

# Osoyoos Secondary School Guide to the Student Transcript Request Procedure

**First: Access the student Transcript Service from below link:**

<https://www2.gov.bc.ca/gov/content/education-training/k-12/support/transcripts-and-certificates>

This will take you to the "Order Transcripts and Certificates"

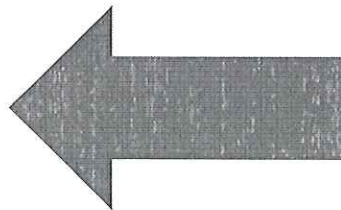
If you DO NOT have a BCeID, you will be **required** to sign up for one:

Ordering Your Transcript or Certificate

If you have a Personal Education Number (PEN)

Log in with BCeID

Sign up for a BCeID



**You can follow below instructions or start with the first TWO Student Help Videos  
Available from the Ministry of Education:**

**Video 1:** Registering for a BCeID and accessing the StudentTranscript Service

**Video 2:** How to Order/Send a Transcript to a Post-Secondary Institution

<https://www2.gov.bc.ca/gov/content/education-training/k-12/support/transcripts-and-certificates/help-videos>

**A. Is this your first time here? Sign up for a BCeID:**

**A.1 Choose the Basic BCeID**

To access the StudentTranscript service you must use a Basic BCeID; a BCeID account is an online "ID" that enables end users to securely access multiple online government services with a single user ID and password. A BCeID Account provides secure access to many online government services.

**A.2 How to get a Basic BCeID**

If you don't have a Basic BCeID, you can sign up for one entirely online. No in-person counter visit for identity verification is required.

- You choose your own user ID and password
- You select & answer your three password reset questions

After completing the online registration process and accepting the Basic BCeID Terms of Use, your Basic BCeID account is ready for use you can logon with BCeID

To access the StudentTranscript service you will login with your Basic BCeID; if you have not already signed up for the StudentTranscripts service, the system will direct you to the registration page.

Your Basic BCeID is then linked to your STs Registration. See also StudentTranscript Service Registration (STs).

### BCeID Help

Help with BCeID is available via online form or phone number; Canada and USA Toll Free 1 888 356-2741 or within Lower Mainland or Outside Canada and USA 604 660-2355.

Help details are available at the bottom of the main page at: [www.BCeID.ca](http://www.BCeID.ca) The BCeID helpdesk can only answers questions related to your BCeID account.

For anything to do with StudentTranscript access or use please contact [studenttranscripts@gov.bc.ca](mailto:studenttranscripts@gov.bc.ca)

## Now for the Transcript Request:

### 1.1 StudentTranscript Service Registration

The BCeID logon will direct you to the StudentTranscripts Online Registration Form. You will need your PEN, full legal name, DOB and a current email address to complete the registration process.

#### 1. Enter your Student Information

- PEN: enter your 9 digit Personal Education Number Personal Education Number (PEN) **Located on your REPORT CARD at the top!** See your counsellor if you need help.
- First Name: enter the **legal first name** you used in Secondary School. Important note: if you do not have a first name contact [studenttranscripts@gov.bc.ca](mailto:studenttranscripts@gov.bc.ca) to assist you with the registration process
- Middle Name: enter your middle name (not a mandatory field)
- Last Name: enter the **legal last name** you used in Secondary School
- Birthdate: enter your date of birth dd/mm/yyyy

#### 2. Enter your Contact Information

- Email: enter an email address that you use; this is how the student transcript administrator will contact you if required
- Phone Number: your phone number (not a mandatory field)

#### 3. Read the Collection Notice then **click on Submit**

- Clicking submit triggers the StudentTranscript service to search the Ministry Database for a matching combination of the PEN, first name, last name and Date of Birth you submitted. To avoid delays in the registration process be sure the student information you enter in the StudentTranscripts Registration, matches the information on your school of record.
- The StudentTranscript system will notify you if it is unable to match your registration information with the ministry records. **In this event a transcript administrator will contact you by email to complete your registration. You can also email [studenttranscripts@gov.bc.ca](mailto:studenttranscripts@gov.bc.ca) for assistance.**

## 2 Activate StudentTranscripts Registration

A successful registration will trigger an email to be sent to you from the StudentTranscript service; this is to activate and link your BCeID to your STS account and is done to protect your privacy. You must click on the link in your email (**within 24 hours**) to complete your registration. The system will then direct you to the BCeID Logon Page where you will enter your BCeID and the system will direct you to the StudentTranscripts Dashboard.

