

How to Request Official Transcript | 2025

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 **“Enrollment”** tab on top of the screen
3. Click **“Visit Registration Portal”** (on the right-side of page, under “Register for Classes” card)
4. Scroll down and select **“Request Official Transcript”** under the “Academics” section.
5. Select the **“here”** Link

The screenshot shows the Parchment website interface. At the top, there's a navigation bar with 'DASHBOARD', 'ORDERS', and 'PROFILE'. Below this, a section titled 'Available Credentials' with a 'CANCEL x' button is displayed. Inside this section, there's a card for 'Transcript' from 'Alamo Colleges District'. The card includes a description: 'An academic transcript is a inventory of courses that a learner has taken and the grades that they earned in those courses during the academic year.' To the right of the description is a green 'Order' button. Below the screenshot, an orange box contains the text 'Select “ORDER”', and a red arrow points from this box to the 'Order' button on the screen.

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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? Search

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://www.parchment.com/u/registration/35412465/institution>
- 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

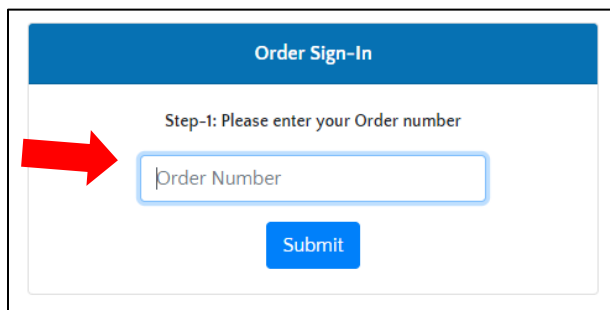
How to View Transcript Request Status

Step 1

Go to <https://www.credentials-inc.com/cgi-bin/rechkcgi.pgm?TPORDER003067>

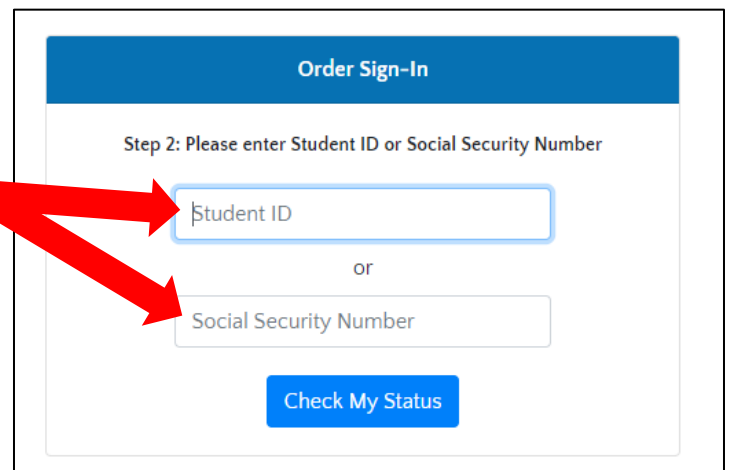
2. Type in "Order Number"
3. Enter "Student ID" (*Banner ID not High School ID*) or "Social Security Number"
4. Select "Check My Status"

Step 2



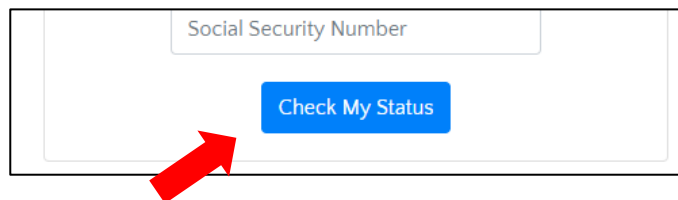
The screenshot shows the 'Order Sign-In' header. Below it, the instruction 'Step-1: Please enter your Order number' is displayed. A text input field labeled 'Order Number' is shown with a red arrow pointing to it. Below the input field is a blue 'Submit' button.

Step 3



The screenshot shows the 'Order Sign-In' header. Below it, the instruction 'Step 2: Please enter Student ID or Social Security Number' is displayed. There are two text input fields: 'Student ID' and 'Social Security Number', separated by the word 'or'. Red arrows from the Step 1 form point to both input fields. Below the input fields is a blue 'Check My Status' button.

Step 4



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

