



Imperial Valley College has appointed Credentials Inc. as the designated agent for processing and sending official transcripts on behalf of Imperial Valley College

How do I get started?

Currently Enrolled IVCStudents or Alumni:

- Go to IVC website at www.imperial.edu
- Select **For Students**
- Click on [WebSTAR](#). (If you do not remember your PIN contact IVC Admissions & Records at (760) 355-6101 and we can assist you with resetting your PIN)
- Click on **Student Services Menu**
- Click on **Student Records**
- Click on **Order Official Transcript**
- Click on **Begin Order** and complete any missing fields on the request form and complete steps 1 through 5
- Select step 3 if you need an IGETC or CSU GE Certification sent along with your transcript

Official transcript fee is \$5 per transcript

Overnight service is available for an additional \$23 (Effective January 1, 2019)

Transcript requests to be mailed are processed and mailed within 3-5 business days after the date the request is received, unless there is a hold on your student records.

Transcript requests for students with records prior to 1980 may require additional processing time.

Transcripts orders may also be placed by calling Credentials Inc. at 1-847-716-3005. There is an additional operator surcharge for placing orders over the telephone.

If you require assistance, please contact Credentials Inc., Customer Service Department at 1-847-716-3005. If you are calling about an existing order, please have your 9-character order number available when you call.

Credentials Solutions Customer Service Hours of operation are:
7:00 a.m. to 8:00 p.m. CST/CDT Monday – Thursday
7:00 a.m. to 6:00 p.m. CST/CDT Friday