

# Convert Current Student to Alumni Access

Students who have access to Galaxy may order transcripts using the Orion Self-Service link in the Galaxy portal.

Students who no longer have access to Galaxy need to convert their account type, to be able to order transcripts from the UT Dallas Transcript Storefront.

1. **Alumni and Former Students** go to [www.utdallas.edu/registrar/transcripts](http://www.utdallas.edu/registrar/transcripts) and click on the **UT Dallas Transcript Storefront** link

www.utdallas.edu/registrar/transcripts/

DIRECTORY CAMPUS MAP eLEARNING GALAXY

Go to [utdallas.edu/registrar/transcripts](http://utdallas.edu/registrar/transcripts)

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Official Unofficial Transcripts FAQ

### Transcripts

**Login to Galaxy** Students who have access to Galaxy may place an order for an official transcript using Orion Self-Service link in the Galaxy portal. Once logged in, choose the "Order Official Transcript" link under Orion Self-Service.

**UT Dallas Transcript Store** **Click** no longer have Galaxy access need to order official transcripts through the UT Dallas Transcript Storefront.

Orders are processed in date order. Please log in to the [UT Dallas Transcript Storefront](#) to see what order-date is currently being processed.

#### Important Information

- Transcript requests will not be processed for those with holds for financial or other obligations to the University. All University holds must be cleared before requesting a transcript.
- Transcripts will reflect the individual's complete record; undergraduate and graduate transcripts are issued together.
- Orders are generally processed within 3 to 5 business days once the University Registrar's office receives the request. During high volume periods, it may take longer to process the request.
- Official paper transcripts cannot be picked up in person or faxed.
- Official transcript orders may only be requested through the [UT Dallas Transcript Storefront](#).
- All transcript orders must be requested directly by the student, alumni, or former student. Third-party released requests will only be accepted for federal or state law enforcement agency purposes. Federal and State law enforcement officials please present your signed release documents at the Student Services Building Welcome Center to receive further instructions.
- Alumni and former students may update their addresses on file with the University by completing the Address Change Request Form. You may attach the form in an email to records OR you may fax the form to 972-883-6335.

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2. Click on the link: **log in or create a new account**

The screenshot displays the University Transcript Ordering Portal. At the top, there are navigation links for Home, Support, and Contact Us, along with a Shopping Cart showing \$0 and a Sign In link. The main header features the UT Dallas logo and the word "Transcripts". Below the header is a progress bar with six steps: 1. Login or Register (highlighted with a red box and a blue arrow pointing to it), 2. Select Documents, 3. Order Details, 4. Provide Consent, 5. Payment, and 6. Review Order. The main content area is titled "University Transcript Ordering Portal" and includes a welcome message: "Welcome, would you like to [log in or create a new account?](#)". A blue arrow points to this link. Below the welcome message, there is a paragraph explaining that users must log in or register to request a transcript. At the bottom, there is a footer with the text: "Parchment Ordering Service v2.9", "Copyright © 2006-2014 Parchment Inc. All Rights Reserved.", and links for "Privacy Policy" and "Refund Policy". The footer also includes the timestamp "01:16pm PDT INT01".

3. Scroll down the page to enter required information in the Address Details, Authentication Details and Login Details section.

**Please note: the email address being used to set up the new account must be different from the email address used in your old account.**

Set a password for your new account.

Enter the CAPTCHA text in the box below, and click the “Submit” button.

The image shows a registration form with the following sections:

- Address Details:** Fields for First Name, Middle Name, Last Name, Street Address, Address Line 2, City, State/Province (dropdown), Post/Zip Code, Country (dropdown), and Telephone.
- Authentication Details:** Fields for Date of Birth, Year Graduated or Year Last Attended, Name While Attending (Title, First Name, Middle Name, Last Name, Suffix), Last 4 SSN, and Student ID.
- Login Details:** Fields for Email Address, Confirm Email, Password, and Confirm Password. A security note states: "For security, your password must be at least 8 characters in length and contain at least 3 of the following: An uppercase letter (A-Z), A lowercase letter (a-z), A number (0-9), A punctuation character".
- Document Tracker™ Preferences:** Radio buttons for eMail Notification? (NO, YES) and SMS Text Message Notification? (NO, YES). A note says: "NOTE: Standard text messaging fees from your phone carrier may apply."
- CAPTCHA:** A box with the text "any sylvan" and a refresh icon. A blue arrow points to the input field with the text "Enter text".
- Submit:** A red button labeled "Submit" with a blue arrow pointing to it with the text "Click".

