

# www.diplomasender.com



## How do I register on Diploma Sender?

1. Open your preferred web browser and navigate to *www.diplomasender.com*. Any of the current popular web browsers (IE, Chrome, Firefox, Safari) can be used. To allow the Diploma Sender website to function properly make sure to enable pop-ups for our site.
2. On the Diploma Sender homepage, click the **[Create New Account (Students only)]** link. On the following page select the state you tested in from the drop-down menu, then click **[Next]**.
3. Fill-in the fields with your email address and a password of your choice.

*Be sure to remember your email address (username) and password! If you do not have an email address you can create a free email account with Gmail, Hotmail, or Yahoo.*

4. The website will prompt you to enter your first and last name, date of birth, and the ID number associated with your record. Enter in the exact information used when you registered to test. Click **[Next]**. (If you're unsure of your ID number refer to the guide below.)
5. A quick database search will be performed, if a record matches the information you provided you will be prompted to confirm 'this is my record.' To confirm, click the box to certify the information displayed is yours and then click **[Complete Registration]**. Once registered you'll be taken to your student home page where you can view/order your records.

*If the information you provided isn't an exact match to a record in our online database you will be prompted to answer some additional questions. Based on your answers, the website will direct you to the complete the appropriate process to obtain your record.*

### **POSSIBLE ID NUMBER'S ASSOCIATED WITH YOUR ACCOUNT**

*If you tested prior to 2013 the ID number most likely associated with your record will be your social security number.*

*If you've taken the HiSET, TASC, or GED High School Equivalency test within the last two years the test provider would have automatically assigned a unique user ID to your records. You will the UUID assigned to you to register. If you're unable to locate the ID number check your student account on your Test Provider's website.*

*GED ID- 16 digit ID beginning with the year you tested. i.e. 2015xxxx-xxxx-xxxx*

*TASC ID- 9 digit ID number beginning with zeroes. i.e. 000012345*

*HiSET ID- 8 character ID number beginning with three letters. i.e. ABC12345*



## How do I order documents?

1. Log in to your student account.

*Before placing a document order, we encourage you to preview your available documents for accuracy. Select **[Preview Documents]** at the top of your Diploma Sender student homepage.*

2. Once you've confirmed the information on your record is correct, click the **[Order Now]** link on the right-hand side of the screen, then select which document you would like to order. If unsure, check with the recipient to confirm which document they require. Click **[Next]**.

*When selecting multiple documents, if all the documents are going to be using the same delivery method then you can place a single order. If you are ordering multiple documents and using multiple delivery methods (such as Fax and Postal Mail) you will need to place a separate order for each delivery method.*

3. Select how you would like your documents to be sent from the drop-down menu and carefully enter in the recipient information. Click **[Next]** to review your order, if correct click **[Next]** again.  
*One delivery method is included in each order. Please order carefully we cannot offer to resend the document at no cost if ordered incorrectly. Always confirm with the recipient which type of document they require and their preferred delivery method.*

4. Select the payment method you would like to use from the drop down menu. If paying with a card enter the payment information in carefully and correctly. When selecting Cashier's Check / Money Order you will need to print the payment coupon at the end of the order to submit with your payment. The address where you will send the order form and money order to is on the order form. Click **[Next]**.

5. Review your order details one last time to ensure the correct record and delivery information has been entered. If everything is correct you will need to checkmark the box to agree to terms & conditions and then click **[Finish]**. The system will alert you that the order has been successfully submitted.

*You may view previously ordered documents from the **[Billing History]** link at the top of your homepage.*

**Diploma  
Sender**

For immediate assistance during business hours please take advantage of our live chat service. The link to chat is located at the bottom right corner of our website.

To place an order for duplicate records by phone please call 855-313-5799. We're available to chat or to order by phone Monday-Friday 08:30a-06:00p CST

# DIPLOMA SENDER

HIGH SCHOOL EQUIVALENCY DATA MANAGEMENT AND DOCUMENT DISTRIBUTION

BACKGROUND

Diploma Sender provides a single-source environment to manage high school equivalency data and distribute official, high quality, documentation on behalf of our partner states. We provide an Internet based service where students and 3rd parties can access records through our secure and easy to use website, twenty-four hours a day, seven days a week. Diploma Sender was started by a highly skilled management team who have a combined 75 years of experience in the educational testing and scoring fields. Diploma Sender staff is available to assist test takers or agencies through either our online chat service, by phone, or via e-mail.

## OUR CUSTOMERS

We work with both current and/or past test takers who have taken the High School Equivalency test in the state of Nevada, as well as thousands of 3rd party agencies who need to obtain educational verification for employment or for school admission. Students may order their own records online or by phone. 3rd party agents, who have obtained the student's written consent, must order records online through our website.

## DOCUMENT DISTRIBUTION

Diploma Sender offers the initial set of documents a student receives after testing at no cost to test takers in the state of Nevada. We have been issuing records for the state since April 1st, 2013. We automatically send the initial set of documents, which includes one copy of the H.S.E. Diploma and Transcript, to the address the test taker registered with their test provider. The cost of obtaining duplicate records in the state of Nevada is \$15.00 per document.

## DELIVERY OPTIONS

We're able to send the official documents via fax, e-mail, through the US Postal Service or, for an additional fee, we can overnight through UPS. If ordered electronically the record is sent within a few minutes of placing a successful order. Documents sent through the US Postal Service will take 2-7 business days to arrive. Overnight documents are received next business day as long as the order is placed before 3p.m. CST Monday-Friday.

## PAYMENT OPTIONS

We accept Cashier's checks/Money Orders as well as Visa, Mastercard, and Discover branded cards as payment.

OVERVIEW

WE'RE AVAILABLE MONDAY-FRIDAY 08:30A-06:00P CST

## DIPLOMA SENDER LIVE CHAT

Chat with a Diploma Sender representative to get answers to questions or for website assistance

*Chat Window located at the bottom right corner of our website*

## PHONE ORDERS 855-313-5799

Test takers may call to place an order for their document(s) by phone

*Convenience fee is applied to all phone orders*

[SUPPORT@DIPLOMASENDER.COM](mailto:SUPPORT@DIPLOMASENDER.COM)

[AGENCYSUPPORT@DIPLOMASENDER.COM](mailto:AGENCYSUPPORT@DIPLOMASENDER.COM)

General customer support questions

Third-Party Agency, Test Center Examiner & Educator questions

CONTACT INFORMATION

**WWW.DIPLOMASENDER.COM**