Frequently Asked Questions

Our Help Center is filled with support material that will help you if you ever get stuck. You'll find user guides, videos, and help topics. To access the Help Center, simply sign in to your account and click **Support**. In the meantime, here are some frequently asked questions.

WHAT SHOULD I DO IF THE RECIPIENT IS HAVING TROUBLE DOWNLOADING/VIEWING THE DOCUMENT?

The eTranscript that we deliver is a certified PDF that contains a digital signature and other security features. It must be opened with Adobe Reader (available for free) or Adobe Acrobat.

We have two PDFs that you can download to help you troubleshoot any problems the recipient may be having:

- How to open electronic documents on a PC.

- How to open electronic documents on a Mac.

HOW DO I CHECK THE STATUS OF AN ORDER?

1. Sign in to Parchment.

2. Hover your mouse over the **Orders** tab.

3. Click **Orders** from the drop-down menu.

4. Fill out the applicable search fields.

5. Click **Search**.

6. In the search results, look at the **Status** column to see the status of an order.

HOW DO I VIEW/EDIT/UPDATE A REQUESTER'S CUSTOMER DETAILS?

Step 1: Access a requester's Customer Details page.

1. Sign in to Parchment.

2. Hover your mouse over the **Requesters** tab.

3. Click on **Requesters** from the drop-down menu.

4. Enter the Requester's information in the applicable fields.

5. Click **Search**.

6. In the search results, click on the **Edit** icon (under the **Action** column) for the applicable Requester.

Step 2: View/edit/update a Requester's details.

1. Edit any applicable fields.

2. Click **Update** at the top of the screen.

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HOW DO I CANCEL AN ORDER?

If you want to refund a student, you need to do so before canceling the order. However, you only need to refund students whose orders are on hold for grades or degree (your school may or may not offer this option). These orders are paid upfront. Orders that are not on hold for grades or degree are not paid upfront, and so you do not have to refund these ones.

Orders can only be canceled if the status of the order is Pending, Processing, On Hold, or Error.

To cancel an order:

1. Sign in to Parchment.

2. Hover your mouse over the **Orders** tab.

3. Click **Orders** from the drop-down menu.

4. Fill out the applicable search fields.

5. Click **Search**.

6. In the search results, click the **Edit** icon (under the Action column) for the applicable order.

7. Scroll down to the **Order Status** section and click the **Cancel the Order** button.

Canceling an order will cancel all document requests associated with that order. To cancel a specific document within an order, use the **Cancel Document** button in the **Order Documents** section of the **Order Details** page.

HOW DO I PLACE AN ORDER ON HOLD?

1. Sign in to Parchment.

2. Hover your mouse over the **Orders** tab.

3. Click **Orders** from the drop-down menu.

4. Fill out the applicable search fields.

5. Click **Search**.

6. In the search results, click the **Edit** icon (under the Action column) for the applicable order.

7. Scroll down to the **Order Status** section and select an **On Hold** reason from the drop-down menu.

8. Click the **Place Order on Hold** button.

9. Add comments regarding the hold in the **Comments** box to be emailed to the Requester.

10. Click **Update Comments**. You can also enter internal notes in the **Private Comments** field.

HOW DO I ADD AN ADMINISTRATOR?

1. Sign in to Parchment.

2. Hover your mouse over the **Tools** tab.

3. Click **Users** from the drop-down menu.

4. Click **Add User**.

5. Fill in the applicable fields.

6. Select a **User Level** from the drop-down menu.

   - **Org Admin** is an admin for the school. Org Admins can make decisions on which permissions are applied to a given User or Group and any desired product or configuration changes.

   - **Group Admins** might be team lead or managers of the Group Users.

   - **Group User** is the most basic level of User Levels.

7. Click **User Roles**.

8. Enter the user's email address and password (they can change the password at a later date).

9. Click **Save**.

HOW CAN I TELL IF A SCHOOL IN THE PARCHMENT NETWORK HAS DOWNLOADED AN ELECTRONIC TRAN-SCRIPT?

1. Sign in to Parchment and search for the order.

2. When the order appears in the search results, select it. If you are using the To Do List, click **View full order details** (see image on right).

3. On the next screen, you will see the DID# in the **Order Documents** section (see red circle below). Copy the DID# because you will need it to track the order.

Order Details:

Name:

Requested: eTranscript

Date: 08/24/2014 4:31 pm

Last Attended: 2014

Order ID: 455368

Document Status: Processing

Order Status: Pending

Destination: @xxx.pitt.edu

View full order details

Actions:

Order Documents

Qty.	Doc#	Document	Delivery Method	Recipient	Document Status	Notes/Details
1	5911603 TDFVJKM	eTranscript - T15 (1345) - *Delivery Mode: Electronic* - *Document Date: 01/26/2015 9:01:51* - *City Tested In: West Covina* - *Purpose For Transcript: Transfer Temporary*	Secure	Send To In-Network Receiver: Imperial Valley College	Delivered	5911603_eTranscript.pdf Available until: 03/27/2015

4. Go to the Parchment Tracking Tool web page, paste the DID# into the empty box, and click **Track Document**.

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5. You will see some order details, including the status of the order.

    - **Delivered: Available for Download** means that the document is in the Receiver's Inbox and has not yet been downloaded. If the recipient says they have not received it, they need to log in to their Parchment account and they will see the transcript in the Inbox.

    - **Download Confirmed** means that the document has been downloaded. If the recipient says they do not have it, it is possible that another administrator downloaded it. The recipient can download it again by entering the DID# in the **Reports** section of their Parchment Receive account.

Technical Support

We're always here to help. Whenever you need technical support, you'll find all the help you need at our Help Center - user guides, videos, help topics, and ways to get in touch.

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