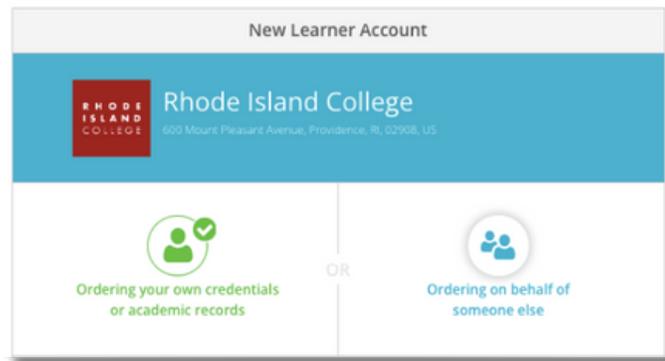


HOW TO ORDER A REPLACEMENT DIPLOMA

1 STEP ONE

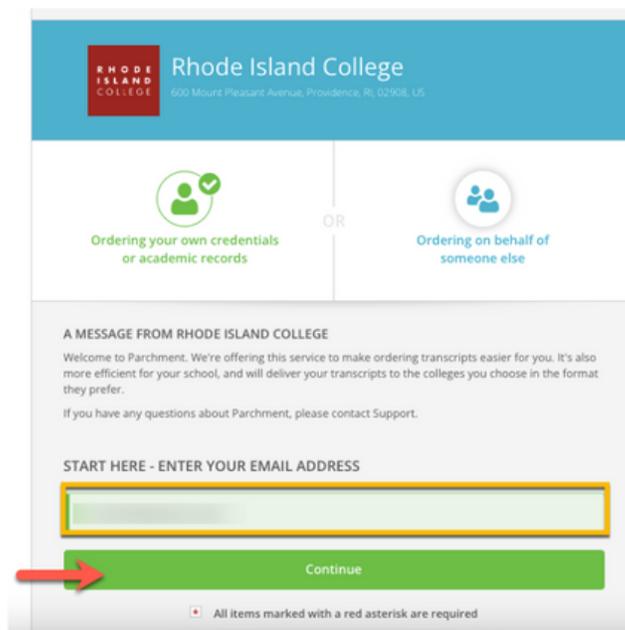
Navigate to the [Parchment](#) ordering site. The first thing you will need to decide is if you are **“Ordering your own credentials”** or are you **“Ordering on behalf of someone else”**? Click on your option.



2 STEP TWO

We are going to select **“Ordering my own credentials or academic records”**. *Note: later in the instructions, we will discuss Ordering on Behalf of someone else.* You will be prompted to log-in (if you already have a Parchment account) or Create a New Account. For the purpose of these instructions, we are going to create a new account.

Enter your **Email Address** and click **Continue**.



3

STEP THREE

You will now be prompted to **Enter Your Personal Information**, then **Create a Password**, and click **Continue**.

The screenshot shows a registration form with two main sections: "ENTER YOUR PERSONAL INFORMATION" and "ENTER YOUR CONTACT INFORMATION".

ENTER YOUR PERSONAL INFORMATION

Options: **Ordering your own credentials or academic records** (selected) OR **Ordering on behalf of someone else**

Email: nms910@yahoo.com

Fields:

- First Name, Middle Name, Last Name
- Month Of Birth, Day Of Birth, Year Of Birth
- Highest Level Of Education

ENTER YOUR CONTACT INFORMATION

Fields:

- Cell Phone
- Country: United States of America
- Address 1, Address 2
- City, State/Province, Postal Code

CHOOSE A PASSWORD (Pop-up)

Two password input fields with strength indicators. A green button at the bottom reads "CREATE ACCOUNT & CONTINUE".

4

STEP FOUR

When creating a new account, you will need to **validate your email address**. Parchment will send a confirmation email to the email address used to create the account in *Step Two*.

Account Confirmation [Cancel X]

To create your account, we need to confirm a **valid email address**

We just sent you a confirmation email.

To gain access to your account, please check []@yahoo.com and enter the provided registration code below.

