

## How to Order Transcripts Online

Access our Web site at [ucsc-extension.edu](http://ucsc-extension.edu).

If you need assistance with your user name or password, contact (408) 861-3700.

### LOG INTO YOUR STUDENT PORTAL

On the home page, click on **Log In/Out** (located to the left under the UCSC Extension in Silicon Valley logo and seal). Log in as a **student** entering your user name and password.

*Note:* User name and password are **case sensitive**.

You will see your name and student ID number at the top of the screen.

### REVIEW YOUR STUDENT PROFILE AND COURSE HISTORY

- Click on **My Profile** to review and update your e-mail address and student profile. Remember to click **Save** at the bottom of the page.
- Click on **Course Management** to review your records. Only records from 1990 forward appear online. If you have questions regarding your records, please call (408) 861-3700.

### ORDER TRANSCRIPTS

- Click on **Special Requests**. On the next page, click on **Transcript Fee (\$10.00)**. Review the instructions and scroll to the bottom of the page to start your order.
- Narrative evaluations are only available for Open Campus/Concurrent Enrollment courses, *not* regular courses offered by UCSC Extension in Silicon Valley.
- If you would like us to hold your transcripts until we receive a grade for a course, please remember to indicate the course number.
- Fill out each page and click on the **Continue With Transaction** button to proceed.
- For security purposes, you will be asked to re-enter your user name and password again to verify your identity.
- Under **Current Student**, re-enter your user name and password (case-sensitive) and click on the **Continue With Transaction** button at the bottom of the page.
- At the top of the next page, click **Continue With Transaction** to proceed to the payment screen.

- Enter your credit card payment information and click **Continue With Transaction**. A confirmation receipt will appear stating that you have completed your order. *Note:* The confirmation screen will not show the mailing address(es) where your transcripts are to be sent. However, rest assured that we have received those addresses internally.
- You will also receive an e-mail confirmation of your order.
- **Regular service** transcripts will be mailed out within 15 business days. **Rush service** orders will be processed in two business days and sent via first-class mail. Overnight and priority mail services are not available.
- Remember to **log out** by clicking on the **Log In/Out** button on the menu bar at the very top of the page.

**CONGRATULATIONS! YOU HAVE SUCCESSFULLY ORDERED TRANSCRIPTS ONLINE!**