



# Order Official Transcript or Replacement Diploma

*Last edit date: 11/5/2024*

This document provides instructions for current and former students to order an official transcript or a replacement diploma. Current classes that are in-progress and not yet graded will not show on transcript. If a term has recently ended, wait until grades are posted to order a transcript.

*NOTE: Some holds prevent students from accessing transcripts or initiating a replacement diploma. View the [“Holds” card](#) on your RamPortal home page for Hold information.*

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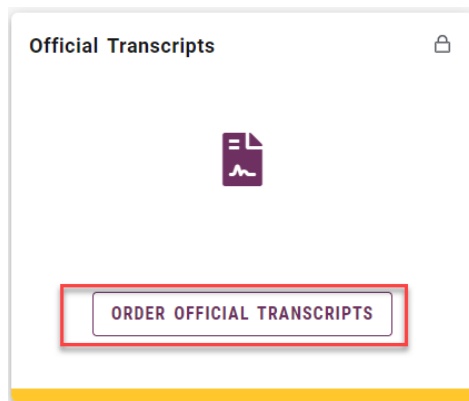
[Order A Replacement Diploma](#)

## NAVIGATION – Former Students (No longer taking courses or have graduated.)

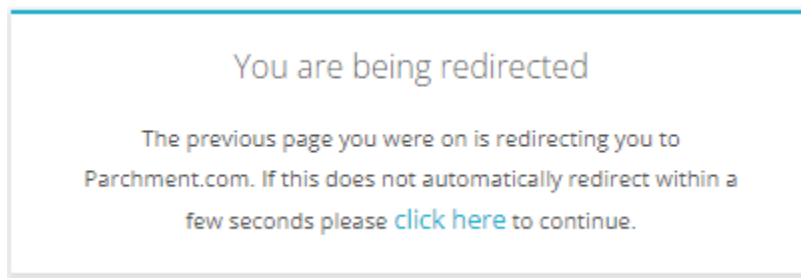
- [Log in to “Parchment”](#) to create an account.
- All students who are no longer active (haven't completed a course in a semester or more or have graduated) MUST order via our partner service, Parchment.
- First time Parchment users, continue to the [“Set Up An Account”](#) section. Those with an account set up, continue to the [“Order Your Transcript”](#) or [“Order A Replacement Diploma”](#) section below.

## NAVIGATION – Current Students (Taking courses or have recently taken courses.)

- Log into RamPortal – [ramportal.wcupa.edu](http://ramportal.wcupa.edu)
- The [RamPortal Home Page Navigation.docx](#) provides basic navigation instructions.
- Locate the “Official Transcripts” card which should be locked on your RamPortal home page.
- Click “Order Official Transcripts”.
- This link will open the Parchment storefront in a new browser tab.



- Note: Students with certain holds on their account will be able to order a transcript, but it will not be processed until the record is reviewed by the appropriate office. You will see if an order is on hold within your Parchment account.
- From RamPortal, the student will be redirected to the Parchment website.



- First time Parchment users, continue to the [“Set Up An Account”](#) section below. Those with an account set up, continue to the [“Order Your Transcript”](#) or [“Order A Replacement Diploma”](#) section below.

## SET UP AN ACCOUNT

- The first time ordering a transcript or replacement diploma from Parchment, the student must set up an account. The student will be asked to verify information that is needed to validate identity.
- The student will be asked to enter an email that will be used for the account. It is best to use a personal email that would still be active long after the student has finished their school career or changes schools.

## Learner Account



## West Chester U Of PA - Registrar

25 University Avenue, Registrar Office, West Chester, PA, 19383-0001, US



Ordering your own credentials  
or academic records

OR



Ordering on behalf of  
someone else

### A MESSAGE FROM WEST CHESTER U OF PA - REGISTRAR

Welcome to Parchment. We're offering this service to make ordering transcripts easier for you. It's also more efficient for your school, and will deliver your transcripts to the colleges you choose in the format they prefer.

### START HERE - ENTER YOUR EMAIL ADDRESS


Continue


\* All items marked with a red asterisk are required

By signing up you agree to the Parchment [terms of use](#) and [privacy policy](#).

- Enter your personal identifying information for verification.


