



StudentTranscripts Service

Information For Students for BCeID

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

To register for STS students will need:

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

Step 1 Go to <http://www.StudentTranscripts.gov.bc.ca>

Step 2 Sign up for a **Basic BCeID**
To use STS, you need to sign up for a **Basic BCeID**:

- 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 STS

Step 3 Register for STS

When registering for the STS 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

Step 4 Log in to STS

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 PSIs are 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.

7. Basic BCeID

To access the StudentTranscripts 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.
- Protects personal and business information to prevent unauthorized access to confidential information.
- Ensures information is protected according to BC government privacy & security policies.

7.1 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.

7.2 Logon with BCeID

To access the StudentTranscripts 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 [StudentTranscripts Service Registration \(STS\)](#).

7.3 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.

Or you can Text your questions to 1-604-660-2421.

Help details are available at the bottom of the main page at www.BCeID.ca The BCeID helpdesk can only answer questions related to your BCeID account.

For anything to do with the StudentTranscripts Service access or use, please contact StudentTranscripts@gov.bc.ca

. StudentTranscripts 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)
 - 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 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 - this triggers the StudentTranscripts service to search the Ministry Database for a matching combination of the PEN, first name, last name and Date of Birth you submitted. Note: to avoid delays in the registration process be sure the student information you enter in the StudentTranscripts Registration, matches the information at your school of record!
4. If after 3 attempts the system is unable to match the data you entered with your official student record, the StudentTranscripts system will display a message prompting you for more details. The registration process will be on hold until a transcript administrator contacts you to assist with your registration

You can also email StudentTranscripts@gov.bc.ca for assistance; emails are answered Monday - Friday 8:00 am to 5:00 pm.

8.1 Activate StudentTranscripts Registration

A successful registration triggers the system to send an email to you. The email contains an activation link that will bind your BCeID to your STs Account; this is done to protect your privacy.

You must click on the link in your email (within 24 hours) to complete the registration process. The system will then display the BCeID Login Page. Enter your BCeID username and password to access the StudentTranscripts Dashboard.

If you are unable to activate your registration within 24 hours, contact StudentTranscripts@gov.bc.ca for assistance.

9. 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

9.1 Send/Order your Transcript

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

See also [Privacy and Collection Notice](#)

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 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](#)

Note: if link is unavailable = No courses to report **OR** courses are currently being updated (please check back after midnight PST)

9.2 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
Hint: 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
Hint: 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
Hint: 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

Remember: holding the Ctrl key on your keyboard will allow you to select multiple PSI's at one time

- 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

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 my printed transcripts now:** this option will send a printed official transcript in a Ministry sealed envelope immediately. *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.
 - Send my printed transcripts now:** this option will send a printed official transcript in a Ministry sealed envelope immediately. *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 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 electronically now:** an electronic copy of your transcript with both Interim and Final marks will be sent immediately
 - Send electronically now and allow this Post-Secondary Institution to request updates until the date specified below:** an electronic copy of your transcript with both interim and final marks will be sent immediately. Both interim and final marks will be made available to the PSI for the selected date range; the default is one year but this can be changed. Note that the PSI will be able to request updates of your transcript during the selected date range; this will be reflected in your order history.
- 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

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

ACADEMY OF LEARNING

699 VICTORIA STREET, KAMLOOPS, BC, CA, V2C2B3

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

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

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?](#)

VANCOUVER ISLAND UNIVERSITY

900 5TH STREET, NANAIMO, BC, CA, V9R5S5

250-753-3245

☐ 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: 30/01/2019



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 or district office [School Information](#)
- 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

9.3 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 (max 25 per order)
- 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 maybe 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 Credit/Debit Card - enter credit/debit card information, payment is processed immediately

- Pay by Cheque or Money Order - orders are processed when your cheque is received and clears the bank (approximately 10 days)

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

- See [Delivery and Fees](#) for a complete breakdown of costs

9.4 Send/Order your Transcript - Send an Electronic Copy of Transcript by PDF Download

You can authorize someone, such as an employer, to download an electronic copy of your transcript. You need to provide the following:

- The name and email address of the person you are sending to.
- A security question and answer that only the person you are sending to will be able to answer to verify their identity. You may wish to agree on a question and answer before you submit your request.

