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.
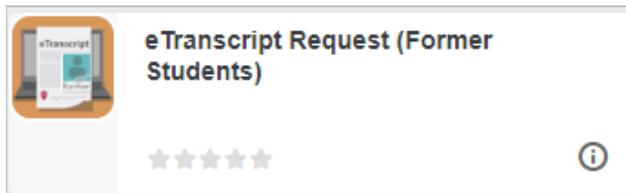
Student Initiated - eTranscript Request for Inactive Students

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

IU eTranscript Request Service

Welcome, Former Students!

As a former Indiana University student, you can use this service to order an official transcript and pay with a credit card. For current or recently enrolled students, go to:
eTranscript Request Service (Recent Students)

Verifying Your Identity

Enter the name below that Indiana University has listed for you in our records.

First Name

[   ]

Last Name

[   ]

Birth Date (mm/dd/yyyy)

[   ]

University ID (10 digits)   **OR**   **Social Security Number (Last four digits)**

[   ]   [   ]

Terms and Agreement

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

☐ I agree to the terms listed above.

[Continue]

---

4. Current students will be directed to log into One.IU and use the eTranscript Request system for current students instead of this system.

5. Enter your **First Name**, **Last Name**, **Birth Date**, and **University ID** or **Last 4 digits of Social Security Number**. The information must match what is reflected on your transcript.

    - At this point, a number of things can happen.

        o If you cannot be identified by the information provided, you will receive an error, "*Insufficient information to authenticate*" or "*Information entered does not match a person in our system. Please correct your entry and submit again.*" You can submit again two more times in the same browser session.

        o If three attempts have been made in a single browser session you will receive an error, "*Too many invalid authentication attempts. To obtain a copy of your transcript, please try ordering through the Order Online/Signature Request system. If you have any questions, you can contact IU Transcripts at transcripts@iu.edu or 812-855-4500.*"

        o If you are an active student, you will receive an error message directing you to One.IU to use eTranscript Request for active students.

© 2023 Indiana University

Page: 2
Revised 06/29/23

No portion of this document may be reproduced or distributed externally without the express written permission of Indiana University.

Student Initiated - eTranscript Request for Inactive Students

- o   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.

6. 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.

7. Click the **Continue** button.

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, an institution from which you have transfer credit recorded at Indiana University or *None* if you do not have transfer credit, an Indiana University campus where you were enrolled, and a course you were enrolled in at an Indiana University campus.

10. Click the **Continue** button.
    - If any of these questions are answered incorrectly, you will get an error, "*Authentication has failed. Please try 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.*"

Success!

You have answered the identity verification questions successfully.
You may now request a transcript.
Please check your order carefully before submitting.
There will be no refunds issued on orders that have been processed.