**New Learner Account**


West Chester U Of PA - Registrar  
25 University Avenue, Registrar Office, West Chester, PA, 19383-0001, US




Ordering your own credentials  
or academic records

OR



Ordering on behalf of  
someone else

**ENTER YOUR PERSONAL INFORMATION**

bethshearn111@gmail.com 

* First Name	Middle Name	* Last Name
* Month Of Birth ▼	* Day Of Birth ▼	* Year Of Birth ▼

\* Highest Level Of Education ▼

**ENTER YOUR CONTACT INFORMATION**

- Once the identifying information has been entered, click the “Create Account & Continue” button.

ENTER YOUR CONTACT INFORMATION

\* Cell Phone

✓ [REDACTED]

✓ United States of America

✓ [REDACTED]

✓ Address 2

✓ West Chester | ✓ Pennsylvania | ✓ 19380-2358

UNABLE TO VALIDATE ADDRESS

CHOOSE A PASSWORD

✓ ..... | ✓ .....

**CREATE ACCOUNT & CONTINUE**


\* All items marked with a red asterisk are required.

By signing up you agree to the Parchment [terms of use](#) and [privacy policy](#).

- A confirmation email will be sent so that Parchment can confirm your identity.

Account Confirmation
Cancel X

To create your account, we need to confirm a  
**valid email address**



**We just sent you a confirmation email.**


To gain access to your account, please check [redacted] and enter the provided registration code below.

Please check your spam folder if you don't see the email. Having trouble?

[Re-send My Verification Email](#) | 
 [Start Over](#) | 
 [Parchment Support](#)


\* All items marked with a red asterisk are required.

- Add West Chester University to your profile. Regardless of your program, undergraduate, graduate, or both, West Chester University records will come from West Chester University – Registrar’s Office so either option is fine below.



[Edit Profile](#) | [Edit Profile Picture](#)

Order your credentials from over  
9000 organizations in our network



Start by adding a school or organization you attended

- Add West Chester University to your profile. Regardless of your program, undergraduate, graduate, or both, West Chester University records will come from West Chester University – Registrar’s Office so either option is fine below.



A large graphic featuring a dense collage of various university logos and emblems. Overlaid on the collage is the text "Order your credentials from over 9000 organizations in our network" in a white, sans-serif font. Below this text, a purple arrow points to a blue circular icon containing a white plus sign. Underneath the arrow is the text "Start by adding a school or organization you attended" in a smaller, blue, sans-serif font.

## Add Your School or Organization

Run a search below to add the school you attended to your account. After adding your school, you can begin ordering transcripts.

West Chester University

Search

[Advanced Search](#) ▾

## Add Your School or Organization

Run a search below to add the school you attended to your account. After adding your school, you can begin ordering transcripts.

West Chester University

Search

[Advanced Search](#) ▾

Full transcript is sent so either is fine even if you have both

School/Organization	Location	Type	
West Chester U of PA - Registrar	West Chester, PA, US	College /Graduate	ADD
West Chester U of PA - Registrar	West Chester, PA, US	College /Undergraduate	ADD

- Once Parchment has verified your identity, they must verify that West Chester University has a record of you attending, so during this process, it is important to think of how West Chester University knows you. If you had a different name while attending, there will be a chance to enter here.




**Enrollment Information** CANCEL X

NAME

DOB

Some additional information related to your enrollment is required below.

---

 **West Chester U of PA - Registrar**  
would like you to provide the following information:

\* Are you currently enrolled?  
 No, not currently attending

\* What was your first year of attendance?

\* Year you graduated or left

Your Student ID Number

\* Your last 4 SSN  [Don't Have One?](#)

\* Please verify your name while attending

Other name variation or maiden name

- You have the option to stop here and just have your account set up for future orders. By checking the box, you can return later and order transcripts or a replacement diploma.

Finish creating my Parchment account *without* placing an order right now.

**CONTINUE**

\* All items marked with a red asterisk are required.

- If you had a different name while attending, there will be a chance to enter here.


\* Please verify your name while attending

Other name variation or maiden name

**Last Name**


Middle Name

- Once Parchment has all the information necessary to retrieve your records, click on the item that you are seeking.
- Continue below to order your transcript or hop to the [Order A Replacement Diploma](#) instructions.

