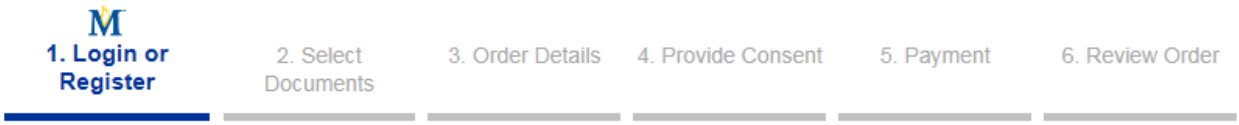
Ordering Transcripts (and Replacement Diplomas and Certificates) Online
Frequently Asked Questions (FAQs)

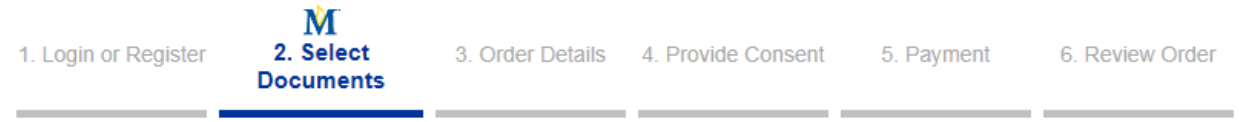
Q: How do I order a transcript online?

A: From our website, go to www.madonna.edu > Resources > Transcript Request, and follow these steps:

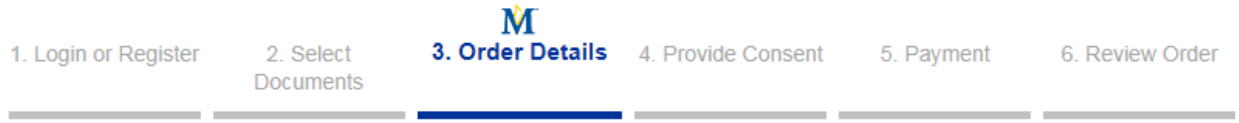
- Click on the link to *Order Online*



- If you are a new user, create an account. You'll be able to check back on the status of your order, including information on when it is sent. Otherwise, if you are a returning user, please login.

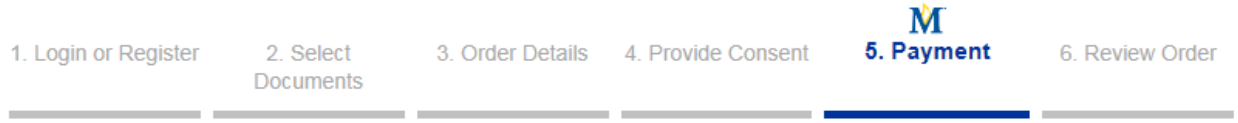


- Tell us where you'd like your document(s) sent. For transcripts, you can chose an institution, an employer, yourself, or the email of the person who will receive the document. For diplomas and certificates, these documents are mailed, give us the name of the person to whom it is to be sent.
- Click on the Search button.
- If we already have the information for that institution or person, you can choose them from a list. If not, you can enter the information by clicking on the 'Enter Your Own' button, and typing the information.

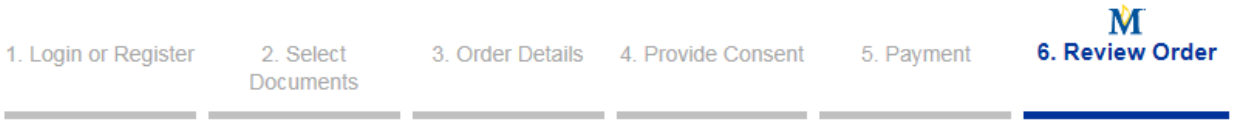


- Some institutions have already told us that they prefer electronic or mail delivery options. If your institution has done so, that will be the default option. If not, you'll be able to choose.
- Choose your order options:
  - Processing Time: You can select "Hold for Grades" or "Hold for Degree" for the current semester, or you can have us send it now
  - Recipient Name: This information will be there if you already provided it
  - Email Address or Mailing Address
  - If you have an attachment that we need to complete and send with the transcript, such as a nursing licensure certification, you can attach that document here
- Review the contents of your shopping cart. You can continue shopping if you need to order multiple copies, update your cart, or checkout.

- Madonna University takes the privacy of our students very seriously. Please read and accept the consent statement and follow the directions on the screen.



- Enter payment information.



- Review your order for accuracy.
- Confirm your order. You'll get an order number and a confirmation that your order has been submitted and is being processed.
- Log off.

Q: How do I check the status of my order?

A: From our website, go to www.madonna.edu > Resources > Transcript Request, and follow these steps:

- Login to the site with the user credentials you created.
- On the My Account page, use the button to 'View' the status of your order.
- Sign out.

Q: Who do I contact if I need assistance?

A: You can contact us by email: transcript@madonna.edu

Q: Is there more support available?

A: Yes, from the order site, click on 'Support' above the Madonna University banner.