. If I have further questions, who should I contact?

- If your question is about the content of your transcript (courses, grades, degree, etc.), you should contact your school's Registrar office.
- If your question is about the ordering service, login difficulties, or email message notifications, contact **SCRIP-SAFE® International** toll free at 1-877-334-4062, Monday – Friday, 8:30am – 7:00pm (Eastern Time). You may also send an email inquiry to todsupport@scrip-safe.com

13. What if I am not receiving email notifications?

The **Transcript on Demand™** service utilizes email to provide you with important messages related to your transcript order. If you are not receiving email messages, please add TranscriptsOnDemand@scrip-safe.com to the safe-list or white-list on your email application.