Ministry of Education

StudentTranscripts Service
PSI Transcript Ordering/Sending

Updated September 2018

BRITISH COLUMBIA | Ministry of Education

Overview

StudentTranscripts

- An online application launched in September 2017 for current and former students to:
  - Access secondary school transcripts, certificates, scholarship information, and course and examination marks
  - Order and electronically send transcripts to post-secondary institutions

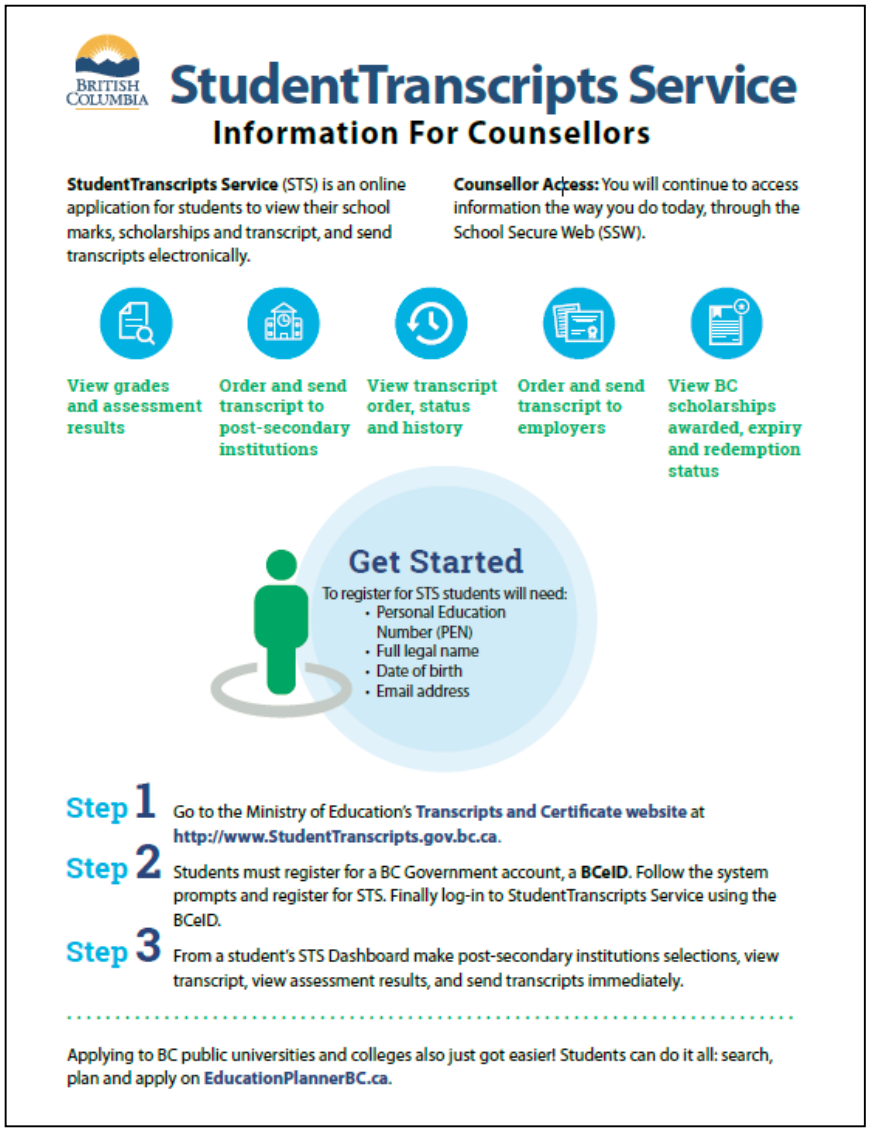
- Replaces two former applications:
  - Student Secure Web (SSW) – portal with limited function for current students to access course and exam information and request transcripts be sent to post-secondary institutions
  - Transcripts and Certificates Online (TACO) – public site for former graduates to order copies of their transcripts and graduation certificates.

Benefits for Students

StudentTranscripts

- View assessment and exam marks
- View transcript
- View scholarships and awards
- Download digital pdf or order hard copy of official transcripts
- Select up to 25 Post-Secondary Institute (PSI) selections for free
- NEW - Request real time transfer of transcripts to PSI
- NEW - Receive real time feedback on status of transcript delivery
- NEW - Authorize ongoing PSI access to receive transcript updates throughout the year
- NEW - Benefit from PSIs' early admission and program acceptance decisions

Poster for School Counsellors



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StudentTranscripts Service

Information For Counsellors

StudentTranscripts Service (STS) is an online application for students to view their school marks, scholarships and transcript, and send transcripts electronically.

Counsellor Access: You will continue to access information the way you do today, through the School Secure Web (SSW).

- View grades and assessment results
- Order and send transcript to post-secondary institutions
- View transcript order, status and history
- Order and send transcript to employers
- View BC scholarships awarded, expiry and redemption status

Get Started

To register for STS students will need:

- Personal Education Number (PEN)
- Full legal name
- Date of birth
- Email address

Step 1 Go to the Ministry of Education's **Transcripts and Certificate website** at **http://www.StudentTranscripts.gov.bc.ca**.

