



# Student Transcripts Service PSI Transcript Ordering/Sending

Updated September 2018



Ministry of  
Education

## 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.

## Student Transcripts

- 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



### Student Transcripts Service

#### Information For Counsellors

**Student Transcripts 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 Student Transcripts 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.

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Applying to BC public universities and colleges also just got easier! Students can do it all: search, plan and apply on [EducationPlannerBC.ca](http://EducationPlannerBC.ca).



## ❖ Poster for Students



### Student Transcripts Service Information For Students

**Student Transcripts 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**

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** You **must sign up** for a BCeID before you can use the Student Transcripts Service.

For BCeID sign up, 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 Student Transcripts Service.

[Sign Up for a BCeID](#)

**Step 3** Log-in to Student Transcripts 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 Student Transcripts questions: [servicebc@gov.bc.ca](mailto:servicebc@gov.bc.ca).

## Important Information for Students

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

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

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## Ordering Your Transcript or Certificate

If you have a Personal Education Number (PEN)

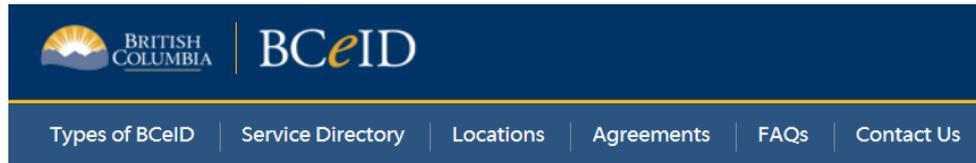
Is this your first time here? You will need to start by [signing up for a BCeID](#).

Log in with BCeID

Sign up for a BCeID



Complete the Fields to register for a BCeID



## Register for a Basic BCeID

Surname

Given/First Name

First Middle Name (optional)

Other Middle Names (optional)

Email

Phone Number (optional)



## Register for the *StudentTranscripts* Service

### Register for StudentTranscripts

**i** Welcome Christie Foster.  
You need to register your student information with StudentTranscripts before you can access your StudentTranscripts Dashboard.

\* Indicates a required field

**Student Information you use(d) in your School of Record**  
Please ensure that your student information you enter matches the information at your school of record.

**Personal Education Number (PEN) \***  
 **i** Don't have a PEN?

**First Name \***

**Middle Name**

**Last Name \***

**Date of Birth (dd/mm/yyyy) \***

**Contact Information**  
Please ensure your contact information is correct and up to date in order to receive email about your StudentTranscript Services account.

**Email \***

**Phone Number**

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



An email confirmation will be sent to activate registration.

Activate your Education Account Inbox x



noreply.studenttranscripts@gov.bc.ca

to me ▾

Sej

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



Log in with BCeID

**User ID**  
Use a Personal or Basic BCeID

**Password**

**Continue**

[Forgot your user ID or password?](#)

**Need help?**

[Contact the BCeID Help Desk](#)

**No account?**  
[Register for a BCeID](#)



## My Dashboard

Welcome to StudentTranscripts. Please select from the services below.

### Transcripts & Certificates

- [Send/Order Your Transcript](#)
- [Order Your Graduation Certificate](#) (Only available if you have graduated - **please contact your school if you have any questions or you think you have graduated**)
- [View Your Post-Secondary Institution Choices](#)

### Account Information

- [View Your Profile](#)
- [Update Your Contact Information](#)
- [View Your Order Activity](#)

### Marks & Scholarships

- [View Your Transcript](#) - Last Updated March 22, 2017  
Your transcript has your graduation status
- [View Your Provincial Examinations/Assessment Results](#) - Last Updated April 28, 2016
- [View Your Scholarships](#) - No scholarships to report

Main Student Dashboard following authentication and authorization



- ❑ 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



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



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## Send Your Transcript

### Privacy Notice

Personal information on this site is collected under section 26(c) of the Freedom of Information and Protection of Privacy Act, R.S.B.C. 1996, c. 165. By clicking on the "I consent" checkbox below you are providing the British Columbia Ministry of Education with your consent, effective immediately, to use the information you submit, as well as your transcript and secondary school certificate information, for the purpose of providing the service(s) you have requested, including providing copies of your transcript and/or certificate as requested. If applicable, you are also consenting to the disclosure of the transcript and/or certificate that you have identified for the purpose of providing that transcript and/or certificate to the person and/or organizations you have identified.

