



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

#### Why use Credentials Solutions?

- Simple, secure and available 24/7 from any internet connection
- You don't have to make a trip to Imperial Valley College to make your request(s)
- Transcripts can be delivered to any college or university nationwide, or any other destination globally.
- Can check the status of your transcript request(s)
- Your transcripts won't get lost in the mail

#### How do I get started?

##### 1. Currently Enrolled Students:

- a. Log in to [WebSTAR](#)
- b. Click on **Student Services Menu**
- c. Click on **Student Records**
- d. Click on **Order Official Transcript**
- e. Click on **Begin Order**. You will notice that since you logged in through [WebSTAR](#) some information has already been pre-populated for you. Complete any missing fields on the request form and complete steps 1 through 5.
- f. On Step 3 if you need to have an IGETC or CSU GE Certification sent along with your transcript please check that item on Step 3.

##### 2. Alumni or Former Students (Three Options Available):

- a. Log in to [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 to allow you to log in to [WebSTAR](#), **OR**
- b. Click on the Transcript Plus log pictured below and complete Steps 1 through 5 to request your official transcripts, **OR**



- c. If you are uncomfortable placing an order over the Internet, you can call Credentials Inc. at 847-716-3005 to place your transcript request. There is an additional operator surcharge for placing orders over the telephone."

If you require assistance, please contact our 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. 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