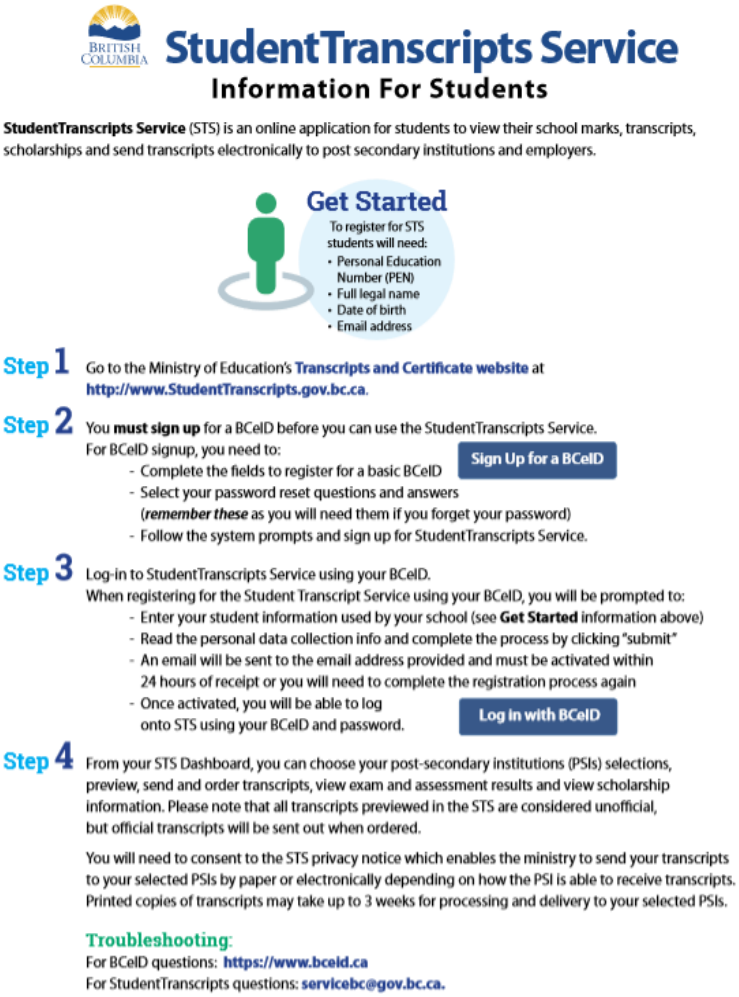
Step 2 Students must register for a BC Government account, a **BCeID**. Follow the system prompts and register for STS. Finally log-in to StudentTranscripts Service using the BCeID.

Step 3 From a student's STS Dashboard make post-secondary institutions selections, view transcript, view assessment results, and send transcripts immediately.

Applying to BC public universities and colleges also just got easier! Students can do it all: search, plan and apply on **EducationPlannerBC.ca**.

Communications 2018

- Poster for Students



StudentTranscripts Service

Information For Students

StudentTranscripts Service (STS) is an online application for students to view their school marks, transcripts, scholarships and send transcripts electronically to post secondary institutions and employers.

Get Started

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- Full legal name
- Date of birth
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Step 1 Go to the Ministry of Education's **Transcripts and Certificate website** at **http://www.StudentTranscripts.gov.bc.ca**.

Step 2 You **must sign up** for a BCeID before you can use the StudentTranscripts Service.
For BCeID signup, you need to:

- Complete the fields to register for a basic BCeID
- Select your password reset questions and answers (***remember these*** as you will need them if you forget your password)
- Follow the system prompts and sign up for StudentTranscripts Service.

Sign Up for a BCeID

Step 3 Log-in to StudentTranscripts Service using your BCeID.
When registering for the Student Transcript Service using your BCeID, you will be prompted to:

- Enter your student information used by your school (see **Get Started** information above)
- Read the personal data collection info and complete the process by clicking "submit"
- An email will be sent to the email address provided and must be activated within 24 hours of receipt or you will need to complete the registration process again
- Once activated, you will be able to log onto STS using your BCeID and password.

Log in with BCeID

Step 4 From your STS Dashboard, you can choose your post-secondary institutions (PSIs) selections, preview, send and order transcripts, view exam and assessment results and view scholarship information. Please note that all transcripts previewed in the STS are considered unofficial, but official transcripts will be sent out when ordered.

You will need to consent to the STS privacy notice which enables the ministry to send your transcripts to your selected PSIs by paper or electronically depending on how the PSI is able to receive transcripts. Printed copies of transcripts may take up to 3 weeks for processing and delivery to your selected PSIs.

Troubleshooting:
For BCeID questions: **https://www.bceid.ca**
For StudentTranscripts questions: **servicebc@gov.bc.ca.**

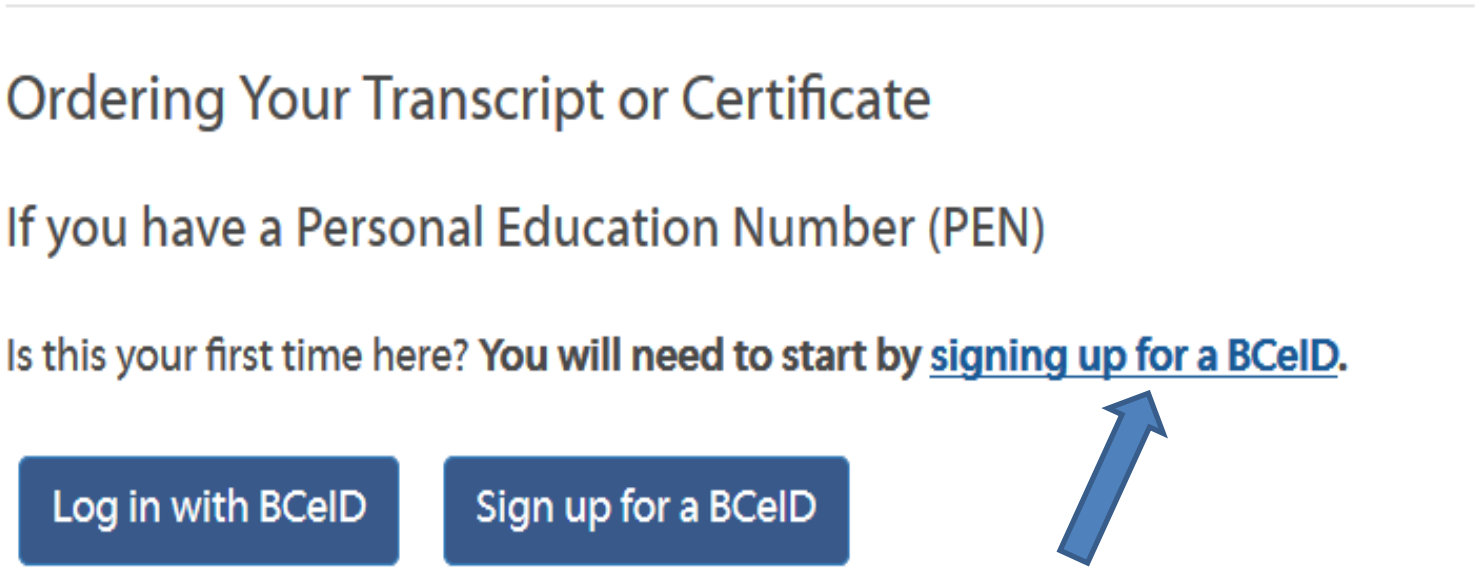
Getting Started

Important Information for Students

- Students must register for a BC Government account, a BCeID before accessing the *StudentTranscript Service.*
- Current students receive 25 free transcripts for distribution
- Students are responsible for ensuring transcript accuracy prior to transmission to post-secondary institutions

Getting Started: BCeID Sign Up

From the Transcripts and Certificates web page, select Sign up for a BCeID.

