

Apostille Process

A student asking for an Apostille of a degree/transcript/enrollment letter is seeking to have their original document(s) certified by the college—and later, the county, on behalf of the state—to use it as official proof in another country.

For more information: [Apostille and Certificate of Authentication Requests](#) (Other Documents)

1. Documents – Be sure to have all of the original document(s) ready prior scheduling your appointment.
 - **Enrollment letter:** The letter must be populated by the Registrar's Office. The request must be submitted to Registrar@jjay.cuny.edu with the subject line: "Apostille Enrollment letter"
 - **Transcript:** The request must be submitted to Transcript@jjay.cuny.edu "Apostille Transcript" with the completed [Transcript request form](#). **We cannot accept online transcript requests for Apostille.** **additional details regarding a form of payment, when communication has been established.
 - **Diploma (on hand/ Hard copy only):** The request must be submitted to Registraraudit@jjay.cuny.edu with the subject line: "Apostille Diploma". Please confirm that you have your original diploma, and be using this for the process.
 - **Digital Diploma:** Please refer to the FAQ below.
 - **Duplicate Diploma:** The request must be submitted to Registraraudit@jjay.cuny.edu with the subject line: "Apostille Duplicate Diploma" with the completed [Duplicate Request Form](#) **additional details regarding a form of payment, when communication has been established.
**** Please refer to the FAQ questions if you have recently graduated.**
 - **Multiple documentation** If you are requesting more than one document to be certified, please email Registrar@jjay.cuny.edu with the subject line: "Multiple Apostille Request" and within the body of the email list the document(s) that need to be certified. If the request requests a transcript & duplicate diploma, you will need to complete the respective steps outlined above.
2. An appointment is scheduled between our Senior Registrar and a College Notary public with you or your appointed proxy. We will alert you of our availability to coordinate this date/time – with consideration of your or proxy's schedule as well. The person coming to the campus for the Apostille must comply the College's visitor policy.
3. The Senior Registrar must hand-sign the requested document(s) on the back, with text certifying the document as a "true and original diploma/transcript/enrollment letter." (Note: Only the Senior Registrar may sign; no stamps or designees are allowed) Afterward, the Senior Registrar's signature must be notarized by a notary public on our campus.
4. The student/proxy must then bring the signed and notarized document(s) to [the county clerk of the county in which the notary is registered](#). The clerk then certifies that the notary public is registered in that county.
5. Once certified, the student must bring the document(s) to the [New York Department of State, Division of Licensing Services](#), to obtain the final Apostille. We would also recommend reviewing the link for expedited services.

Please note steps 1 to 3 are completed at John Jay College to receive your notarized document(s). Be advised that Steps 4 and 5 **MUST be completed to achieve the full Apostille. **This is an In-Person Process and we do not accept mail-in requests.****

Frequently Asked Questions:

Is there a fee to have my documents authenticated?

- The College does not charge a fee for this service. However, if an official transcript or duplicate diploma is one of the documents you wish to have authenticated, then you will be required to pay a transcript/diploma fee.
- For other processing fees that are not associated with the College, please visit the NYS Department of State on this [Apostille and Certificate of Authentication Requests](#) web page. (Scroll down to “Payment”)

What if I am out of the country and cannot come to the College have my documents authenticated? (Proxy)

You may have someone act as your proxy, that person would act on your behalf to have your document(s) authenticated.

You would provide your proxy with:

- A written and signed authorization letter including: your contact information, the name of your proxy and a listing of the document(s) that you are requesting be authenticated.
- A photocopy of your passport or State ID.
- The person acting as your proxy must present a valid government-issued photo ID.

These documents must be presented to the Senior Registrar at the time of the meeting.

What is the processing time?

It depends on the documents that require the notarization and availability of the parties involved. As a reminder – this timetable is only regarding steps 1-3 and not the total time needed for an Apostille. We cannot determine the processing times for sources external to John Jay College.

- **Singular request:** Transcript, Enrollment letter, Diploma (on hand) – is average to 3-4 weeks to be completed.
Special Note: Duplicate Diploma: An average of 4-6 weeks to be populated upon receipt of the request. Upon the arrival of the document, it is an additional 3-4 weeks for the request to be notarized.

- **Multiple documents:** If you have multiple documents that need notarization such as a combination of a transcript, or duplicate diploma – this can take up to 8 weeks before an appointment can be set. (see special note regarding Duplicate Diploma) However, if you have the Diploma (on hand) and need a transcript, the processing time can be reduced to 3-4 weeks for the scheduling of the appointment.

Why does the processing time take so long?

- **Transcript and Enrollment Letter** are required to be populated within the Registrar's Office and **cannot** be done through Parchment. Transcripts are populated within 3-5 business days upon receipt of the request, but the appointment for the notarizations can take place 2-3 weeks after creation.
- **Duplicate Diploma:** is not produced at the College. Requests are forwarded to our vendor Parchment Services to be created, printed, and mailed out within 4-6 weeks. This, however, does not include the arrival time of the mail to your designation by USPS.

Once your diploma, arrives, the appointment can be scheduled per the availability of all parties involved.

I recently graduated within the last semester; I want my diploma to be used now for Apostille. What can be done?

You must have the Diploma on hand before the Apostille process can take place. Our office does not have the ability to expedite for recent graduates. Conferral of degrees can take up to one month after the semester has ended and 3-4 months for the hard copy diplomas to be mailed out accordingly by our official vendor: Parchment Inc.

If there is a time constraint to your request we suggest that you check with the country that you are visiting as to whether they would accept an Apostilled transcript as sufficient proof of your graduation. If so, we suggest that you order an Apostilled transcript (process outlined above).

Can my digital diploma serve as an alternative to the Apostille?

Digital diplomas, such as those provided by Parchment, can serve as an alternative to the Apostille. Many countries recognize digital diplomas to support the need for international credentials. It is strongly suggested that you confirm with the country you are using this for, that they will accept a digital diploma as sufficient proof.

Presently only Spring 2021 to the present term will have digital copies. If your diploma was issued before Spring 2021 and you need a digital copy, then you will need to complete the duplicate diploma request application. You will receive a second hard copy of the Diploma as well.

My Country didn't accept the Digital Diploma, what should I do?

You must follow the steps outlined above, regarding the policy of *Diploma (on hand)* or the *Duplicate Diploma Process*, if your original is no longer available to you. It **will** take 4-6 weeks to be processed accordingly and the fees associated with requesting a duplicate diploma.

Is a digital Transcript/Diploma considered apostilled?

No, it isn't. However, it is considered a certified and original document. You will need to follow the procedure listed above.

Can I use the "digital copy" for the Apostille process?

No. The digital transcripts/diplomas are considered an "original document" as is. Once it is "printed" it is considered an unofficial copy that we cannot certify.