

### 1. Log-in to NEIUPort (neiuport.neiu.edu) and select “Transcript” on the left side

The screenshot shows the NEIUport.neiu.edu user interface. The 'Personal Information' section on the left contains a red circle around the 'Transcript Holds' link. A red arrow points from the 'Academic Profile' section to this link. Other sections include 'Registration Tools', 'Financial Aid Awards', 'Student Grades', and 'Employment Details'. The top navigation bar includes 'MyNEIU', 'Current Student', 'Faculty', 'Employee', 'NEIUworks Self-Service', 'MyTab', and 'Campus Life'. The date 'July 26, 2017' is displayed in the top right corner.

2. Under Academic Transcript Options, select “to request an official transcript” [Alternatively, you may select the “unofficial” option first, if you would like to see your transcripts and recent grades or to save a copy of the unofficial records for yourself.]

The screenshot shows the 'Academic Transcript Options' page on the NEIU website. The link 'To request an official transcript, please click here.' is circled in red. Below it are dropdown menus for 'Transcript Level: Graduate' and 'Transcript Type: Unofficial', and a 'Submit' button. The page header includes 'Northeastern Illinois University' and navigation links like 'Back to Current Student Tab', 'NEIU Library', 'Desire2Learn', and 'E-mail'. The top navigation bar includes 'Personal Information', 'Student', 'Financial Aid', 'Faculty Services', 'Employee', and 'Finance'. A search bar and 'Go' button are also present.

### 3. NOTE: once you select to order official transcripts, you will be taken to a new site for “Transcript Ordering Services”

The screenshot shows the 'Transcript Ordering Services' page on the NEIU website. It contains instructions for opening a browser window and a 'Back' link. The page header includes 'Northeastern Illinois University' and navigation links like 'Back to Current Student Tab', 'NEIU Library', 'Desire2Learn', 'E-mail', 'Calendar', 'Groups', 'Logout', and 'Help'. The top navigation bar includes 'Personal Information', 'Student', 'Financial Aid', 'Faculty Services', 'Employee', and 'Finance'. A search bar and 'Go' button are also present.

#### 4. Once in credentials-inc.com, select “Begin Order”

Secure | <https://www.credentials-inc.com/CGI-BIN/dvcgitp.pgm>

Northeastern Illinois University | Northeastern Illinois University Chicago, IL

### Transcript Ordering Services

Northeastern Illinois University

Do not use browser back or forward buttons  
Your session will time out after **60 minutes** of no activity

[Begin Order](#)

- ▶ Pricing and Payment
- ▶ Authorization Info
- ▶ Ordering Overview
- ▶ Electronic Transcripts
- ▶ FAQs

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#### 5. You will be asked to enter your “student information” that matches NEIU records

- Student ID# (9 characters starting with 000)
- Attendance year(s)
- Name
- Telephone

#### 6. Next, you will be asked about the “order options” – We recommend “regular request” \$5 for PDF and for the “primary reason for ordering” select “For Board Certification” [see screenshot]

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

Please choose a service for this order

- Regular Request - Deliver to Recipient (Select this option for a PDF or paper transcript. You will select the delivery method later in the ordering process.)  
\$10 per copy (\$5 per PDF).  
Processed within 1-2 business days after receipt of authorization form.  
Allow extra time for delivery of paper transcripts.
- Regular Request - Pick Up  
\$10 per copy.  
Available for pick up within 1-2 business days after receipt of signed authorization form.

Tell us when to release your transcript(s)

- Send Now
- Summer IA Session Only

Other information required by Northeastern Illinois University

Primary Reason for Ordering

- Select a Reason for Ordering
- For Myself
- For Me to Send/Deliver to Someone Else
- For Transfer Admission
- For Transfer of Courses Taken Elsewhere
- For a Reverse Transfer Degree Program
- For Undergraduate Admission
- For Graduate Admission
- For Employment
- For Board Certification**
- For Some Other Reason

Next

7. Next, you will be asked about the “recipient information” – We recommend searching for “Illinois State Board of Education” and the option will already be available to select [see screenshot]

Northeastern Illinois University Chicago, IL

Student Info Order Options Recipient(s) Summary Payment

Searching for Recipient 1 in ILLINOIS

Search Illinois Bo

ILLINOIS STATE BOARD OF EDUCATION

I do not see my School

Cancel This Recipient

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Northeastern Illinois University Chicago, IL

Student Info Order Options Recipient(s) Summary Payment

Searching for Recipient 1 in ILLINOIS

Search Type School Name Here

Available Recipients

Address	College/University Type	Delivery Methods
<a href="#">EDUCATOR LICENSURE DIVISION</a> ILLINOIS BOARD OF EDUCATION 100 N 1ST ST S-306 SPRINGFIELD IL 62777-0001		PDF Mail

[My recipient was not found. I want to enter the address manually.](#)

Cancel This Recipient

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Transcript Recipient 1

Recipient Address

Address EDUCATOR LICENSURE DIVISION  
ILLINOIS BOARD OF EDUCATION  
100 N 1ST ST S-306  
SPRINGFIELD IL 62777-0001  
UNITED STATES

Telephone # 217-557-6763

Attachment Options for this Recipient

Some recipients require additional information pages (“Attachments”) alongside your transcript.  
Any transcript order with an Attachment is currently limited to a single recipient

Are you providing an attachment?

No  Yes (This is not common)

Address Confirmation

Please Read and check the box to continue. Although we make every effort to maintain current school addresses in our database, it remains your responsibility to ensure that the correct address is used on your transcript order.

I confirm this address

Cancel This Recipient Next

**8. Next, review the recipient, quantity, and delivery method summary and then, “Continue to Order Summary”** [see screenshot]

Northeastern Illinois University  
Chicago, IL

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

Your Recipients				
	Quantity	Delivery Method	Recipient	Actions
Recipient 1	1 Transcript	PDF	ILLINOIS BOARD OF EDUCATION Special-Purpose	Remove Update

Add Recipient  
Enter additional recipients (maximum of 5 allowed on this order)

Continue to Order Summary

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**9. The “Order Summary” will provide all the details for your review; then, you will be directed to “Go to Payment” page** [see screenshot]

Basic Order Information Edit

Service Type: Regular Request - Deliver to Recipient (Select this option for a PDF or paper transcript. You will select the delivery method later in the ordering process.)

When to Send Transcript: Send Now

Primary Reason for Ordering: For Board Certification

Your Recipient(s) Edit

	Quantity	Delivery Method	Recipient
Recipient 1	1 Transcript	PDF	ILLINOIS BOARD OF EDUCATION Special-Purpose

Summary of Charges for Your Order

School Transcript Charges:	\$10.00
Electronic Transcript Delivery Credits:	\$5.00-
Handling Charges:	\$.00
<b>Total Charge for This Transcript Order:</b>	<b>\$5.00</b>

Cancel Order Go to Payment

10. Once you have made the \$5.00 payment, you will be directed to the final confirmation page that indicates “Order Accepted for Processing” along with your order number.

11. NOTE: You will receive two confirmation follow-up emails from [mysupport@credentialsolutions.com](mailto:mysupport@credentialsolutions.com) - First, when the order is being processed and then, when the transcripts have been sent/received by ISBE. Check your SPAM folder, if you do not receive these confirmation emails.