Student Initiated - eTranscript Request for Inactive Students

Overview

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

- eTranscript Request Service 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 (Former Students) via One.IU.
- Students will pay for their transcripts using PayPal. If the students have an existing PayPal account, they can use it to pay via credit card, debit card, or bank account. If they do not have an existing PayPal account, they should use the guest account feature and enter a debit or credit card for a single transaction.
- Columbus and Fort Wayne students’ transcripts are generated by the IUPUI campus.
- Hours of availability:
  - Monday-Saturday: All hours except 5am-6am
  - Sunday: All hours except midnight-8am

Steps

Inactive Student Requests an eTranscript Request

1. Navigate to: one.iu.edu.
2. In the Search bar, type “eTranscript” and press ENTER.
3. Click the eTranscript Request (Former Students) task.
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The Welcome – eTranscript Request Service page will be displayed.

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4. Current students will be directed to log into One.IU 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 the continue button. 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.
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 One.IU 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.
9. Select the correct address that has been on your academic record.
10. Click the continue button.

11. Select the School from where you have Transfer Credit or select None if you do not have Transfer Credit.
12. Click the continue button.
13. Select the **IU Campus** that you attended.

14. Click the **continue** button.

15. Select a class from your academic record.

16. Click the **continue** button.

- 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 and you will not be able to use the eTranscript Request service. Please contact the Registrar’s Office where you last attended to find another method for requesting a transcript.”

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

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

19. Click the continue button.
20. Select the **Transcript Type** (Official Transcript).

21. Select a **Delivery Option**. Depending on the campus where the transcript is being produced, there may be different options for transcript delivery.

- **Regular mail** – The transcript will be sent out via USPS mail within two business days for no
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- Express Delivery – The transcript will be sent out via Federal Express for an additional charge. Domestic and international delivery is available.
- PDF copy via e-mail – You provide the recipient name, company or institution, and email address. The transcript will be sent via email as a secure PDF. If the request comes in during business hours, the transcript will be sent within an hour. If it comes in outside business hours, it will be sent the next business day.
- Local Pickup – The transcript will be printed and held for the student to pick up in the Registrar’s Office for no additional charge.

22. Select to autofill your Address or type in the Recipient’s Address.

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 the add recipient button. Repeat steps 20 to 23.

25. Enter Contact Phone Number and Contact E-mail Address. These are both required fields.

26. Click the continue button to review your order and make your payment.

27. Review the eTranscript Request.
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- Click the **Edit Request** button to edit any information.
- Click the **Cancel Request** button to cancel the request.

28. To pay with a credit card, debit card, or bank account, click 💳.
- Even if your transcript request is being held, you will pay immediately.

Students will pay for their transcripts using PayPal. If you have an existing PayPal account,
you can use it to pay via credit card, debit card, or bank account. If you do not have an existing PayPal account, you can use the guest account feature and enter a debit or credit card for a single transaction.

29. Click Continue.

**NOTE:** After clicking Continue, there is no way to prevent the credit card from being charged. If the request must be cancelled, a refund will be requested by the Registrar’s Office where the order was placed.

A Receipt page will display with a confirmation number.

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30. Click the **Print Confirmation** button to print the page or click the **EXIT** button to exit the system.

31. You will receive payment emails directly from PayPal referencing your Indiana University Transcript Request. eTranscript Request will also send a receipt to your 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 hold the transcript, it will be paid for immediately but held until the circumstance is satisfied (i.e. degree awarded.