

**FAQ: Uploading a Transcript to My Application**

**1. My transcript is multiple pages, how do I upload as a single document?**

- **Using Word:** Word will accept many file formats. You may drag each page into a new word document and save as one document.
- **Scanning:** You may change the settings on your scanner to facilitate scanning multiple pages into one document.
- **'Add School':** If you are unable to create one document, you will need to add the institution multiple times under the 'Add School' button to display another 'load document' button. You will add the institution equal to the number of pages.

**2. The application will not allow upload because of security on the document (NAU and other institutions).**

- **Print, scan, and save.** Upload your saved document.
- **Copy, paste, and save into a word document.** Upload your saved document.
- **Screen Print:** Many keyboards have a print screen key (PrtScn); this feature will **copy** what you currently have opened on your computer screen. You can then **paste** the image into a word document. Make sure to include screen shots of all pages of your transcripts.

**3. I do not have access to a scanner.**

- You may take a picture of each full page of your transcripts. Place the images into a word document. Please ensure all images are legible.

**4. My document is too large to upload to the application.**

- Check your scanner settings. You may need to lower the resolution. Please ensure the document is still legible after changing the resolution.

**5. I can't find my school.**

- Broaden your search by entering the state only.
- Most schools, if they have multiple locations, are listed under the home city campus location. For example, Northern Arizona University's home campus is Flagstaff, not extended campus sites.
- Many schools may be abbreviated in a way that prevents the Search function from displaying your institution, for example, Univ vs University or Cmty vs Community.

**6. Do I have to upload all my transcripts from all schools?**

- The Graduate College needs to see where you received your undergraduate degree.
- Departments need additional transcripts if prerequisite courses have been taken at other institutions.

**7. I have an NAU transcript, why do I have to upload it to the application?**

Transcripts must be part of your application in order to facilitate proper review for admission by numerous people. You may obtain a copy through your [LOUIE](#) account.