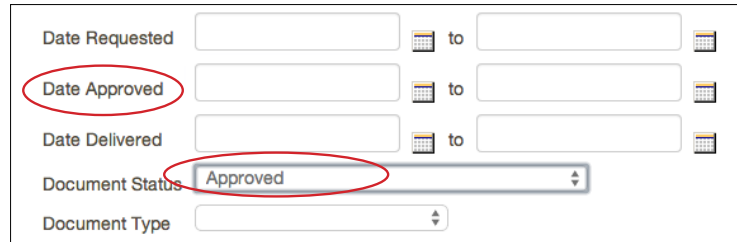# Parchment Send Classic FAQs

HOW DO I CONFIRM WHICH TRANSCRIPTS I HAVE APPROVED?

If you have approved transcripts, but cannot remember which ones you approved, you can use the **Report** section of your account to find out.

1. Log in to Parchment.

2. Click **Send**.

3. Click **Report**.

4. In the **Date Approved** fields, enter the date range that you approved the transcripts.

5. In the **Document Status** drop-down menu, select **Approved**.

6. Click **Search**.

HOW DO I MATCH TRANSCRIPTS?

If our system is unable to match a transcript with an order automatically, we will try to make a match manually. If we cannot make a match manually, you will see an alert on your Dashboard.

1. Click the **Review the unmatched transcripts and open orders** link in the alert on your Dashboard.

   - On the left side of the screen, you will see the first transcript that could not be matched automatically.

   - On the right side of the screen, you will see an unmatched order. In other words, you will see an unfulfilled order.

2. If the transcript on the left and the order on the right match, click **Match Transcript**. Otherwise, select **Next Student** to cycle through the open student requests until you find the request that matches the transcript on the left. Once you find a student request that matches the transcript on the left, click **Match Transcript**. The request will be processed immediately with the transcript you have matched it to.

   - If you have cycled through all of the available requests and have not found a match for the transcript, you will see **Delete Transcript**. If you select this, the transcript on the left will be removed, and you will be presented with the next available transcript.

3. If you still have unfulfilled requests after all available transcripts have been matched or discarded, you will need to upload the transcript(s) again.

There are 1 transcripts that cannot be matched to an open student transcript request.
Please review the unmatched transcripts and open orders so we can continue processing the transcripts.

WHY IS AN ORDER IN THE 'APPROVED' STATUS WHEN I'VE UPLOADED/PRINTED THE TRANSCRIPT?

To find out why an order is still in the 'approved' status, go through the following steps to troubleshoot.

Step 1: Check if the name and date of birth on the transcript match the name and date of birth on the order

If you see a discrepancy, then the transcript will need to be amended, or the student's information in their Parchment account will.

- **If you can amend the transcript**, upload the transcript again after you have amended it and the system should match the transcript with the order automatically.

- **If the individual needs to amend their information,** they can do this in their Parchment account. Let us know when they've done this and we can reset the order.

Step 2: Is your print driver working correctly?

You may need to reboot your print driver. The information below is for Windows only.

To reboot your print driver:

1. Open the print driver.

2. Click the Check tab.

   - If you see files listed under 'Files Queued for Transmission', click **Start transmission** and everything should now work as normal.

   - If you don't see any files listed, go to step 3.

3. Look at the box next to **Total files uploaded to Docufide today**.

   - If it has a 0 in it, then this means that the transcripts are not processing and you need to reconnect to your print driver. To reconnect your print driver:

     a. Click **Start** on your desktop then type **Services**. For XP users, type **Services.msc**.

     b. Click the Services folder.

     c. From the list, click **STClientLoader**.

     d. Click **Stop the service**.

     e. Click **Start the service**. Go to step 4.

   - If the box has a number greater than 0, please contact us.
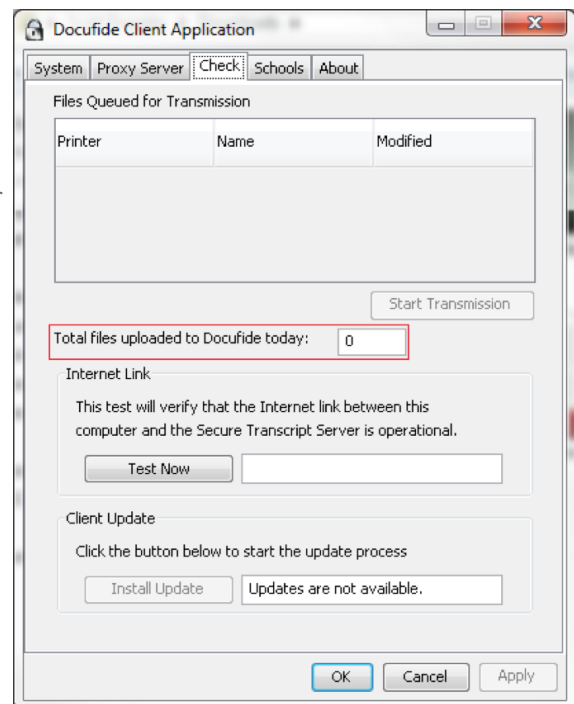
4. Click **Start** on your PC and click **Devices & Printers**.

   • For XP users, click **Printers & Faxes**.

5. Select **Docufide Secure Transcripts Printer**. Right click and select **Printer properties** > **Print test page**.

6. Go back into the print driver and click **Check**.

   • The number next to **Total files uploaded to Docufide today** should have increased to 1. You now need to go into your transcript requests and process all of the ones that did not get processed. If the counter did not increase, click **Test Now**.

     - If it says it failed, download the Firewall and proxy settings guide because it may be a Firewall issue.

     - If it says it was successful but the counter did not increase, please contact us, so we can investigate the issue and resolve it for you.

THE SCHOOL DID NOT RECEIVE THE TRANSCRIPT BUT THE STATUS SAYS 'DOWNLOAD CONFIRMED'

If the school uses Parchment, an admin at the school should be able to use the **Report** tab in their Parchment account to retrieve the transcript. Give them the DID number and then they can go through these steps:

1. Log in to Parchment.

2. Click **Receive**.

3. Click **Report**.

4. Enter the DID number in the DID field.

5. Click **Search**.

If the school does not use Parchment or they still cannot find the transcript, the student may have entered the school's email address manually. The administrator at the school should check that email account. If they do not have access to that account, the student will need to place their order again but change the destination so that the transcript reaches its destination