

## CCA and Docufide Partnership Overview

### GENERAL QUESTIONS – CCA/DOCUFIDE PARTNERSHIP

#### How are CCA and Docufide affiliated?

CCA and Docufide have partnered, via the CCA Technology Committee, to make the E-transcript initiative (a comprehensive electronic transcript service) available to CCA members. Under the terms of the partnership, current and future members of CCA will receive exclusive services at a special, discounted price. The e-transcript initiative is an innovative way to greatly increase the efficiency in which secondary and postsecondary institutions exchange valuable student data needed for admissions, transfers and credit verification.

#### Why should I participate?

E-transcript has the following key advantages:

- Offices of the Registrar at the Secondary and Postsecondary levels will see a dramatic reduction in the time spent processing transcript requests – both on the sending and receiving sides.
- Secondary and Postsecondary institutions will see a dramatic reduction in the paper and postage costs associated with sending and receiving transcripts and student data. Additionally, electronic transcript receipt and delivery can be promoted as a “green” initiative at your school.
- Secondary and Postsecondary institutions will be able to process admissions packets more quickly as the wait associated with mailed, paper documents will be eliminated.
- All institutions will see greater consistency in transfer submission which will result in a decreased number of incomplete transcripts.
- Participating institutions will have access to data that can be used for assessment and evaluation purposes.

#### Who is eligible to participate?

All CCA member schools are eligible to take advantage of the Secure Transcript and Secure Direct solutions offered as a part of the CCA/Docufide partnership. Participation is not required.

#### What is the difference between Secure Direct and Secure Transcript?

*Secure Transcript* is a revolutionary new service that automates the ordering, processing and delivery of student transcripts for both secondary and postsecondary education. *Secure Transcript* gives students online ordering convenience, saves school registrars time and effort with a web-based workflow management tool, and provides consistent, secure transcripts to receiving institutions.

*Secure Direct*, a simple yet robust tool that allows institutions with an in-place request capture system (from National Student Clearinghouse, for example) a means to electronically transmit transcripts and associated documents to trading partners and third parties worldwide without changing their transcript request workflow (no online student request involved).

#### How much does this cost?

CCA has negotiated exclusive pricing for CCA members that elect to participate in the e-transcript initiative.

*Receiving electronic formats (PDF, XML or EDI)* – Free to all registered recipients. Auto Delivery Methods – SFTP/WSDL/Texas Server available for a one-time setup fee per campus.

*Secure Transcript* – nominal one-time installation fee with a small per transcript fee paid by the student (CCA discounted rates apply). Institutions may also subsidize the transcript fee.

*Secure Direct* – nominal one-time installation fee with a small per transaction cost paid by the institution (CCA discounted rates apply).

**For pricing specific to your institution email John O’Connell at [sales@docufide.com](mailto:sales@docufide.com) with “CCA E-transcript Initiative” in the subject line.**

#### How do I sign up?

To start receiving transcripts electronically and for free, simply go to <https://securetranscript.docufide.com/co> and register your institution today. If ready to start sending transcripts electronically, please contact John O’Connell at [sales@docufide.com](mailto:sales@docufide.com).

#### How do I get more information?

For more information on Docufide’s products and services, please visit [www.docufide.com](http://www.docufide.com).

**For CCA e-Transcript Initiative specific information, please contact Rachel Stamm at [rstamm@docufide.com](mailto:rstamm@docufide.com) with “CCA E-transcript Initiative” in the subject line or call direct at 310-820-0026.**

### Secure Direct

#### GENERAL QUESTIONS – SECURE DIRECT

##### What is Secure Direct?

Secure Direct is a simple yet robust tool that allows institutions with an in-place request capture system (from National Student Clearinghouse, for example) a means to electronically transmit transcripts and associated documents to trading partners and third parties worldwide without changing their transcript request workflow (no online student request involved).

##### How does Secure Direct work?

Secure Direct creates an administrator managed, secure and traceable environment to transmit documents electronically outside of the integrated online request module. This system can be used to handle walk-in transcript requests, other exceptions to the ordering process, and the electronic delivery of documents other than transcripts.

