



Ordering Official Transcript Instructions

The Registrar's Office has outsourced the transcript request process to Credential Solutions. For Credential Solutions Customer Service, please call **1-847-716-3005**.

Currently Enrolled Students

1. Login to your MyCollege account by going to www.sunybroome.edu .
2. Click the "Grades & Transcripts" heading at the top of the page.
3. Click "Official Transcript Request" in the *Menu* section.
4. The following message will display, *"Attempting to open another browser window (a popup) with your information to Credentials. If the window does not launch in 5 seconds, please click here"*. Click the blue "here" link.
5. Choose one of the following options: 1.) PDF Transcript (electronic), or 2.) Paper Hard-Copy Transcript.

Previously Enrolled Students and Alumni

1. Go to www.sunybroome.edu .
2. Click "MyCollege" on the top, right corner of the page.
3. Click "Username/Password Look-Up".
4. Enter the following items: 1.) Broome ID # or SS#, and 2.) DOB. Click "Submit".
 - Identify your username and password—you will need this information to log into your MyAccount.
5. Select the "MyAccount" link. Enter your username and password.
6. Select the "Student" link.
7. Select the "Student Records" link.
8. Select the "Order Official Transcript" link.
9. The following message will display, *"Attempting to open another browser window (a popup) with your information to Credentials. If the window does not launch in 5 seconds, please click here"*. Click the blue "here" link.
10. Choose one of the following options: 1.) PDF Transcript (electronic), or 2.) Paper Hard-Copy Transcript.

Attachment to Transcript: If you have an attachment that needs to be sent with your transcript(s), you will be able to attach the form while ordering your transcript(s). If SUNY Broome needs to complete any fields in the attachment, we will be notified by Credential Solutions, will complete the necessary information, upload the attachment, and it will be sent along with your transcript(s).

Order Transcript in Person: If you would rather order your official transcript in person, you will need to complete a form in the Registrar's office, pay a \$5 transcript fee, and provide a form of photo identification. The Registrar's office provides **only** a paper hard-copy transcript. If the transcript needs to be mailed, please follow the instructions listed above. The Registrar's office will not process your transcript request if: 1.) You have a hold on your SUNY Broome account, or 2.) You do not have a photo identification.