

## FAQ's About Electronically Delivered Documents

### What do I need to understand about receiving electronic documents?

Electronic documents are a secure and safe way to provide records. It is a certified pdf. Upon completion of your order you will receive an email from **Scribonline** that contains a link. When you click on the link, within 5-10 minutes another email will be sent to you that will provide the needed "Validation Code". After entering the code you will be able to download and view your document. A separate email will be sent for each document sent.

### Can the credentials for the documents I received be authenticated?

Yes, please direct the receiver of the documents to  
<https://scribsoft.com/verify-credentials.html>

### Can my replacement diploma be sent electronically?

No, orders for replacement diploma are the only document type that will be sent via USPS. Replacement diploma are certificates created and typeset by a print shop, much like students receive at the time of graduation. They are not a photo copy and are not an electronic document. Replacement diploma cannot be sent electronically.

### What should I consider when ordering electronic transcripts?

The first thing to determine is what method of delivery will the agency, business or school accept? Will they allow you to forward the electronic document information to them, or do they require that it be sent directly to them? **Note:** If an official transcript is needed for an agency, school or employment. Please provide to us in the pop-up "Add delivery address" field the full name and address of the agency, school or business. The official transcript will be delivered to you via e-delivery and you would then forward it to the agency, school or business.

If your college or employer requires that they receive the electronic document directly and that they will not accept it from you. Please provide the email address of your contact at the college on the order instead of your own. In this circumstance, Do NOT provide your email address anywhere on the order.

For an unofficial copy if you provide your own mailing information in the pop-up "Add Delivery Address" field of the order a student "unofficial" copy will be e-delivered.

## **FAQ's About Electronically Delivered Documents Cont'd**

### **My school advised that they are part of the Scribbles etranscript network. What does that mean?**

If your college or trade school is part of the Scribbles etranscript network. The transcript will automatically be electronically delivered to a pre-set email that the school has previously set up with ScribOrder. The document will not be sent to the email address that you provided on the order. Please check with your educational agency to find out if they are a part of the Scribbles/ScribOrder etranscript network.

### **What if the agency, school or employer wants to receive the electronic document directly?**

If your college or employer requires that they receive the electronic document directly and that they will not accept it from you. Please provide the email address of your contact at the college on the order instead of your own. In this circumstance, Do NOT provide your email address anywhere on the order.

### **How long do the electronic documents remain accessible?**

The time line and number of views will be outlined on the Certified PDF Student Record Delivery email. Generally you will be allowed a total of 4 views over the course of 60 days.

### **If I put notes or email addresses in the "Special Instructions" area of my order. Will the electronic transcript be delivered to that email address?**

No, the electronic document will only be sent to the email address provided on the order or to the pre-set email if your school is part of the etranscript network. We do not have the ability to modify or change the email information.