

If you no longer have access to the email address on your Parchment account

I remember my Parchment password but no longer have access to the email address

You need to sign in and [update your email address](#)

(<https://parchmentsupport.force.com/s/article/Change-email-address>). That way, when you place orders, you will receive important emails from Parchment about your order.

I do not remember my Parchment password and no longer have access to the email address

You will need to contact us so that we can delete your account. Please follow the steps below. **You must have your account deleted before you can create a new account and place orders.**

1. Click **Contact Us** and select **Delete Account** from the drop-down menu. Be sure to include your date of birth and explain that you would like your account deleted.
 2. You will receive an auto-reply asking you to confirm that you would like your account deleted. Please reply confirming this.
 3. We will send you an email when we delete your account.
 4. You can now create a new account using your preferred email address.
 5. You can add your school to your account and place your order.
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