



Mount St. Mary's University Transcript Requests: Fact Sheet and Frequently Asked Questions (FAQ)

In April 2014 Mount St. Mary's University Office of the Registrar launched a new, convenient transcript service, through its partnership with Parchment, for current and former University students. The new service allows students to order their transcripts online, at any time. For a picture tutorial of the process, go to www.msmary.edu/transcripts.

Through a simple, secure registration system, students/alumni can set up an account with Parchment. From that account, it's just a few steps to request official transcripts be sent through the mail, be sent electronically (emailed), or be picked up from the Office of the Registrar on the Emmitsburg Campus. Once the account is set up, the account holder can return at any time to place additional orders for transcripts through the website.

There is no cost to set up an account, or send a transcript. Students only pay for expedited (FedEx) delivery of transcripts. Students can expect regularly requested transcripts to be processed in 3-5 business days (this does not account for delivery time through the postal system). However, depending on the time of year, the turnaround time for transcript requests could be much quicker.

Please note: All students requesting transcripts are cleared through the Accounting and Finance Office. No transcript request will be honored until the student's financial account is given clearance.

To access the Mount St. Mary's University Parchment Storefront, please go to www.msmary.edu/transcripts.

Frequently Asked Questions:

Q: How do I request my transcripts?

A: Go to www.msmary.edu/transcripts. Click the "Request Transcript" link, which will take you to the MSM Parchment Storefront. New users should click the "Create Account" button. Returning users should enter their login information in the spaces provided.

Q: Who can use this site?

A: All current undergraduate, adult undergraduate, graduate students, and alumni can use the Parchment Storefront to request their transcripts. Please remember that requestors and account holders should be the MSM student or alumni themselves, not a third party or family member. Transcripts are FERPA protected information, and are handled according to confidentiality and privacy rules and guidelines. (Read more at www.msmary.edu/ferpa.)

Seminarians should go to <http://www.msmary.edu/seminary/registrar/transcript-request.html> to request their transcripts.

Q: I'm having trouble viewing the page, am I doing something wrong?

A: If you are trying to access the Parchment website using Internet Explorer, you may encounter issues. We suggest using either Mozilla Firefox or Google Chrome to access the site. You can download them respectively, for free at www.mozilla.org or <https://chrome.google.com>.

Q: Can I login to Parchment using my Portal information?

A: Using your Portal information to initially login to the Parchment website will not work. New users on the Parchment system should click the “Create Account” button and set up a new account.

Q: I can't remember some of the information that is required to set up an account. What should I do?

A: Try and answer as much information as possible. Remember the red text on the page is there to help guide you; read carefully. If you're missing required information, please make an educated guess, if we have further questions, we'll contact you by email to get clarification.

Q: What delivery methods can I choose from for my transcript?

A: Students can choose a printed paper copy of their official transcript to be mailed to a specified location or to be held in the Office of the Registrar for pick up, or a certified official e-transcript be sent to an email address of their choosing.

Please note: If you started at Mount St. Mary's earlier than 1990, your transcript will likely have to be manually entered into our current database. Please allow an additional 3 to 5 business days for processing.

Additional note: For students who need to include additional paperwork in the envelope with their transcript: you can attach your documentation during the requesting stage of your order on Parchment. *This option is only available on electronic transcript (e-transcript) or pick-up orders.*

AMCAS orders: For AMCAS transcripts, use the e-transcript option. Type “AMCAS” in the search field.

If you need to have paperwork included with a mailed copy of your transcript, please contact Lorrie Clabaugh at 301-447-5215 or clabaugh@msmary.edu.

Q: Can I have my transcript faxed?

A: At this time, in order to ensure the privacy of the requestor, and to verify the party to whom we are releasing the transcript, we do not fax copies of transcripts.

Q: How can I get a copy of my unofficial transcript?

A: Unofficial transcripts are available to all current students, and any alumni who still has access to the Mount St. Mary's Portal System. To view your unofficial transcript on the Portal, please login to the Portal, select “Academics” from the tabs at the top of the page, and select “Unofficial Transcript” from the left side links available. If you do not have access to the Portal, you will need to submit a request for an official copy of your transcript.

Q: I've ordered my transcript, now what?

A: You should receive an email receipt for your order. If you do not see a receipt within 24 hours, please check your junk or spam mail folder, as email from the Parchment website comes from noreply@parchment.com and can sometimes be misidentified as junk/spam email. Emails are also sent upon cancellation or completion of a request.

You can login to your Parchment account at any time to track your order. Go to the Parchment Storefront, login, and click the “Order Status” tab at the top of the page to keep track of your orders.

Please note: for mailed paper transcripts, a “delivered” status does not mean that your transcript has been physically delivered to its destination. Please allow for standard mailing time and be sure to contact the recipient to verify your document has reached its destination.

Q: Who should I contact if I need assistance?

A: For support/concern questions about your order please [click here](#) to submit a support ticket to Parchment. Questions regarding transcript content: Lorrie Clabaugh at clabaugh@msmary.edu or 301-447-5215.