Questions about the collection of this information should be directed by email to:

Transcript Administrator [studenttranscripts@gov.bc.ca](mailto:studenttranscripts@gov.bc.ca) or in writing to Ministry of Education - Transcripts, PO BOX 9886 STN PROV GOVT, Victoria

**I consent**

### Send your transcript to a university(ies), college(s), or other post-secondary institution(s)

- [Send Transcript](#)

### Send your transcript to an employer(s), yourself, or anyone

- [Send an Electronic Transcript \(by PDF download\)](#)
- [Send a Printed Transcript \(by mail\)](#)

Privacy consent activates links below

Send Transcript to PSI

Send PDF Transcript or Send Printed Transcript



# Step 1 – Search for PSI



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## Send Copy of Transcript to University, College or Other Post-Secondary Institution

Steps:

**1: Select Institution**

2: Choose Send Option

3: Confirm & Add to Cart

Step 1: Select the university, college or other post-secondary institution you want to send your transcript to.

[Choose From List](#)

[Search by Name](#)

[Canadian Institutions](#)

[International Institutions](#)

Province

British Columbia

### Available Institutions

- AAA PSI FOR TESTING
- ACADEMY OF CLASSICAL ORIENTAL SCIENCES
- ACADEMY OF EXCELLENCE (VICTORIA)
- ACADEMY OF LEARNING
- ACADEMY OF LEARNING (LANGFORD)
- ACADEMY OF LEARNING (NANAIMO)
- ACADEMY OF LEARNING (VANCOUVER)
- ACADEMY OF LEARNING (VICTORIA)
- ACADEMY OF LEARNING - LANGLEY
- ACADEMY OF LEARNING-SURREY
- ALEXANDER COLLEGE
- ALL BODY LASER CORP TRAINING INSTITUTE
- ALL NATIONS INSTITUTE (BURNABY)

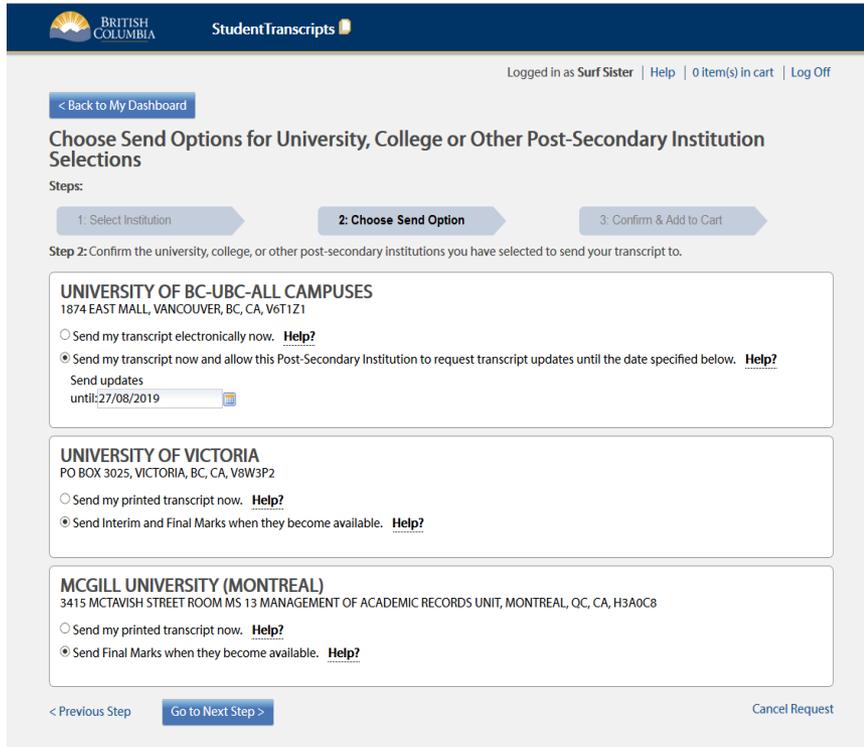
[move to list >](#)

[< remove to list](#)

### Selected Institutions

- UNIVERSITY OF BC-UBC-ALL CAMPUSES
- UNIVERSITY OF VICTORIA
- MCGILL UNIVERSITY (MONTREAL)

[Go to Next Step >](#)



BRITISH COLUMBIA StudentTranscripts

Logged in as Surf Sister | Help | 0 Item(s) in cart | Log Off

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## Choose Send Options for University, College or Other Post-Secondary Institution Selections

Steps:

1: Select Institution | **2: Choose Send Option** | 3: Confirm & Add to Cart

Step 2: Confirm the university, college, or other post-secondary institutions you have selected to send your transcript to.

