

## How to Order a PDF Transcript

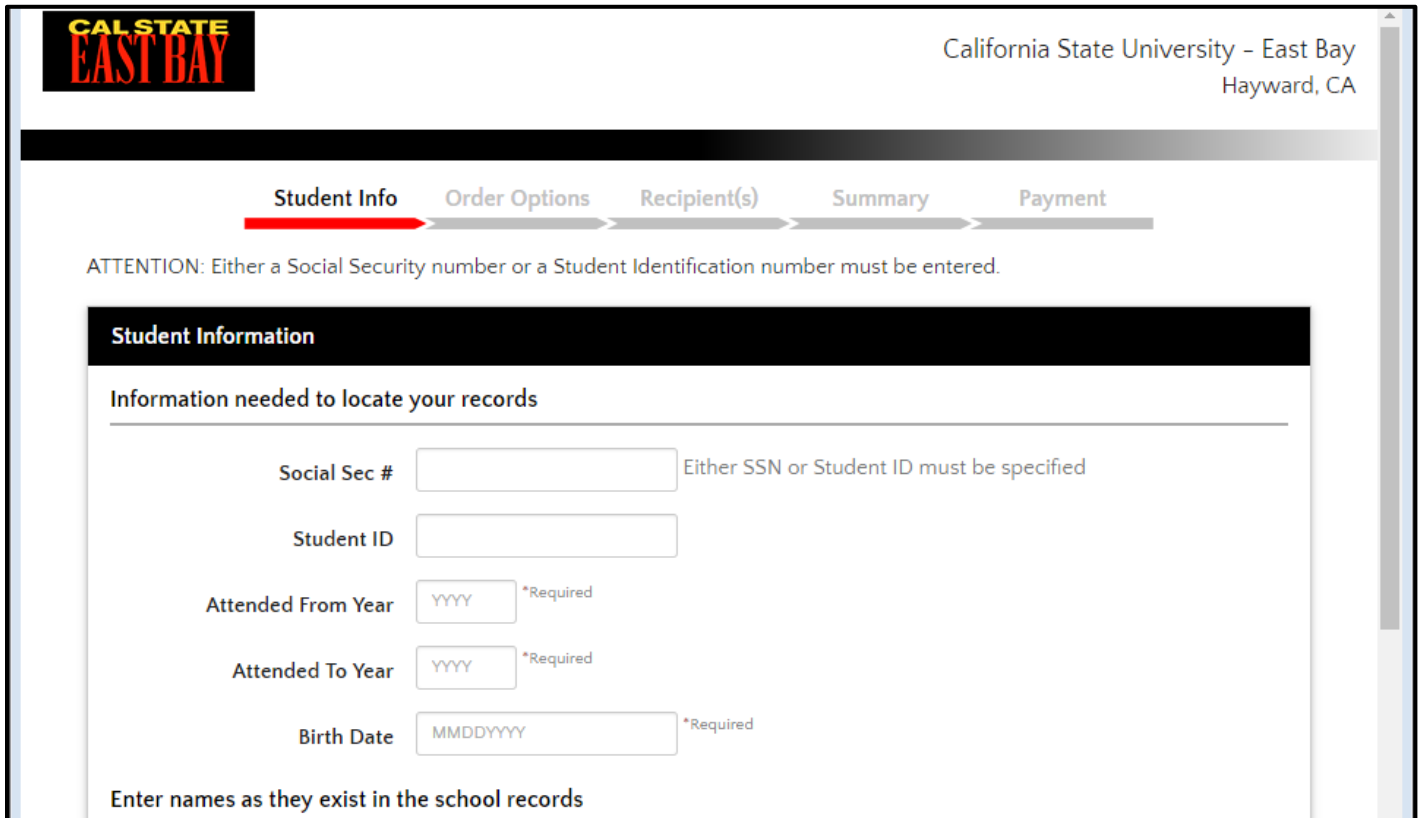
Note: Not all students are eligible to order PDF transcripts. The PDF option is generally only available to students who began attending after 1995.

### Step 1: Go to the Credentials Inc. webpage using one of the following methods:

- Current Students with MyCSUEB Access
  - Login with your net ID and password
  - Click on “Order a Transcript” on the home screen (bottom left corner of the page)
  - Click “Transfer”
  - Select “Begin Order”
- Alumni with either a deactivated student account or no net ID.
  - Click [Credentials Inc - here](#).
  - Select “Begin Order”

### Step 2: Fill out the “Student Info” tab with all of your information

- Net ID is not required. If you don’t have or remember your net ID, fill in your SSN instead.



The screenshot shows the 'Student Information' form on the Credentials Inc. website. At the top left is the Cal State East Bay logo. At the top right, it says 'California State University - East Bay Hayward, CA'. Below the logo is a navigation bar with five tabs: 'Student Info', 'Order Options', 'Recipient(s)', 'Summary', and 'Payment'. The 'Student Info' tab is highlighted with a red arrow. Below the navigation bar is an attention message: 'ATTENTION: Either a Social Security number or a Student Identification number must be entered.' The main form area is titled 'Student Information' and contains the following fields:

- Information needed to locate your records**
- Social Sec #**:  Either SSN or Student ID must be specified
- Student ID**:
- Attended From Year**:  \*Required
- Attended To Year**:  \*Required
- Birth Date**:  \*Required

At the bottom of the form, it says: 'Enter names as they exist in the school records'



**Step 3: Under “Order Options” – Select your preferences. Click “next”**

- The PDF option will NOT appear here, it will be offered at a later step.

**Tell us when to release your transcript(s)**

Send Now

Send after final grades are posted for:

Summer Term

After degree or certificate is posted

Hold for change of grade in the course(s) listed below:

**Other information required by California State University - East Bay**

Primary Reason for Ordering  \*Required

Previous
Next

**Step 4: According to your personal order, fill out all information on the “Recipient(s)” tab.**

- Click “next” once you are finished. The PDF option will appear only after all the recipient information has been filled and confirmed.

**CAL STATE EAST BAY**

California State University - East Bay  
Hayward, CA

Student Info   Order Options   **Recipient(s)**   Summary   Payment

**Please choose a method for delivery of your transcript for Recipient 1**

PDF Transcript Downloaded by Third-Party Recipient

[? Tell Me More](#)

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Printed Transcript Mailed to Recipient

Cancel This Recipient
Next

*\*\*If the PDF option does not appear before you arrive to the “Summary” tab this means that you either are not eligible for the PDF option or the school/agency where transcript is being sent does not accept PDF transcripts.*