



IMPORTANT: If you ordered a GED® transcript on behalf of someone else, go to the [Track orders for third parties help topic](#).

To track your GED® document:

1. Log in to your account.
2. Once logged in, click “**Order Status**”. You will see the status of your order. The table below explains what your status means.

Order Status	What this means
Available (Electronic Documents)	Your order has been processed and your document is available for download. Please refer to the email we sent you for instructions on how to download your document. Or, if you sent your document to another recipient, they would have received an email with instructions. Submit a ticket if you or the recipient has not received the email.
On hold	We need some additional time to locate your records. We will notify you as soon as we have an update. This may take up to ten business days. Go to the On Hold help topic for more information.
Delivered (Electronic Documents)	Your document has been downloaded.
Delivered (Paper Documents)	We have mailed your document(s).
Canceled	We have canceled your order. Refer to email you received for more details.
Error	We encountered an error while processing your order. Refer to the email you received for more details.