

Duplicate Diploma/Certificate Ordering Guide

The purpose of this guide is to provide instructions for students who wish to order a duplicate copy of their diploma/certificate. This does not apply to students who have not yet been awarded their degree/certificate or have not received their first complimentary copy of their diploma/certificate. All students awarded their degree/certificate can expect to receive their complimentary copy sent to the mailing address listed on their BroncoDirect, after notification that their degree/certificate was awarded.

For a student who has received a complimentary diploma/certificate and needs an additional copy (or copies), the student can refer to the following steps starting with this link to the [Online Diploma Store](#)

- Upon clicking the link, you will be taken to this page:
 - Enter your **Bronco ID#** and **Last Name**
 - click **Search My Diploma**
 - You must list the correct Bronco ID# and the last name on file at the time your degree was awarded, otherwise, an error will appear that your record could not be located.

The screenshot shows a web browser window with the URL michaelsutter.com/pomona. The page is titled "Cal Poly Pomona Online Diploma Services" and features the Cal Poly Pomona logo on the left and the DiploMatic logo on the right. The main content area is divided into two columns. The left column contains a search form with fields for "Bronco ID" and "Last Name", a red-bordered "Search My Diploma" button, and a "Submit a Diploma Request" button. The right column is titled "Online Diploma Services Available" and lists three services: ordering replacements, ordering eDiplomas, and checking order status. A copyright notice is visible at the bottom of the page.

- If your degree/certificate was awarded after 2004 (this would apply to all certificates but not all degrees), and the correct Bronco ID# and Last Name was provided, you will be directed to a new page where you will review a preview of your diploma/certificate and select **Order Additional Diplomas** for a physical copy or **Order my Cal Poly Pomona eDiploma** for an electronic copy.

California State Polytechnic University, Pomona Diploma Status

██████████ Congratulations on receiving your Bachelor of Science from California State Polytechnic University, Pomona.

Your diploma was mailed as of Tuesday, June 27, 2023 to:

██████████

Your diploma was mailed via "First-Class Mail". Please allow sufficient time for delivery. If it is beyond sufficient time for delivery since your mail date, you may contact Cal Poly Pomona at (909) 869-3000 or diplomas@cpp.edu.

Name on Diploma: ██████████
 Institution: California State Polytechnic University, Pomona
 Degree: ██████████
 Graduation Date: ██████████
 Other Details: ██████████

Diploma Size: 8.5x11

Look for your diploma mailer

DO NOT FOLD

This is a preview of your actual diploma

Order Additional Diplomas

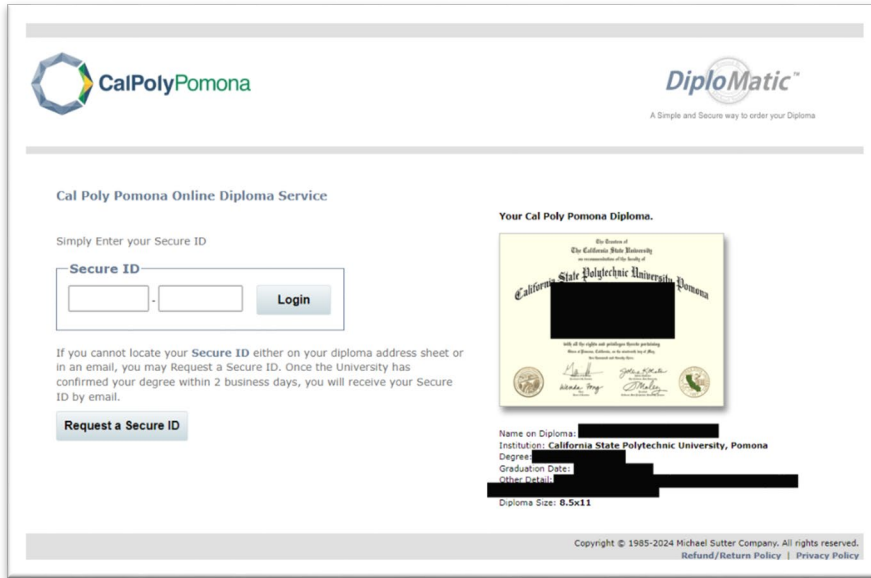
Order my Cal Poly Pomona eDiploma

eDIPLOMA
 A Signed and Certified PDF of your diploma

Only takes a few minutes...
 You can Email your eDiploma for verification purposes
 Your eDiploma is an official and legal electronic document

The "Adobe Blue Ribbon" is proof that your eDiploma is a Signed and Certified PDF.

