

Adelaide University – External user setup guide (transcripts, AHEGS, parchments and postage payment)

<https://adelaideuni.edu.au/students/manage-study/graduations/official-documents/parchments/>

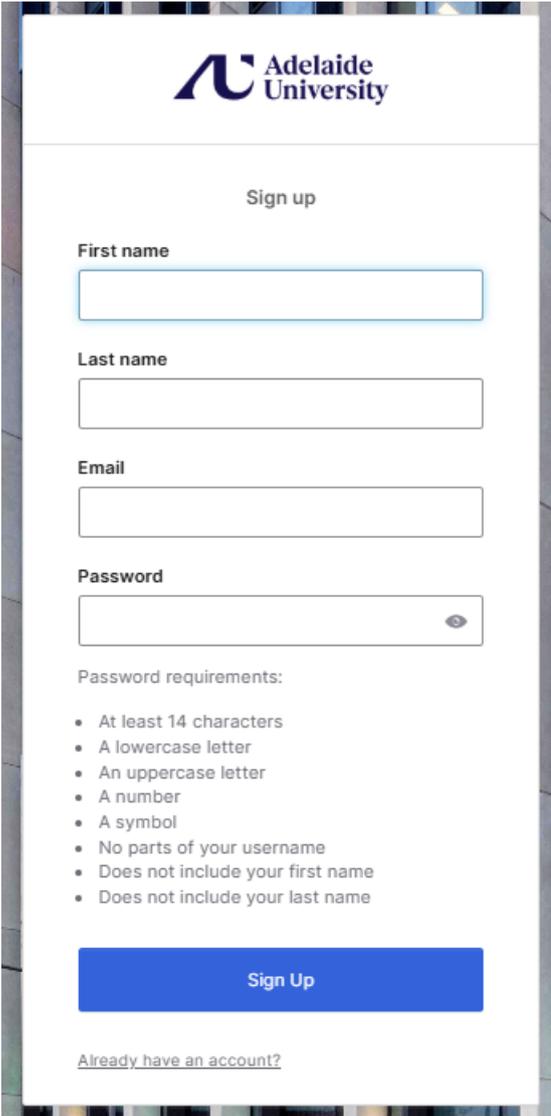
Step 1: Scroll to the bottom of the page and select ‘**External users (not current students)**’

External users (not current students)

Access the parchment order form for external students.

[Parchment form for external students >](#)

Step 2: Please sign up using a valid email address that you can access.

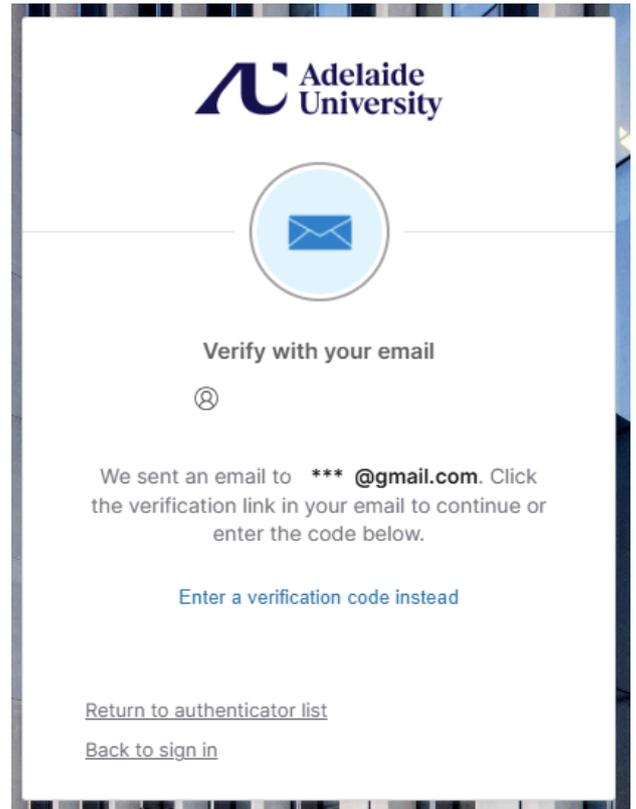


The screenshot shows the Adelaide University sign-up page. At the top is the Adelaide University logo. Below it is the heading "Sign up". The form contains four input fields: "First name", "Last name", "Email", and "Password". The "Password" field has a visibility toggle icon. Below the fields are the "Password requirements:" listed as follows:

