



Order GED transcripts on behalf of others

Waiting for a transcript?
Track your order! If you're looking for the status of an order, [log in](#) and click [Order Status](#).

STEP 1 - TEST TAKER FILLS IN THE FORM

Download the [Transcript Authorization Form](#) and have the individual complete it. This form authorizes you to request that their transcript be released to you. Once the form has been filled in and signed, upload it onto your computer. You will need it in Step 2.

STEP 2 - PLACE YOUR ORDER

Log in to the [ordering website](#). If you don't have an account yet, click **Create Account** and fill in the fields to create an account (make sure you enter your institution/company's details, and not the test taker's details).

On the next screen, fill in the fields with the test taker's details, and then make the payment. A few things:

- Next to **Attachment Type**, select **Other**.
- Enter what the test taker's first name and last name were when they took the test. The system will try to match the first and last name that you enter here with the GED records, so it is very important that you ask the test taker what their name was when they took the test.
- Where it asks for an email address, enter your email address because this is where we will send the transcript.

STEP 3 - TRACK THE ORDER

If we are able to match your order with the records automatically, we'll send the transcript to you right away. If we cannot make a match automatically, we will look for it manually. This can take a little longer.

To track your order, log in to the [ordering website](#) and click **Order Status**. These are the statuses you may see:

- **Processing** means that we are still processing your order and trying to locate the transcript.
- **Available** means your order has been processed and you should have received an email with a link in it to access the transcript. If you didn't get this email, check your Spam folder.
- **Delivered** means that you downloaded the document.
- **Canceled** means we could not find the transcript or that the individual did not complete the GED test (or they did complete it but did not pass).

RECEIVING AND OPENING THE GED TRANSCRIPT

- To avoid potential problems with spam, make sure you can accept emails from noreply@parchment.com.
- The GED transcript is delivered as an official certified PDF, and there are restrictions on how you can open it. Select your operating system below to download the one-page guide that explains how to download and view your electronic document:
 - [Windows](#) or [Mac](#)

HAS YOUR ORDER BEEN CANCELED?

We cancel orders if the individual did not pass the GED exam, if they did not complete the test, or if we could not locate their transcript.

- If you feel this was done in error, double check the information you entered and resubmit the order if there was a discrepancy.
- If the information was correct, you can [contact the state or jurisdiction](#) and they may be able to help.

NEED MORE HELP? [CLICK HERE TO CONTACT US.](#)

