Student Initiated – eTranscript Request for Active Students

Overview

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

- eTranscript Request Service for active students is available through One.IU (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 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.

- Hours of availability:
  Monday-Saturday: All hours except 5am-6am
  Sunday: All hours except midnight-8am

Steps

Student Requests an eTranscript Request

1. Sign in to one.iu.edu.
2. In the Search bar, type “eTranscript” and press ENTER.
3. Click the eTranscript Request (Recent Students) task.

The Welcome – eTranscript Request Service page will be displayed.
4. Read the instructions and select the I agree to the terms above check box.

5. Click continue.
   a. If you have a hold on your record, you will see the following message:

   • 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.
7. 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.

8. 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.

9. Select a **Hold** option, if necessary.
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- 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 selected. 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.

10. 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 additional charge.
- **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.

11. 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.

12. 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**.

13. You are required to enter a **Contact Phone Number** and **Contact E-Mail Address**.

14. Click **continue** to review your order and make your payment.
15. Review the eTranscript Request.

- Click **Edit Request** to edit any information.
- Click **Cancel Request** to cancel the request.

16. To pay with a credit card, debit card, or bank account, click PayPal

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

17. Enter the appropriate information and 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.
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A Receipt page will display with a confirmation number.

18. Click [Print Confirmation] to print the page or click [EXIT] to exit the system.

19. 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 (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.

Viewing the Status of Your Prior Orders

You can see your prior eTranscript Requests after completing your request.

1. After a request is complete, you can click [Return] on the confirmation page to view prior online orders.
2. From One.IU, you can also click on the eTranscript Request (Recent Students) task 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.