How to Get a Copy of Your Texas Certificate/Transcript

TxCHSE Certificate Purchase Process
Purchases of duplicate certificates of high school equivalency are made through the online search application at www.txchse.com.

The results will produce a PDF that can easily be saved on a computer, emailed to oneself or third parties, and/or printed. It works with Chrome, Firefox, Safari and IE. Smart Phones and tablets are not supported at this time.

TxCHSE Help Desk
TxCHSE customer service has moved to a Help Desk ticketing system through a link can be found on our home page located at www.txchse.com. Here is a direct link to the Help Desk. This will provide a secure method of communicating personal information and documentation to agency staff, as well as providing enhanced tracking and reporting capabilities.

There are six options based on the type of correspondence:
1. Certificate verifications: This is for individuals and 3rd parties unable to verify a certificate using the online search application.
2. 16 and 17-Year-old exception requests: Parents or guardians can enter the information directly into the ticket because the forms are no longer required. Third parties will be able to complete the ticket and securely upload a signed consent form as another option.
3. Personal information Changes/Corrections: These can be requested and personal documentation can be securely uploaded.
4. Test Center Inquiries: Current and future test center staff can contact us this way.
5. High School Equivalency Program/Options Program
6. General Inquiries is for everything else.

The email address previously used is no longer monitored. Individuals that send an email now receive an autoreply notifying them to resubmit their request in a help desk ticket.

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College, Career, and Military Prep
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