OK
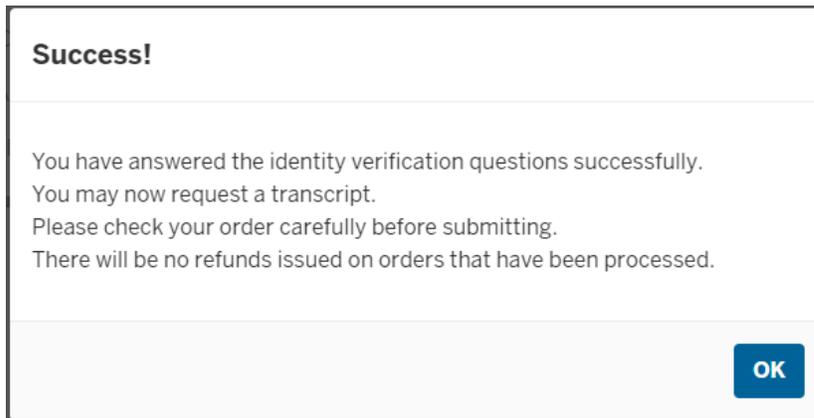
11. If authentication is successful, click **OK** to continue to the page below.
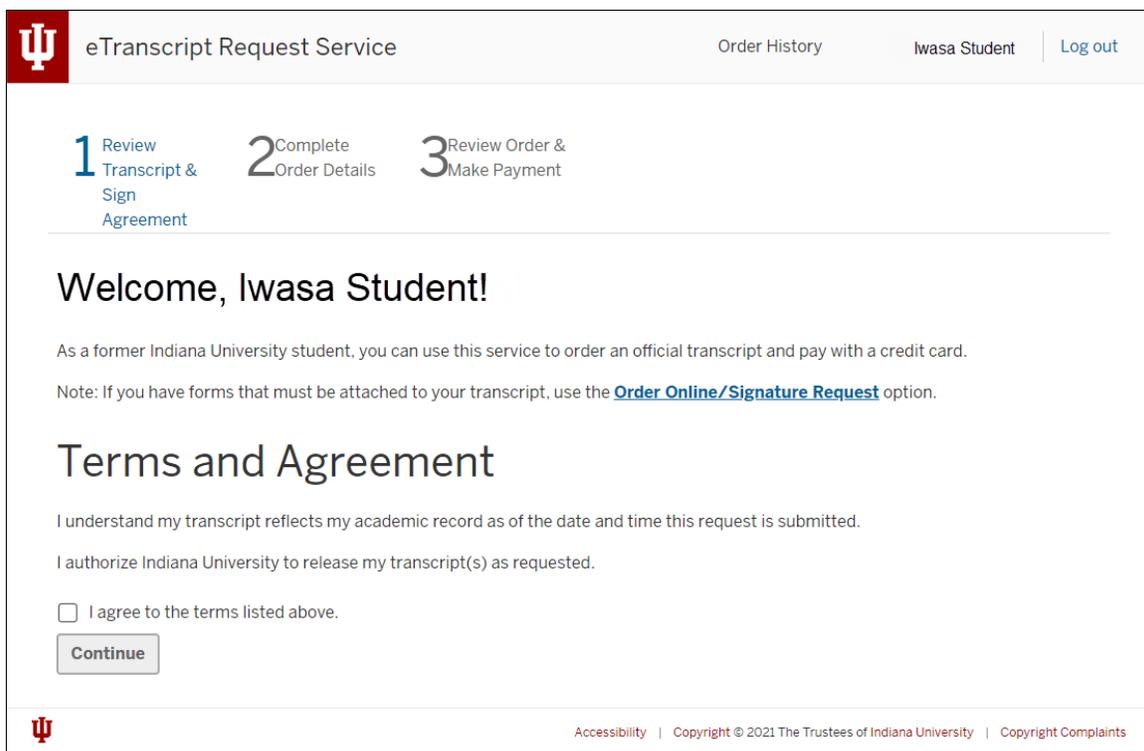
eTranscript Request Service   Order History   Iwasa Student   Log out

1 Review Transcript & Sign Agreement   2 Complete Order Details   3 Review Order & Make Payment

Welcome, Iwasa Student!

As a former Indiana University student, you can use this service to order an official transcript and pay with a credit card.

Note: If you have forms that must be attached to your transcript, use the **Order Online/Signature Request** option.

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 listed above.

Continue

Accessibility | Copyright © 2021 The Trustees of Indiana University | Copyright Complaints

Student Initiated - eTranscript Request for Inactive Students

12. Select the **I agree to the terms listed above** checkbox.

13. Click the Continue button.

14. Enter **Contact Daytime phone number** and **Contact E-mail Address**. These are both required fields.

15. Select the **Transcript type** (**Official Transcript** is the default). Your Campus may offer additional transcript types that contain part of your academic record, for example all undergraduate work only.

16. In the **Send Transcript To** section, specify the transcript format, delivery method, name and address details for up to four addresses.

17. Select a **Transcript Format**. Depending on the campus where the transcript is being produced, there may be different options for transcript delivery.

Student Initiated - eTranscript Request for Inactive Students

Electronic Transcript (PDF)

Send Transcript To

Transcripts may be sent to four different addresses

Address #1

Transcript Format

- ⦿ Electronic Transcript (PDF) $0.00 per email address
- ○ Paper Transcript $0.00 per copy

Delivery method

Email
Same or next business day

Name

Company or Institution (optional)

Email Address   **Verify Email Address**

Add Another Address

[Continue]   [Cancel]

Total

Electronic Transcript (PDF)	1x$0.00	$0.00
Order Total		**$0.00**

Accessibility | Copyright © 2021 The Trustees of Indiana University | Copyright Complaints

- Enter the name, company or institution, and email address. The transcript will be sent via email as a secure PDF. The transcript will be sent the same or next business day.

