

**\*\*Recipients are having problems viewing transcripts in chrome. Use a different browser to open the transcript. \*\***

Recipients of electronic transcripts will receive at least two emails.

The first email will have the subject line: "transcript link for ..."

There is a link and a username included in the email.

The recipient should click the link, and receive the following page:

The screenshot shows a web browser window with the address bar displaying "Electronic Transcript Retrieval Center". The page header features the "NATIONAL STUDENT CLEARINGHOUSE" logo on the left and navigation links for "Help", "Contact", and "Home" on the right. Below the header, the page title is "Electronic Transcript Retrieval Center" with a "Transaction ID #142969".

The main content area contains the following text:

To retrieve a transcript, please enter your email address and the password that was emailed to you below.  
IMPORTANT: password is case-sensitive.  
If you have questions or need assistance, email us at [transcripts@studentclearinghouse.org](mailto:transcripts@studentclearinghouse.org).

In order to view the transcript and validate the digital signature properly, you will need the latest version of Acrobat Reader. 

Below this text is a form with two input fields:

Enter Your Email Address:   
Enter Password:

Below the form, there is a link: [I forgot my password, please email it to me.](#)  
(NOTE: Password will be sent to the email address where you received the link to this page.)

A "Submit" button is located at the bottom of the form area.

The browser's status bar at the bottom shows "Done" on the left and "Internet | Protected Mode: On" on the right, along with a zoom level of 100%.

The recipient should enter the email address that they received the emails and the password that is included in the second email with a subject line of: "transcript password for..."

Enter the email that the student used as the recipient email. (For example: If the student requested the transcript to be sent to [admissions@jmu.edu](mailto:admissions@jmu.edu), but the electronic transcripts are then forwarded to an staff members email for processing, the individual opening the transcript needs to enter [admissions@jmu.edu](mailto:admissions@jmu.edu) as the email address.)

The following screen will appear but a second screen (popup) should also come up.

First screen:

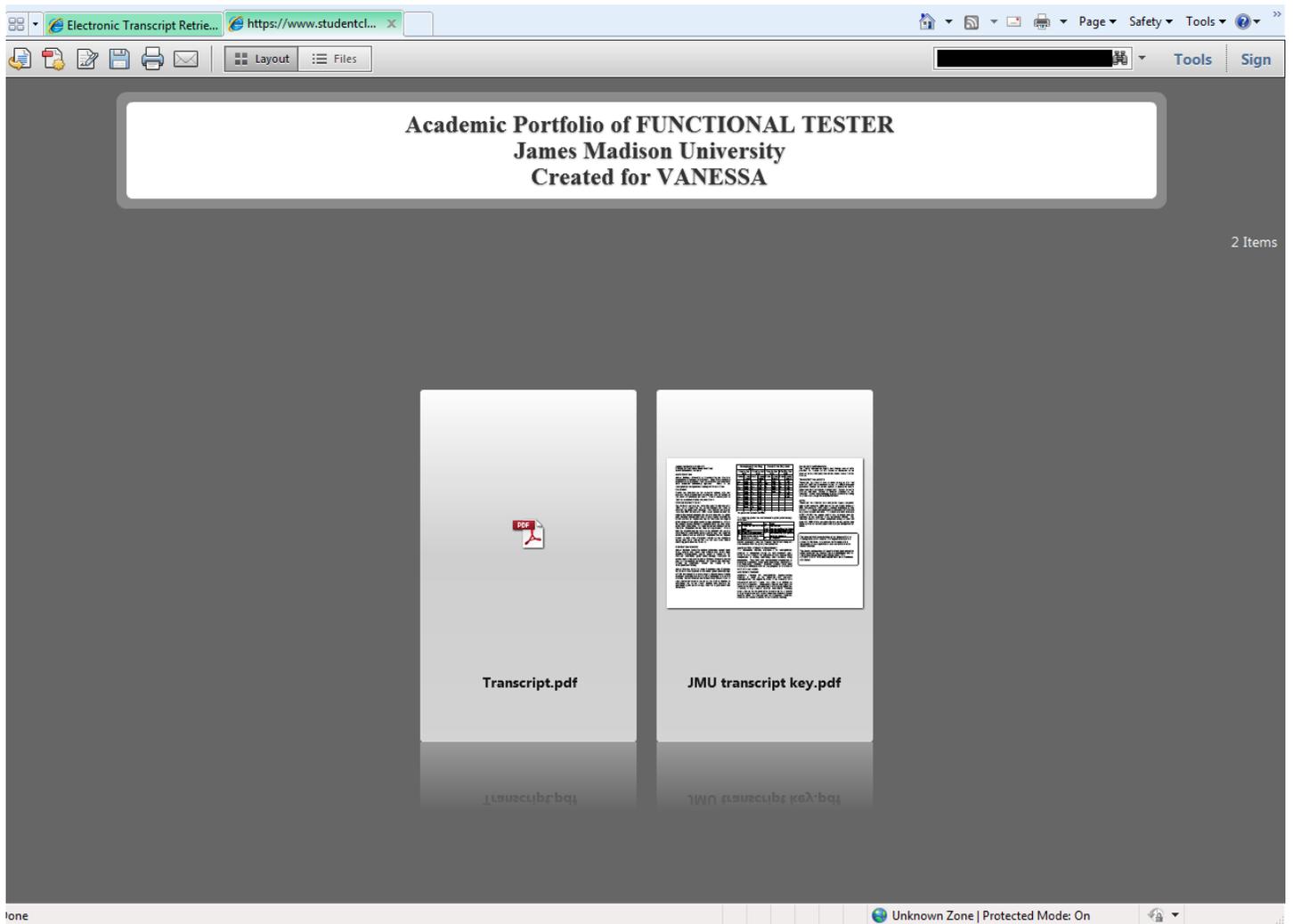
The screenshot shows a web browser window with the following content:

