

## ACES Login Information

**First-time users only:**  
Your default password will be the first two letters of your last name, IN CAPS, followed by your birthdate in MMDDYY format

## Official Transcript Requests

Transcript requests are being processed daily, however, due to required validation of converted data, it may take more than 10 business days to process your request. Please contact your Enrollment Services/Admissions and Records Office if your request is not processed in 10 business days so that they may follow up on your request. Please **do not submit** another request, as this may further delay your transcript.

Go to Website: <https://aces.alamo.edu>

### Current Student – ACES

#### Former Students and Employees Log-in To ACES Instructions

1. If you remember your User ID and password, log-in to ACES in the spaces indicated in the Secure Access Box.
2. If you still cannot log-in to ACES, call the Help Desk at 210-485-0555.
3. Once you have signed in to ACES, click the link for Web Services located on the bottom left-hand side of the Home Tab page.

1. Log In to ACES
2. Select the **“Student”** Link on the Left Panel
3. Click **“Web Services”** (on the left side of page, under student Self Service)
4. Select **“Student”**
5. Select **“Student Records”**
6. Select **“Order Official Transcript”**
7. Select the **“here”** Link

The screenshot shows the Parchment website interface. At the top, there is a navigation bar with 'parchment' on the left and 'DASHBOARD', 'ORDERS', and 'PROFILE' on the right. Below this is a section titled 'Available Credentials' with a 'CANCEL x' button. The section contains a message: 'The following credentials are available from Alamo Colleges District. Start your order by selecting a credential listed below (you can add more later)'. Below this message is a list of credentials. The first credential is 'Transcript', which is highlighted with a blue border. It includes a small icon of a document with 'TRANSCRIPT' and '3.2' on it. To the right of the 'Transcript' credential is a green 'Order' button. A red arrow points from the bottom of the page up to the 'Order' button. Below the screenshot, there is an orange box with the text 'Select "ORDER"'. The 'Alamo Colleges District' logo is visible on the left side of the credential list.

Set Delivery Destination

Your order will be sent from Alamo Colleges District to the individual and/or organization at the destination below.

PLEASE NOTE: If you attended more than one Alamo College, your single-request-and-transcript will include all academic credit. You only need to request more than one transcript when you have more than one intended recipient.

\*\*\*If you are a Dual Credit student and have not graduated from high school, you are not able to request a transcript sent to your home/personal email address. You would need to request the transcript be sent to a college/university or a third-party recipient, i.e.: recruiter, employment.\*\*\*

\*\*ALERT\*\* In-Progress transcripts are not available for ordering at this time.

If you receive an email with a subject of your document is on hold, rest assured that your transcript will be processed. Parchment is looking into this issue and will resolve it as soon as possible.

Show Less ^

Where would you like to send the credential?

OR

I'm sending to myself or another individual

Read Dual Credit/ECHS/P-TECH Disclaimer

Search for College/University

To request mail or electronic delivery to yourself

## SENDING TO YOURSELF

Set Delivery Destination

Your order will be sent from Alamo Colleges District to the individual and/or organization at the destination below. Select a delivery method for your order

**Electronic**  
Delivered By Email

**Print & Mailed**  
Printed On Paper & Mailed

### SELECT DELIVERY DESTINATION

**Electronic:** Will request email destination  
**Print & Mailed:** Will request home address information

## SENDING TO COLLEGE/UNIVERSITY

Item Details

Transcript  
For: Christopher Valdovinos

FROM: Alamo Colleges District, San Antonio, TX

TO: Texas A&M University San Antonio

Delivery Method: **Electronic**

Credential Fee: \$5.00

Item Total: \$5.00

Application ID:

\* Purpose: **Transfer**

\* Transcript\_Type: **Undergraduate Transcript (This reflects all academic courses; which are applicable to degree completion)**

\* When do you want this sent?: **Send Now**

### COMPLETE REQUIRED INFORMATION

- Select Purpose
- Select Transcript Type
- Check Mark for Electronic Signature
- Select Continue until you reach "Payment Method"

## Non - Current Student

- Go to website: [https://secure.touchnet.com/C20015\\_ustores/web/product\\_detail.jsp?PRODUCTID=904](https://secure.touchnet.com/C20015_ustores/web/product_detail.jsp?PRODUCTID=904)
- Fill out to request (\$5.00 Fee per transcript)

### Learner Account



**Alamo Colleges District**  
2222 North Alamo, San Antonio, TX, 78215, US

  
**Ordering your own credentials  
or academic records**

OR

  
**Ordering on behalf of  
someone else**

**A MESSAGE FROM ALAMO COLLEGES DISTRICT**

Welcome to Parchment. We're offering this service to make ordering transcripts easier for you. It's also more efficient for your school, and will deliver your transcripts to the colleges you choose in the format they prefer.

If you receive an email with a subject of your document is on hold, rest assured that your transcript will be processed. Parchment is looking into this issue and will resolve it as soon as possible.

**START HERE - ENTER YOUR EMAIL ADDRESS**

\* Email

Continue

\* All items marked with a red asterisk are required

## How to View Transcript Request Status

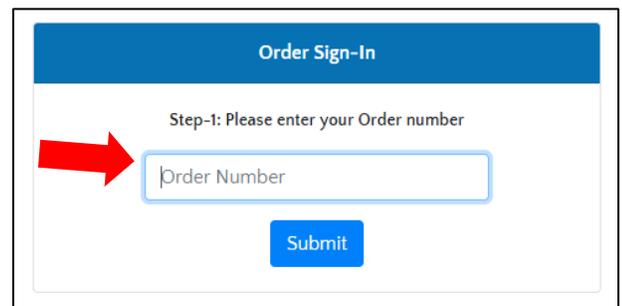
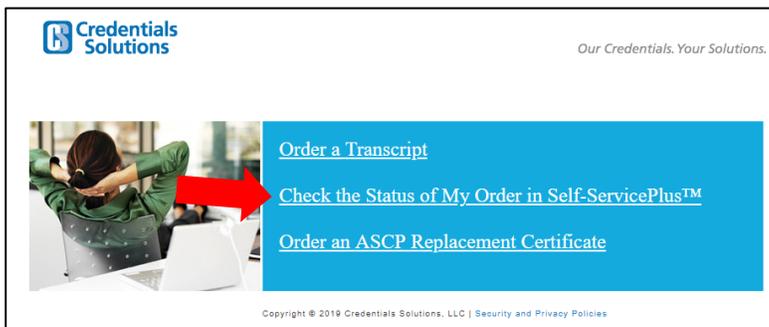
### Step 1

Go to [www.transcriptsplus.net/order](http://www.transcriptsplus.net/order)

2. Select **“Check the Status of My Order Self-ServicePlus™”**
3. Type in **“Order Number”**
4. Enter **“Student ID”** (*Banner ID not High School ID*) or **“Social Security Number”**
5. Select **“Check My Status”**

### Step 3

### Step 2



### Step 4

### Step 5

