TEXAS A&M UNIVERSITY
SAN ANTONIO

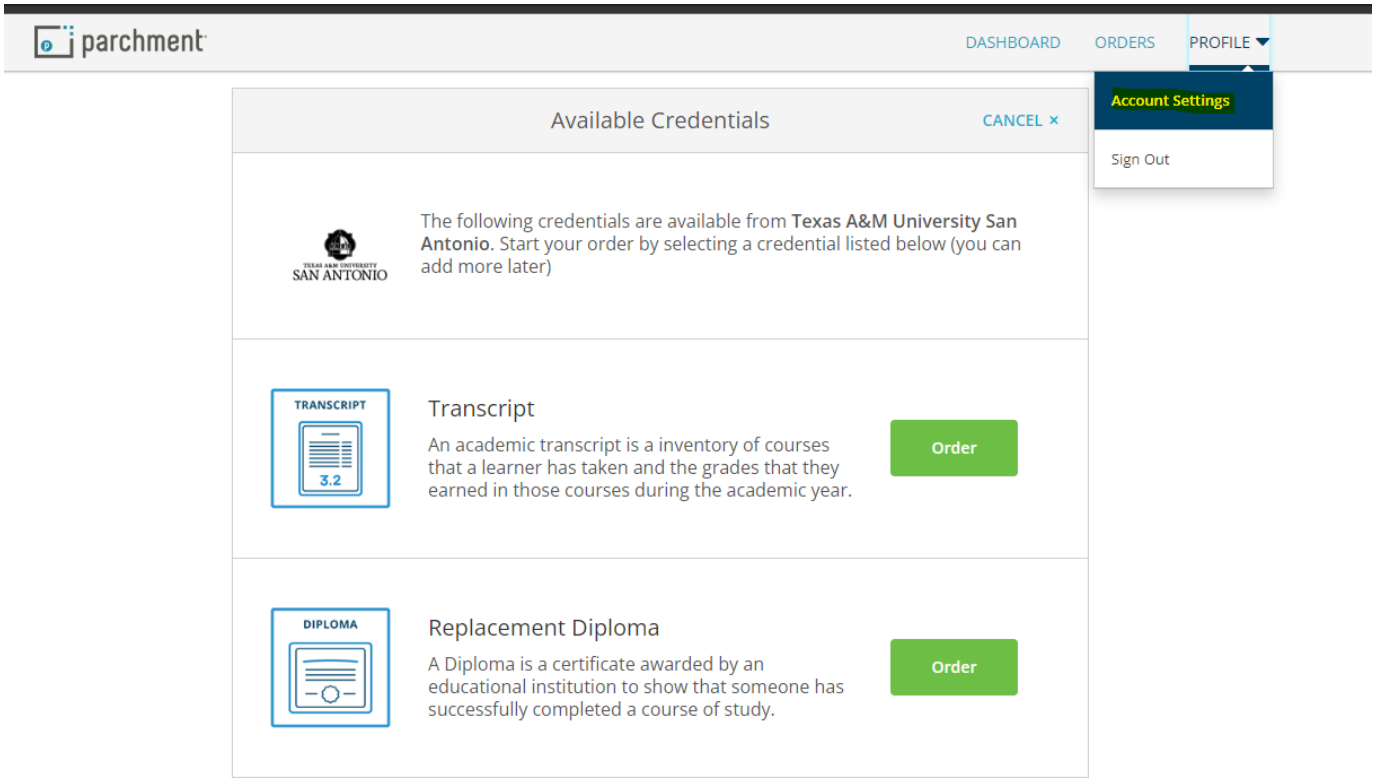
OFFICE OF THE REGISTRAR

SENATOR FRANK L. MADLA BUILDING, ROOM 303
ONE UNIVERSITY WAY, SAN ANTONIO, TEXAS 78224
PHONE: (210) 784-1300 FAX (210) 784-1494

Having issues claiming your digital diploma?