**UNIVERSITY OF BC-UBC-ALL CAMPUSES**  
1874 EAST MALL, VANCOUVER, BC, CA, V6T1Z1

Send my transcript electronically now. [Help?](#)

Send my transcript now and allow this Post-Secondary Institution to request transcript updates until the date specified below. [Help?](#)

Send updates until: 27/08/2019

**UNIVERSITY OF VICTORIA**  
PO BOX 3025, VICTORIA, BC, CA, V8W3P2

Send my printed transcript now. [Help?](#)

Send Interim and Final Marks when they become available. [Help?](#)

**MCGILL UNIVERSITY (MONTREAL)**  
3415 MCTAVISH STREET ROOM MS 13 MANAGEMENT OF ACADEMIC RECORDS UNIT, MONTREAL, QC, CA, H3A0C8

Send my printed transcript now. [Help?](#)

Send Final Marks when they become available. [Help?](#)

[< Previous Step](#) [Go to Next Step >](#) [Cancel Request](#)

## 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



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



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## Choose Send Options for University, College or Other Post-Secondary Institution Selections

Steps:

1: Select Institution

**2: Choose Send Option**

3: Confirm & Add to Cart

**Step 2:** Confirm the university, college, or other post-secondary institutions you have selected to send your transcript to.

### UNIVERSITY OF BC-UBC-ALL CAMPUSES

2016-1874 EAST MALL, VANCOUVER, BC, CA, V6T1Z1

- Send my transcript electronically now. [Help?](#)
- Send my transcript now and allow this Post-Secondary Institution to request transcript updates until the date specified below. [Help?](#)

Send updates

until: 19/09/2019

[< Previous Step](#)

[Go to Next Step >](#)

[Cancel Request](#)



# Step 3 – Confirm and Add to Cart

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**i** Assessment and Exam Information Displayed Here

### Confirm University, College or Other Post-Secondary Institution Selections

Steps:

1: Select Institution      2: Choose Send Option      3: **Confirm & Add to Cart**

**Step 3:** Please confirm the order information below is correct. Then click Add Order to Cart. Your transcripts will not be sent until your Shopping Cart order is completed.

**UNIVERSITY OF BC-UBC-ALL CAMPUSES** [Remove](#)  
1874 EAST MALL, VANCOUVER, BC, CA, V6T1Z1

This institution will be sent an electronic copy of your transcript and will be able to request transcript updates, until the date specified in the previous step, immediately after you confirm and checkout. Below is the course information that will appear on the transcript that will be sent. If there are problems with your course information, please contact your school.

UNOFFICIAL TRANSCRIPT OF GRADES

Informational message area

Transcript info is listed below



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**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

### 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

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**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

BRITISH COLUMBIA StudentTranscripts

Logged in as Surf Sister | Help | 0 item(s) in cart | Log Off

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Order #: 576900  
 Date: 2018-08-27  
 Status: IN PROGRESS

New – order has not yet been sent for batch process and final transcripts

**Order Details**

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

Name	Item Status	Order Type
UNIVERSITY OF VICTORIA	NEW	Send Interim and Final Marks when they become available.
MCGILL UNIVERSITY (MONTREAL)	NEW	Send Final Marks when they become available.
UNIVERSITY OF BC-UBC-ALL CAMPUSES	PROCESSING	Send my transcript now and allow this Post-Secondary Institution to request transcript updates until 27-Aug-2019.



- ❑ 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

- ❑ 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.

## 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



□ 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 3<sup>rd</sup> to:**

**[student.certification@gov.bc.ca](mailto:student.certification@gov.bc.ca)**



# Question Period





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Ministry of  
Education

For more information

Ministry of Education

Student Certification Branch

Email: [student.certification@gov.bc.ca](mailto:student.certification@gov.bc.ca)