 DASHBOARD   ORDERS   PROFILE ▼


---

Available Credentials CANCEL x



The following credentials are available from **West Chester U of PA - Registrar**. Start your order by selecting a credential listed below (you can add more later)

TRANSCRIPT




3.2

### Transcript

An academic transcript is a inventory of courses that a learner has taken and the grades that they earned in those courses during the academic year.

Order

DIPLOMA



### Replacement Diploma

A Diploma is a certificate awarded by an educational institution to show that someone has successfully completed a course of study.

Order

## ORDER YOUR TRANSCRIPT

- Click the green “order” button next to Transcript.

## Available Credentials

CANCEL ✕



The following credentials are available from **West Chester U of PA - Registrar**. Start your order by selecting a credential listed below (you can add more later)

**Transcript**

An academic transcript is a inventory of courses that a learner has taken and the grades that they earned in those courses during the academic year.

[Order](#)**Replacement Diploma**

A Diploma is a certificate awarded by an educational institution to show that someone has successfully completed a course of study.

[Order](#)

- You must let Parchment know where to send the item and it is best to be specific by asking to send directly rather than search Parchment's address book. WCU does not access, edit, or oversee the Parchment address book.

**Set Delivery Destination** CANCEL ✕

Your order will be sent from **West Chester U of PA - Registrar** to the individual and/or organization at the destination below.

Type the name of the school where you want your transcript to be sent in the search field and you don't know the address. ONLY type WCU in the search if you are applying to a program at WCU.

If you have a specific email address or physical address you must use for your order then choose the blue link below to "sending to myself or another individual". Orders cannot be re-routed so make sure to double check your recipient's address.

Show More ▾

🔍  Search

OR

👤 [I'm sending to myself or another individual](#) ?

- If you are sending your transcript to an address that is not your own, click on “I am sending this order to another individual” even if it is a general department address.

🔍  Search

OR

👤 [I'm sending to myself or another individual](#) ?


I am sending this order to myself

[I am sending this order to another individual](#)


- Enter the address of the recipient of your transcript or replacement diploma. Accuracy is of the utmost importance for delivery. You must enter it exactly twice, however, make sure it is the destination that you want.
- **The default for transcripts is electronic. If you or your recipient are unable to receive the electronic version, then make sure to click on the Print & Mailed button to provide a postal address.**

Set Delivery Destination CANCEL ×

Your order will be sent from West Chester U of PA - Registrar to the individual and/or organization at the destination below. Select a delivery method for your order



**Electronic**  
Delivered By Email



**Print & Mailed**  
Printed On Paper & Mailed

RECIPIENT INFORMATION

❗ School Name, Business, Person, or Your Name

❗ Recipient's Email

❗ Retype Email

Continue

- Click Continue to verify your order.
- Verify your order and check all the details of where the transcript is coming from and where it is going.
- If a document must be sent with the transcript, it can be uploaded here as an attachment. Click from the “Purpose” dropdown, make your selection, then click “Add Attachment” and choose a file type.

Purpose

Registrar

Upload an Attachment (5 Page File Limit)

2MB Max File Size

DOC DOCX PDF

- Sign your order in the box provided, type your full name and click the consent box below the name fields.

Please review the information below pertaining to the type of consent that is required to complete this order.