Tips for sending the PDF version of your transcript:

- The security answer and question cannot contain your name or the name of the recipient
- The security answer is space and case sensitive
- The email with the download link cannot be forwarded or it will lock indefinitely and need to be resent
- If the security answer is incorrectly entered 3 times the document will lock indefinitely and need to be resent
- The document link will expire after 7 days or after it has been accessed twice.

When you submit, an email will be automatically sent to the person who you are authorizing to download your transcript PDF with instructions on how to download your transcript. The PDF will be available for 7 days following authorization. The cost is \$10.00 for each transcript. Here's how to do it;

From My Dashboard:

- Select Send/Order Transcripts
- Read the Privacy Notice, if you agree click the 'I consent' box this will enable the selection options
- Select 'Send an Electronic Copy of Transcript by PDF Download'

Step 1 - Enter Recipient details:

- The name and email address of the person you are sending your transcript to
- A Security Question - a question the recipient will be able to answer correctly
- A Security Answer - an answer only the person you are sending your transcript to can answer to verify their identity. Be sure the recipient is able to answer the security question correctly, if they enter an incorrect response 3 times they will be locked out and you will need to resubmit the order.
- Multiple recipients? Click the 'Send to an Additional Person' link and complete the fields as above
- The system will display the total cost in Canadian dollars
- Cancel Request returns you to My Dashboard or,
- Click 'Confirm your Request'

Step 2 - Review the unofficial transcript of grades that is displayed; the recipient will receive your official transcript of grades so it is important for you to take the time to confirm that **both the course information and the recipient details are correct**. If you do not agree with the preview contact your school of record to discuss. You can:

- Remove a selection by clicking the 'Remove' link in the top right hand corner or,
- Cancel the Request and return to My Dashboard or,
- Return to Request or,
- Click the checkbox 'I have reviewed my order and course information' to continue which enables the Add order to Cart functionality
- Click Add Order to Cart

Step 3 - The Shopping Cart will display a summary of your order, including the:

- Recipient - who your transcript or certificate is going to
- Order Item - transcript
- Quantity - number of transcripts ordered
- Date - when you ordered the transcript or certificate
- Remove - removes a single order from the list before submitting payment

Cost Summary

- Order Item Type - transcript
- Quantity - the number of transcripts ordered
- Cost - the total order cost

Choose your payment option:

- Click 'Pay by Credit/Debit Card' - enter credit/debit card information, payment is processed immediately
- Click 'Pay by Cheque or Money Order' - orders are processed when your cheque is received and clears the bank (approximately 10 days) or,
- Cancel - cancels the entire order and returns you to My Dashboard

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

See [Delivery and Fees](#) for a complete breakdown of costs

9.5 Send/Order your Transcript - Send a Printed Transcript (by mail)

With this feature you may request to have a sealed, official printed transcript mailed to anyone. The cost is \$10.00 for each transcript. Here's how to do it:

From My Dashboard:

- Select Send/Order Transcripts
- Read the Privacy Notice, if you agree click the 'I consent' box to enable the selection options
- Select 'Send a Printed Transcript' (by mail)

Step 1 - Complete 'Who do you want to send to'? Section:

- Use the Canadian Address tab to send to a Canadian address. Use the Other Address tab to send to a U.S. or International Address. Please check and confirm international mailing addresses for accuracy.
- Name: enter the name of the Post-Secondary Institution, Employer or 3rd party you are sending the transcript to
- Street Address (including the apartment or room number): enter the address you are sending the transcript or certificate i.e., 101-620 Superior Street. StudentTranscripts uses Canada Post's  AddressComplete for Canadian addresses. Start typing the address and the tool will display addresses that match what you are typing. Click on the address you want, and the City, Province and Postal Code will automatically be entered in the form. *Important Note: If AddressComplete does not display the address you want, or you have difficulty with the tool use the Other Address tab to manually enter the address.*
- If you attended a French immersion or Programme Francophone you will be able to select an English and/or French transcript; check the box next to your selection - you can adjust the quantity in the Shopping cart
- Multiple recipients? Click the 'Send to an Additional Person' link and complete the fields as above
- The system will display the total cost in Canadian dollars for the recipients
- Cancel Request returns you to My Dashboard or,
- Click 'Confirm Request' to continue

