

Transcript Guide

This Transcript Guide will walk you through step by step to view your unofficial transcripts as well as ordering official transcripts through the Self Service system on MyUMassGlobal.

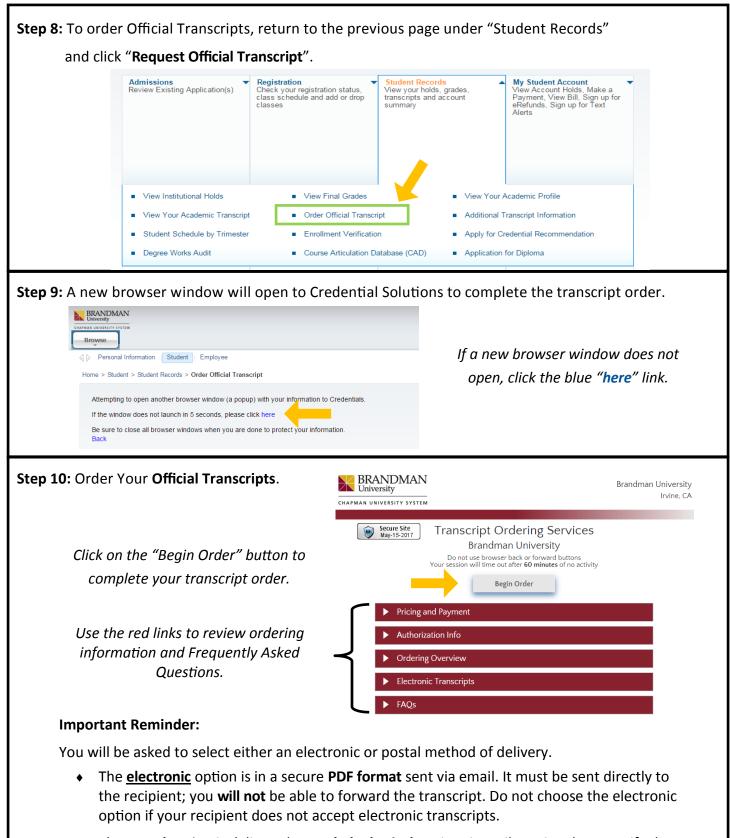
For office assistance with your account, contact the School of Extended Education at 800-632-0094 or <u>exed@umassglobal.edu</u>.

Step 1: Open the "Self Service Link" below in blue using Google Chrome, Mozilla Firefox, or Safari on a personal computer or Mac.									
	Self-Service Link								
Step 2: Log into Self Service using your UMass Global Username and Password.									
User Login Please enter your Brandman username and password. When finished, select Login. Please Note: username is Case Sensitive To protect your privacy, please Exit and close your browser when you are finished. Trouble logging in Username: Password: Login Login	Contact th	our log-in inform e School of Exter exed@umassqlol	nded						
Step 3: Click on the "Student" Tab.	Personal Information Stu Admission st View acader Register for Make a payn View billing Sign up for e	nic record classes nent statement							
Step 4: Click on "Student Records".	Student		•						
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	Financial Aid Student Portal View LiveText Access Financial Aid Status, Get Documents, Review Awards View LiveText	IRS Form 1098T 1098-T form is not issued per IRS regulations for: • Continuing education credit and non-credit courses; • Tuition and fees paid entirely with grants, scholarships, student's employer or a governmental entity, e.g. Department of Veterans Affairs.	Request for Military and Veteran Benefits						



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- The **postal** option is delivered as **sealed**, **physical** copies via mail. Again, please verify that the recipient will accept this format.
- Refunds will not be re-issued if a transcript is ordered in an incorrect format.



SCHOOL OF EXTENDED EDUCATION

Frequently Asked Questions

Can I order my transcripts over the phone?

No, unfortunately we are unable to take transcript orders over the phone.

Can I order my transcripts from my smart phone or tablet?

No, unfortunately our system does not support mobile devices. You will need to use a computer.

Can I order my transcripts from my school computer?

We do not recommend this. The best method is to complete the order on a personal computer.

How long will it take for me to get my transcripts?

Electronic Transcript Order — Within 1 business day.

Postal Transcript Order — 3 to 5 business days. This includes processing and delivery.

Are Electronic Transcripts official?

Yes, but check with your recipient to verify that they accept the electronic method.

Not all recipients accept electronic transcripts.

I have a question about my transcript order. Who do I call?

Call the Transcripts Department directly at **866-351-0008**. Make sure to have your Transcript Confirmation Number when you call.

Can I change my order from electronic to postal or visa versa?

No. Once an order is complete, it cannot be modified.

I got an error that said "The Social Security Number or Student ID you entered is not the same as the one that was validated by Brandman University. Please correct your SSN or Student ID".

Contact Credential Solutions at 847-716-3000.

Can I order transcripts and have them delivered to another country?

Yes, postal transcript orders will take <u>at least 4</u> weeks to be received by the foreign country.

Can I pay extra to rush my transcript order?

You cannot rush the processing time. You can only pay for expedited shipping. See below.

Printed Delivery Charges

Shipping and Handling: 1st Class Mail	\$2.30 Per Transcript
Domestic Federal Express to main 48 states	\$20.00 + \$2.30 Per Transcript
Domestic Federal Express to Alaska or Hawaii	\$23.00 + \$2.30 Per Transcript
International Federal Express	\$43.00 + \$2.30 Per Transcript