High School Equivalence Certificate Online Transcript Service
Frequently Asked Questions

1/13/2016

1. **How far back does the online system provide transcripts of high school equivalency?** Transcripts are available for all Missouri High School Equivalency graduates dating back to the start of Missouri's High School Equivalency program in the 1940s.

2. **I took my HSE test last month. How soon will my transcript be available in the system?** When you receive your Certificate in the mail, the online transcript system will be available.

3. **Are records in the system for people who did not successfully complete the High School Equivalency exam?** Yes, for most test takers. Individuals who have not passed the exam will show as "not qualified" and their test history will appear. Individuals can see what scores they received each time they tested and can verify where they may need to improve their scores.

4. **When I click on the Transcript Search button, nothing happens. Why?** Your browser may have "pop ups" blocked; that is the most common problem. Change the pop up blocker to allow pop ups from *.dese.mo.gov, then retry to see the result of your search.

5. **Is the system secure?** Yes, we ask for the last four digits of your social security number, your birth date and your last name (and first initial) when you tested. There are billions of possible combinations, so without accurate search information, the likelihood of guessing correctly is extremely low.

6. **Why do I keep getting a message that says: "INCORRECT OR MISSING INFORMATION NO RECORD FOUND (PLEASE VERIFY INFORMATION)"?**If the combination (name, date of birth and last four digits of Social Security or assigned number) does not match a record in our system, the 'no record found' response will be displayed. There are two reasons why you might get this response: Your information is not in our system or your information doesn't match what is in our system. If you feel you received this in error send an email to hse@dese.mo.gov and include:

   A. Your full name when you tested
   B. The last four digits of your social security number/assigned number
   C. Your birth date
   D. The approximate month and year you tested
   E. The location you tested.

7. **I don't have a computer, how can I get a transcript?** If a college, university or employer needs to see evidence you have a Missouri certificate of High School Equivalency (HSE), they can go to our website at www.hse.mo.gov and pull up the record. Individuals without access to a computer can visit a public library for access to the Internet.

8. **Can I print this out?** Yes, a record can be printed from the online transcript system, however, a printed copy of it is not official. Only the online view at www.hse.mo.gov is official.