Replacement Credentials: Ordering a Replacement Diploma or Certificate

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This guide is to order a replacement or reissued credential (diploma or certificate**). West Chester University automatically orders your initial/original diploma soon after your degree is conferred.**

CONTENTS

BEFORE YOU ORDER

- Make sure your degree has been conferred (see steps below).
- If you earned multiple degrees, you'll need a separate order for each.
- Clear any account holds that may block or delay your order.
- Remember: Diplomas are ceremonial documents, for official proof of degree, order an official transcript.

CONFIRM YOUR DEGREE ON THE STUDENT RESOURCE PAGE

1. Contact the IS&T Help Dest at 610.436.3350 to request a temporary reactivation of your WCU credentials. Follow the steps provided to reset your password and login to the **Student Resource Page**.
2. Choose **Student Records** and then **Unofficial Transcript.**

3. Select the **Transcript Level** and **Transcript Type** (**Unofficial Web Transcript**) from the dropdown menus.
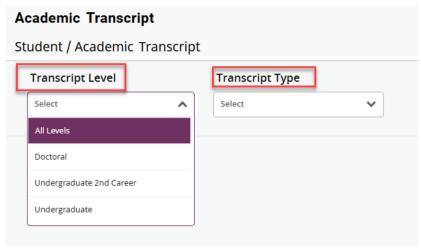

Fig. 2

4. On the **Degree Awarded** tab, verify that the degree is listed here.
5. For Dual degree students, search for additional degree.

START YOUR ORDER IN PARCHMENT

1. Login to **Parchment**.
2. Sign in to your Parchment account. First time users will need to Set Up an Account.
3. Returning users can continue to Order Your Replacement Credential.

SET UP AN ACCOUNT IN PARCHMENT

1. Enter a **personal email address** (not your WCU email). Use one that you will still have access to after graduation or a job change.
2. Enter your **Personal Information**, **Contact Information**, choose a **Password** and click **Create Account & Continue** button.
3. A confirmation email will be sent to verify your identity. Check your email and enter the confirmation code.
4. Tap the blue plus sign to begin.

Fig. 4: Add button to begin account set up

5. On the **Add your School or Organization** screen search for West Chester University and then tap **Add** (see Fig. 5).
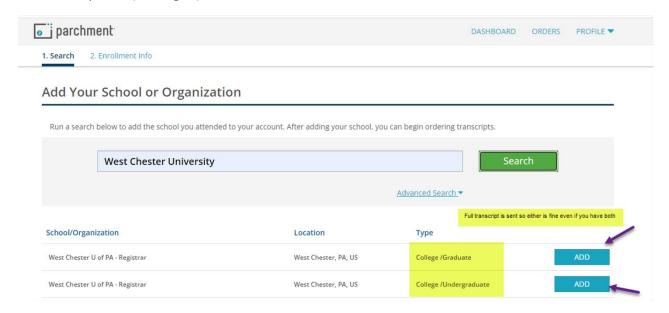

Fig. 5: Add Your School screen

6. Enter your **Enrollment Information** so Parchment can locate your WCU record.
   - Include your **enrollment status**, **first year of attendance**, **last year of attendance**, your student ID number (if known), and the **last 4 of your SSN**.
   - If you attended under a different name, choose **Other name variation or maiden name** and enter the name you used while you were enrolled.
7. Tap **Continue**. Parchment will display your available credentials. Order your replacement credential now or log in later to complete.

ORDER YOUR REPLACEMENT CREDENTIAL

Select Order

Login to **Parchment**, and select the green **Order** button next to the Replacement Credential you need (either Diploma or Certificate).

Fig. 6: Order button in Parchment

Set Delivery Destination

1. Select **I'm sending to myself or another individual** (see Fig. 7).

Fig. 7: Set Delivery Destination screen

2. Enter the mailing address carefully. Orders cannot be re-routed (see Fig 8).
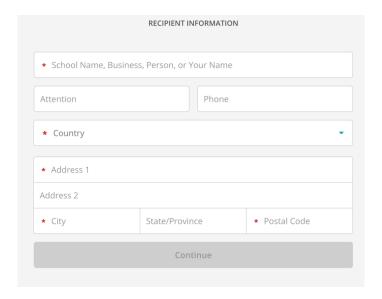

Fig. 8: Recipient Information screen

Complete the Item Details

1. Confirm the **From** field shows West Chester University and the **To** field matches your recipient information.
2. Choose the **Degree Type** and enter your **Major** and **Graduation Year.**

Note: Corrections cannot be made after submission, so review all details before continuing.

Finalize Your Order

1. **Sign** your order and review the **Order Summary**.

2. Enter your **payment information** and **Submit**.

3. Watch for a confirmation email at the address in your Parchment profile.

4. Your card will not be charged until the order is processed. It can take up to two weeks to process.

5. After your order has been reviewed by WCU and processed, you will receive an email with your link to your digital credential. You can use it to view and share your WCU credential.

For support, please submit a ticket at https://wcupaprod.service-now.com/aes