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

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

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11. If authentication is successful, click **OK** to continue to the page below.

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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
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.
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Electronic Transcript (PDF)

- 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.
Paper Transcript:

- **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.
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.
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.
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.