- Browser Tab:** Electronic Transcript Re... x
- Address Bar:** https://www.studentcleari...
- Page Header:** NATIONAL STUDENT CLEARINGHOUSE
- Navigation:** Help, Contact, Home
- Page Title:** Electronic Transcript Retrieval Center
- Transaction ID:** #142969
- Main Content:**
  - The academic record you requested is being retrieved. You will be presented with a PDF which is an authenticated and secure copy of the requestor's official transcript. We recommend that you save a copy of this transcript as soon as possible. For best viewing experience we recommend using the latest version of Adobe Acrobat. If you do not have a copy of the free Adobe Reader, you can download it from [www.adobe.com](http://www.adobe.com).
  - To access the transcript you will need to enter the Username which was provided in the initial email sent to you with the link to this site.
  - The issuing institution has added the following security features to the transcript:

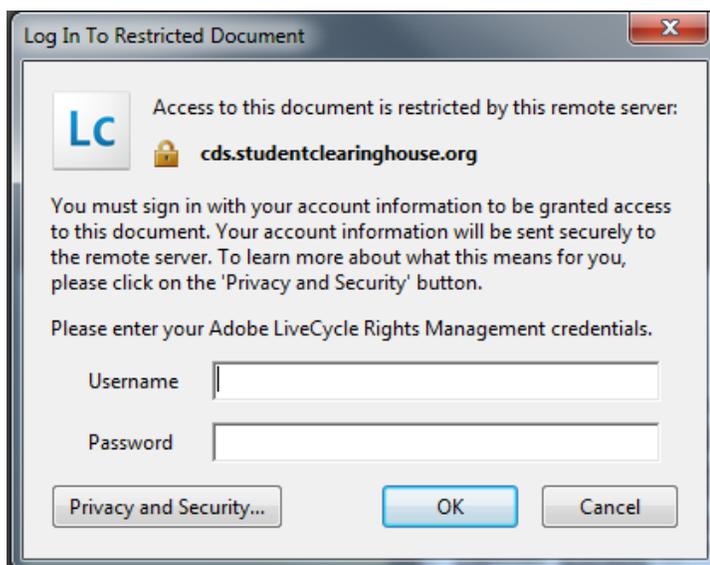
    - Transcript Creation Date: Mar 04, 2013 14:50:23 EST
    - Transcript Expiration Period: Jun 02, 2013 14:50:23 EDT
    - Modification: NOT ALLOWED
    - Copying: NOT ALLOWED
    - Printing: ALLOW
    - Screen Reader Support: NOT ALLOWED

Done Internet | Protected Mode: On 100%

Second screen (popup):



When the recipient selects the PDF link the below box comes up:



The recipient needs to enter the username from the first email and the password from the second email. This is needed each time the document is opened, even after being saved to the recipient's computer.