Sign here with mouse or finger

Clear Signature

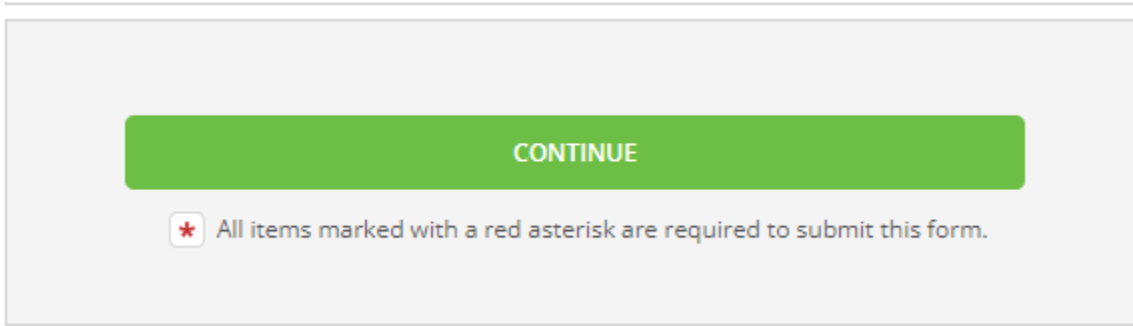
x

Type full name as signed above

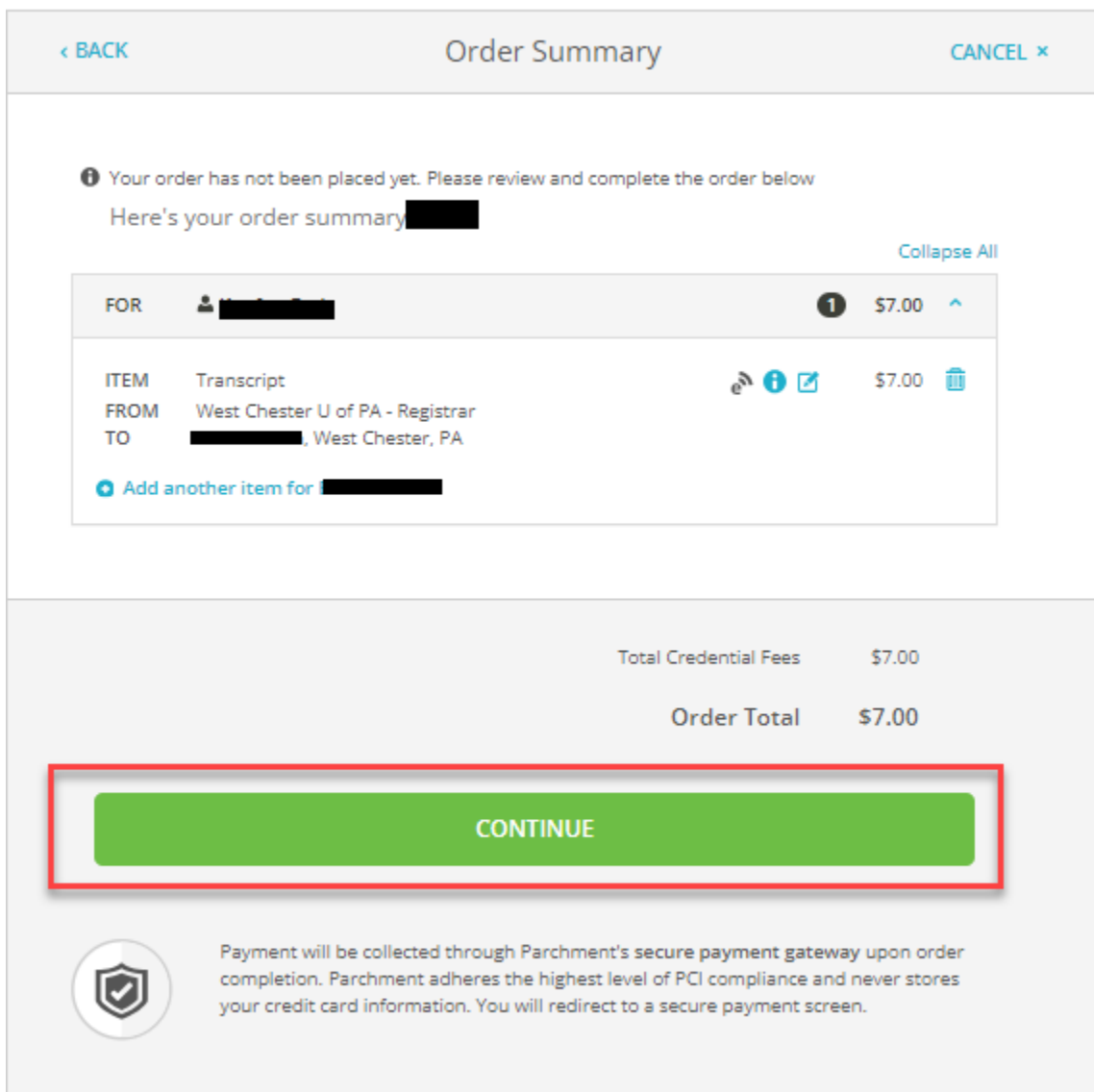
\* First Name Middle Name \* Last Name

I consent to the disclosure of the credentials and any provided attachments to the delivery recipient, each as I've selected above, and for the purpose identified by me above.