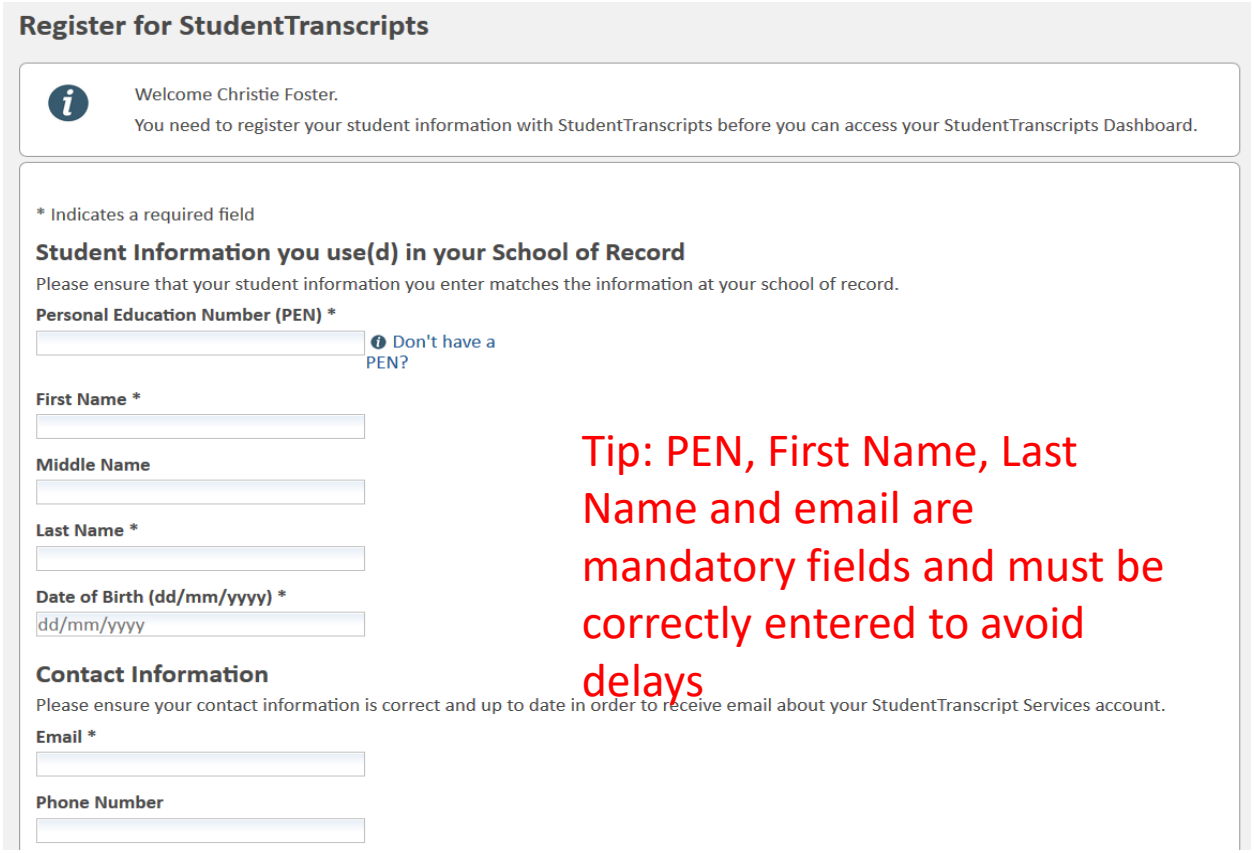


Getting Started: BCeID Sign Up

Complete the Fields to register for a BCeID

Register for *StudentTranscripts*

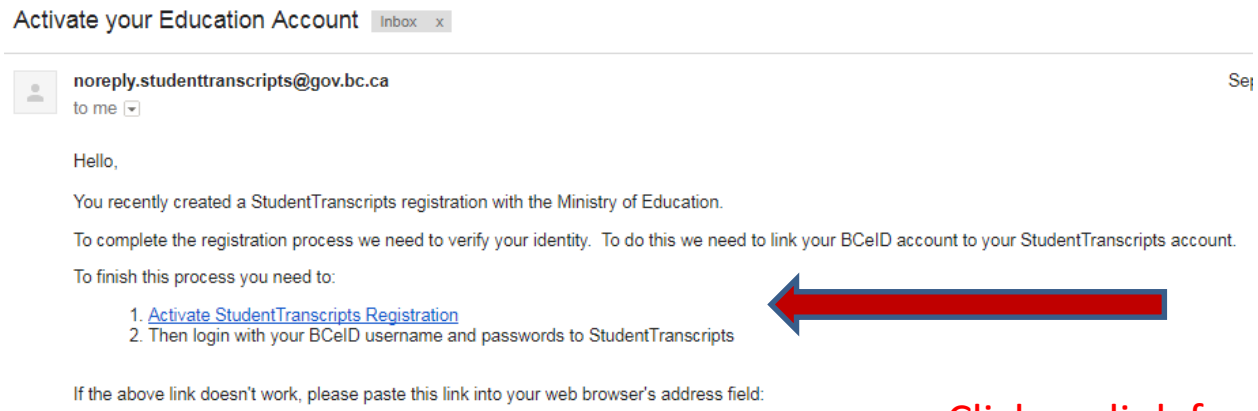
Register for the *StudentTranscripts Service*



Tip: PEN, First Name, Last Name and email are mandatory fields and must be correctly entered to avoid delays

Email Verification

An email confirmation will be sent to activate registration.



