



**10/3/2022**

**Subject:** New Process for Requesting Records of Former Memphis-Shelby County Schools Students

Effective 10/3/2022, to provide an enhanced and more secure service for our transfer students, all record requests for our former students must be made online using our new student record request system.

***Fax, phone calls, emails, and mail will no longer be accepted.***

The new K-12 Transfer application will be activated on 10/3/2022. It is a secure, self-service application that requires the following steps:

- **Site Access.** Go to <https://transfer.scribborder.com>
- **Account Creation.** Each person requesting records from Memphis-Shelby County Schools is required to set up an account. You must use your school email address; personal email addresses will not be accepted.
- **Verification.** Once the account is set up, a verification process takes approximately two business days to complete. You will receive an email notification once your account is verified. You only need to be confirmed once and may submit as many requests as you need.
- **Submit Request.** When you receive the "verification complete" email notification, you may log into the national K-12 Transfer request system using the URL link above to submit your request.
- **Processing Time.** Memphis-Shelby County Schools will process your request electronically within 15 business days. You will receive an email notification once the request has been processed.
- **Downloading.** When you receive the "processing complete" email, you must log in to the K-12 Transfer application to download the requested student record.

Please contact [support@scribsoft.com](mailto:support@scribsoft.com) if you have issues setting up your account or submitting record requests.

Thank you,  
Memphis-Shelby County Schools