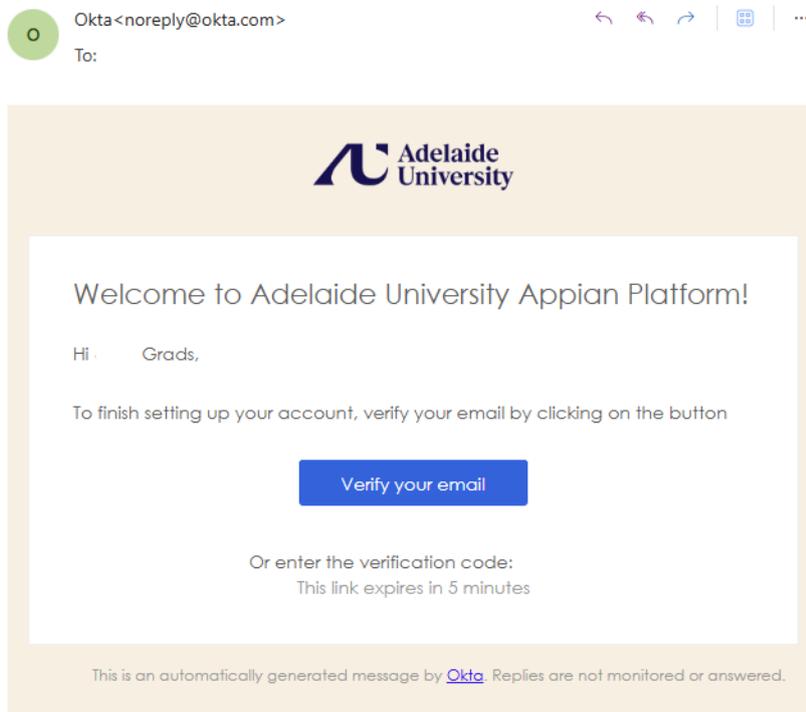
- At least 14 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name

At the bottom of the form is a blue "Sign Up" button and a link for "Already have an account?"

Step 3: Confirmation of your sign-up will be displayed, along with the email address to which your verification code will be sent. Do not close this window, as you will need to go back to enter your verification code.

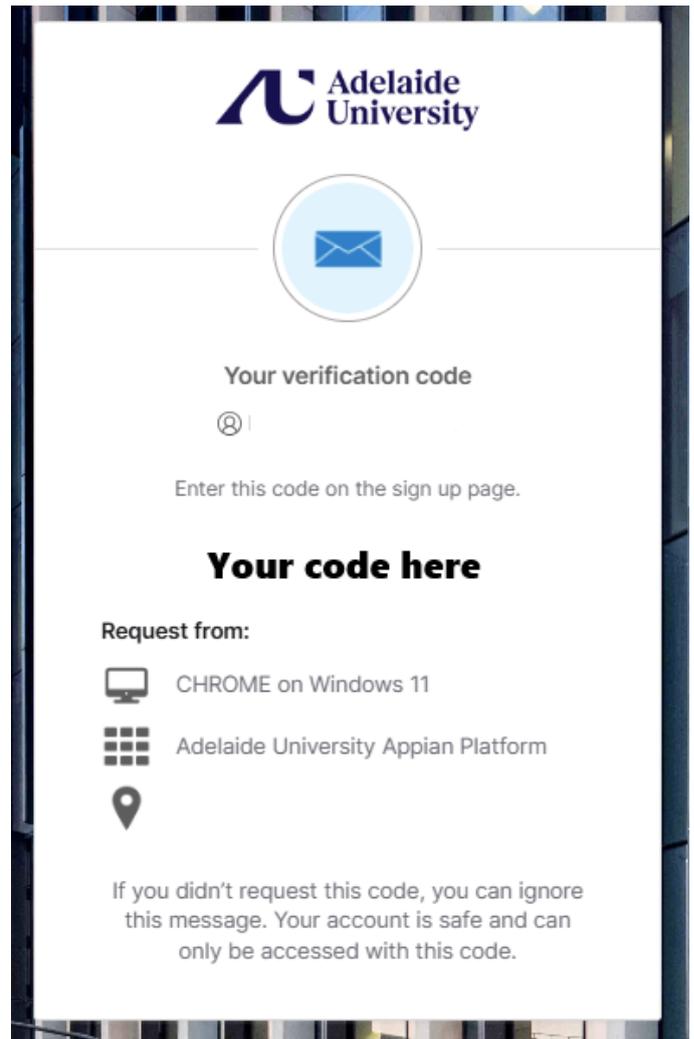


Step 4: You will receive an email similar to the one below. Please click “Verify your email”, which will open a new window in your browser.