##### What are the key features of Secure Direct?

- Destination choice: Documents may be sent to two types of destinations: (1) registered electronic recipients in Docufide's database, representing approximately 500 postsecondary institutions in the U.S., and (2) any other recipient that has an email address.
- Security: Secure Direct uses the SSL protocol for the transmission of all documents, which provides both encryption of transmitted data and the authentication/certification of document senders and recipients.
- Document tracking: Online reports provide status information for transmitted documents from source to destination.
- Notification: Email notification messages (and reminders) are provided to recipients to announce the availability of transmitted documents.

##### What document types are supported?

Non-transcript documents can be delivered as a PDF files, standardized transcripts can be delivered to a recipient in data format (XML or EDI) or as an image (PDF) file, depending on the recipient's preferred delivery method or as an exact transcript image – an electronic, non-formatted copy of the original transcript.

### Secure Transcript™

#### GENERAL QUESTIONS – SECURE TRANSCRIPT

##### What is Secure Transcript™?

It is a revolutionary new service that automates the ordering, processing and delivery of student transcripts for both secondary and postsecondary education. Secure Transcript gives students online convenience, saves school registrars time and effort with a web-based workflow management tool, and provides consistent, secure transcripts to receiving institutions.

##### How does the service work?

A student at a participating high school links to Docufide's website, enters personal information and selects a password, then chooses where they want to send transcripts, and pays for the service. These transcript requests are made available electronically to the high school's administrator, who approves the requests and uploads student transcript records electronically to Docufide. Docufide then delivers official transcripts, electronically or on paper, according to the receiving college's preference. The student receives email confirmation when the transcripts are sent, and If delivered electronically, when received as well.

##### Is a Secure Transcript official?

Yes. Schools who contract with Docufide legally appoint us as their exclusive "agent" allowing us to send official school transcripts on their behalf.

##### How is personal information kept safe?

A. Every sending and receiving institution is authenticated by Docufide, and all transmissions between them are carried over secure channels. Docufide employs the same Secure Socket Layer (SSL) technology that powers today's on-line banking solutions.

##### When are my transcripts sent?

A: Docufide sends transcripts to receiving institutions when schools approve the order and upload the transcript records to Docufide. This usually takes from one to three business days. We notify the student, via email, as soon as the school has made the student's records available to Docufide. Docufide sends electronic transcripts immediately. Mailed transcripts are typically sent within one business day.

##### Where can transcripts be sent?

Docufide sends records to all colleges and universities in the United States, as well as selected scholarship funds that require transcripts. Docufide regularly updates the list of accredited agencies in response to suggestions from schools and students. In addition, transcripts can also be delivered to individuals and other destinations not present in the Secure Transcript recipient database upon receipt of student or parent signature authorization. Docufide provides a signature authorization form that can be copied from the Secure Transcript Web site during the transcript ordering process. This form is signed by the student (or parent, if the student is under 18) and faxed back to Docufide to complete the order.

##### How long does Docufide retain transcripts?

Docufide securely stores the student record data in order to deliver transcripts to the destinations chosen by the student. Within the Secure Transcript system, student information is deleted after we are sure that the delivery was successful.

##### Are student signatures required?

While signatures are typically required to release transcripts to students, they are not required for transcripts being sent to colleges in which the student may enroll or scholarship funds that may consider providing aid to the student.

### Secure Transcript™

#### FOR STUDENTS – SECURE TRANSCRIPT

##### **Why should I use Secure Transcript?**

Your school has adopted Secure Transcript to give you the convenience of ordering transcripts online and the security of confirmation by email. Also, your school saves staff time and postage costs, and the colleges you select receive the transcript format they prefer.

##### **Are electronic transcripts official?**

Yes. All transcripts sent by Docufide are official transcripts. Your school has legally appointed Docufide as their exclusive "agent", allowing us to send official school transcripts on their behalf. We only send electronic transcripts to those colleges who specifically ask to receive transcripts in that format.

##### **What do I need to order my transcripts online?**

All you need is an email address and a credit card for payment.

##### **What if I don't have an email address?**

You can get a free web-based email account from many service providers. Try [www.hotmail.com](http://www.hotmail.com), [Google \(gmail\)](mailto:Google) or [mail.yahoo.com](mailto:mail.yahoo.com).

##### **I forgot my password. What should I do?**

Click "Forgot your password?" on the login page. Then enter your email address, and we'll send you your password.

##### **Do all colleges accept transcripts from Docufide?**

Docufide sends records to all colleges and universities in the United States, as well as many scholarship funds that also require transcripts. Docufide regularly updates the list of accredited agencies and appreciates your suggestions for colleges not currently available on the site.

