Office of Registration and Records

NEW – ORDERING OFFICIAL TRANSCRIPTS ONLINE
Effective December 2, 2013

Requests for official transcripts must be ordered online. The Office of Registration and Records has contracted Credentials Inc. to manage all official transcript request orders. Your official transcript is maintained by the State University of New York College at Brockport and is bound by the Federal law FERPA (Federal Educational Rights and Privacy Act of 1974).

Placing/Tracking Your Order
• Transcript requests will NOT be accepted by fax or email.
• You must provide either your Brockport Banner ID number or your SSN to place an order. **If you do not have a Banner ID** go to https://www.credentialis-inc.com/cgi-bin/DVCGITP.pgm?ALUMTR002841
• Transcripts must be ordered online. To complete the transcript order form, go to https://banwebssl.cs.brockport.edu/pls/prod/twbkwbis.P_WWWLogin?ret_code=t. You will login to Banner and be taken directly to the Credentials Inc. web site.
• Click **Start My Order**.
• You must supply a valid email address in order to use this service. You will receive email confirmations of your order, its status and any issues that may need your attention. If problems arise, Credentials Inc. must be able to communicate with you. If communication isn’t possible, your order will be automatically cancelled after 30 days.
• You can check the status of your order online at any time. If you have questions regarding the status of an online transcript order, please contact Credentials Inc. at (847) 716-3005.
If you do not have a Banner ID go to https://www.credentialis-inc.com/cgi-bin/DVCGITP.pgm?ALUMTR002841

Holds
• If there is any financial hold or administrative obligation on your student records, it must be cleared with the department/office that placed the hold on your record before a transcript can be released. You will receive an email from Credentials Inc. regarding any holds and will be given the telephone number of the department/office to contact regarding clearance.

Cost
• The cost per official transcript is **$10.00**. However, if you have both a Brockport undergraduate and graduate academic transcript, both will be sent for $10.00. Extra fees are applied for FedEx service (see Sending Options below).
• You must have one of the following credit cards available to pay for the order: **American Express, Discover, MasterCard or VISA**. Your credit card account will not
be charged until the order is completed. If your order is cancelled before it is completed, there will be no charge to your credit card.

Sending Options
• Transcripts are delivered by U.S. Postal Service, first class mail.
• FedEx Service – extra fees applied
  $18.00 - domestic to main 48 states
  $21.00 - domestic to Alaska or Hawaii
  $41.00 – International

• Your credit card account will not be charged until the order is completed.
• Orders with attachments – Any attachments must be faxed to the Office of Registration and Records to be forwarded with the transcript. The fax number is (585) 395-5392.

Transcript Processing Time and Delivery
• Rush service is NOT available.
• Please allow 3-5 business days to process online transcript orders provided there are no problems with the request. (Note: Additional processing time may be required based on the office work load, the operational needs of the office, and/or the time during the semester the request is made.) Additional processing time may be required for records with attendance prior to 1983.
• Processing time is the amount of time required to process the request and does not include the mailing time. Processing time is business days only and excludes holidays and campus closures.
• All transcript orders require authorization. Once authorized and approved, you will receive an email from Credentials Inc. when the order has been completed and mailed.

Unofficial transcripts
Unofficial transcripts can be accessed through Web Banner for students who were in attendance at The College at Brockport in 1983 and later. Sign on to Web Banner at www.brockport.edu. Go to Student Services, then Student Records and then Academic Transcript. Students who attended prior to 1983 must send a signed request to the office for an unofficial transcript. Please note that an unofficial transcript will only be sent to the student’s home address. Unofficial transcripts are free of charge.

Other Information
Transcripts are a complete record of all courses and/or degrees completed at the College at Brockport. Brockport transcripts do not include work completed at other institutions. Only the transferrable units are reflected on the Brockport transcript under “Transfer Credit.” Transcripts from high school or other colleges cannot be duplicated. You must apply directly to each school for copies of their transcripts.