Activate your Education Account Inbox x

noreply.studenttranscripts@gov.bc.ca Se

to me

Hello,

You recently created a StudentTranscripts registration with the Ministry of Education.

To complete the registration process we need to verify your identity. To do this we need to link your BCeID account to your StudentTranscripts account.

To finish this process you need to:

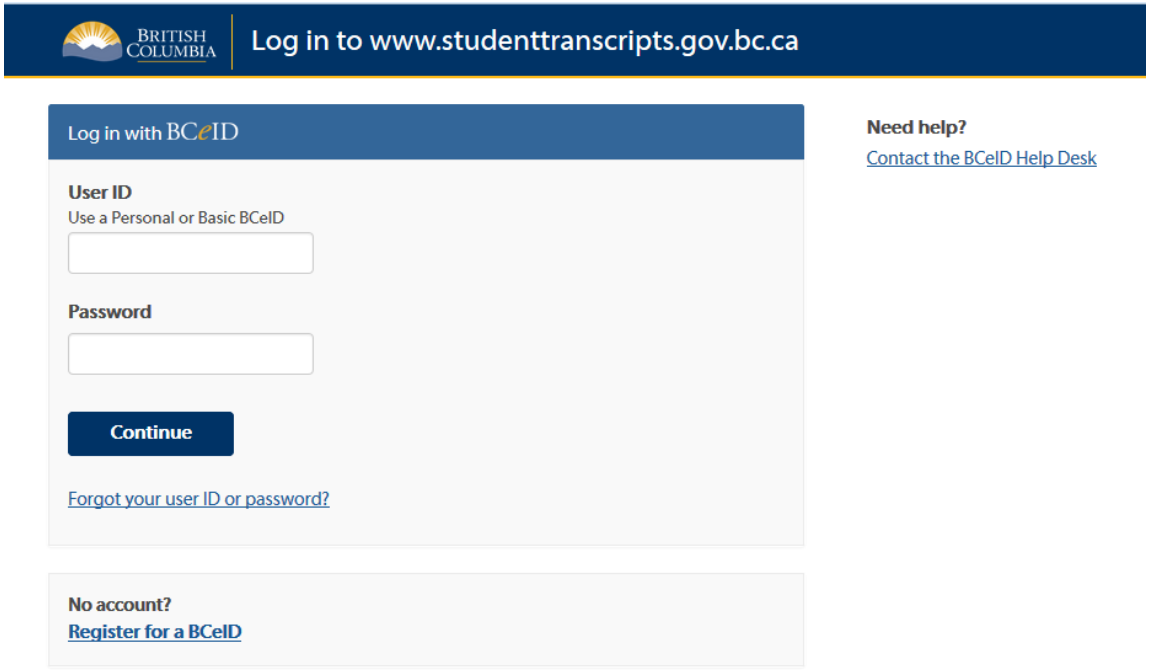
1. Activate StudentTranscripts Registration
2. Then login with your BCeID username and passwords to StudentTranscripts

If the above link doesn't work, please paste this link into your web browser's address field:

Click on link from the email confirmation to link the newly created BCeID to the student's STS account.

Logon with the BCeID

Students will be prompted to enter in their user ID and password



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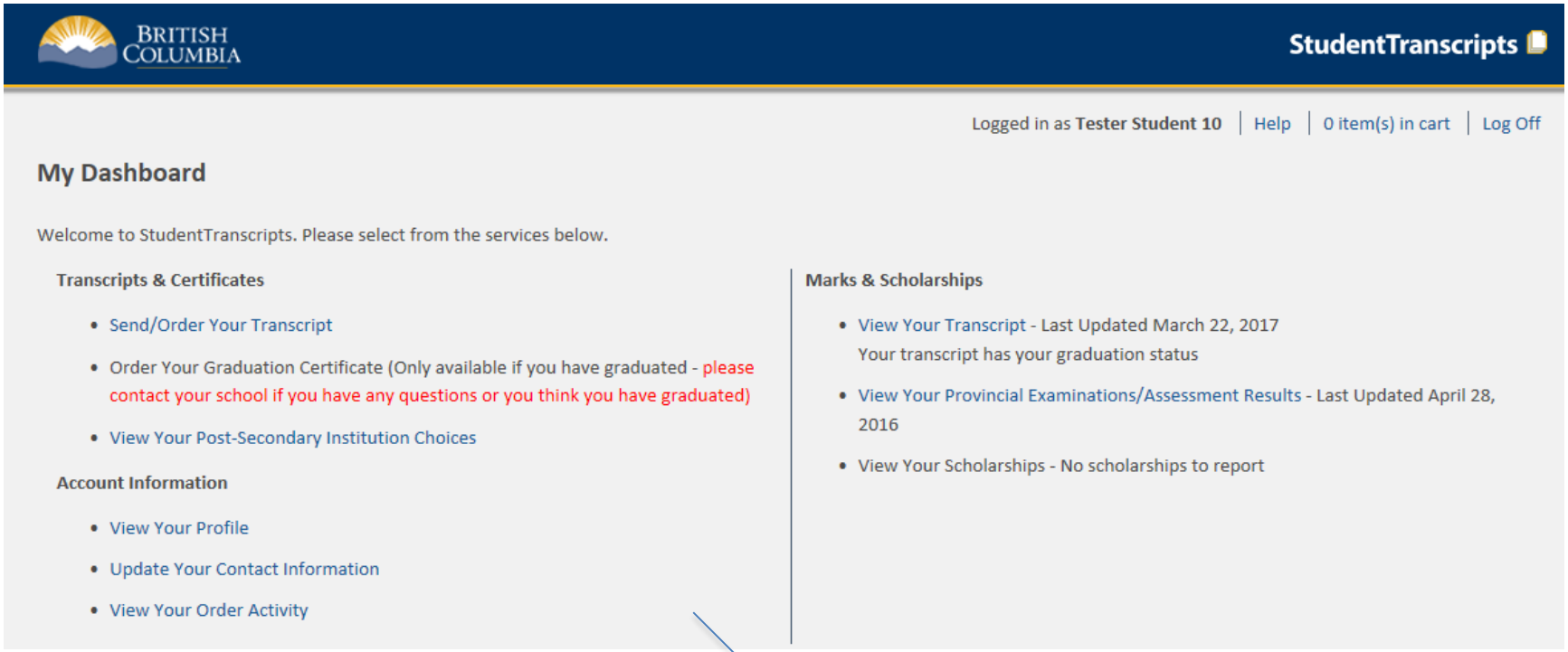
Student Dashboard



Main Student Dashboard following authentication and authorization

How to Send/Order Transcripts

- How do students select to send/order transcripts to PSIs?

