Troubleshooting Parchment

Since we have been using Parchment, we have found some common errors or mistakes that students have made in the past. To try to prevent that, here are some issues that have happened and how to resolve them.

1. When students register, they should use the link on the Hickory High website. It can be found on the rolling icons on the main page, and it is called "Order Records". It will take students to the Parchment link. If students set up the account through this link, Hickory High School will automatically be assigned as a school for the student.

2. If Hickory High School does not appear on the dashboard when the student creates the account, the student should click on the blue "Add another school or organization you attended" link. Students can then search for Hickory High School. It is recommended that students search by the city and state instead of the name of the school.

3. Students must be careful to type their email addresses carefully when setting up the account, as that will be part of the login for the future. If students use the google account that was given by Chesapeake Public Schools to set up the accounts, they will need to change the email addresses used for Parchment, as those accounts will be deactivated once the students graduate.

4. If the program charges the student $3.50 for the transcript, your student should check the Parchment profile to see what year they have listed as their grad/leave year. If the year is 2018 instead of 2019, the system sees the student as alumni. Students are able to adjust their profile to correct that year.

5. Students who are applying to colleges using the Common App should send the transcripts to the Common App with their Common App ID. They should not send the transcript directly to the college or university for those schools using the Common App.

6. After the first semester ends and grades are uploaded to Parchment, in order for the student to have the updated transcript, they must request that the new transcript be sent to them. This is not done automatically.

7. Final transcripts must be requested through Parchment in June. They are not sent automatically to the student's college of choice. Students should request that the transcript be sent prior to August 1st. As of August 1, of the graduation year, the graduating seniors will be considered alumni, and will be charged $3.50 for each transcript sent.