

# **TRANSCRIPT PROCEDURES FROM PARCHMENT.COM**

## **FREQUENTLY ASKED QUESTIONS**

### ***What if I have not ordered a transcript from Parchment?***

Visit [www.parchment.com](http://www.parchment.com) to create an account and order transcripts. The Parchment link can also be accessed from the THHS website. Simply click on Transcripts and then on the Parchment link. The process is very user friendly.

### ***What if I have ordered from Parchment and the college or university advises me the transcript has not been received?***

Log into your Parchment account and get the TID or DID number to use for tracking. Use the tracking option and print the information for the college or university. This information should be provided to the admissions counselor or contact person as proof the transcript was ordered and/or delivered.

### ***What if I cannot afford the Parchment fee?***

You can apply for a fee waiver on Parchment's website or contact the THHS Records Office if a waiver is desired.

### ***What if I need a transcript for the NCAA?***

Log onto [www.parchment.com](http://www.parchment.com) to order as you would any other transcript and request that the transcript be delivered to the NCAA Eligibility Center. NCAA will receive your transcript electronically.

### ***How do I reach Parchment for assistance?***

When logged into your Parchment account, use the 'Contact Us' feature. Parchment customer service staff will acknowledge your message and contact you within one day regarding your problem or situation.



## **Transcript Requests**

To Request an Official Transcript from Trabuco Hills High School:

### **CURRENT students and ALUMNI who graduated in 2008 and LATER:**

- Log onto [www.parchment.com](http://www.parchment.com). Follow the instructions to request an official transcript.
- You do not need to know your THHS ID number
- Please be sure to carefully enter your name, date of birth, and year of graduation. If you did not graduate from Trabuco Hills High School, please enter the year you would have graduated had you stayed.
- **Fees:** Current Students = \$8 per official transcript  
Alumni (Class of 2008 and later) = \$10 per official transcript

### **For ALUMNI who graduated in 2007 and BEFORE:**

1. Mail your request to:
  - Records Department  
Trabuco Hills High School  
27501 Mustang Run  
Mission Viejo, CA 92691
2. Please include the following:
  - The name you used while attending Trabuco Hills High School
  - Your date of birth
  - Your year of graduation
  - The address to which we should mail the official transcript
  - **\$5.00** cash or money order (no personal checks please) for each official transcript requested

**Note: Unofficial transcripts are available at no charge from the Records Office.**

Have questions? Contact the Trabuco Hills High School Records Office (949)768-1934 extension 7732.