Confirmation Code [] [Submit]

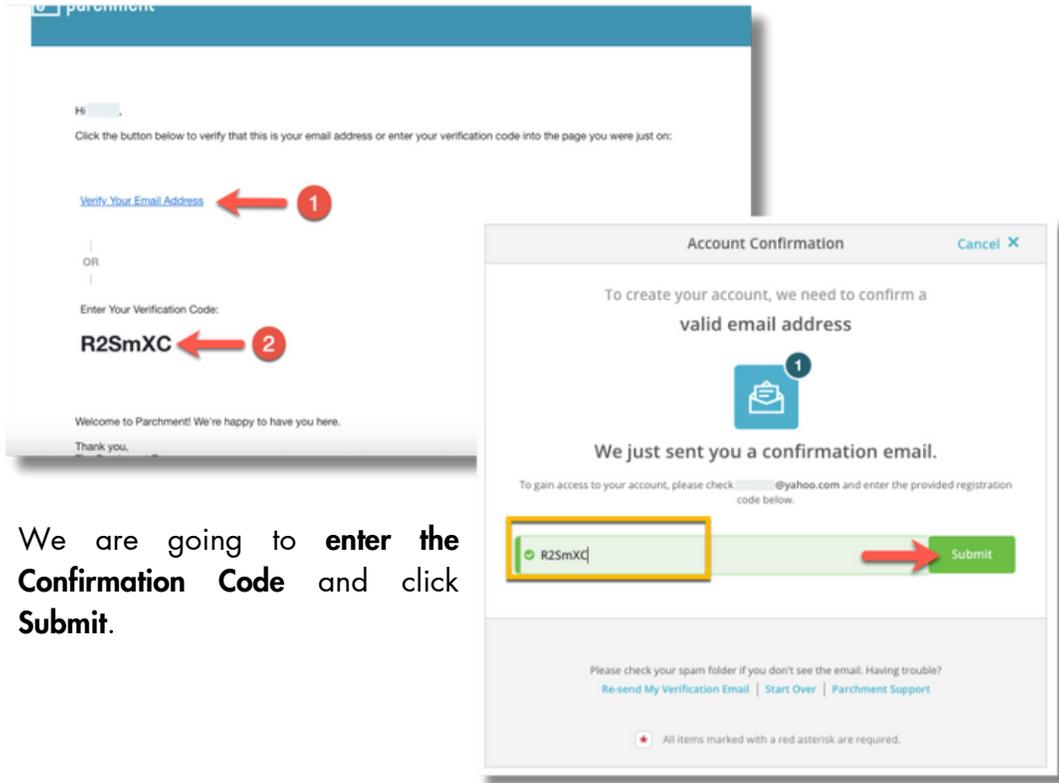
Please check your spam folder if you don't see the email. Having trouble?
[Re-send My Verification Email](#) | [Start Over](#) | [Parchment Support](#)

All items marked with a red asterisk are required.

5

STEP FIVE

You should receive a confirmation email from Parchment with two options for validation: [1] **click the link in the email**, or [2] **enter the confirmation code** on the confirmation screen.

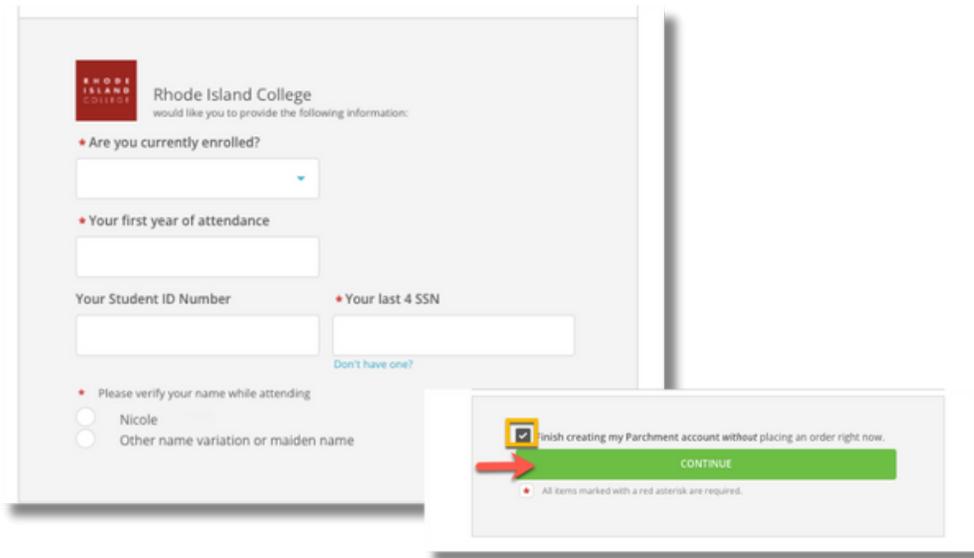


We are going to **enter the Confirmation Code** and click **Submit**.

