



OFFICE OF THE REGISTRAR

SENATOR FRANK L. MADLA BUILDING, ROOM 303
ONE UNIVERSITY WAY, SAN ANTONIO, TEXAS 78224
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Having issues claiming your digital diploma?

When we submit an order, we are using the personal email we have on file for you (if no personal email is on file, we will default to your student email address).

If the email we use to order your digital diploma does not match with the email you have used to create your Parchment account, you will not be able to access your digital diploma until you add the email address used to order your diploma.

You will need to log into your Parchment account using a separate browser and click on the “Account Settings” option:

The screenshot shows the Parchment user interface. At the top left is the Parchment logo. On the right, there are navigation links for DASHBOARD, ORDERS, and PROFILE. The PROFILE dropdown menu is open, showing 'Account Settings' (highlighted in blue) and 'Sign Out'. Below the navigation is a section titled 'Available Credentials' with a 'CANCEL x' button. The section contains a message from Texas A&M University San Antonio: 'The following credentials are available from Texas A&M University San Antonio. Start your order by selecting a credential listed below (you can add more later)'. There are two credential options listed:


Credential Type	Description	Action
TRANSCRIPT	Transcript An academic transcript is a inventory of courses that a learner has taken and the grades that they earned in those courses during the academic year.	Order
DIPLOMA	Replacement Diploma A Diploma is a certificate awarded by an educational institution to show that someone has successfully completed a course of study.	Order



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Here, you'll then click "Add another email address to this account" and enter in the email address and click "add email".

 DASHBOARD ORDERS PROFILE ▾

[Account](#) [Transcripts](#) [Recruit](#) [View My Privacy Settings](#)

Login Information *Required Field

Username * Must be alphanumeric (A-Z & 0-9 only)

SAVE

Your username will be visible on Parchment. For your privacy please DO NOT use your real name.

Primary Email Account *

Secondary Email Addresses Associated With This Account

Add another email address to this account

[Change your Password](#)

Your Information *Required Field

You should then be able to go back to the original email sent from Parchment to claim your digital diploma and proceed to claim it.

If you are still running into issues, you may contact Parchment using the methods listed on their website: <https://www.parchment.com/chat-support/>