Three Steps

1. Select Institution
2. Choose send option
3. Confirm and add to cart

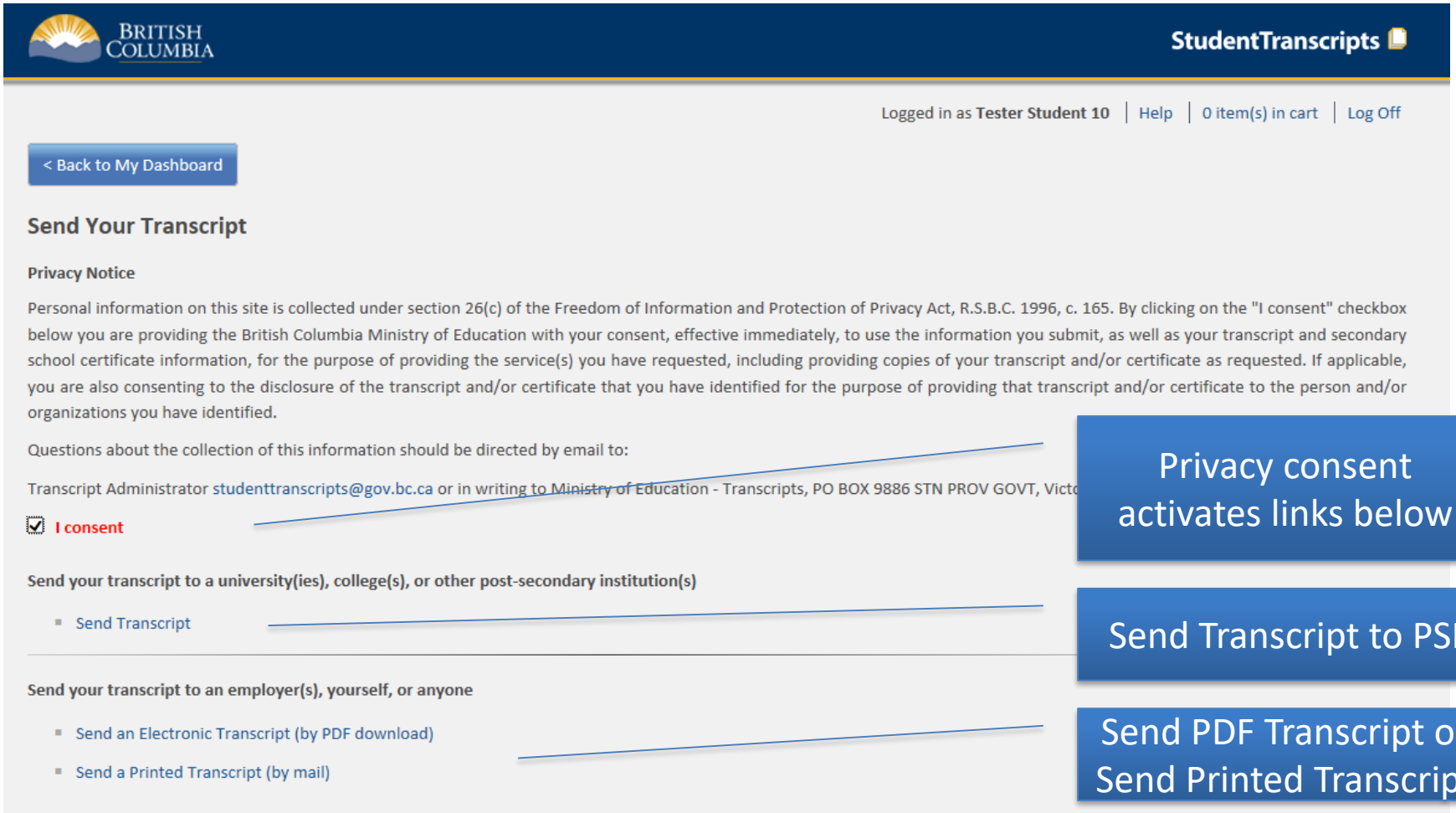
How PSIs Receive Transcripts

The send options reflect how the PSIs are currently set up to receive the transcripts.

Three Methods

1. Electronic batch process
   - Delivery of interim transcript data in May and final transcript data in July
2. Paper copy
   - Delivery of final transcript data in July
3. NEW – XML process
   - Immediate interim transcript delivery and ability for PSIs to request updates to interim marks and final marks when required.