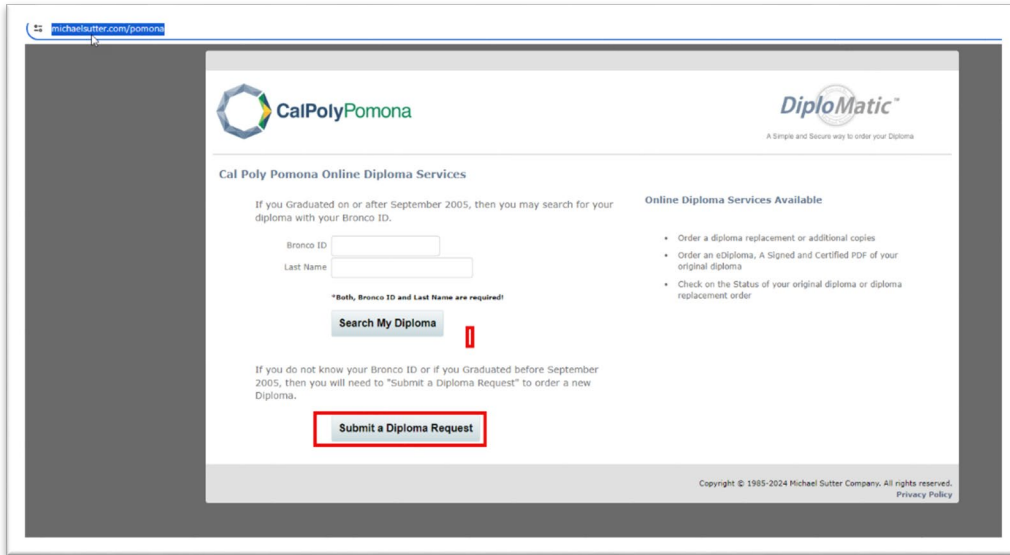
- Whether you click Order Additional Diplomas for a *physical* copy of your diploma/certificate or Order my Cal Poly Pomona eDiploma for an *electronic* copy of your diploma/certificate, you will be directed to this page and will be asked to enter your Secure ID. Your Secure ID was provided to you with the first complimentary copy of your diploma/certificate and in the email you received when it was first mailed out.



- If you no longer retain documentation of your Secure ID, you may then click Request a Secure ID.



- Additionally, if you were awarded a degree before 2004 or do not recall your Bronco ID# and cannot reach the first preview diploma/certificate page after entering your information, you can instead click **Submit a Diploma Request**.



- Please complete and submit the CPP Diploma Request Form to the best of your knowledge. The request will be received by the Registrar’s Office Diplomas team and reviewed within 2-4 business days. Based on the information provided, the Diplomas team will locate the record and approve or follow up with you, if we encounter any issues.

The screenshot shows the 'Cal Poly Pomona Diploma Request Form'. At the top left is the Cal Poly Pomona logo, and at the top right is the Diplomatic logo with the tagline 'A Simple and Secure way to order your Diploma'. The main heading is 'Cal Poly Pomona Diploma Request Form'. The form contains the following fields: First/Middle Name, Last Name, Phone, Email, Confirm Email, *Name to appear on Diploma, Social Security (last 4 xxx), UM ID (if known), Date of Birth (mm/dd/yyyy), Graduation Date (month/year), and Degree Received. Below the fields is a checkbox for 'I'm not a robot' and a CAPTCHA logo. A 'Submit My Secure ID Request' button is located below the CAPTCHA. At the bottom left, there is a note: 'If you Graduated on or after September 2005, then you may search for your diploma with your Bronco ID.' and a 'Search for My Diploma instead' button. On the right side of the form, there is a section titled 'Obtain your diploma in three easy steps:' with a list of steps: 1. Complete and Submit Request Form, 2. You will receive by email a Secure ID once the University has confirmed your degree (please allow up to 2-4 business days), and 3. Login using your Secure ID and complete your order. Below the steps is a note: '*Name changes: If the name on the diploma request does not match the name on your original diploma, you may be notified by email to supply legal documentation (marriage license, driver's license, passport, divorce decree, etc.) of your current name.'.

- After submitting your request, you will be directed to a confirmation page with a summary of the information provided.