- Click on continue to pay for the order.



- Next, set up your payment. Review the information on the “Order Summary” and click “Continue”



- Almost done!







## PARCHMENT SECURE PAYMENT GATEWAY

Parchment adheres to the highest level of PCI compliance and never stores your credit card information.

### Payment Information

Enter first and last name as it appears on credit card

* <input type="text"/>	<input type="text"/>	
* Credit Card Number		
* Exp Month <input type="text"/>	* Exp Year <input type="text"/>	* CVV <input type="text"/>

**Order Total: \$7.00**  
\$7.00 will be charged to this card.

---

\* Phone

**Billing Address** [↻ Use different billing address](#)

\* Country

\* Address 1

Address 2

* City <input type="text"/>	State/Province <input type="text"/>	* Postal Code <input type="text"/>
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- Confirmation of your order will come to the email in your Parchment Profile.



## Order Confirmation



Parchment <noreply@parchment.com>  
To: [Redacted]

The screenshot shows an email from Parchment with a teal header. The main content is white with a light blue footer. The text is as follows:

**parchment**

Thank you for your order!

Hi [Redacted]

Your order was placed successfully on 12/02/2022.

Here is your order summary:

<b>Item Ordered:</b>	Transcript
<b>For:</b>	[Redacted]
<b>Document ID:</b>	[Redacted]
<b>Delivery Method:</b>	Electronic
<b>FROM:</b>	<b>TO:</b>
West Chester U of PA - Registrar	State Licensing Department

Once your order has been processed, we will send the official document to its destination.

Thank you,

The Parchment Team

Turn Credentials into Opportunities

Parchment's Privacy Policy and Terms of Use

- If you order an Electronic Transcript, you will receive a message when the transcript is received and viewed.

Credential has been previewed

 Parchment <noreply@parchment.com>  
To: [redacted]

 **Your Document Has Been Received**

Dear [redacted],

We are pleased to let you know that your requested document **TWKW6EKM** from **West Chester U of PA - Registrar** has been received and viewed by [redacted] on 12/06/2022 01:42 PM UTC.

Thank you for using Parchment!



We're here if you need us

The **Parchment Help Center** knowledgebase is packed with useful help articles, topics, links, FAQs, and support resources. Don't hesitate to **check it out** for anything on your mind.






[Parchment](#) [Privacy Policy](#) [Terms of Use](#)



## ORDER A REPLACEMENT DIPLOMA

- **Students with no conferred degree on file will have their orders cancelled. Please validate your degree information in your RamPortal before proceeding!**
- To validate your degree information:
- Locate the Academic History card on your RamPortal home page.
- Click "View Unofficial Transcript".

### Academic History



Click button to review the courses you have already completed and transferred into WCU through the unofficial transcript.

**UNOFFICIAL TRANSCRIPT**

- Choose the Transcript Level and Transcript Type (Unofficial Web Transcript) from the drop-down menus. *Dual degree students – be sure to confirm all degrees being awarded.*

**Academic Transcript**

Student / Academic Transcript

**Transcript Level** **Transcript Type**

Select ^

All Levels

Doctoral

Undergraduate 2nd Career

Undergraduate

Select ^

- Locate the “Degree Awarded” tab on the top of the page, then the “Degree Awarded” section below to confirm that the degree being sought was awarded.