##### **What if the mailing address I have for a college is different from the one on Docufide's website?**

While Docufide strives to provide up-to-date addresses, you must confirm that the address listed in the system is correct. If you have a different address, you can request that we add it. Docufide must verify any address additions before we can send transcripts to them. Verification will take up to two business days, after which we'll release your transcript. (This typically does not delay the transcript, because it normally takes 1-3 days for your school to approve your request). If Docufide is unable to confirm the address you provided, your transcript will be sent to the address on file for that destination and you will be notified immediately.

##### **What does it mean that my request has been put on hold by my school?**

Your school has chosen not to approve your request at this time. There can be many reasons, including your standing with the school or a data entry error that needs to be corrected. You should contact your school directly to learn more.

##### **How much does this cost?**

The cost for sending transcripts varies by school and, in some cases, whether the student is currently enrolled or an alumnus. It can also vary by the method of delivery.

##### **How can I order 7th semester or final transcripts?**

If you want to order transcripts now, but you know that your school has not posted final grades yet, choose the "next grading period" option when you place your order on our site. That way, we will wait until your school has posted final grades to send your transcripts.

##### **How is my personal data stored?**

Docufide temporarily stores the transcript data in a secure database. After holding it for a time, in case we need to retransmit the data, we delete the identifying information.

##### **How is the personal information I provide used?**

We ask you to enter your full name, date of birth, gender, graduating class and school for two reasons. The registrar at high school uses this information to identify you in their system, and if they have any questions, they will email you for more information. Docufide then uses some of this information to confirm that the records sent from your school match your request.

##### **Do I have to do anything after I place my order?**

No, unless you want to order more transcripts later. We'll send out your order and email you with confirmation. However, you can log on to Docufide at any time to check on the status of your requests.

### Secure Transcript™

#### FOR STUDENTS - SECURE TRANSCRIPT (CONTINUED)

##### **When are my transcripts sent?**

Docufide sends transcripts to receiving institutions when schools approve the order and upload the transcript records to Docufide. This usually takes from one to three business days. We notify the student, via email, as soon as the school has made the student's records available to Docufide. Docufide sends electronic transcripts immediately. Mailed transcripts are typically sent within one business day.

##### **How will I know my transcript was received?**

If your transcript is sent electronically, we'll send you delivery confirmation by e-mail as soon as we receive confirmation it was downloaded. If your transcript is mailed, we can confirm that it was sent, but cannot confirm delivery. We encourage you to follow up with the recipient in this case.

##### **Can I get a copy of my transcript sent to me too?**

Yes. When you place your order on the Secure Transcript Web site, you will be able to copy and print a signature authorization form that you can sign and fax back to Docufide to authorize the release of your transcript. We will then either mail, email, or fax a copy of your transcript back to you, according to your preference.

##### **Can I send a transcript to a college that's not listed on your site?**

You can request to add a college or scholarship that is not on our site. If Docufide can validate the destination, we will add your suggestion to the site and notify you within two business days.

##### **Who sees my transcript?**

Only your school registrar, the receiving institutions you select, and Docufide staff members who mail paper transcripts are able to view your transcript. Your information is secure during transmission. We do not send documents to students, parents or other non-validated recipients without signed authorization from the student or parent.

##### **How many transcripts can I order at once?**

You can select as many receiving institutions as you wish at one time. You can also log in again at any time to request transcripts for additional institutions.

##### **Can my parent or guardian order a transcript for me?**

If you are under 18, your parents can order transcripts for you.

##### **I don't have my student ID number and/or Social Security Number. Is that okay?**

Yes. You should include your student ID number and Social Security Number in your personal information if you have them, because they help your school and the colleges you choose to process your records. But neither is necessary; your name, birthdate, gender, graduating class and school are all we need to send your transcript.

##### **Who do I contact if there is a problem?**

If you have questions about the approval of your transcript request, contact your school. If you have questions about the receipt of a transcript sent by mail, contact the college it was sent to. For all other questions, please contact Docufide at [customerservice@docufide.com](mailto:customerservice@docufide.com).