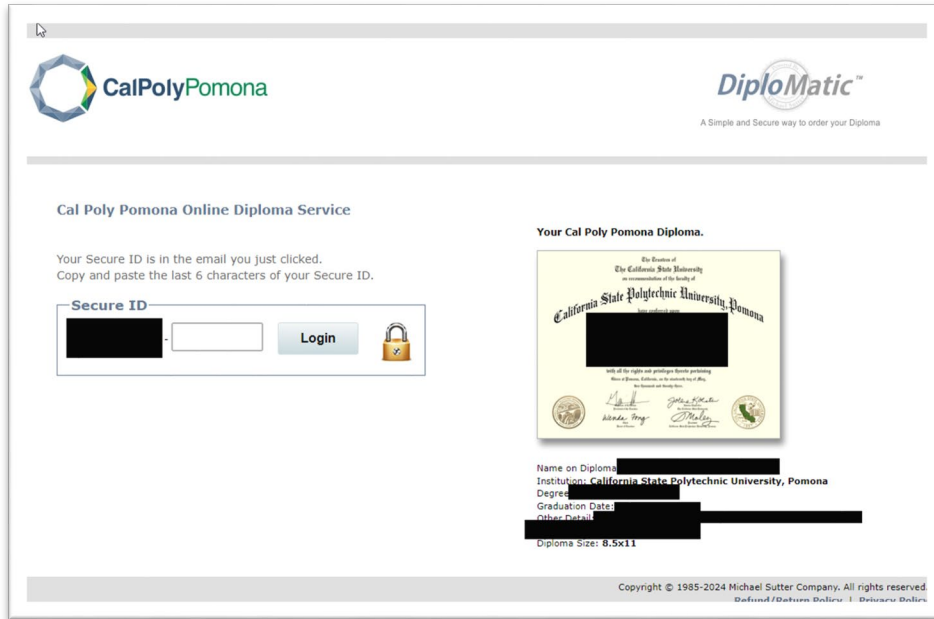
The screenshot shows a web page for Cal Poly Pomona Diplomatic Request Form. At the top left is the Cal Poly Pomona logo, and at the top right is the Diplomatic logo with the tagline "A Simple and Secure way to order your Diploma". The page title is "Cal Poly Pomona Diplomatic Request Form". A green box displays "Diploma Request ID # [REDACTED]" and "Submitted: Tue, Jun 25 2024 04:20:46 PM". Below this, a message reads: "Thank you for submitting your diploma request. Once the University has confirmed your degree (within 2-4 business days), you will receive your Secure ID by email." The "Contact Info" section lists Name, Phone, and Email, all redacted. The "Requested Detail" section lists Name to appear on Diploma, Social Security, Affiliate ID, Date of Birth, Graduation Date, and Degree Received, all redacted. A "Return" button is at the bottom left. The footer contains the copyright notice: "Copyright © 1985-2024 Michael Sutter Company. All rights reserved."

- Upon the approval of the request, you will receive an email with your Secure ID.



- If you do not receive an email (check your junk mail) **after four (4) business days from the Michael Sutter Company/Diplomatic** or from diplomas@cpp.edu, you may reach out to diplomas@cpp.edu or call the Registrar's Office at (909) 869-3000.

- From there, you will click on **Cal Poly Pomona Diploma Login** where you will be directed to this page and fill in the rest of your Secure ID.



- You will then bypass the initial diploma/certificate preview page and immediately proceed to the Order page where you can select the number of physical diplomas/certificates you wish to order and proceed with the steps below:

- Select the number of duplicate copies you wish to order.



- Enter your phone and email address contact information.

CalPolyPomona DiploMatic™
A Simple and Secure way to order your Diploma

Quantity **Contact Information** Shipping Address Shipping Option Payment Order History

Enter your contact information

Email
 Confirm Email
 Phone

Back **Next**

Diploma to be ordered.

Name on Diploma: [REDACTED]
 Institution: California State Polytechnic University, Pomona
 Degree: [REDACTED]
 Graduation Date: [REDACTED]
 Other Details: [REDACTED]
 Diploma Size: 8.5x11

Notary Service

Any questions or issues please enter our Resolution Centre
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 Refund/Return Policy | Privacy Policy

- Enter the mailing address for where you wish to have your diploma/certificate delivered.

CalPolyPomona DiploMatic™
A Simple and Secure way to order your Diploma

Quantity Contact Information **Shipping Address** Shipping Option Payment Order History

Enter your shipping address

Country: UNITED STATES

First Name
 Last Name
 Company
 Street Address
 Apt, Suite, Bldg, c/o
 City
 State: Select State
 Zip

Back **Next**

Diploma to be ordered.

Name on Diploma: [REDACTED]
 Institution: California State Polytechnic University, Pomona
 Degree: [REDACTED]
 Graduation Date: [REDACTED]
 Other Details: [REDACTED]
 Diploma Size: 8.5x11

Notary Service

Any questions or issues please enter our Resolution Centre
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 Refund/Return Policy | Privacy Policy

- Confirm the mailing address that was entered.

