



Transcripts On Demand™

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 written or electronic signature is required for all transcript orders. If your school has provided you with a UserID and password to securely access student services, this electronic signature will enable you to order your transcript. If your school redirects you to the Transcripts On Demand Web site you will be required to complete and sign a Consent Form the first time you use this service.

3. 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. Your credit card will not be charged until your transcript is processed and delivered by the University.

4. 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.

5. 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.

6. 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 to student services or directly to iwantmytranscript.com)

7. 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. Providing the email address of your recipient will enable electronic delivery for those schools that use this electronic delivery option. Actual delivery time for transcripts sent by U. S. first class mail or express mail service is at the discretion of the carrier.

8. What is electronic transcript delivery?

Your transcript is sent as a secure PDF document through the eSCRIP-SAFE Global Electronic Transcript Delivery Network. 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 at 1-800-736-7319 or todsupport@scrip-safe.com.