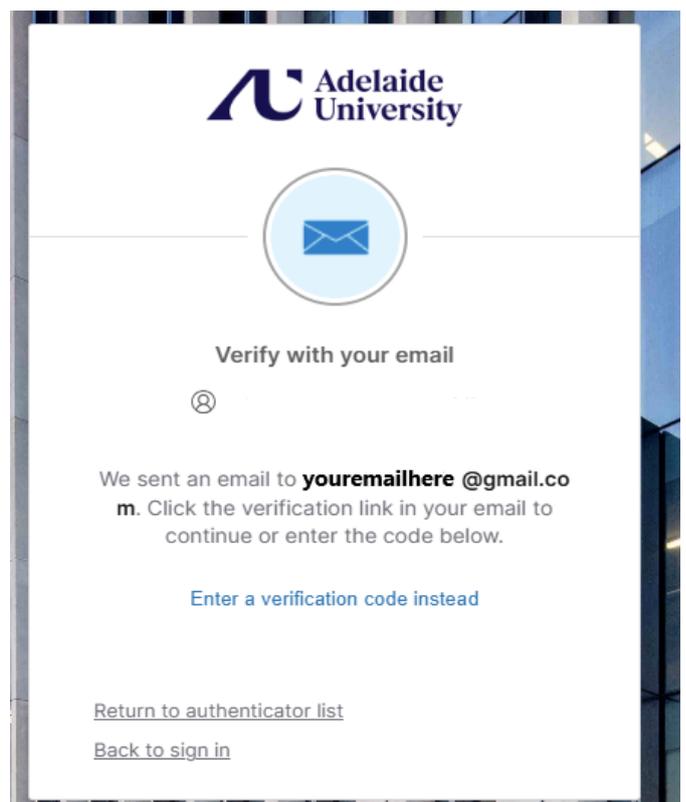


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Step 5: This will open in your browser window. Copy the code provided.

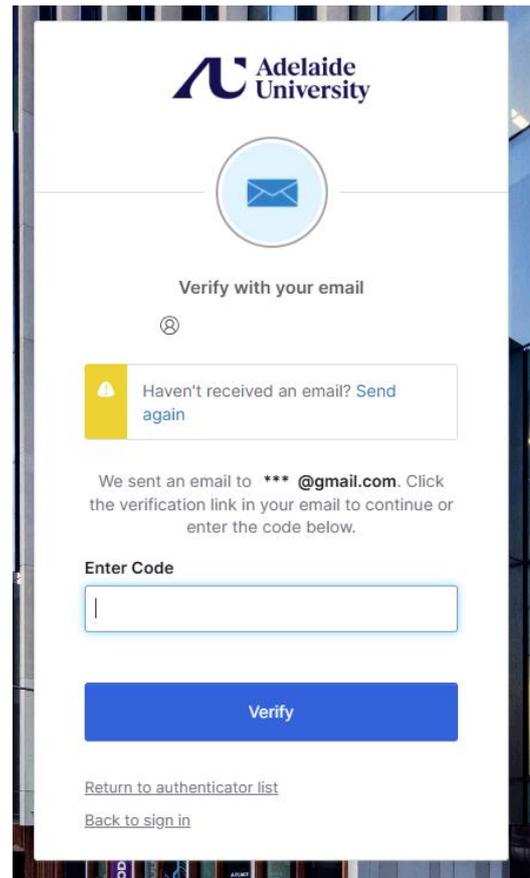


Step 6: Go back to the sign-up screen and click on 'Enter a verification code instead'.



Step 7: Enter the verification code that was sent to your email address. Click on **‘Verify’**.

Please note: you may receive an error message indicating that you are not assigned to this platform. If this occurs, please ignore the message and proceed to sign in after entering the verification code.



Once you've logged in, please complete the five steps to place your order.

If you continue to experience any sign-up or log-in issues after following this guide, please contact graduations@adelaide.edu.au