

How to Request Official Transcript | 2021

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 tabs)
4. Select "Student"
5. Select "Student Records"
6. Select "Order Official Transcript"
7. Select the "here" Link

Transcript Ordering Services

Alamo Colleges District

Information from Alamo Colleges District

Alamo College Students and Alumni:

While keeping with safety protocols, Alamo Colleges District is monitoring transcript requests and will continue to process them as quickly as possible as we adjust to local and global changes.

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.

Select one of the following

Please choose one of the following options:

Order PDF Transcript(s)

Order Paper Hard-Copy Transcript(s)



ALAMO
COLLEGES
DISTRICT

Complete the Ordering Process

Alamo Colleges District
San Antonio, TX

Student Info

Order Options

Recipient(s)

Summary

Payment

****If your personal email is not valid, you will need to use your "acesID@student.alamo.edu" email****

How to View Transcript Request Status

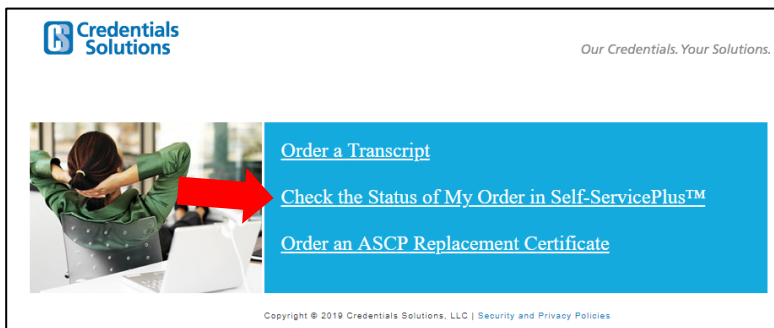
Step 1

Go to 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



The screenshot shows the 'Order Sign-In' page. The header is blue with the text 'Order Sign-In'. Below the header, it says 'Step-1: Please enter your Order number'. There is a text input field labeled 'Order Number' and a blue 'Submit' button. A red arrow points to the 'Order Number' input field.

Step 4

Step 5

The screenshot shows the 'Order Sign-In' page. The header is blue with the text 'Order Sign-In'. Below the header, it says 'Step 2: Please enter Student ID or Social Security Number'. There are two text input fields: one labeled 'Student ID' and one labeled 'Social Security Number'. Between the fields is the word 'or'. Below the fields is a blue 'Check My Status' button. Two red arrows point to the 'Student ID' and 'Social Security Number' input fields.

The screenshot shows the 'Check My Status' button. Above the button is a text input field labeled 'Social Security Number'. A red arrow points to the 'Check My Status' button.

****Many of our email messages will also contain a direct link to our Self-ServicePlus™ web application. Simply click the link in the email and you will be shown the status of your order.****

Non - Current Student

- Go to website: https://secure.touchnet.com/C20015_ustores/web/product_detail.jsp?PRODUCTID=904
- Fill out to request (\$10.00 Fee per transcript)

The screenshot shows the Alamo Colleges District Marketplace Mall website. The header includes a hamburger menu, the site name, and icons for search, user, and a shopping cart with 0 items. The breadcrumb trail reads: Home / ACD Transcript Request / Alamo Colleges Transcript Fee (Non-Current Students). The main heading is "Transcript Fee (Non-Current Students)". The text states: "This method of paying for/requesting your transcript is solely for those students that:" followed by three bullet points: "Are NOT currently enrolled in coursework through one or more of the Alamo Colleges", "Were NOT enrolled at one or more of the Alamo Colleges in the last twelve months", and "Are NOT able to access a 'Student' tab via their ACES login". It then notes that students meeting these criteria must request their transcript through their Alamo Colleges account at <https://aces.alamo.edu/cp/home/displaylogin>. A section titled "BY PROCEEDING WITH YOUR REQUEST, YOU ACKNOWLEDGE THE FOLLOWING:" lists several conditions and processing times. A "PICK UP REQUIREMENTS:" section lists showing a photo ID and FERPA regulations. A final paragraph mentions that the first transcript copy is free of charge and provides a link to "Request Initial Transcripts" for further instructions.