6

STEP SIX

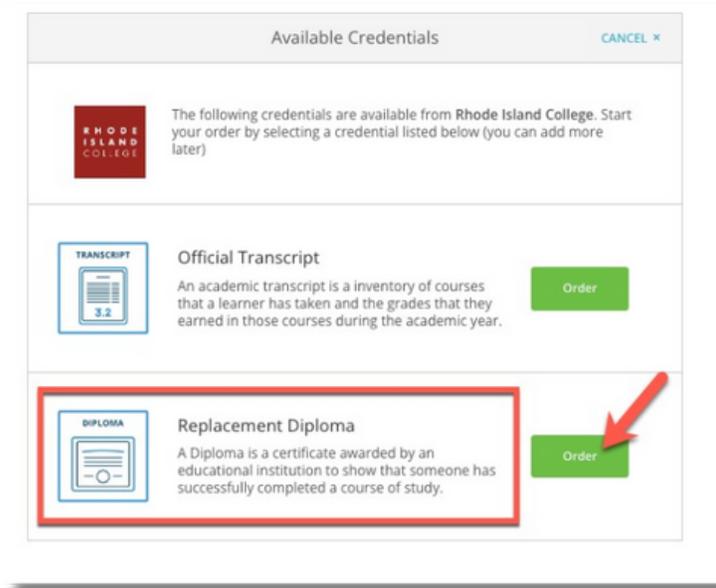
You will now be taken to the *Enrollment Information page*, **fill in the required fields** and click **Continue**. *Note: if you do not know your first year of attendance, please make the best attempt at guesstimating. If you do not have your Student ID number, please enter the last 4 digits of your Social Security Number in the appropriate box.*



7

STEP SEVEN

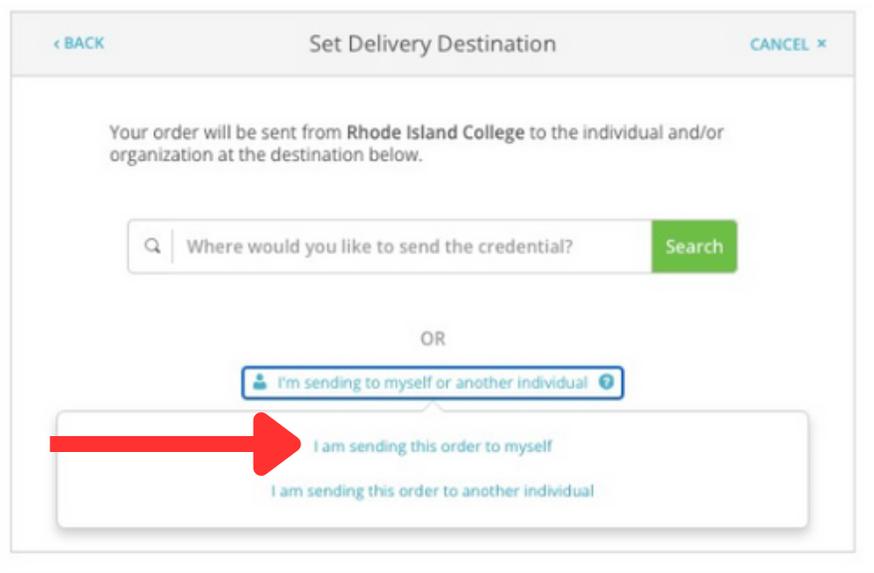
On the *Available Credentials* page, **click** the green **“Order”** button next to Replacement Diploma.



8

STEP EIGHT

On the *Set Delivery Destination* screen, you are going to **choose where you would like to send the replacement to**, which most often is to yourself, so we are going to select **“I am sending this order to myself”**.



9

STEP NINE

All replacement diploma orders are printed and mailed via US Mail, we do not offer an eDiploma option at this time. Please allow 2-4 weeks for processing and shipment. The next screen will be pre-filled with the name and address used to create the account. This is where the replacement diploma will be mailed.

< BACK Set Delivery Destination CANCEL X

Your order will be sent from Rhode Island College to the individual and/or organization at the destination below. Select a delivery method for your order


Print & Mailed
Printed On Paper & Mailed

RECIPIENT INFORMATION

Nicole

Attention

United States of America

9 Dr

Address 2

Rhode Island 1206

Validate your address, and click **Continue**.