Send/Order your Transcript

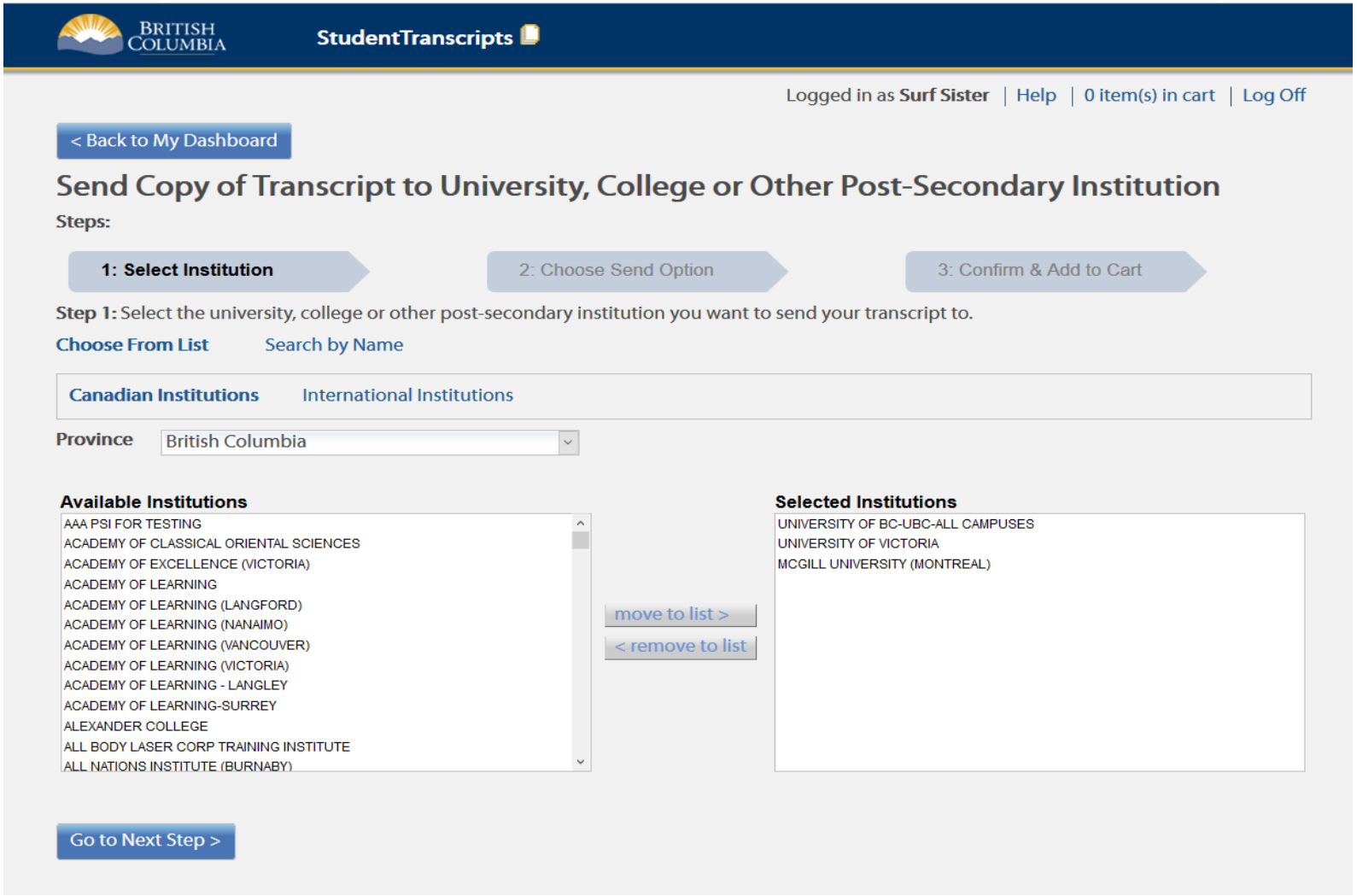


Privacy consent activates links below

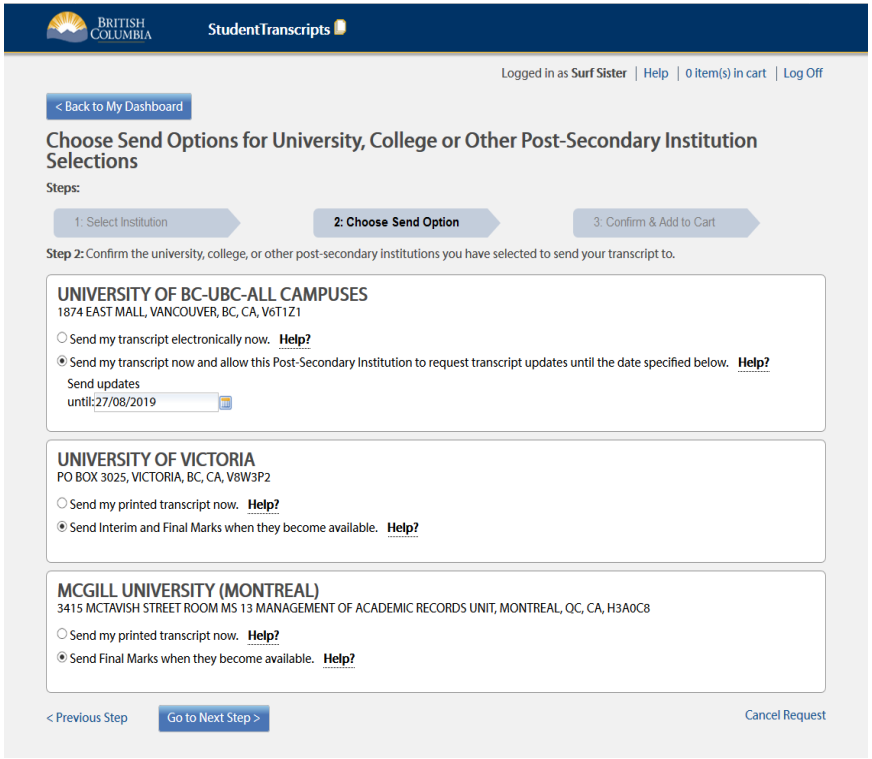
Send Transcript to PSI

Send PDF Transcript or Send Printed Transcript

Step 1 – Search for PSI



Choosing Information to go to PSIs



Choose Send Option

Students can choose how they want to send their transcript to the post-secondary institutions they have selected; *note the delivery method is dependent on the Post-Secondary Institution.*
Currently the defaults are set to:

- **NEW - Send my transcript now and allow this Post Secondary Institution to request transcript updates until the date specified below**: XML transcript is sent immediately to PSI for downloading and updates can be requested by the PSI until the date shown.
- **Send interim and final marks when they are available**: interim marks are sent electronically in May and final marks are sent electronically in July. This option will only be displayed for current students and is not available to former students.
- **Send final marks when they are available:** displayed when the post-secondary institution only receives printed copies of transcripts; your final marks will be mailed in July