Student Information **Degree Awarded** Transfer Credit Institution Credit Transcript Totals

*This is not an official transcript. Courses which are in progress may also be included on this transcript.*

**Student Information**

Name  
██████████

**Curriculum Information**

Current Program : Bachelor of Science

Major	Major Concentration
Exercise Science	Pre-Physical Therapy

**Degree Awarded**

Awarded	Degree Date	Institutional Honors
Bachelor of Science	05/12/2019	Cum Laude

**Curriculum Information**

Primary Degree

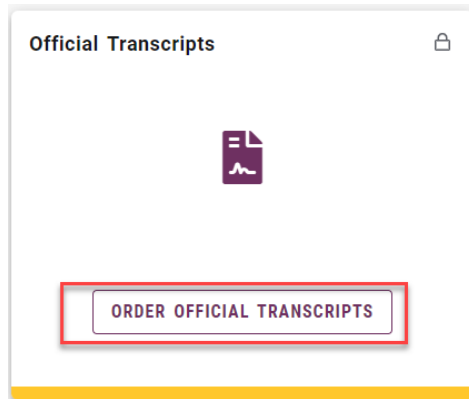
Major	Major and Concentration
Exercise Science	Pre-Physical Therapy

- For Dual degree students to search for additional degree, click the Transcript Level menu and choose the additional programs.

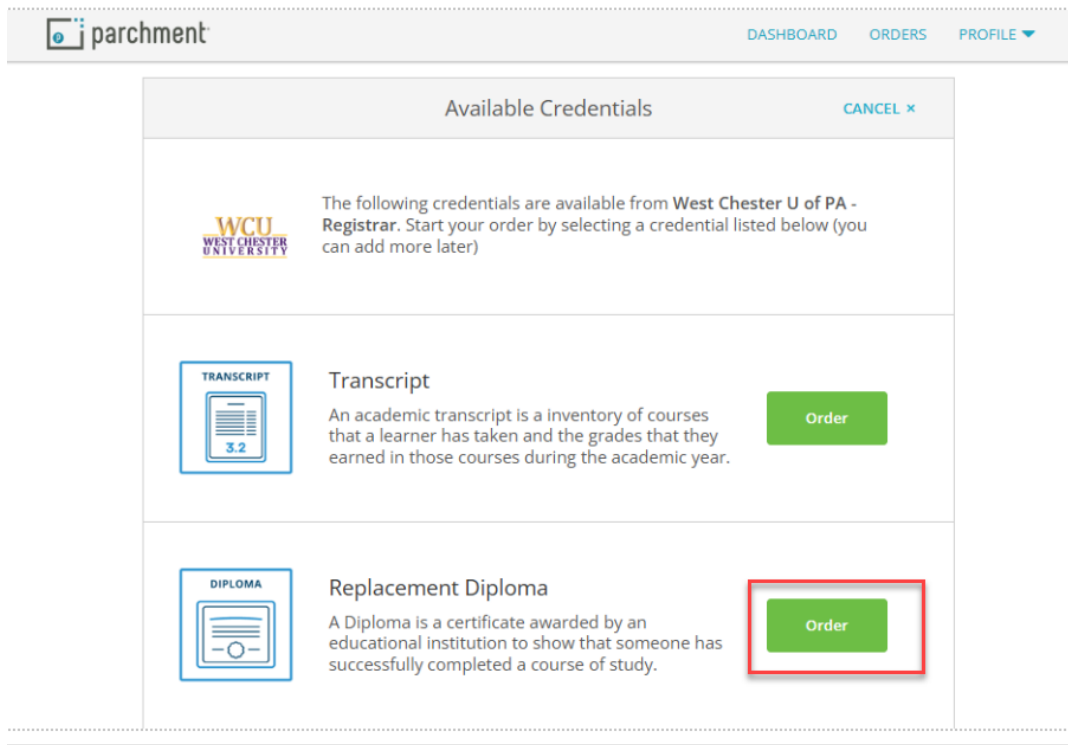
- Once all degrees have been confirmed, return to the RamPortal home page by clicking the Home | RamPortal on the top left corner of the page.



- Locate the “Official Transcripts” card which should be locked on your RamPortal home page.
- Click “Order Official Transcripts” (although you will be ordering a replacement diploma).



- Click the green “order” button next to Replacement Diploma.



- You must let Parchment know where to send the replacement diploma and it is best to be specific by manually filling in an address rather than searching Parchment’s address book.
- **Important note:** Graduate schools and employers need to validate your degree by your **official transcript**. Paper diplomas are not considered official documentation.

**Set Delivery Destination** [CANCEL x](#)

Your order will be sent from **West Chester U of PA - Registrar** to the individual and/or organization at the destination below.