Home / ACD Transcript Request / Alamo Colleges Transcript Fee (Non-Current Students)

Transcript Fee (Non-Current Students)

This method of paying for/requesting your transcript is solely for those students that:

- Are NOT currently enrolled in coursework through one or more of the Alamo Colleges
- OR
- Were NOT enrolled at one or more of the Alamo Colleges in the last twelve months
- OR
- Are NOT able to access a "Student" tab via their ACES login

(Students who DO meet one of the bullets above are required to request their transcript through their Alamo Colleges account at: <https://aces.alamo.edu/cp/home/displaylogin>.)

BY PROCEEDING WITH YOUR REQUEST, YOU ACKNOWLEDGE THE FOLLOWING:

- If you have a transcript HOLD, your transcript request WILL NOT be processed. Contact the Admissions and Records/Enrollment Services Office for guidance on how to resolve hold(s). You are responsible for satisfying the HOLD requirements BEFORE submitting the request.
- If you were an Alamo Colleges student **after** 1984 and have no transcript holds, you understand/accept that your transcript will be mailed 3-5 business days after the completed "Transcript Request" with payment is received.
- If you were an Alamo Colleges student **before** 1984 and have no transcript holds, you understand/accept that your transcript will be mailed 5-7 business days after completed "Transcript Request" with payment is received.
- You understand/accept the processing time for your request is generally a maximum of 7 business days.
- You understand during peak transcript request periods, processing time may be longer.

PICK UP REQUIREMENTS:

- You must show an official PHOTO ID
- In accordance with Family Education Rights and Privacy Act (FERPA) regulations, transcripts may only be released to the student of record. You may refer to the FERPA Consent Form for exceptions.

Students are entitled to their first transcript copy (request) being free of charge. If you know you have not requested this free copy, then your request should not be submitted via this route. Please click on the following link: "[Request Initial Transcripts](#)", for further instructions as to how to request your initial copy will be provided there.

If you have questions about the process or encounter difficulty in entering your order, we have Customer Service representatives available from **7:00 am to 7:00 pm Monday-Friday (CST/CDT)**. Our Customer Service number is **847-716-3005**

Pricing and Payment

Processing and Transcript Charges

- Official Transcript - Deliver to Recipient - \$10.00 - *Per Transcript*

Electronic Delivery Charges

- Electronic Transcript Delivered to College/University - \$5.00 - *Less Per Transcript*
- PDF Delivered to College/University - \$5.00 - *Less Per Transcript*
- PDF Transcript Downloaded by Third-Party Recipient - \$5.00 - *Less Per Transcript*

Printed Delivery Charges

- 1st Class Mail - \$.00 - *Per Transcript*

Handling and Surcharges

- Handling Charge for Internet Orders - No Charge
- Surcharge for Operator-Entered Orders - \$15.00 - *Additional Per Order*

Payment Methods

- You must have one of the following credit/debit cards available to pay for this order:



-- AND --

You must have a valid EMAIL address so that we can communicate with you about the status of your order. For credit card orders, we do not actually charge your credit card at the time you place your order. Instead, we validate your card information and "pre-authorize" the amount that will eventually be charged to your card when your order is completed. If your order is cancelled before it is completed, there will not be any charge to your credit card.

FAQ

How will I know if my order has gone through successfully?

When you have successfully entered your order, you will see a screen with a title of "Order Accepted for Processing". This screen will state that your transcript order has been accepted and will provide you with a 9-character order number that you should retain in case you need to contact us about your order. If you do not see the "Order Accepted for Processing" screen, it is most likely because you have entered some incorrect information or your payment did not process successfully.

What if I don't receive my authorization form or other emails from Credentials Solutions?

First, check your spam/junk folder to see if the email is there. Otherwise, you can go online to transcriptsplus.net/order and click on the "check the status of my order" link to request another copy. You can also contact our Customer Service Center at 847-716-3005 and we will re-send another authorization form (or any other email you may be missing).

What if I don't have a valid email account?

You must supply a valid email address in order to use this service. If problems arise in processing your order, we must be able to communicate with you. If you enter a phony or invalid email address simply to get us to accept your order and a problem arises in processing your order, we will never be able to tell you about the problem and will automatically cancel your order after 30 days.

Can I check the status of my order online?

Yes. Go to transcriptsplus.net/order and click on the "check the status of my order" link. You will need your order number and either your Social Security or Student ID number in order to proceed. Many of our email messages will also contain a direct link to our Self-ServicePlus™ web application. Simply click the link in the email and you will be shown the status of your order.