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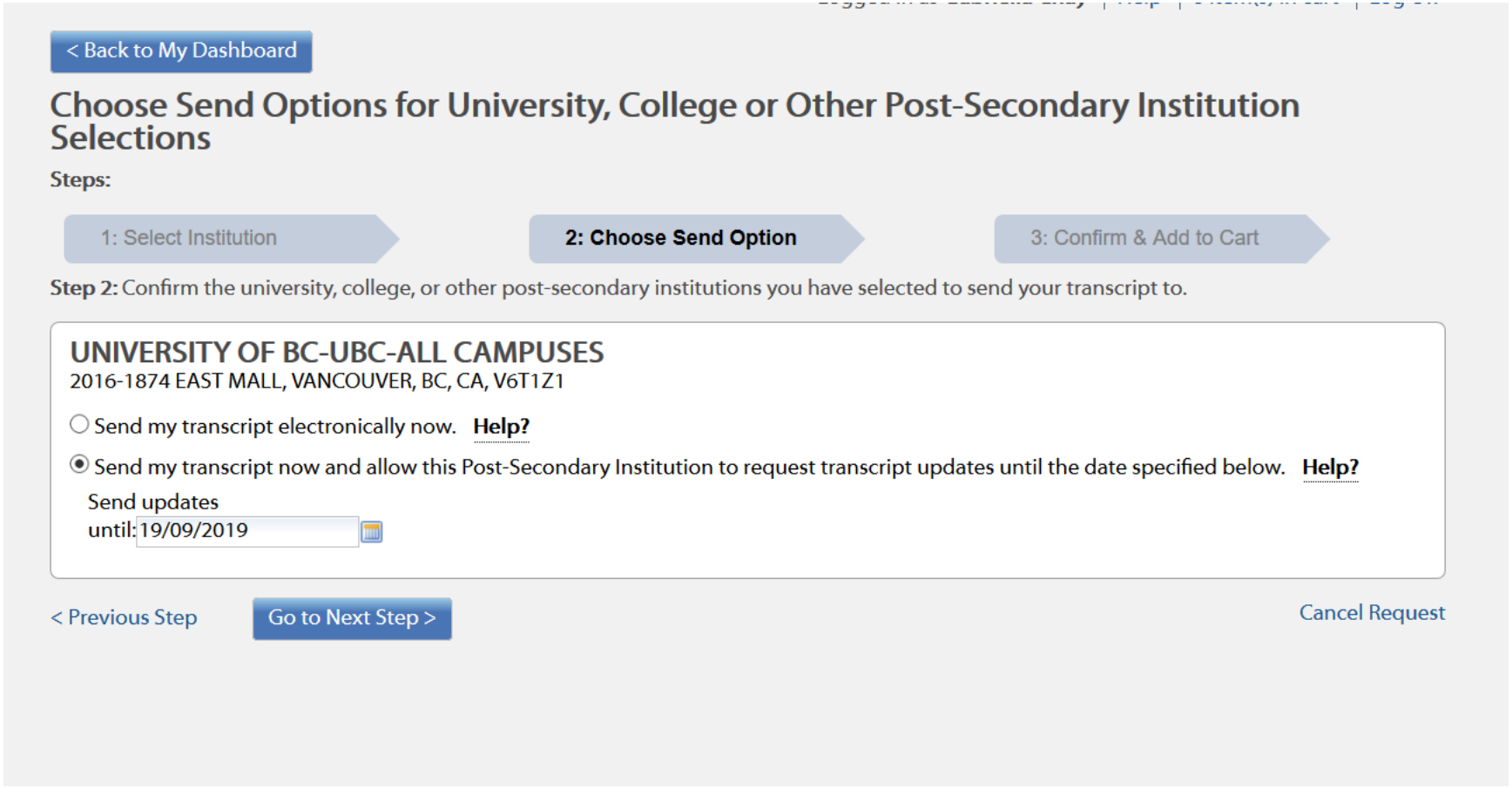
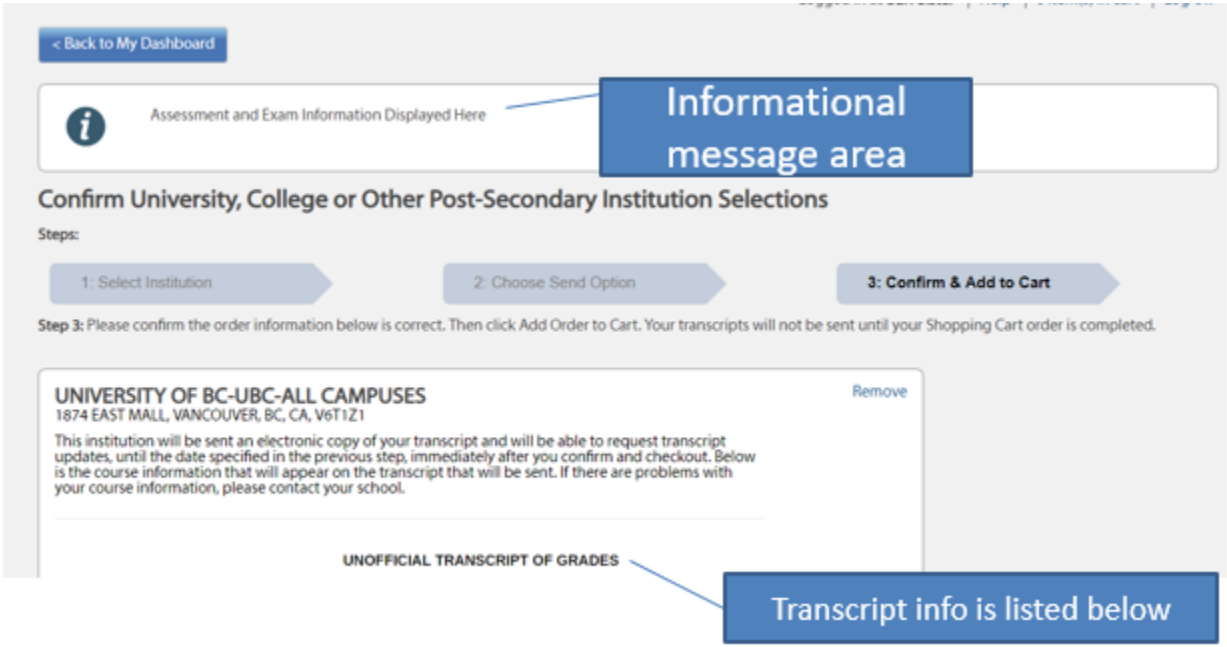
New - XML Process

- Choose Send Option
- Confirm and Add to Cart
- Order Status
- Confirmation of Delivery

Step 2 – "Send Option" for XML PSI



Step 3 – Confirm and Add to Cart



Order Status for XML - Processing

< Back to My Dashboard

Order #: 647336
Date: 2018-09-19
Status: IN PROGRESS

Order Details

PSI Selections
You have selected to have transcripts forwarded to the following PSIs:

Name	Item Status	Order Type
UNIVERSITY OF BC-UBC-ALL CAMPUSES	PROCESSING	Send my transcript now and allow this Post-Secondary Institution to request transcript updates until 19-Sep-2019.

