

Inactive Student Initiated – eTranscript Request

Overview

This process will allow an inactive student to electronically request a transcript.

- eTranscript Request Inactive will allow former students who no longer have a network ID and password to request a transcript electronically.
- Former students will find the link to *eTranscript Request Inactive* through OneStart Public Services. Each campus can also add a link to this application to their websites.
- Hours of availability:

Monday-Saturday: All hours except 5am-6am

Sunday: All hours except midnight-8am

Steps

Inactive Student Requests an eTranscript Request

1. Go to: onestart.iu.edu.
2. Select *Public Services* in the left side menu. Under the **Public Self-Service** heading, locate and click on the [Official Transcript Request \(Online\)](#) link.


The screenshot shows the Indiana University OneStart Public Self-Service page. The left navigation menu includes 'OneStart Home', 'Public Services', and '3rd Party Access'. The main content area is titled 'Public Self-Service' and is organized into several categories:

- Admissions:** Request Campus Information, How will My Courses Transfer?, Apply for Admission, What are My Degree Requirements?
- Course Information:** Schedule of Classes, Course Descriptions, Registrar Offices
- Financial Aid:** Federal Aid Application (FAFSA), Loan History (NSLDS), Financial Aid Offices
- Bursar:** Bursar Offices
- Parent/Guardian Access to Student Information:** Authorized 3rd Party Access
- Registrar:** Official Transcript Request (Online) (circled in red)

At the bottom, there is a link for 'MORE INFO: [UITS Support Center](#)'.

3. The *Welcome – eTranscript Request Service* page will be displayed.

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 INDIANA UNIVERSITY

eTranscript Request Service

This service allows former Indiana University students to order an official transcript and pay with a credit card. If you have had Indiana University enrollment within the past year, please logon to **OneStart** (<http://onestart.iu.edu>) using your IU network-id and password. Click Services & Information, then the Official Transcript Request (Online) link.

Agreement

I verify that I am the individual whose record is being requested.

I also understand that attempts to obtain official transcripts through fraudulent means are a violation of federal and state laws and University policy and will be referred to appropriate authorities.

I agree to the terms above.

[continue](#)

To find out how to contact the Registrar's Office directly, click [here](#).

4. Current students will be directed to log into OneStart and use the eTranscript Request system for current students instead of this system. If you are a former student, you must sign off on the legal statement by selecting the **I agree to the terms above** checkbox before continuing.
5. Click [continue](#). The *eTranscript Request Service* page will be displayed.
6. If you would rather contact the Registrar's Office instead of continuing with the eTranscript Request, click "here" in the message at the bottom of the page for contact information.

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INDIANA UNIVERSITY

eTranscript Request Service

To verify your identity, you will be asked a series of questions regarding the information we have on file for you at Indiana University. To identify yourself, enter your information below **as it appears on your Indiana University transcript**.

Enter your information and click Continue.

*First Name:

*Last Name:


*Birth Date (MM/DD/YYYY):

*Last 4 digits of National ID (e.g., Social Security Number): ...OR... University ID (10 digits):

To find out how to contact the Registrar's Office directly, click [here](#).

7. Enter your **First Name, Last Name, Birth Date,** and **Last 4 digits of National ID (SSN) or University ID**. The information must match what is reflected on your transcript.
 - At this point, a number of things can happen.
 - If you cannot be identified by the information provided, you will receive an error, “*Identity could not be established. Please correct your entry and submit again.*” You can submit again two more times in the same browser session.
 - If three attempts have been made in a single browser session you will receive an error, “*For further information on how to get a copy of your transcript, contact your campus registrar.*”
 - If you are an active student, you will receive an error message directing you to OneStart to use eTranscript Request for active students.
 - If there isn't sufficient information to authenticate you, you will receive an error message with a link to contact information for the Registrar's Office.
8. If the system can identify you based on the information entered, you will need to continue answering more questions about your record.

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 INDIANA UNIVERSITY

eTranscript Request Service

One of the addresses listed below is an address listed for you in Indiana University records. Select the correct address.

Select the correct answer from the list below and click Continue:

507 S FESS #18, BLOOMINGTON, IN, USA, 47401
212 S CLARK ST, BLOOMINGTON, IN, USA, 47401
4298 W ST RD 46, BLOOMINGTON, IN, USA, 47404
1409 S PALMER, BLOOMINGTON, IN, USA, 47401
3043 NATASHA DR, BLOOMINGTON, IN, USA, 47404-1390

To find out how to contact the Registrar's Office directly, click [here](#).