CalPolyPomona

Diplomatic™
A Simple and Secure way to order your Diploma

Quantity | Contact Information | **Shipping Address - Validation** | Shipping Option | Payment | Order History

The address you entered has been found and validated.

[Redacted Address]

[Use this Validated Address](#)

Address you entered.

[Redacted Address]

[Edit Address](#)

Diploma to be ordered.

Name on Diploma: [Redacted]
 Institution: California State Polytechnic University, Pomona
 Degree: [Redacted]
 Graduation Date: [Redacted]
 Other Detail: [Redacted]
 Diploma Size: 8.5x11

Any questions or issues please enter our Resolution Center
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- Select your shipping option for delivery.

CalPolyPomona

Diplomatic™
A Simple and Secure way to order your Diploma

Quantity | Contact Information | Shipping Address | **Shipping Option** | Payment | Order History

[Redacted] select Shipping Option

5-10 Business Days
 USPS First-Class Mail (no tracking)
 Total Shipping & Handling: \$4.11

Thursday, June 27
 UPS Next Day Air®
 Express Handling: \$15.00
 Shipping: \$54.24
 Total Shipping & Handling: \$69.24

[Back](#) [Next](#)

Diploma to be ordered.

Name on Diploma: [Redacted]
 Institution: California State Polytechnic University, Pomona
 Degree: [Redacted]
 Graduation Date: [Redacted]
 Other Detail: [Redacted]
 Diploma Size: 8.5x11

[Notary Service](#)

Any questions or issues please enter our Resolution Center
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- Submit your payment information and click on **Place your Order**.

CalPolyPomona DiploMatic™
A Simple and Secure way to order your Diploma

Quantity | Contact Information | Shipping Address | Shipping Option | **Payment** | Order History

Please review your order and enter your payment information

Shipping Address: [Redacted]

Shipping Option: USPS First-Class Mail
1 Diploma Ordered \$15.00
Shipping & Handling \$4.11
Total \$19.11

Credit Card # [Input]
Exp Date: Mo [Dropdown] Year [Dropdown]
CVV Security Code [Input] What is CVV Security Code?
Name on Card [Input]
Billing Street [Input]
Billing Zip [Input]

Back **Place your Order**

Diploma to be ordered.

Name on Diploma: [Redacted]
Institution: California State Polytechnic University, Pomona
Degree: [Redacted]
Graduation Date: [Redacted]
Other Details: [Redacted]
Diploma Size: 8.5x11
Notary Service

Any questions or issues please enter our Resolution Center
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Refund/Return Policy | Resources

- If you click **Go to My eDiploma** for an *electronic* copy of your diploma/certificate, you will be directed to this page, fill in the information requested, and click on **Place your Order**.

CalPolyPomona eDIPLOMA
powered by Michael Sutter
A Signed and Certified PDF of your diploma

[Redacted] order your eDiploma for only \$10 for Life!

Why do I need A Signed and Certified PDF of my diploma?

- You can Email your eDiploma for verification purposes for Job Interviews, Bank Verifications, etc.
- Receive your eDiploma immediately for urgent verification.
- Your eDiploma is an official and legal electronic document.
- Your eDiploma is a high resolution color image of your actual diploma.
- Share your accomplishment with family and friends.
- Read more about your eDiploma as a Signed and Certified PDF.

Payment Information - \$10

Email [Input]
Confirm Email [Input]
Credit Card # [Input]
Exp Date: Mo [Dropdown] Year [Dropdown]
CVV Security Code [Input] What is CVV Security Code?
Name on Card [Input]
Billing Street [Input]
Billing Zip [Input]

Place your Order

Need a paper diploma?
Order Additional Diplomas

The "Adobe Blue Ribbon" indicates that your eDiploma is a Signed and Certified PDF.
Certified by Document Certification Services | certified@doccert.com | Michael Sutter Company, Certificate issued by DocuSign, SPIN2K CA for Adobe.

Diploma to be ordered.

Name on Diploma: [Redacted]
Institution: California State Polytechnic University, Pomona
Degree: [Redacted]
Graduation Date: [Redacted]
Other Details: [Redacted]
Resources: [Redacted]
Diploma Size: 8.5x11

Your eDiploma will be emailed to you as a high resolution color Adobe Certified PDF file. If you ever lose your eDiploma PDF file, you can always log back in and email it again, for Life!

- From there, you will receive email communication once your order has been processed and mailed out.