HOW TO ORDER A REPLACEMENT DIPLOMA

1  STEP ONE

Navigate to the Parchment ordering site. The first thing you will need to decide is if you are “Ordering your own credentials” or are you “Ordering on behalf of someone else”? Click on your option.

2  STEP TWO

We are going to select “Ordering my own credentials or academic records”. Note: later in the instructions, we will discuss Ordering on Behalf of someone else. You will be prompted to log-in (if you already have a Parchment account) or Create a New Account. For the purpose of these instructions, we are going to create a new account.

Enter your Email Address and click Continue.
STEP THREE
You will now be prompted to Enter Your Personal Information, then Create a Password, and click Continue.

STEP FOUR
When creating a new account, you will need to validate your email address. Parchment will send a confirmation email to the email address used to create the account in Step Two.
STEP FIVE
You should receive a confirmation email from Parchment with two options for validation: [1] click the link in the email, or [2] enter the confirmation code on the confirmation screen.

We are going to enter the Confirmation Code and click Submit.

STEP SIX
You will now be taken to the Enrollment Information page, fill in the required fields and click Continue. Note: if you do not know your first year of attendance, please make the best attempt at guesstimating. If you do not have your Student ID number, please enter the last 4 digits of your Social Security Number in the appropriate box.
STEP SEVEN
On the **Available Credentials** page, click the green **“Order” button** next to Replacement Diploma.

STEP EIGHT
On the **Set Delivery Destination** screen, you are going to **choose where you would like to send the replacement to**, which most often is to yourself, so we are going to select **“I am sending this order to myself”**.
STEP NINE

All replacement diploma orders are printed and mailed via US Mail, we do not offer an eDiploma option at this time. Please allow 2-4 weeks for processing and shipment. The next screen will be pre-filled with the name and address used to create the account. This is where the replacement diploma will be mailed.

Validate your address, and click Continue.
STEP TEN

On the Item Details screen, you will see where the replacement diploma is coming from, the destination address and the credentialing fee, which will be paid on the next screen. Verify all information is correct and click **Continue**.

Review your order on the **Order Summary** page. If you need to make edits you can click the **pencil** icon. If you wish to delete your order, select the **trash can** icon, and if you would like to add another request to your order, select the **+Add** option. Once you have reviewed your order for accuracy, click **Complete Order**.

STEP TWELVE
Your last screen will be the **Order Confirmation page**. Take note of the **DID #** should you need to track your order. You can also track your orders from the Dashboard of your Parchment account.

![Image of Order Confirmation page]

Order Confirmation page with details for Nicole, including order date, total, and Did #.

What happens next?

- Parchment has processed your order and it’s awaiting fulfillment. The sending organization(s) you ordered from will now verify, approve and finish fulfilling this order.

You can view order details and status in **My Orders**. 

- Place Another Order
- Continue To Your Account
ORDERING ON BEHALF OF SOMEONE ELSE

If you are ordering an academic record on behalf of someone else, you will select that option in Step One, and be presented with the below screen. It’s important to note that when ordering on behalf of someone else, you will need to have the learner’s information available.

You will be prompted to enter your organization’s information and create an account.

You will then follow Steps 4-13.