**Recipients are having problems viewing transcripts in chrome. Use a different bowser 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 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, 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 as the email address.)

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

First screen:

NATIONAL STUDENT
CLEARINGHOUSE

Electronic Transcript Retrieval Center
Transaction ID #142969

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.

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

Second screen (popup):
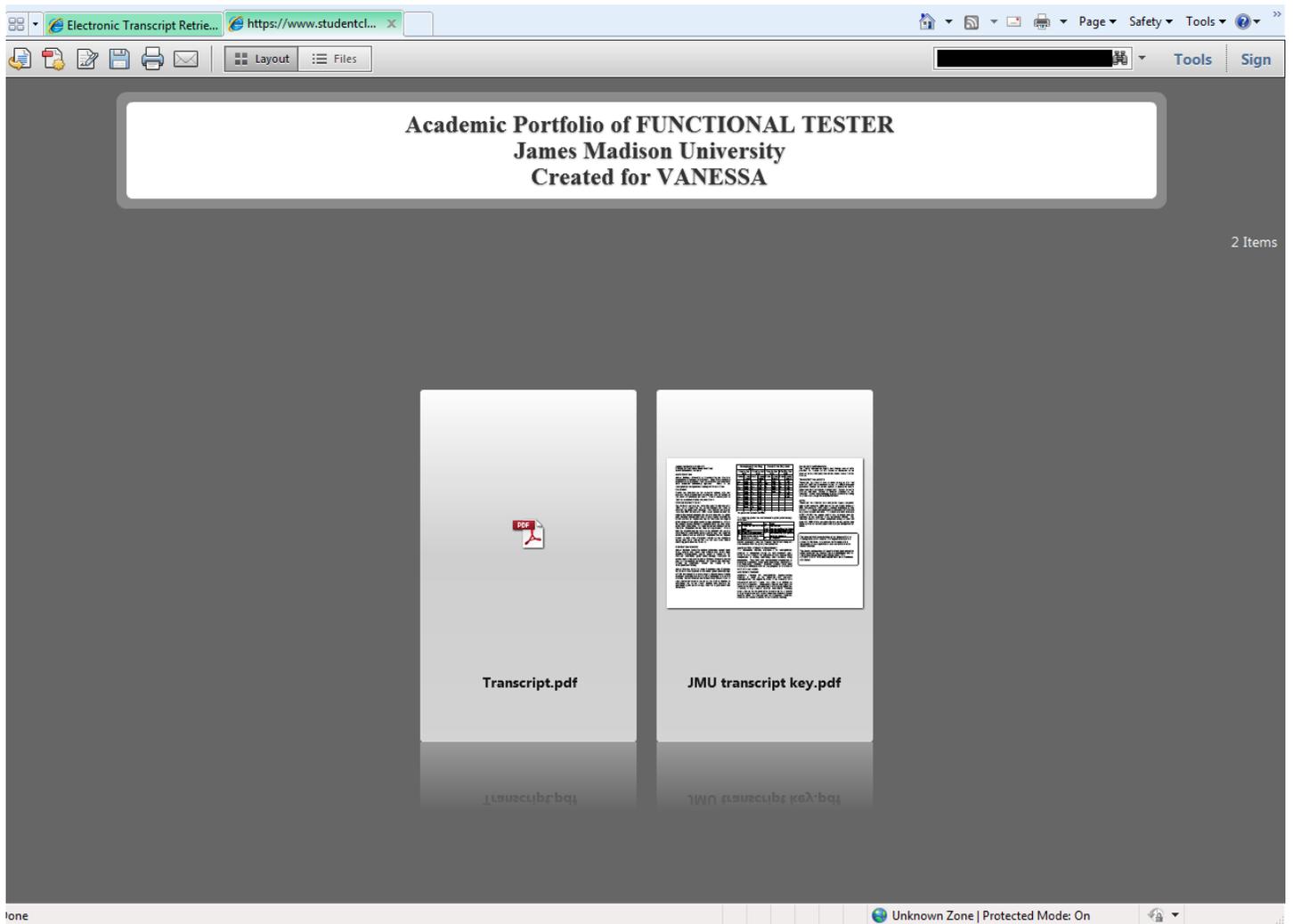
When the recipient selects the PDF link the below box comes up:
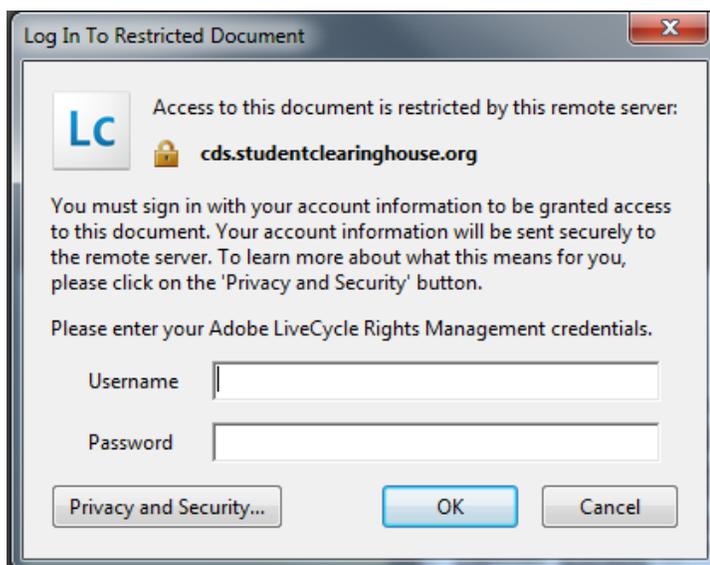
The recipient needs to enter the username from the first email and the password from the second email.
This is needed each time the document is opened, even after being saved to the recipient's computer.