Order Details Status for XML - Filled

Order Details

PSI Selections

You have selected to have transcripts forwarded to the following PSIs:

Name	Item Status	Order Type
UNIVERSITY OF BC-UBC-ALL CAMPUSES	FILLED	Send my transcript now and allow this Post-Secondary Institution to request transcript updates until 19-Sep-2019.

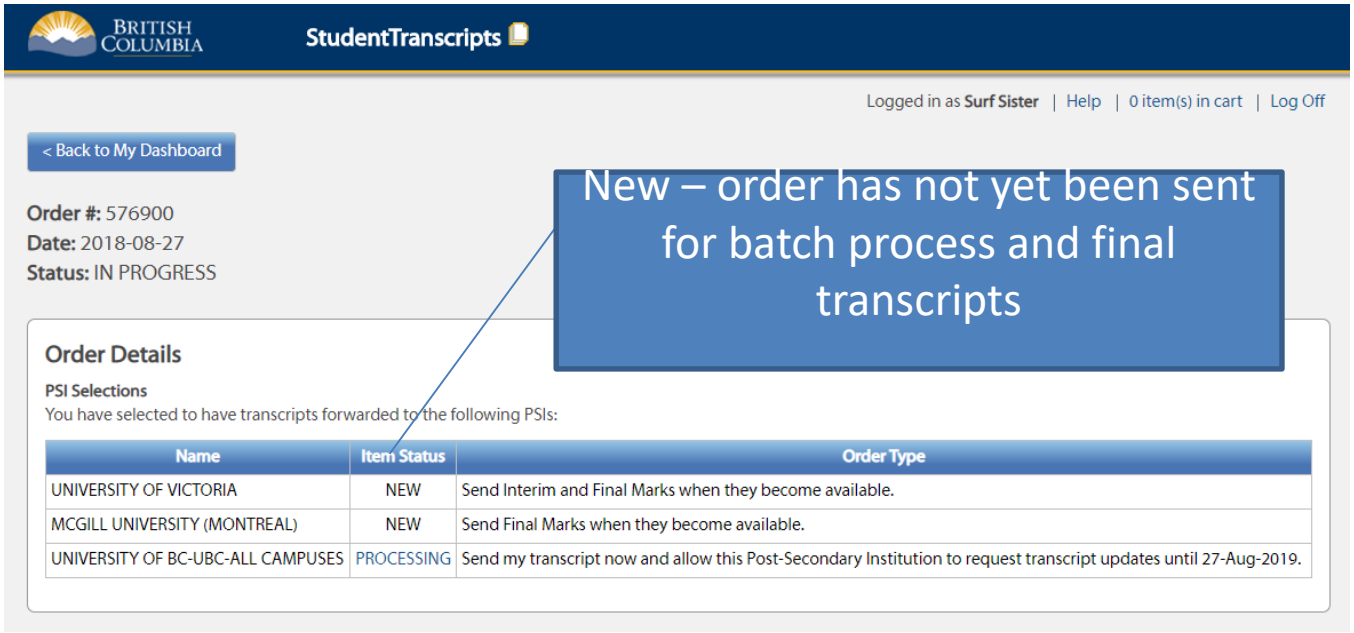
Confirmation of XML Transcript Delivery

< Back to My Dashboard

Institution: UNIVERSITY OF BC-UBC-ALL CAMPUSES
Transcript Posting Date: 2018-Sep-19 10:30
Updates allowed until: 2019-Sep-19 00:00

[2018-Sep-19 10:30] The system is transmitting your transcript
[2018-Sep-19 10:45] Your transcript has been delivered
[2018-Sep-19 10:30] A request for your updated transcript has been received

Confirmation of Order for all Send/Order Options



TRAX Data Submissions

- With the new XML transcript process, schools are encouraged to load their information to TRAX more frequently (after every reporting period for linear and semestered schools) to ensure that PSIs can see the most up-to-date student information
- Current recommended data loads are four times a year but can be loaded anytime data is available
- A reminder has been included in the 2018/2019 Handbook

Mailing Copies of Transcripts

- Students frequently email Student transcripts about how long it takes for PSIs to receive their printed transcripts
  - Transcripts are ordered through STS
  - Transcripts are processed and printed by BC Mail
  - BC Mail then posts the transcripts using Canada Post
  - Transcripts may take up to one-two weeks for delivery in Canada and more for international destinations.

Mailing of Transcripts

Information provided to students for confirmation of Student Transcripts Request Received:

- Your request was received successfully by the StudentTranscripts Service. Please see below for the estimated processing and mailing times for your transcript(s). Physical transcript orders are mailed out through Canada Post Regular Mail and no tracking information is provided. Delivery time frames are not guaranteed, as weather and mail volume can affect delivery.
- Please note that each Post-Secondary Institution has their own processing times for mail received that is not included in our estimated mailing times. For more information please contact your Post-Secondary Institution.

Type of Order	Processing time	Estimated Mailing Time
Send your transcript to a university(ies), college(s), or other post-secondary institution(s)	Up to 6 Business Days for Ministry of Education to process your order	Estimated 8 business days within Canada; Estimated 10 business days to USA Estimated 12 Business Days Internationally
Send a Printed Transcript (by mail)	Up to 6 Business Days for Ministry of Education to process your order	Estimated 8 business days within Canada; Estimated 10 business days to USA Estimated 12 Business Days Internationally

Future Teleconference Date

- Teleconference call to discuss answer any questions on STS ordering/sending transcripts:
  - **Thursday October 4 at 3 pm**
  - Call in Number: 1(888) 952-9304
  - Access Code: 9356939

  Please RSVP and provide any questions you may want answered by Wednesday October 3rd to:

  student.certification@gov.bc.ca

Question Period

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For more information

Ministry of Education

Student Certification Branch

Email: student.certification@gov.bc.ca