diploma**sender**

Test Taker Guide

Who is Diploma Sender?

Diploma Sender is a document fulfillment and distribution company for HSE test takers. Diploma Sender provides a complete HSE record database by combining all series of the HSE test into one database. Diploma Sender has been providing data management and document solutions for the past three years, and the DS staff has over fifty years combined experience in the HSE environment.

Why Diploma Sender?

The West Virginia Department of Education (WVDE) has made the decision to partner with Diploma Sender to fulfill the requests for high school equivalency (HSE) documentation. The partnership will allow the documentation to be requested via Diploma Sender so that data can be formatted to print the requests for replacement diplomas, transcripts or faxes from WVDE)

What does Diploma Sender do for me?

Diploma Sender originated when states recognized the necessity to manage and secure all HSE records for past, present, and future test takers. It has always been a concern for states and test takers to be able to obtain transcripts, diplomas, and verification letters in a timely manner. With the Diploma Sender website test takers can order documents outside of regular business hours. This means that test takers have the convenience to view scores, order documents, and track document orders any time day or night, seven days a week from the comfort of their home.

West Virginia Department of
EDUCATION

How do I register on Diploma Sender?

1. Open your preferred web browser and enter *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 makes sure the pop-up blocker on your browser has been disabled. For security reason make sure you are using the latest version of your web browser with all security available security patches installed.

2. On the Diploma Sender homepage, click the *[First Visit]* link. On the following page select *[I am a student who took all or part of the test]* from the drop-down menu.

3. Fill-in the fields with your email address and a password of your choice.

Be sure to write down and save your email address (user name) and password for future use! If you don't have an email address you can create a free email account with Gmail, Hotmail, or Yahoo.

4. Enter a security question and answer that you won't forget. Click on the *[Next: Create Account]* button.

Here are some examples of frequently used security questions: What was my first job? What was the name of my first pet? What town was I born in?

5. Complete the following page with the same information that your provided when you tested.

6. Click on the *[Find Me]* button. A quick database search will be performed and a record should be returned that will match the information you provided. Click the *[This is Me]* button to complete registration.

How do I order documents?

1. Turn off the pop-up blocker on your browser to allow the Diploma Sender website to function properly.

A link is provided at the bottom of every page that will provide direct access to instructions on how to turn off the pop-up blocker for the three most popular web browsers.

2. Before placing a document order, we suggest, previewing your available documents. Select *[Preview Available Documents]* from under the *[My Documents]* drop-down menu on your Diploma Sender homepage.

3. Click the link on your homepage to order documents then select the document(s) that you need to order.

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.

4. 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 recipients name and the information that goes with your delivery method. (If sending documents by fax you only have to fill out name and fax number).

5. 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.

6. Review pending or completed orders at the bottom of your Diploma Sender account homepage.

Under the [My Account] drop-down menu you can review the documents you have sent, your billing history, and your activity history. The [Activity History] will detail when orders were placed and when documents were mailed, faxed, or emailed.