

For currently enrolled students:

For alumni and former students:

First time users must create an account:

- **Current students** will need to verify that all the information that auto-populated the fields are correct.
- **Alumni and former students** will need to enter the required information.

1.) University Transcript Ordering Portal

Once you are in the ordering portal select “Click here for a full list of documents that may be ordered”.

2.) University Documents Page

You will now be led to the “University Documents” page. There are several options available, select one:

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| • E-transcript.....\$5 | • Replacement Diploma – Pickup.....\$30 |
| • Paper Transcript - Mailed\$7 | • Apostille Transcript – Mailed.....\$10 |
| • Paper Transcript – Pickup.....\$7 | <i>(plus cost of transcript)</i> |
| • Replacement Diploma – Mailed.....\$30 | • Apostille Diploma – Mailed.....\$10 |
| | <i>(plus cost of diploma)</i> |

Additional services that may be requested are as follows:

- Rush charge:.....**\$20.00** (order will be processed within 24 hours)
- Transcript Tracker:.....**\$1.99** (complete tracking of your e-transcript)
- Express Delivery.....**\$20.00** (Domestic)
\$50.00 (International)

Note:

- Make sure grades have been posted prior to ordering your transcript.
- Make sure you do not have any outstanding financial or other obligations to the University.
- If you attended SNHU prior to 1988 you will only be able to request a paper transcript.
- You should verify that an official e-transcript is acceptable before requesting an e-transcript be sent to another school or company.
- For an e-transcript to be considered official it needs to be delivered directly to a school or company, any e-transcript forwarded from a student account will not be considered official.
- Payments for all orders are processed by credit card.
- Paper transcripts are processed within 2 business days and e-transcripts are processed within 20 minutes of receipt.
- Replacement diplomas are processed within 2 business days. Apostilles are a longer process, and to check the status you will need to contact the NH State Department at 603-271-3242.

3.) **Select Documents**

After selecting the type of document you want to order you will be led to a new page where you will provide complete delivery and/or mailing details, including degree level (undergraduate, graduate, doctoral, developmental).

Select “Add to Cart”. You are now able to view “Your Shopping Cart Contents”. Your order should reflect the options selected within the order details. Charges are displayed and should be reviewed prior to checkout. When you are done shopping select “Checkout”.

5.) Provide Consent

You must provide consent authorizing the order. Select “Next”.

6.) Payment Information

Check the “Verified Billing Info?” box after you have confirmed or edited the billing address. Select “Next”.

7.) Review & Submit Order

This will bring you to the “Review & Submit Your Order” page. You will be asked to “Confirm Your Billing Info” and “Confirm Your Document Request”. Review your total charges, and select “Confirm”. You will be brought to the Credit Card Information page. Enter your information and select “Continue”. This will bring you to the order confirmation page which states that your order is complete and is being processed. You will also be given an order number for your records. Please make note of your order number.

Any questions, please contact the Office of the University Registrar at registrar@snhu.edu or 603-668-2211 x2100. Thank you!