

## Caldwell University & Parchment Diploma

### Accessing your Diploma

Beginning May, 2023, new graduates will receive an email within 4-6 weeks following the conferral of degrees, to their CU email address from Parchment & Caldwell University at [Congratulations@Parchment.com](mailto:Congratulations@Parchment.com). Follow the link in your personalized email to confirm your mailing address. **\*You will have 72 hours to make changes to your mailing address (if needed)**, otherwise your physical diploma will ship to the address provided on your graduation application and/or the most recent address listed on file. If the address needs to be changed, click "I need to edit this address." Upon confirmation of your address, you will have immediate and permanent access to your digital diploma.

Parchment digital diplomas are secure, verified, and considered an "original document." They can be shared with employers via a secure and verified link; on social media; or downloaded as a PDF. If it "printed" it is considered an unofficial copy and cannot be certified.

### Serve as an Alternative to the Apostille

- Digital Diplomas, such as those provided by Parchment, are considered a certified and original document. Many countries recognize digital diplomas; however, the digital diploma is **not** apostilled. It is strongly suggested you confirm with the country in question that they will accept a digital diploma as sufficient proof. If you need a duplicate physical copy, one can be ordered at [www.caldwell.edu/diplomarequest](http://www.caldwell.edu/diplomarequest).

### [\\*Address Verification Tutorial](#)

## Frequently Asked Questions

### Q: How do I order an Official Transcript?

A: [Order an Official Transcript](#)- CU utilizes the National Student Clearinghouse to issue Official transcripts. They can be requested to be sent electronically or mailed to your intended recipient.

### Q: When will I receive the email notice about my diploma?

A: Students who applied for graduation and were approved can expect to progress through the final audit process. This takes approximately 4-6 weeks. Continue to monitor your Caldwell email for important information and review the Academic Calendar for conferral dates.

### Q: Where will my digital and physical diploma be sent?

A: Your digital diploma will be sent to your CU email and your physical diploma will be mailed via USPS to the address you provided on your graduation application and/or the most recent address listed on file. **You will have 72 hours to make address changes.** [Address Verification Tutorial](#)

### Q: How do I update my mailing address for my physical diploma?

A: If you applied for graduation with an address that is no longer valid, email [Registrar@caldwell.edu](mailto:Registrar@caldwell.edu) with your updated address **no later than the last week of classes** of the semester in which you are graduating. If degrees have already begun the conferral process, you will need to wait until you receive an email from Parchment to access your digital diploma. **You will have 72 hours from the time the email was delivered to make any changes to your mailing address.** If the address looks correct, confirm; however, if it changed click "I need to edit this address." You will be directed to input the new address. [Address Verification Tutorial](#)

**If it's past the 72 hours, you will no longer be able to make changes to your mailing address, and they will have shipped to the address you requested on your application.** Diplomas will be returned to the University if they are undeliverable and may take several weeks to be returned. Once returned, we will contact you to arrange delivery of your diploma. Email us if you are beyond 72 hours so that we may assist you: [Registrar@caldwell.edu](mailto:Registrar@caldwell.edu).

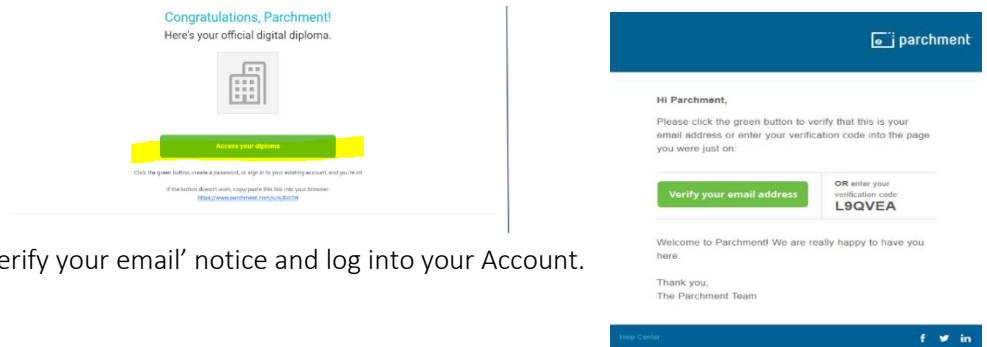
**Q: I have a hold on my account when/how will I receive my diploma?**

**A:** Digital and physical diplomas cannot be released until all financial obligations have been satisfied. Once the hold is resolved, email [Registrar@caldwell.edu](mailto:Registrar@caldwell.edu). We will then begin a re-issuance of your diploma.

**Q: I received the email about my digital diploma, now what?**

**A:** Follow the link to set up your account with Parchment. You will have 72 hours from receipt of the email to correct your mailing address if it changed since you filed for graduation. Incorrect mailing addresses will result in a significant delay in receiving your physical diploma. [Parchment Support](#)

1. Open the email from Parchment & Caldwell University ([Congratulations@parchment.com](mailto:Congratulations@parchment.com)). Click the green “Access your diploma” button:



2. Re-Check your email for the ‘Verify your email’ notice and log into your Account.

3. You will have 72 hours from the time the email was delivered to make any changes to your mailing address and will be prompted to do so before viewing your digital diploma:

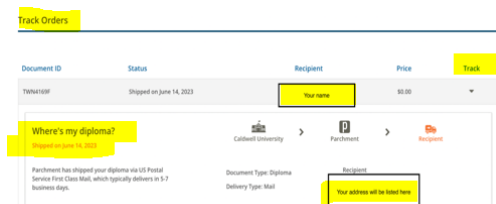
[Address Verification Tutorial](#)



**Q: How long will it take for my physical diploma to arrive?**

**A:** Your physical diploma will be mailed from USPS. You may track your diploma through your Parchment Account under ‘orders’ and ‘track’ options. It takes approximately 3-4 weeks following receipt of your digital copy. It may take longer due to delivery delays with USPS.

[Tracking your Diploma Tutorial](#)  
[Parchment Shipping Information](#)



If your diploma hasn't arrived after the designated period, please contact [Parchment Customer Support](#) to report a lost diploma.

[Need more help? Click here for Parchment Support!](#)

**Support included:** [Address Verification](#) - [Need help claiming your digital diploma](#) - [Need help viewing, downloading or sharing your diploma](#) - [Parchment Shipping Information](#) - [Tracking your Diploma](#) - [Damaged or Never Received Diploma](#)