

HOW TO CONTACT PARCHMENT'S HELP CENTER

Learner Help Center

Your learners have a help center just for them.

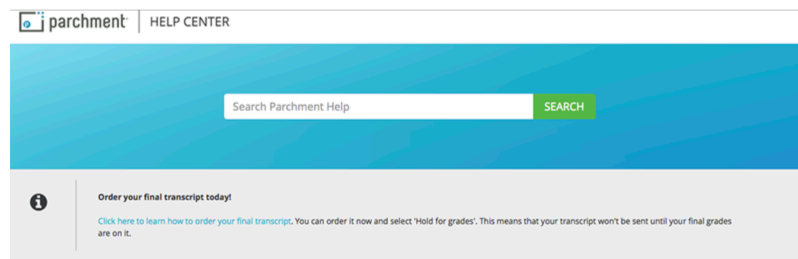
They can browse through help topics, guides, and videos about ordering, tracking, and more. When they need a little help with their order, our Help Center is where to go. It's also where they can contact us using an online form. Our dedicated learner support team usually responds within a few hours during business days.

How your learners access their help center


They click Support wherever they see a Support link, or they go to support.parchment.com.

How you access the learner help center

The fastest way is to click **Sign out of Help Center** above (this will sign you out of your Help Center) and then go to support.parchment.com. The reason you have to sign out of your help center first is because we'll keep showing you your content, and not your learners' content. To sign back in to your Help Center, go back to your Parchment account and click Support.




Learner



Getting Started

- Place an order
- Sign up
- Cannot log in


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My Order

- Track order
- Order your final transcript
- Something wrong with transcript


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My Account

- Account changes
- Delete account
- Merge accounts/add another email

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Parent or Guardian


- Parent/guardian accounts
- Add another child to the account
- Can't add a child to parent/guardian account

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Quick Links

- [Quick Start Guide](#)
- [Video: Order your transcript](#)
- [Reset your password](#)
- [Ordering FAQs](#)
- [Where's my transcript?](#)

Order your transcript



Click here to find out how to order your transcript. Whether you're sending it to yourself, a school, or your employer, we'll make sure your transcript gets there quickly and securely.

[CONTACT US](#)