Type the name of the school where you want your transcript to be sent in the search field and you don't know the address. ONLY type WCU in the search if you are applying to a program at WCU.

If you have a specific email address or physical address you must use for your order then choose the blue link below to "sending to myself or another individual". Orders cannot be re-routed so make sure to double check your recipient's address.

[Show More v](#)

🔍  [Search](#)

OR

[👤 I'm sending to myself or another individual ?](#)

- If you are sending your replacement diploma to an address that is not your own, click on “I am sending this order to another individual” even if it is a general department address.

🔍  [Search](#)

OR

[👤 I'm sending to myself or another individual ?](#)


I am sending this order to myself

[I am sending this order to another individual](#)

- Enter the address of the recipient of your replacement diploma. Accuracy is of the utmost importance for delivery.
- Phone numbers are **required** for international orders!

< BACK
Set Delivery Destination
CANCEL ×

Your order will be sent from West Chester U of PA - Registrar to the individual and/or organization at the destination below. Select a delivery method for your order



Print & Mailed

Printed On Paper & Mailed


RECIPIENT INFORMATION

Continue

- Confirm the address in the “To” field (blacked out below).
- Choose the Degree Type, enter your Major and Graduation Year.
- If you have multiple degrees at different levels (undergraduate, certificate, masters, doctoral), you must submit a separate order for each requested replacement.

< BACK CANCEL x

Item Details




**DIPLOMA**

Replacement Diploma

For: [REDACTED]

**FROM**

 West Chester U of PA -  
Registrar  
West Chester, PA

**TO**

[REDACTED]

Delivery Method: **Paper**

Credential Fee: \$7.00

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Item Total: \$7.00

\* Degree Type \* Major

Bachelors

\* Graduation Year

- Next, scroll down to review the information and sign with mouse or finger.
- Type your full name as it was signed, click the consent box and click "Continue".

Please review the information below pertaining to the type of consent that is required to complete this order.

Sign here with mouse or finger Clear Signature

X \_\_\_\_\_

Type full name as signed above

<input type="text" value="* First Name"/>	<input type="text" value="Middle Name"/>	<input type="text" value="* Last Name"/>
---	--	--

I consent to the disclosure of the credentials and any provided attachments to the delivery recipient, each as I've selected above, and for the purpose identified by me above.






CONTINUE

- Review the order details and click “Continue” if accurate or click “< Back” in the upper left corner to revise your order information.



[< BACK](#) Order Summary [CANCEL x](#)

**i** Your order has not been placed yet. Please review and complete the order below  
Here's your order summary [REDACTED] [Collapse All](#)


FOR	 <span style="background-color: black; color: black;">[REDACTED]</span>	<b>1</b> \$7.00 <a href="#">^</a>
ITEM	Replacement Diploma	   \$7.00 
FROM	West Chester U of PA - Registrar	
TO	<span style="background-color: black; color: black;">[REDACTED]</span> West Chester, PA	

[+ Add another item for Beth Shearn](#)

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Total Credential Fees	\$7.00
<b>Order Total</b>	<b>\$7.00</b>

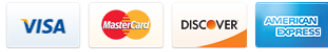
[CONTINUE](#)

 Payment will be collected through Parchment's secure payment gateway upon order completion. Parchment adheres the highest level of PCI compliance and never stores your credit card information. You will redirect to a secure payment screen.

- Finally, continue to the payment information page.
- Enter your credit card information and phone number, then click “Submit Payment”.
- Your card will not be charged until the order is processed. It can take up to two weeks to process.
- It takes 6-8 weeks to receive your replacement diploma once processed. This cannot be expedited.

Enter first and last name as it appears on credit card

✓ [Redacted]	✓ [Redacted]	
* Credit Card Number		
* Exp Month ▼	* Exp Year ▼	* CVV



**Order Total: \$7.00**  
\$7.00 will be charged to this card.

\* Phone

Billing Address

[Use different billing address](#)

✓ United States of America ▼		
✓ [Redacted]		
Address 2		
✓ [Redacted]	✓ Pennsylvania ▼	✓ [Redacted]

Submit Payment

\* All items marked with a red asterisk are required to submit this form.

- You should then receive confirmation that your order is complete!