

Electronic Transcripts FAQs

Who is eligible to order an electronic transcript?

Students enrolled beginning from the year 1990 and later are eligible for PDF transcripts.

Can I email registrar@csus.edu or transcripts@csus.edu and give you the email address to send my transcripts electronically?

Orders must be placed through our [online ordering portal](#) with Credentials Solutions, our 3rd Party Transcript Processing Vendor, so that the electronic transcript can be properly encrypted for electronic transmission and sent to the recipient with a passcode to access the transcript.

I need unofficial transcripts. Can I order those electronically?

Only official transcripts can be ordered electronically. Unofficial transcripts are available in person only at the Office of the University Registrar. Students and Former Students must submit [submit a transcript order form](#) https://www.csus.edu/student-affairs/centers-programs/student-services-center/_internal/_documents/mail-in-transcript-request-form.pdf and present a government issued photo ID for same day pick up of unofficial copies.

How much do electronic transcripts cost?

Electronic transcripts cost the same as paper copies, \$8 per transcript plus a \$3 processing charge.

I ordered a paper copy a few days ago, can you send them electronically instead?

Once a paper copy is ordered through Credentials, we are unable to change the order to electronic transmission.

It has been a few hours and I haven't received my transcript in email yet? Did it send?

Before your transcript can be sent over email, the order needs to be "Completed" by Credentials. Completed means they have located your record, secured your payment method and received all the authorizations needed. You will receive a notification through email that your order is completed. Shortly after that you should get the transcript download email and the password email. If it does not arrive within 24 hours, please get in touch with us the next business day by sending your order information to transcripts@csus.edu

Can I order an electronic transcript to myself and then just email it out to all the schools I'm applying to?

Just like paper transcripts in sealed envelopes, electronic transcripts are considered official documents. If you download the transcript on your computer or device, a water mark showing "printed copy" appears on the transcript and may not be accepted at the institution as an official copy. It is always best to have the electronic copy sent directly to the institution's email address.

I ordered an electronic transcript but it didn't have my grades/degree listed. Why is that?

When you place an order for official transcripts and select "Send Now" the order will pull your transcripts as they are listed that day. If you need your most current grades or your degree included, please select the "Hold for Grades/Degrees" option and select grades or degree and the corresponding semester and your transcript order will be held until those grades or degree is posted to your records.