At the bottom of the page, there is a footer: "Parchment Ordering Service v2.9 Copyright © 2009-2014 Parchment Inc. All Rights Reserved. Privacy Policy, Refund Policy. 01:16pm PDT INT01".

4. **In this section, enter your old email address which was used to set up the original account.** In most cases, the email address will be your netID@utdallas.edu. The netID is the ID that you used to log in to Galaxy. It contains 3 letters followed by 6 numbers.

If you used an alias address, such as yourname@utdallas.edu, or used a non-UT Dallas email address to set up your old account, you must enter that address in this field.

Home | Support | Contact Us Shopping Cart: \$0 | Sign In

# UT DALLAS

## Transcripts

**1. Login or Register** | 2. Select Documents | 3. Order Details | 4. Provide Consent | 5. Payment | 6. Review Order

⚠ The Student ID provided belongs to an account created by signing in through your school.

**IMPORTANT:**

An account with these credentials was previously setup by signing in through your school's website. If, **AND ONLY IF**, you no longer have access to your school login & password, please de-activate your old account below to create a new one for future transactions.

Verify your old account's email address:

Email address used to create old account

De-Activate your old account and create a new one?:

NO  YES

Security Check:

shal

159101

[Privacy & Terms](#)

[Just forgot your password?](#)

- When asked if your old account should be deactivated and a new account should be created, choose **“Yes.”**

Enter the CAPTCHA text in the box below and click the button that says **“De-activate Old/Create New Account.”**

The screenshot shows the 'Transcripts' page on the UT Dallas website. At the top, there are navigation links for 'Home', 'Support', and 'Contact Us', along with a shopping cart value of '\$0' and a 'Sign In' link. The page title is 'Transcripts'. Below the title is a progress bar with six steps: '1. Login or Register', '2. Select Documents', '3. Order Details', '4. Provide Consent', '5. Payment', and '6. Review Order'. A warning message states: 'The Student ID provided belongs to an account created by signing in through your school.' An 'IMPORTANT:' section follows, explaining that the user's old account credentials are no longer valid and that they should deactivate their old account to create a new one. Below this, there is a form to 'Verify your old account's email address' with an empty input field. The 'De-Activate your old account' section has two radio buttons: 'NO' and 'YES', with the 'YES' option selected. A blue arrow points to the 'YES' radio button with the text 'Select "YES"'. The 'Security Check' section features a CAPTCHA image with the text 'shal' and 'KROU'. A blue arrow points to the CAPTCHA input field with the text 'Enter text'. Below the CAPTCHA is a 'De-Activate Old / Create New Account' button, which is highlighted with a red box and a blue arrow pointing to it with the text 'Click'. A 'Cancel' button is located below the main button. At the bottom, there is a link for 'Just forgot your password?'.

6. If your account converted successfully, you will arrive at this screen and can start the ordering process. If you do not see this screen, you may have entered the incorrect email address.

Please contact the UT Dallas Transcript Team for assistance.

You may call us at 972-883-2342 or email our public bulletin board at [transcripts@utdallas.edu](mailto:transcripts@utdallas.edu).

The screenshot shows the UT Dallas Transcript Ordering Portal. At the top, there is a navigation bar with links for Home, My Account, Order Status, Support, and Contact Us. On the right side of the navigation bar, it shows 'Shopping Cart: \$0' and a 'Sign Out' link. Below the navigation bar is a header section with the UT Dallas logo on the left and the word 'Transcripts' on the right. Underneath the header is a horizontal menu with six steps: 1. Login or Register (with a downward arrow icon), 2. Select Documents, 3. Order Details, 4. Provide Consent, 5. Payment, and 6. Review Order. The main content area of the page includes a greeting 'Hello Temoc!', a browser recommendation 'Please use Firefox or Internet Explorer', a notice about orders submitted on October 7, 2014, a note about processing options for 'hold for grades' or 'hold for degree', and information about two transcript delivery options: Official Electronic Transcript (New!) and Official Paper Transcript. At the bottom of the main content area, there is a blue link that says 'Start the ordering process'.