10 STEP TEN

On the Item Details screen, you will see where the replacement diploma is coming from, the destination address and the credentialing fee, which will be paid on the next screen. Verify all information is correct and click **Continue**.

The screenshot shows the 'Item Details' screen for a 'Replacement Diploma'. At the top, there are navigation options: '< BACK' on the left and 'CANCEL x' on the right. The title 'Item Details' is centered at the top. Below the title, there is a 'DIPLOMA' icon and the text 'Replacement Diploma' and 'For: Nicole'. The 'FROM' section shows the Rhode Island College logo and 'Rhode Island College Providence, RI'. The 'TO' section shows 'Nicole', '9 Dr', and 'RI, US'. The 'Delivery Method' is 'Paper'. The 'Credential Fee' is '\$0.00' and the 'Item Total' is '\$0.00'. At the bottom, there is a large green 'CONTINUE' button with a red arrow pointing to it. Below the button, there is a note: '* All items marked with a red asterisk are required to submit this form.'

11 STEP ELEVEN

Review your order on the *Order Summary* page. If you need to make edits you can click the **pencil [1] icon**. If you wish to delete your order, select the **trash can [2] icon**, and if you would like to add another request to your order, select the **+Add [3] option**. Once you have reviewed your order for accuracy, click **Complete Order**.

The screenshot shows the 'Order Summary' page. At the top, there are navigation options: '< BACK' on the left and 'CANCEL x' on the right. The title 'Order Summary' is centered at the top. Below the title, there is a message: 'Your order has not been placed yet. Please review and complete the order below. Here's your order summary Nicole'. There is a 'Collapse All' link. The order summary table shows: 'FOR Nicole \$0.00', 'ITEM Replacement Diploma \$0.00', 'FROM Rhode Island College', and 'TO Nicole, RI'. There is a red box around the '+Add another item for Nicole' button. At the bottom, there is a large green 'COMPLETE ORDER' button with a red arrow pointing to it. Below the button, there is a summary: 'Total Credential Fees \$0.00' and 'Order Total \$0.00'.

12

STEP TWELVE

Your last screen will be the *Order Confirmation* page. Take note of the **DID #** should you need to track your order. You can also track your orders from the Dashboard of your Parchment account.

Order Confirmation [Print Receipt](#)



Thank you for your order Nicole. Your order has been placed. [Collapse All](#)

FOR	 , Nicole		\$0.00 ^
ITEM	Replacement Diploma		\$0.00
FROM	Rhode Island College		
TO	Nicole , Narragansett, RI		
DID	TQYJTMSR		

Order Date: APR 25, 2024
Placed By: Nicole

Total Credential Fees \$0.00
Order Total \$0.00

What happens next?

- Parchment has processed your order and it's awaiting fulfillment. The sending organization(s) you ordered from will now verify, approve and finish fulfilling this order.

You can view order details and status in [MY ORDERS](#).

[Place Another Order](#) [Continue To Your Account](#)

ORDERING ON BEHALF OF SOMEONE ELSE

If you are ordering an academic record on behalf of someone else, you will select that option in Step One, and be presented with the below screen. It's important to note that when ordering on behalf of someone else, you will need to have the learner's information available.

The screenshot shows a selection screen with two options: "Ordering your own credentials or academic records" and "Ordering on behalf of someone else". The second option is highlighted with a red box. Below the options, there is a section titled "Is a Third Party Account right for you?" with explanatory text. Further down, there are two columns: "Individual (Learner) Information" and "Learner Consent". At the bottom, there are two buttons: "I Am Actually Trying To Order My Own Credential" and "Continue". A red arrow points to the "Continue" button. At the very bottom, there is a small line of text: "By signing up you agree to the Parchment terms of use and privacy policy."

You will be prompted to enter your organization's information and create an account.

The screenshot shows a form titled "YOUR ORGANIZATION INFORMATION". It includes a checkbox for "Information about the learner is collected later." and several input fields: "Your First Name", "Your Last Name", "Organization You Work For", "Your Organization Type" (dropdown), and "Your Role / Job Title". Below this is the "ORGANIZATION CONTACT INFORMATION" section, which includes a "Cell Phone" field, a country dropdown menu set to "United States of America", and address fields for "Address 1", "Address 2", "City", "State/Province" (dropdown), and "Postal Code". The "ACCOUNT INFORMATION" section at the bottom has "Password" and "Retype Password" fields. A large grey button at the bottom is labeled "CREATE ACCOUNT & CONTINUE".

You will then follow Steps 4-13.