

Ordering your HSE Diploma or Transcript (online) after Registration

Go to the www.diplomasender.com website and log in using the email address that you provided and the password that was created during registration.

1. Select the link on your homepage to order documents, then select the document(s) that you need to order.
2. Select the delivery method for your documents. This page works from top down so you will first select your desired delivery method from the drop-down list. You only need to complete the recipient's name and the information that goes with your delivery method.
3. Select the payment method for your order. Using a credit/debit card is the quickest payment method to receive your document order. 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.
4. Review pending or completed orders at the bottom of your DiplomaSender account homepage.

Questions?

- www.diplomasender.com
- Call **1-855-313-5799**
Monday to Friday
10:00 a.m. to 7:00 p.m., (EST)
- Online chat Monday to Friday,
10:00 a.m. to 7:00 p.m. (EST)
- Email:
support@diplomasender.com

Under the **My Account** drop-down menu you can review the documents requested, your billing history, and your activity history. The **Activity History** will detail when orders were placed and when documents were mailed.

Cost of items from DiplomaSender

- Free – Original diploma ordered after passing the HiSET exams
- Free – Original transcript ordered after passing the HiSET exams
- \$20 – Replacement diploma or transcript
- \$20 – Letter of verification

Delivery Options

- Email – same day delivery (make sure you enter a valid email address)
- U.S. Mail – normally takes 2-10 business days

These delivery times are dependent upon there being an electronic copy of the HSE record in the DiplomaSender database. For records that are older than 2002 or which are not found, an archive request must be made. Accessing of archived records will require additional time.

Third-party Verifications

All third-party verifications must be directed to DiplomaSender. Iowa Workforce Development/Iowa Department of Education/State of Iowa Community Colleges are not allowed to provide verification of HSE records nor verify the authenticity of HSE diplomas or transcripts.