9. Select the correct address that has been on your academic record.

10. Click .

 INDIANA UNIVERSITY

eTranscript Request Service

You may have transfer credit recorded at Indiana University from one of the institutions listed below. If so, select the correct institution. If not, select "None".

Select the correct answer from the list below and click Continue:

NONE
LINCOLN UNIV MO
FAIRMONT STATE UNIVERSITY
ILLINOIS STATE UNIVERSITY
ROGERS STATE UNIVERSITY

To find out how to contact the Registrar's Office directly, click [here](#).

11. Select the **School** from where you have Transfer Credit or select **None** if you do not have Transfer Credit.

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12. Click **continue**.

INDIANA UNIVERSITY

eTranscript Request Service

You had enrollment at one of the Indiana University campuses listed below. Select the correct campus.

Select the correct answer from the list below and click Continue:

- South Bend
- East
- Southeast
- Bloomington
- Kokomo

continue **cancel**

To find out how to contact the Registrar's Office directly, click [here](#).

13. Select the **IU Campus** that you attended.

14. Click **continue**.

INDIANA UNIVERSITY

eTranscript Request Service

One of the courses listed below is a course you were enrolled in at an Indiana University campus. Select the correct course.

Select the correct answer from the list below and click Continue:

- LING-A 503, BANTU LINGUISTICS, Instructor: Marlo,Michael Robert
- EDUC-L 500, INST ISS IN LNG LRNING, Instructor: (not available)
- SLAV-C 501, ELEMENTARY CZECH I, Instructor: Volkova,Bronislava
- FINA-A 575, RESEARCH SOURCES IN ART HIST, Instructor: White,Anthony Michael
- GRAD-G 530, COMM SKILLS INTERNATIONAL A.I., Instructor: Merceron,Elizabeth R

continue **cancel**

To find out how to contact the Registrar's Office directly, click [here](#).

15. Select a class from your record.

16. Click **continue**.

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- If any of these questions are answered incorrectly, you will get an error, “*Authentication has failed. You may attempt to authenticate again.*” You can attempt to authenticate one more time.
- If the authentication fails a second time, you will get locked out of the system and receive the following error, “*Due to invalid attempts to authenticate or an administrative action, your record has been locked. You will not be able to use the eTranscript Request service while the record is locked.*”

17. If authentication is successful, the page below will be displayed.

INDIANA UNIVERSITY | WELCOME | REQUEST | REVIEW | CONFIRM |

eTranscript Request Service

Student Information
University ID: 0000011111

Welcome Ima Student! This service allows former Indiana University students to order an official transcript (\$10.00 per transcript) and pay with a credit card.

eTranscript Request is not yet available in situations where an additional form must accompany your transcript. Review your in person or by mail, options or contact the Registrar's Office at 812-855-7505.

Terms and Agreement

I understand my transcript reflects my academic record as of the date and time this request is submitted.

I authorize Indiana University to release my transcript(s) as requested.

I agree to the terms above.

continue

18. Select the **I agree to the terms above** checkbox.

19. Click **continue**.

INDIANA UNIVERSITY | WELCOME | REQUEST | REVIEW | CONFIRM |

Student Information
Campus: Bloomington
University ID: 0000011111 Name: Ima Good Student [What if my name has changed and I need my transcript updated?](#)

Pick the transcript type
Official Transcript

You may send transcripts to four different recipients

Autofill with my Local Address
 Autofill with my Home Address
 Clear this recipient
...or type an address below

*Number of copies: 1
*Name:
*Country: United States
*Address Line 1:
Address Line 2:
Address Line 3:
*City:
*State: Indiana
*Zip/Postal:

Delivery Options:
 Regular Mail
 Express Domestic Delivery - Fee: \$35.00 Please note that Federal Express will not deliver to a P.O. Box. Be sure to use a street address. For more information about express delivery, click [here](#).
 Local Pickup

If you require immediate assistance, you can also pick up transcripts at your campus' Registrar's Office. The student must present a valid photo ID (e.g. University ID card, driver's license, passport, or state ID). Only the student may pick up their transcript.