Student Initiated - eTranscript Request for Inactive Students

Paper Transcript:

Send Transcript To

Transcripts may be sent to four different addresses

Address #1

Transcript Format

○ Electronic Transcript (PDF) $0.00 per email address

◉ Paper Transcript $0.00 per copy

Delivery method

◉ Regular Mail

Up to 2 weeks domestic/Up to 6 weeks international. No tracking information available. Select Express Delivery if tracking is required.

○ Express Delivery

⊖ NO DELIVERY TO PO BOX! A street address is required. Delivery in 2 - 5 business days - $35 domestic delivery /$55 international delivery. EXPRESS DELIVERY REQUESTS WILL ONLY BE SENT OUT ON MON, WED, AND FRI. IF YOU NEED A TRANSCRIPT IMMEDIATELY, PLEASE ORDER A PDF.

○ Local Pickup

IUPUI students can pick up official transcripts at the Office of the Registrar in the IUPUI Campus Center, 420 University Blvd, Suite 250. Normal business hours are Monday-Friday, 9:00 am - 5:00 pm. For more information, call 317-274-1519 or email iupuireg@iupui.edu. IUFW students can order in-person transcripts at Student Central in Neff Hall 110, 2101 East Coliseum Blvd. Normal business hours are Monday-Friday, 8:00 am ¿ 5:00 pm. For more information, call 260-257-6760 or email fwreg@iufw.edu. Local pickup is not available for IUPUC students at this time. For more information, call 812-348-7311 or e-mail registrar@iupuc.edu. Please note, only the student may pick up an official transcript and must present a valid photo ID (e.g. university ID, driver's license, passport, or state ID).

Copies

[1   ▼]

Address Options   What if I need to update my Local or Home address?

◉ Add a new address

○ Use my Home Address

Name

[   ]

Country

Total		
Paper Transcript	1x$0.00	$0.00
Order Total		**$0.00**

- **Regular mail** – The transcript will be sent out via USPS mail for no additional charge. No tracking is available.
- **Express Delivery** – The transcript will be sent out via a private carrier for an additional charge. Domestic and international delivery is available. Tracking is available.
- **Local Pickup** – The transcript will be printed and held for the student to pick up in the Registrar's Office for no additional charge.

18. For a paper transcript, specify the number of **copies**.

19. Type in the name and **Address** or select to autofill your **Home Address**.

20. If you would like to add another address, click the **Add Another Address** link. Repeat steps 17 to 19. The total cost for your order is displayed at the bottom of the page.

21. Click the Continue button to go to the *Review Order & Make Payment* page.

© 2023 Indiana University

No portion of this document may be reproduced or distributed externally without the express written permission of Indiana University.

Page: 7
Revised 06/29/23

Student Initiated - eTranscript Request for Inactive Students

eTranscript Request Service
Iwasa Student

1 Review Transcript & Sign Agreement **2** Complete Order Details **3** Review Order & Make Payment

Review Your Order

Please review the following information for accuracy.

Student Contact Information	Iwasa Student 3175555555 example@iu.edu	Edit
Transcript Options	Official Transcript	Edit
Delivery Address 1	1 copy, Paper Transcript, Regular Mail Iwasa Student 123 Elm St Indianapolis, IN 46217 United States	Edit
When to Send Transcript	Send transcript now	
Total	$0.00	

Confirm Order **Cancel**

22. Review your order.

- Click **Edit** after the details in each section to return to the previous page and edit any information.
- Click the **Cancel** button to cancel the request.

23. Click **Confirm Order**. The *Order Confirmation* page will display. See page 11.

Student Initiated - eTranscript Request for Inactive Students

The screen below appears for those who have selected express delivery.

24. Review your order.

   - Click **Edit** after the details in each section to return to the previous page and edit any information.
   - Click the **Cancel** button to cancel the request.

25. To pay with a credit card or debit card, click **Pay by Credit Card**. This will take you to the *IU FlexPay* page.

   - Even if your transcript request is being held, you will pay immediately.

26. Enter the appropriate information and click **Pay now**.

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.

Student Initiated - eTranscript Request for Inactive Students

The *Order Confirmation* page will display with a confirmation number, payment type, payment amount and order ID. If you select express delivery, you will see a charge in the **Payment Amount** field.

27. Click the **Print Confirmation** button to print the page or click the Log out to exit the system. Click **Order Another Transcript** to authenticate again and place another order. Click **Order History** to view prior online orders.

28. You will receive a payment transaction receipt email from Indiana University.

    Once the credit card has been charged, the order will be processed. Transcripts will be printed immediately.