**ScribOrder**

**What Is ScribOrder?**

ScribOrder, by Scribbles Software, is an online student records request and payment solution system utilized by Columbus City Schools for processing **alumni** transcript/record requests.  ScribOrder transitions existing manual and paper-based processes into an automated solution designed to streamline and unify the acceptance, payment and fulfillment of student records for the district.  The ScribOnline platform is cloud-based computing and therefore has no footprint at the district.  The system adheres to all Internet security protocols and ensures FERPA compliance. Some of the benefits of ScribOrder are:

* Standardized self-service process for alumni and 3rd parties, which decreases call volume, and optimizes the request and payment process.
* Computerized process for tracking requests – 24/7 status updates on record requests.
* Identity authentication procedures that verify and protect identity of former students.
* ScribOrder allows for electronic and digital signatures as well as file uploads for supporting documentation, for example a driver’s license.
* ScribOrder provides a comprehensive reporting system with an audit trail of records request activity.

**What Is ScribOrder Used for?**

* Requesting a current CCS student’s IEP or ETR (agencies requesting – not CCS to CCS)
* Former student requesting transcript or student records
* Colleges or Universities requesting transcript or student records
* Corporations, verification companies or government agencies requesting graduation verification or student records
* Attorneys or legal requests for student records (including Subpoenas, Judicial and Magistrate Orders)

**How Do Requestors Request Records?**

* The link for ScribOrder requestors to request records is: <https://ccsoh.scriborder.com>

Requestors may also go to [www.ccsoh.us](http://www.ccsoh.us), click on schools, then scroll down & click on the link under “Transcript Info”.

**How Do Secretaries Access ScribOrder?**

* New high school records secretaries that need access to ScribOrder to process transcript/record requests should email Bonny Durr (Division of the Registrar) at [bdurr@columbus.k12.oh.us](mailto:bdurr@columbus.k12.oh.us). Please include your name, school location and position. Once your information is processed, you will receive a “Welcome email” from ScribOrder with log in instructions and a ScribOrder Users Guide.

**How Do Secretaries Use ScribOrder?**

* Once secretaries receive their “Welcome email” and are able to log in, please contact Bonny to schedule a short training session.
* The link for secretaries to log in to the system to process orders is: <https://ccsoh.scriborder.com/appList>

**Who Should Secretaries Contact for Assistance?**

* For assistance please contact Bonny Durr via email or phone as listed below:

Phone: 614 365-4011, Option 1, Extension 2336

Email: [bdurr@columbus.k12.oh.us](mailto:bdurr@columbus.k12.oh.us)