

# Student Initiated – eTranscript Request for Active Students

## Overview

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

- eTranscript Request for active students is available through OneStart (at all campuses except Columbus and Fort Wayne). Students can authenticate with their usernames and passphrases which replace their signature as permission to release the transcript.
- Students will pay for their transcripts using Visa, Mastercard, or Discover.
- Hours of availability:

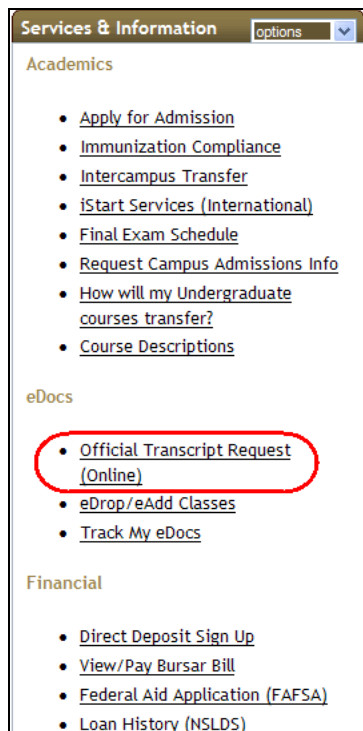
Monday-Saturday: All hours except 5am-6am

Sunday: All hours except midnight-8am

## Steps

### Student Requests an eTranscript Request

1. Log into OneStart.
2. Select the *Services* tab across the top and click **Student Self Service** in the left side menu. Under **Services & Information**, locate the **eDocs** label and click on the Official Transcript Request (Online) link.



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

# Student Initiated – eTranscript Request for Active Students

INDIANA UNIVERSITY

| WELCOME | REQUEST | REVIEW | CONFIRM |

## eTranscript Request Service

**Student Information**

University ID: 0000011111 Username: istudent

Welcome Ima Student!

Before you request and pay for an official transcript, you should review your transcript/academic record online. Log into OneStart, select the Services tab, Go to Student Center, My Academic and Grades, View My Unofficial Transcript.

**HOLD SERVICE available:** If there are pending changes (term grades, grade change, degree) you need reflected on the transcript before it is sent, when you make your eTranscript request you will have an opportunity to ask us to hold the transcript until those updates have occurred.

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 765-455-9391.

**Terms and Agreement**

This message is configurable by campus.

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

I also understand that I have been encouraged to review my Unofficial Transcript using [OneStart](#) before submitting this request.

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

I agree to the terms above.

continue

4. Read the instructions and select the **I agree to the terms above** check box.
5. Click **continue**.
  - If you have a hold on your record, you will see the following message:

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**Student Information**

University ID: 0000011111 Username: istudent

You have a hold on your record preventing transcript production. Please see below for more information about how to release the hold/s. Re-submit your request after you've resolved the hold/s.

**More information:**

**Campus:** IUPUI  
**Hold:** Past Due Encumbrance

Please contact via email at bursar@iupui.edu

- You will need to follow the directions in the **More Information** area and address the issue before you can continue.
6. If you do not have holds on your record, the following screen will display. On this page, you will be able to select the transcript type, number of copies, delivery options and enter the recipient's address. You can mail transcripts to multiple recipients.

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**INDIANA UNIVERSITY**

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**Student Information**

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

**Pick the transcript type**  
Official Transcript ▾

Include:  Current (and future) registration

Hold for:  
 Grade Change  
 Degree

**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

[What if I need to update my Local or Home address?](#)

\*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  
 Local Pickup

You can pick up transcripts at the Registrar's office, 8:00 a.m.-6:00 p.m., M-Th and 8:00 a.m. -5:00 p.m. on Fridays, University South, Room 107, New Albany, IN. You must present a valid photo ID (e.g. University ID, driver's license, passport, or state ID). Students should pick up their own transcript. [If for some reason the student cannot pick it up in person; the student must send a signed permission statement granting the third-party to pick up their transcript. In addition, the third party must present a valid photo ID.]

*If you don't find the delivery service above that you need, contact the Registrar's Office at 812-941-2240.*

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	\$7.00	1	\$7.00
<b>ORDER TOTAL</b>			<b>\$7.00</b>

