# How educators send requested transcripts

Xello has teamed up with Parchment to send transcripts to institutions. From Xello, students request an educator send their transcript for their application. You'll sign in to view the request. Then, import, send, and track the progress of the transcript as the colleges receive and open them.

## Access the Transcripts tool in Xello

In Xello, under **Features**, click **College Planning**. Next to **Transcripts**, click **Manage**. The first tab is the list of student transcript requests. By default, they're ordered by due date.
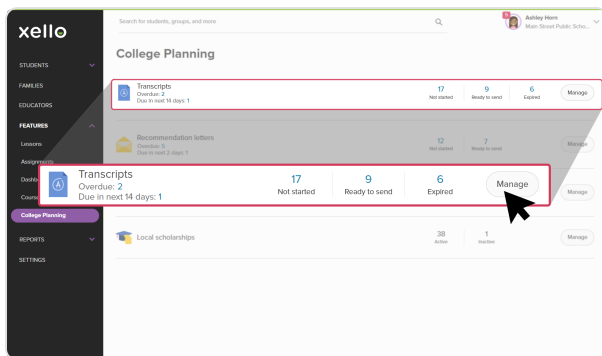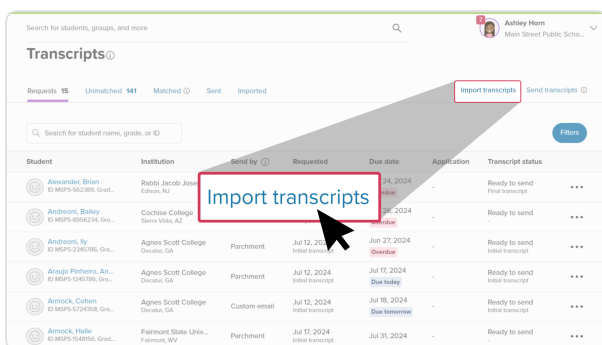


## Import a student's transcript

If a student's transcript hasn't been imported yet, it will be identified as **Not started**. In the student's row, click the three dot menu and select **Import transcript**. Follow the prompts.
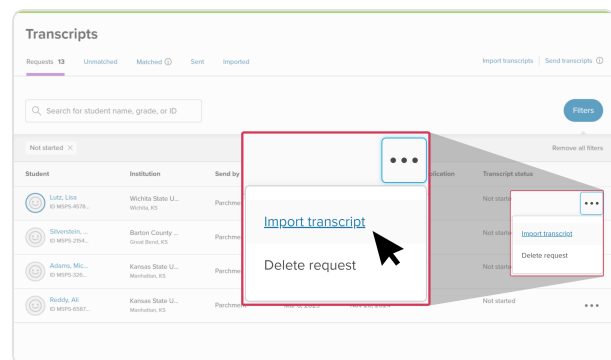


## Bulk import transcripts

To import transcripts for multiple students at once, click the **Import transcripts** link and insert the file with the student transcripts. You'll also be prompted to select a transcript type.
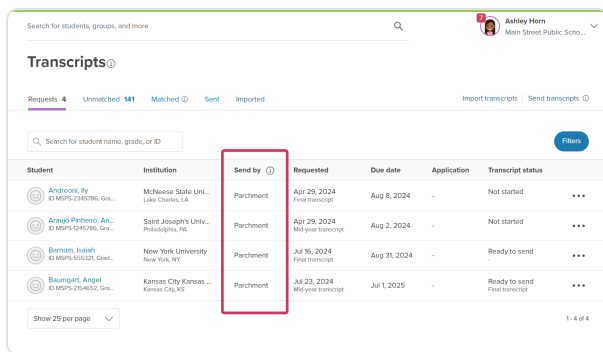


## View a transcript

You can preview a student's transcript before sending it to the institution. In the student's row, click the three dot menu and select **View transcript**.
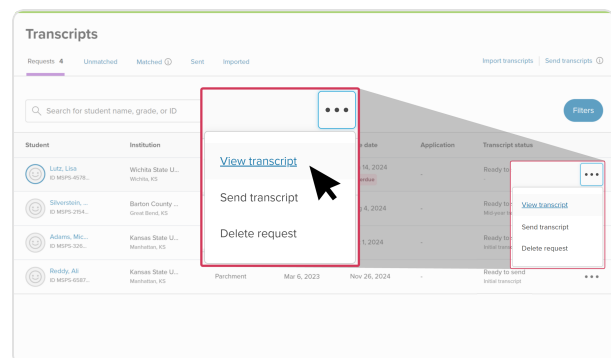
## Send a transcript via Parchment or email

Most transcripts can be sent straight to the institution because they're in Parchment's network or have a verified email address. In the list of student requests, under the **Send by** column, these will be indicated with **Parchment** or **Verified email**.

In the student's row, click the three dot menu and select **Send transcript**.



## Send a transcript by custom email

For institutions not in Parchment's network, or without a verified email, you can source and confirm the email yourself and still send the transcript through Xello. In the **Send by** column, these will be indicated with **Custom email**.

In the student's row, click the three dot menu and select **Send transcript**. Then enter the email and click **Send**.
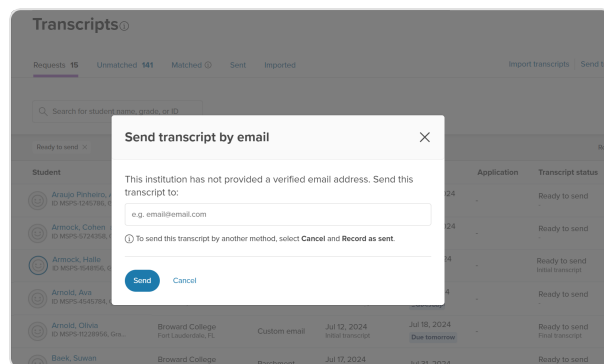


## Record a transcript as sent

If you're sending the transcript to the institution by a method other than through Parchment or email, you can record how and add a note. This is helpful for yourself, other educators, and the student to view the progress of the transcript.

In the student's row, click the three dot menu and select **Record as sent**. Add the date, how you sent the transcript and any other notes, then click **Save**.
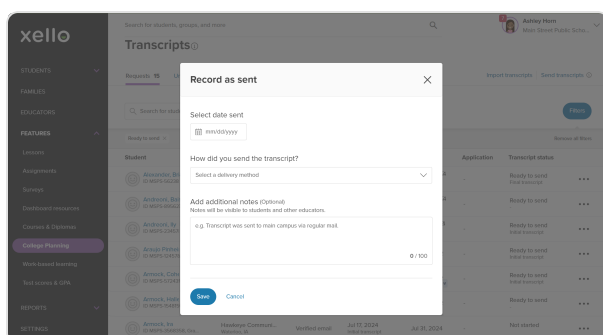


## Track a transcript

You can view and track the progress of requested transcripts you've sent to institutions. View information such as when the request was made, when and how the transcript was sent, and whether the institution has received or opened the transcript.

Click the **Sent** tab to view all transcripts that have been sent. Then, in the student's row, click the three dot menu and select **Track progress**.