If for any reason you are unable to activate your registration in the 24 hours the link can be resent by contacting [studenttranscripts@gov.bc.ca](mailto:studenttranscripts@gov.bc.ca) for assistance.

### 2.1 STS My Dashboard: Transcripts & Certificates

My Dashboard provides access to:

- Send and Order your Transcript (to a post-secondary institution, employer or 3rd party)
- Order your Graduation Certificate (if you have graduated)
- View the Post-Secondary Institutions you have sent transcripts to
- View your Transcript
- View your Provincial Examination/Assessment Results
- View your BC awarded Provincial Scholarships and,
- Manage your Account Information

### 2.2 Send/Order your Transcript

This feature allows you to view and send your transcript to a post-secondary institution, employer or other 3<sup>rd</sup> party. To access these features, you will need to read a Privacy Notice and provide your consent.

**CLICK "I consent" in order to send transcripts**

#### 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 e-mail 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, BC, V8W 9T6.

☐ I consent ← Clicking the 'I Consent' check box enables the  
Send Transcript options

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

▼ Send Transcript

▼ Send an Electronic Transcript (by PDF download)

▼ Send a Printed Transcript (by mail)

← Back to My Dashboard



## 2.3 Steps to Send a Transcript to a University, College or Other Post-Secondary Institution (PSI)

**Step 1 - Select Institution:** Select the PSI you want to send your transcript to; you can select the PSI in a variety of ways;

- Choose from List: the list is defaulted to BC but you can change this by clicking on the Province drop down. Then you can scroll through the list and select the PSI's of your choice. Holding the Ctrl key on your keyboard will allow you to select multiple PSI's at one time or
- Search by Name: click the 'Search by Name' link and enter the PSI name in the search tool to search the entire list of PSI's. Use the full name of the PSI in order to filter the list and find the correct PSI i.e., University of British Columbia or University of Alberta
- Filter the lists by clicking the Canadian or International institutions links. International includes the US and other countries
- To select the PSI click on the PSI to highlight it, then click the 'move to list' button
- To remove a PSI from your list click on the PSI to highlight it, then click the 'remove from list' button
- When you have selected all the PSI's you want to send your transcript to click the 'Go to Next Step' button

The screenshot shows the 'StudentTranscripts' website interface. At the top, there is a navigation bar with the British Columbia logo and the text 'StudentTranscripts'. Below this, a user is logged in as 'Type General 1 Student' with links for 'Help', '0 item(s) in cart', and 'Log Off'. A button labeled '< Back to My Dashboard' is visible. The main heading is 'Send Copy of Transcript to University, College or Other Post-Secondary Institution'. Below this, three steps are outlined: '1: Select Institution', '2: Choose Send Option', and '3: Confirm & Add to Cart'. The current step is 'Step 1: Select the university, college or other post-secondary Institution you want to send your transcript to.' Under this step, there are two tabs: 'Choose From List' (selected) and 'Search by Name'. The 'Choose From List' tab shows a 'Province' dropdown menu set to 'British Columbia'. Below this, there are two columns: 'Available Institutions' and 'Selected Institutions'. The 'Available Institutions' column lists various institutions, including 'ACADEMY OF CLASSICAL ORIENTAL SCIENCES', 'ACADEMY OF EXCELLENCE (VICTORIA)', 'ACADEMY OF LEARNING (CRANBROOK)', 'ACADEMY OF LEARNING (LANGFORD)', 'ACADEMY OF LEARNING (MAPLE RIDGE)', 'ACADEMY OF LEARNING (NANAIMO)', 'ACADEMY OF LEARNING (NORTH VANCOUVER)', 'ACADEMY OF LEARNING (VANCOUVER)', 'ACADEMY OF LEARNING (VERNON)', 'ACADEMY OF LEARNING (VICTORIA)', 'ACADEMY OF LEARNING - LANGLEY', 'ADVANCE SCHOOL OF HAIR DESIGN (VICTORIA)', and 'ADVANCED BUSINESS COLLEGE (VANCOUVER)'. The 'Selected Institutions' column lists 'DOUGLAS COLLEGE', 'UNIVERSITY OF VICTORIA', and 'ACADEMY OF LEARNING'. Between the two columns are buttons for 'move to list >' and '< remove to list'. At the bottom of the page, there is a 'Go to Next Step >' button.

