



# How to order your Diploma or Transcript from DiplomaSender.com

## **Order Link:** [DiplomaSender.com](https://DiplomaSender.com)

Chrome, Firefox, or Edge browsers are required; the pop-up blocker must be turned off on your computer in order for the Diploma Sender website to function properly during the transaction. A link is provided at the bottom of every page on the DiplomaSender.com website that will provide direct access to instructions on how to turn off the pop-up blocker for these three web browsers.

**Please Note:** A cellphone cannot be used to place an online order. In addition, a valid email address, phone number, and your Social Security number are required to complete an online request. If you do not have an email address and/or phone number, but know your Social Security number, please call DiplomaSender.com at 1-855-313-5799, Monday to Friday, 10:30 a.m. to 7:00 p.m., (EST) Eastern Standard Time or start a live chat by selecting “Contact Us” on the bottom right corner on the DiplomaSender.com website, in order to place your diploma and/or transcript request(s).

**Important:** When selecting multiple documents if all the documents are going to be using the same delivery method, then you can place a “single” order, but if you are ordering multiple documents and using multiple addresses, you will need to place a separate order for each delivery method.

## **Directions for Registering on the DiplomaSender.com Website**

After opening the DiplomaSender.com home page, select the **Register** button on the right to access the registration window.

- Please answer the three questions and select **Continue**,

**What type of records are you looking for?**

HSE - High School Equivalency

High School Equivalency is commonly known as the GED, HISET or TASC. This also includes anyone who qualified for a custom HSE program in their state.

CAP - Credit-bearing and Proprietary

Credit Bearing & Proprietary includes Undergraduate, Graduate, and Continuing Education programs from trade schools, colleges, vocational schools, and universities.

None of the above

**Did you take a High School Equivalency test?**

Yes  No

**Where did you last test?**

WV - West Virginia

**Did you graduate from a local or 4 year high school?**

Yes  No

**You are a Test Taker!**

You will have a personalized view of your HSE records and the ability to order your documents.

[Continue](#)

- Please provide a valid email and phone number,
- Select the **I accept the Conditions of Use and Privacy Policy** button
- Select **Continue**.

### Account Information

Enter the your information which you will to use to log in to DiplomaSender.com.

<p><b>Email</b></p> <input style="width: 95%;" type="text" value="user@domain.com"/>	<p><b>Phone #</b></p> <input style="width: 95%;" type="text" value="(###) ###-####"/>
--	---

I accept the [Conditions of Use](#) and [Privacy Policy](#) .

Continue

The “Who Are You?” page will open and will request submission of your Test Taker Information (using the exact name you used during testing); after completion, select **Continue**.

**Important:** Submit your **Social Security Number** in the required **TASC ID** section below.

### Test Taker Information

Your information at the time of testing.

<b>First Name</b>	<b>Middle Name</b>	<b>Last Name</b>	<b>Suffix</b>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value=""/>
<b>Birth Date</b>	<b>Prior Last Name</b>		
<input style="width: 95%;" type="text" value="mm/dd/yyyy"/>	<input style="width: 95%;" type="text"/>		
	<small>The maiden name.</small>		
<b>Last Tested Year</b>	<b>Last Tested Location</b>	<b>TASC ID</b>	
<input style="width: 95%;" type="text" value="Select a year..."/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
	<small>The city or test center.</small>	<small>Ensure speedy and accurate registration by making sure the ID number is valid. <a href="#">What is an ID Number?</a></small>	

Continue

After careful review of your information for misspelling, transposed numbers, etc. Please select **Complete Registration**.

After you select **Complete Registration**, a prompt will request that you “Please check your email for a link to verify your account and set up your password before continuing with registration.”

After verification of your email and the creation of a Password you will be asked to Log in. A message will display that states “Registration Under Review and that you have completed your part.” It also states “Please allow a few business hours for Diploma Sender to review your request and respond.”

After Diploma Sender responds, we suggest that you preview your available documents before placing a document order. To do so, please select (**Preview Available Documents**) from under the (**My Documents**) drop-down menu on your Diploma Sender homepage.

## Directions for Ordering your Diploma or Transcript (online) after Registration

Go to the DiplomaSender.com website and log in using the email address that you provided and the password that was created during registration.

1. Select the link on your homepage to order documents, then select the document(s) that you need to order.
2. Select the delivery method for your documents. This page works from top down so you will first select your desired delivery method from the drop-down list.

You only need to complete the recipient's name and the information that goes with your delivery method.

3. Select the payment method for your order. Using a credit/debit card is the quickest payment method to receive your document order. When selecting Cashier's Check/Money Order you will need to print the payment coupon at the end of the order to submit with your payment.
4. Review pending or completed orders at the bottom of your Diploma Sender account homepage.

Under the **(My Account)** drop-down menu you can review the documents requested, your billing history, and your activity history. The **(Activity History)** will detail when orders were placed and when documents were mailed.

### Cost of items from DiplomaSender

- Free – Original diploma ordered after passing the HiSET® exam
- Free – Original transcript ordered after passing the HiSET® exam
- \$15 – Replacement diploma or transcript
- \$15 – Letter of verification

*Note: Payment can be made using a debit or credit card.*

### Delivery Options

- Email – same day delivery (make sure you enter a valid email address)
- U.S. Mail – normally takes 2-10 business days

These delivery times are dependent upon there being an electronic copy of the HSE record in the DiplomaSender database. For records that are older than 2002 or which are not found, an archive request must be made. Accessing of archived records will require additional time.

### Third-party Verifications

All third-party verifications must be directed to DiplomaSender. The WVDE does not provide verification of HSE records nor verify the authenticity of HSE diplomas or transcripts.

### Questions?

#### • DiplomaSender.com

• Call **1-855-313-5799**, Monday to Friday, 10:00 a.m. to 7:00 p.m., (EST)

• Online chat Monday to Friday, 10:00 a.m. to 7:00 p.m. (EST)

• Email:

**support@diplomasender.com**