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**

# Student Initiated – eTranscript Request for Active Students

7. Select the **Transcript Type**. If you are enrolled for a current and/or future term and want those courses on your transcript, select the “**Include current (and future) registration**” checkbox.
8. Select a **Hold** option, if necessary.
  - If you want the request to be held until grades are awarded for a particular term, select the **Hold for Term Grades** button. If all grades have been awarded or you were not enrolled in the prior term or currently enrolled, this option will not appear.
    - If your request is within 10 days of the end of the term, the **Hold for Term Grades** box will default to checked. If you uncheck the box, this message will be displayed, “*The official transcript will not show your current grades at this time. If you need these grades on your transcript, select Hold for Term Grades.*”
    - If the current term is your first term at IU, the **Hold for Term Grades** box defaults to checked and cannot be unchecked. You must wait until current term grades are posted before a transcript can be printed.
  - If you are scheduled to graduate at the end of the term, you can specify that the transcript be released only after the degree is awarded.
  - If you want the request to be held until a grade change occurs, select the **Grade Change** box. You will be prompted to select **Institution** and **Term** as well as the class for which you are expecting the change.
  - If any special instructions are selected, the transcript request will be held and evaluated daily until the necessary data is on the record. Then, the transcripts will be printed automatically.
9. Select to autofill your address or type in the recipient’s address.
  - If you use autofill and the address is not correct, click **What if I need to update my Local or Home address?** to go to SIS and update the address. Once complete, return to eTranscript Request and select the appropriate autofill address again to continue.
10. Select a **Delivery Option**.
11. 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”.
  - Click .
12. You are required to enter a **Contact Phone Number** and **Contact E-Mail Address**.
13. Click  to review your order and make your payment.

# Student Initiated – eTranscript Request for Active Students

IUPUI INDIANA UNIVERSITY-PURDUE UNIVERSITY INDIANAPOLIS

| WELCOME | REQUEST | **REVIEW** | CONFIRM |

**Student Information**

Campus: IUPUI  
University ID: 0000011111 Username: istudent Name: Ima Good 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 Indianapolis, IN 46204 USA	No	1




Delivery Options: Regular Mail

**Special Instructions**

Release transcript after current term grades awarded: IUPUI, Fall 2008

**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 \$8.00 to your credit card.

## 14. Review the eTranscript Request.

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

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

- Even if your transcript request is being held, you will pay immediately. If there is a hold on your record when the transcript is ready to be printed, the Registrar's Office will refund your 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.

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

# Student Initiated – eTranscript Request for Active Students

**INDIANA UNIVERSITY**  
Commerce Manager Payer

[Privacy Policy](#) [Contact Us](#) [Log Out](#)

### 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:	IUSE Online Transcript Request
Payment amount:	\$8.00

Credit Card Information	
Cardholder's Name:	Needa Transcript
Card Type:	MASTERCARD
Credit Card Number:	*****5454
CVV2 Code:	5454
Expiration Date:	05/2013

Address Information	
Address 1:	101 Test Dr.
City:	Chicago
State:	IL
Zip:	60195

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

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| WELCOME | REQUEST | REVIEW | CONFIRM |

**Confirmation Number:** 20006094  
**Payment Type:** Credit Card **Payment Amount:** \$8.00  
**Status:** Ready to Print

Thank you Ina Student.

Your order was placed on 10/06/2008 at 11:04:19 AM. A confirmation e-mail will be sent to you at atkinsje@indiana.edu. 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			
<b>Campus:</b> IUPUI	<b>University ID:</b> 000011111	<b>Username:</b> istudent	<b>Name:</b> Ina Good Student

Order Information			
<b>Order Id:</b> 2008100611034100 <b>Transcript Type:</b> Official Transcript			
<b>Recipient</b>	<b>Address</b>	<b>Signed &amp; Sealed?</b>	<b>Quantity</b>
Ina Student	100 Figg Street Indianapolis, IN 46204 USA	No	1
<b>Delivery Options:</b> Regular Mail			

**Special Instructions**  
Release transcript after current term grades awarded: IUPUI, Fall 2008

- eTranscript Request will also send a receipt to your IU email address.

Once the credit card has been charged, the order will be processed. Transcripts will be printed immediately unless there are special instructions with your request. If there are instructions to

# Student Initiated – eTranscript Request for Active Students

hold, the transcript will be paid for immediately but held until the circumstance is satisfied (degree awarded, grade changed, etc.).

**NOTE:** If you have a new University hold on your account, once a transcript is ready for production, you will be notified to clear the condition or your order will be cancelled and your credit card refunded.

## Viewing the Status of Your Prior Orders

You can see your prior eTranscript Requests after completing your request or from OneStart.

1. After a request is complete, you can click [Review Prior Online Orders](#) on the confirmation page.

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

I agree to the terms above.

[continue](#)

**Prior Online Orders**

Order ID	Campus	Transcript Type	Request Date	Status	Special Instructions
<a href="#">2008090311424100</a>	IUPUI	Official Transcript	2008/09/03	Printed	None

2. From OneStart you can also click on [Official Transcript Request \(Online\)](#) to access the *Welcome* page and review prior orders.
3. If you have questions about previous orders, contact your Registrar's Office and refer to the **Order ID** or **Confirmation Number** from your receipt.