##### **I placed an order a few weeks ago and the college reports that they have not received my transcript. What should I do?**

Depending on the time of year, it can often take colleges up to 4-6 weeks to process transcripts and be able to acknowledge receipt to applicants. When you contact your college to confirm receipt of your transcript, ask them how long this process typically takes, as all schools are different. If you feel that adequate time has been allowed for the transcript to be delivered to the college and processed into their computer system, send an email to [customerservice@docufide.com](mailto:customerservice@docufide.com), and we'll track your transcript and resend it if necessary. Please include as much information as you can, including the transcript identification number from your Docufide confirmation email.

##### **I didn't receive a confirmation email from Docufide after I placed my order. What should I do?**

Please contact Docufide Customer Service using the "Contact Us" link from the Docufide homepage. You may also send an email to [customerservice@docufide.com](mailto:customerservice@docufide.com).

### Secure Transcript™

#### FOR RECEIVING INSTITUTIONS – SECURE TRANSCRIPT

##### **How can I verify that your transcripts are official?**

Each participating school has signed an authorization agreement with Docufide, appointing us as their exclusive agent for ordering, processing and delivering official transcripts. These agreements can be viewed after you register and/or log in to Secure Transcript.

##### **How did our institution get listed with Docufide?**

Docufide maintains a database of accredited colleges and universities, plus a growing number of scholarship funds, so that we can send transcripts wherever students request. Register with Docufide to update your address information and to enable electronic delivery.

##### **The address you're using is incorrect. How do we fix it?**

While we work hard to maintain an accurate database, your input can help improve our service to students, schools, and receiving institutions like yours. Please register to update your address, so we can make sure you receive all transcripts promptly.

##### **Some schools used to provide us with profiles, are they still available?**

Yes, you can view available school profiles by registering/logging in and going to 'school information'. The footer of each transcript indicates if a profile is available for that school.

##### **How can we receive electronic transcripts?**

Register with Docufide. It only takes a few minutes to register – and there's no cost.

##### **What formats are currently available for electronic transcripts?**

Docufide's Secure Transcript service will deliver transcripts in a variety of electronic formats. Today, Acrobat PDF™ image files (which require no integration to receive) and XML are available.

##### **What additional formats are planned for electronic transcripts?**

Docufide will soon begin delivering transcripts in PESC XML, TS130, and other EDI and XML formats which can be easily integrated with your admissions system.

##### **Can we get our "feeder" schools to start sending electronic transcripts?**

Yes, we can help. If you have a relationship with a particular school, Docufide would like your introduction to talk to them about using Secure Transcript™. If they sign up with us, you'll be able to receive their transcripts in the format you want, at no cost to you or them.

### Secure Transcript™

#### FOR SENDING INSTITUTIONS – SECURE TRANSCRIPT

##### **Who can order transcripts with the Secure Transcript system?**

Any current or past student from your school. Of course, you will need to handle requests manually from students who records cannot be retrieved from your online Student Information System.

##### **Who at the school can use the Secure Transcript system?**

Anyone you designate, but typically the registrar or guidance counselor. Everything you need to use Secure Transcript™ is in our downloadable Welcome Kit, which gives step-by-step instructions.

##### **Do I need special software?**

The only thing you need is the Secure Transcript software, a small application which sends student record data to Docufide's servers over secure connections. You will download the software from our website at no charge, and install it on the computer where you process transcripts as you would a software driver to control a new printer.

##### **How long will it take to set up Secure Transcript at our school?**

Setup typically takes 15-20 minutes and consists of two simple steps: (1) Download the "Welcome Kit" document package from a link on the Secure Transcript Web site; it contains a Setup Guide that will walk you through the Secure Transcript software installation. (2) Install the Secure Transcript software by clicking on another link that will automatically download and install the software on your primary user's PC.

##### **What do I do if I have problems?**

Customer support is available at no charge. You can contact Docufide at [customerservice@docufide.com](mailto:customerservice@docufide.com), or log on and use our convenient contact forms to obtain the information or assistance you need.

##### **Can more than one person at our school or district access the system?**

Yes. For security purposes, each user will have a unique login name and password. In addition, you can assign roles to users that will determine their access to certain system information and functionality.

##### **How do I add other users?**

You'll find forms for adding or changing user information online, under Preferences in the Administrator Settings area.

##### **I forgot my password, what should I do?**

Click "Forgot your password?" on the login page. Then enter your email address, and we'll send you a new password.

##### **How do I change my password?**

Log in using your email address and the password provided in your Welcome email, then go to Preferences and change your information in the Administrator settings area.