## Step 2 - Choose Send Option

- Choose how you want to send your transcript to the post-secondary institutions you have selected; *note the delivery method is dependent on the Post-Secondary Institution;*
  - ➔ ☐ **Send interim and final marks when they are available:** interim marks are sent electronically in May and final marks are sent electronically in July.
  - ☐ **Send my printed transcripts now:** this option is displayed when a post-secondary institution only receives printed copies of transcripts. *Note: a printed transcript only contains courses for which you have final marks. If you also require Interim marks to be sent, contact your school.*
  - ☐ **Send my printed transcripts now:** this option is displayed when a post-secondary institution only receives printed copies of transcripts. *Note: a printed transcript only contains courses for which you have final marks. If you also require Interim marks to be sent, contact your school.*
  - ☐ **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
- Make your selection and click on 'Go to Next Step' or
- Cancel Request - returns you to My Dashboard or
- Return to Previous Step - returns you to Step 1

 **BRITISH COLUMBIA**

**StudentTranscripts**

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

**DOUGLAS COLLEGE**  
PO BOX 2503, NEW WESTMINSTER, BC, CN, V3L5B2

☒ 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?](#)

If you know your Applicant ID for this institution please enter here:  
 [Help?](#)

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

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

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

If you know your Applicant ID for this institution please enter here:  
 [Help?](#)

**ACADEMY OF LEARNING**  
102 - 5623 IMPERIAL STREET, BURNABY, BC, CN, V5J1G1  
604-568-9696

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

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

If you know your Applicant ID for this institution please enter here:  
 [Help?](#)

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

### NOTE:

- You may send up to 25 transcripts to post-secondary institutions at no charge.
- You may send 1 transcript to a 3rd party at no charge
- Additional transcripts are \$10 each.

### Step 3 - Confirm & Add to Cart

- The system will display a preview of your course information and PSI selected; it is important for you to take the time to confirm that **both the course information and the PSI details are correct** Note: If you have questions about your course information contact your school.
- Remove a selection by clicking the 'Remove' link in the top right-hand corner or,
- Cancel the order and return to the previous step or,
- click the checkbox 'I have reviewed my order and course information' to enable the Add Order to Cart button

## 2.3 Shopping Cart

The Shopping Cart will display a summary of your order, including the:

- Recipient - who your transcript is going to
- Order Item - transcript
- Request - how the transcript will be sent: print or electronic
- Quantity - how many transcripts you ordered
- Date - when you ordered the transcript
- Remove - removes a single order from the list before submitting payment

### Cost Summary

- Order Item Type - transcript
- Quantity - the number of transcripts you ordered
- Cost - the total amount of your order
  - **Note:** the order total may be zero if you have not surpassed your 25 free transcripts
- Click Cancel to return to My Dashboard or
- Submit Order (if zero dollars) or
- Choose your payment option:
  - Pay Online - enter credit/debit card information, orders are processed immediately
  - Pay by Cheque or Money Order - orders are processed when your cheque is received and clears the bank (approximately 10 days)

Note if you enter an invalid credit card or cancel the payment you will need to re-enter the order