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20. Select the **Transcript Type (Official Transcript)**.
21. Select to autofill your address or type in the recipient's address.
22. Select a **Delivery Option**.
23. If you would like your transcript to be signed and sealed, select the **Signed and sealed** check box.
 - All transcripts produced by the Registrar's Office are official and bear the Registrar's signature and the University seal. For an extra level of security, some agencies/institutions require that each transcript be placed in an envelope which has been sealed with the Registrar's signature on the back. If you need this additional service, click the box next to "Signed and Sealed".
24. If you would like to add another recipient, click **add recipient**. Repeat steps 20 to 23.
25. Enter **Contact Phone Number** and **Contact E-mail Address**. These are both required fields.

Signed and sealed [What's this?](#)

add recipient Click Add Recipient to add an *additional* recipient to this order

Charges

| Item | Fee | Quantity | Total |
|--------------------|---------|----------|----------------|
| Per copy | \$10.00 | 1 | \$10.00 |
| ORDER TOTAL | | | \$10.00 |

The total charge will be applied to your credit card.

Contact Information

*Contact Phone Number: Enter a daytime phone number where you can be reached for questions about your order.

*Contact E-Mail Address: Enter a contact e-mail address.

Click *Continue* to review your order and arrange payment.

continue **cancel**

26. Click **continue** to review your order and make your payment.

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INDIANA UNIVERSITY

| WELCOME | REQUEST | REVIEW | CONFIRM |

Student Information

Campus: Bloomington
University ID: 0000011111 Name: Ima Student [What if my name has changed and I need my transcript updated?](#)

Transcript Request Information

Transcript Type: Official Transcript

| Recipient | Address | Signed & Sealed? | Quantity |
|-------------|--|------------------|----------|
| Ima Student | 100 Figg Street Bloomington, IN 47404-1390 USA | No | 1 |





Delivery Options: Regular Mail

Contact Information

Contact Telephone Number: 812-855-0121
Contact E-Mail Address: test@aol.com

Note: Review the information above for accuracy. Click the 'Edit Request' if you need to make changes. Transcript orders must be paid for when the order is submitted, even if your order includes special instructions that delay the release of the transcript.

Your order will be submitted when payment is made. Click "Pay With Credit Card" to charge \$10.00 to your credit card.

27. Review the eTranscript Request.

- Click to edit any information.
- Click to enter your credit card information and pay for the transcript.

28. To pay with a credit card, you will be relocated to the Nelnet Commerce Manager Payer system to pay with a credit card.

- Your credit card information will be stored and processed on the Nelnet server. IU will not keep the credit card numbers on our servers.

29. After you have entered your credit card information, you will see a confirmation page.

INDIANA UNIVERSITY

Commerce Manager Payer [Privacy Policy](#) [Contact Us](#) [Log Off](#)

Is this Credit Card information correct?

Please review your credit card information.

- To submit a payment, please click "Confirm" button.
- To make changes, please click "Edit" button.
- To cancel a payment, please click "Cancel" button.

Current Payment

Account: IUBL Online Transcript Request
Payment amount: **\$10.00**

Credit Card Information

Cardholder's Name: test
Card Type: MASTERCARD
Credit Card Number: *****5454
CVV2 Code: 5454
Expiration Date: 01 / 2010

Address Information

Address 1: test
City: test
State: AL
Zip: 44444

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30. Click if the information is correct or click to go back and edit the information.
31. A *Processing* page will display.
32. A *Receipt* page will display with a confirmation number.

IU INDIANA UNIVERSITY

| WELCOME | REQUEST | REVIEW | CONFIRM |

Confirmation Number: 20010827
Payment Type: Credit Card **Payment Amount:** \$10.00
Status: Awaiting validation and printing

Thank you

Your order was placed on 04/14/2009 at 04:27:46 PM. A confirmation e-mail will be sent to you at test@aol.com within 24 hours. You may review the status of your order by returning to eTranscript Request.
If you do not have special instructions on your order, an eTranscript Request is usually processed and mailed within two business days.

Student Information

| | | |
|----------------------------|----------------------------------|-------------------------------|
| Campus: Bloomington | University ID: 0000011111 | Name: Ina Good Student |
|----------------------------|----------------------------------|-------------------------------|

Order Information

Order Id: 2009041416255300
Transcript Type: Official Transcript

| Recipient | Address | Signed & Sealed? | Quantity |
|------------------|--|-----------------------------|-----------------|
| Ina Student | 100 Figg Street Bloomington, IN 47404-1390 USA | No | 1 |

Delivery Options: Regular Mail

33. eTranscript Request will also send a receipt to the e-mail address specified in the transcript request. Once the credit card has been charged, the order will be processed and transcripts will be printed immediately.