When we submit an order, we are using the personal email we have on file for you (if no personal email is on file, we will default to your student email address).
If the email we use to order your digital diploma does not match with the email you have used to create your Parchment account, you will not be able to access your digital diploma until you add the email address used to order your diploma.

You will need to log into your Parchment account using a separate browser and click on the "Account Settings" option:

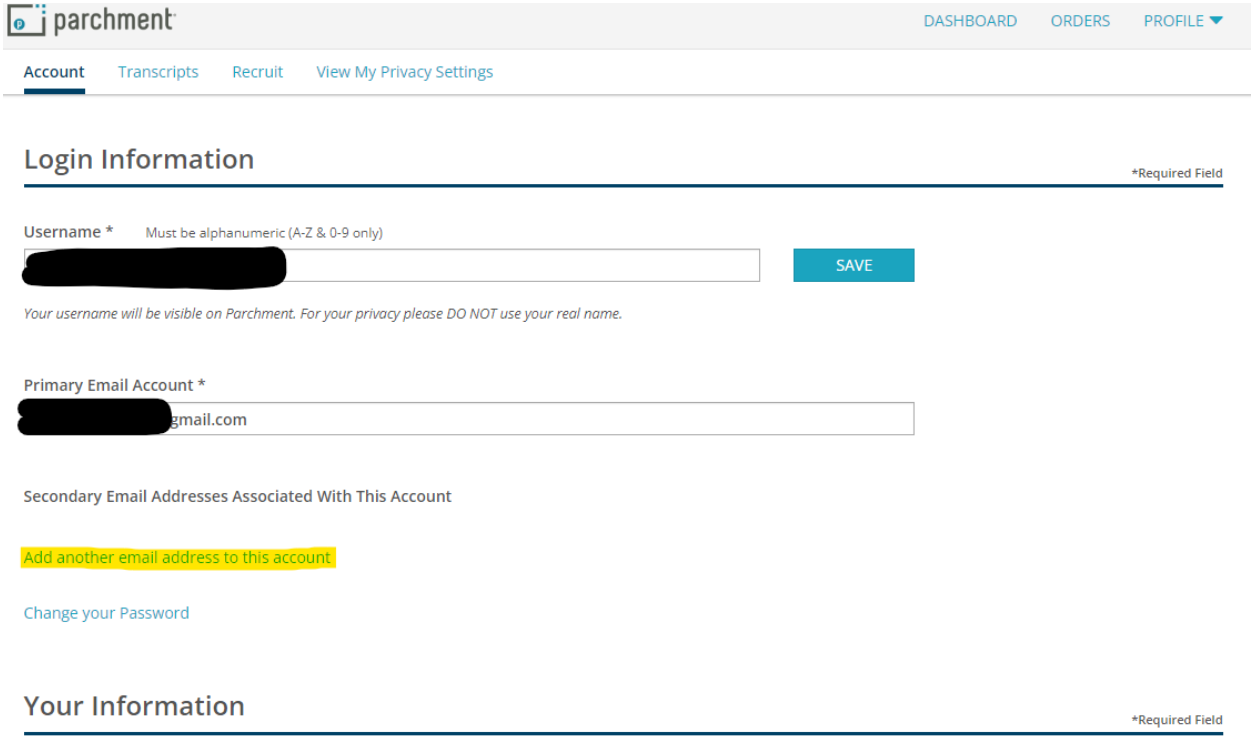


TEXAS A&M UNIVERSITY
SAN ANTONIO

OFFICE OF THE REGISTRAR

SENATOR FRANK L. MADLA BUILDING, ROOM 303
ONE UNIVERSITY WAY, SAN ANTONIO, TEXAS 78224
PHONE: (210) 784-1300 FAX (210) 784-1494

Here, you'll then click "Add another email address to this account" and enter in the email address and click "add email".



You should then be able to go back to the original email sent from Parchment to claim your digital diploma and proceed to claim it.

If you are still running into issues, you may contact Parchment using the methods listed on their website: https://www.parchment.com/chat-support/