Step 2 - Review the unofficial transcript of grades that is displayed; the recipient will receive your official transcript of grades, so it is important for you to take the time to confirm that **both the course information and the recipient details are correct**. Once submitted, an order cannot be cancelled or modified. If you do not agree with the preview, contact your school of record to discuss. You can:

- Remove a selection by clicking the 'Remove' link in the top right-hand corner or,
- Cancel the Request and return to My Dashboard or,
- Return to Request or,
- Click the checkbox 'I have reviewed my order and course information' to continue which enables the Add order to Cart functionality
- Click Add Order to Cart

Step 3 - The Shopping Cart will display a summary of your order including the:

- Recipient - who your transcript or certificate is going to
- Order Item - transcript
- Quantity - number of transcripts ordered including the ability to increase or decrease the quantity
- Date - when you ordered the transcript or certificate
- Remove - removes a single order from the list before submitting payment

Cost Summary

- Order Item Type - transcript
- Quantity - the number of transcripts ordered
- Cost - the total order cost

Choose your payment option:

- Click 'Pay by Credit/Debit Card' - enter credit/debit card information, payment is processed immediately
- Click 'Pay by Cheque or Money Order' - orders are processed when your cheque is received and clears the bank (approximately 10 days) or,
- Cancel - cancels the entire order and returns you to My Dashboard

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

See [Delivery and Fees](#) for a complete breakdown of cost

9.6 Order Your Graduation Certificate

From My Dashboard:

- Select Order Your Graduation Certificate

Step 1 - Complete 'Who do you want to send to ?':

- Use the Canadian Address tab to send to a Canadian address. Use the Other Address tab to send to a U.S. or International Address. Please check and confirm international mailing addresses for accuracy.
- Name: enter the name of the Post-Secondary Institution, Employer or 3rd party you are sending the certificate to
- Street Address (including the apartment or room number): enter the address you are sending the certificate i.e., 101-620 Superior Street. StudentTranscripts uses Canada Post's  **AddressComplete** for Canadian addresses. Start typing the address and the tool will display addresses that match what you are typing. Click on the address you want, and the City, Province and Postal Code will automatically be entered in the form. **Important Note:** If AddressComplete does not display the address you want, or you have difficulty with the tool use the Other Address tab to manually enter the address.
- If you attended a French immersion or Programme Francophone, you will be able to select an English and/or French certificate; check the box next to your selection - you can adjust the quantity in the Shopping cart

- Multiple recipients? Click the 'Send to an Additional Person' link and complete the fields as above
- The system will display the total cost in Canadian dollars for the recipients
- Cancel Request returns you to My Dashboard or,
- Click 'Confirm Request' to continue

Step 2 - The Shopping Cart will display a summary of your order, including the:

- Recipient - who your transcript or certificate is going to
- Order Item - certificate
- Quantity - number of certificates ordered including the ability to increase or decrease the quantity
- Date - when you ordered the certificate
- Remove - removes a single order from the list before submitting payment

Cost Summary

- Order Item Type - certificate
- Quantity - the number of certificates ordered
- Cost - the total order cost

Choose your payment option:

- Click Pay by Credit/Debit Card - enter credit/debit card information, payment is processed immediately
- Click Pay by Cheque or Money Order - orders are processed when your cheque is received and clears the bank (approximately 10 days) or,
- Cancel - cancels the entire order and returns you to My Dashboard

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

See [Delivery and Fees](#) for a complete breakdown of cost

9.7 View your Post-Secondary Institutions Choices

This feature displays the list of PSI's you have sent a transcript to.

From My Dashboard select:

- View Your Post-Secondary Institution Choices
- The system displays a table that lists the post-secondary institutions you sent a transcript to and includes the:
 - Institution
 - order date
 - order number and,
 - the status of your order i.e., processing or completed
- If you sent your transcript electronically you will be able to click on the link in the status column and view additional details including:
 - The institution you sent your electronic transcript to
 - The transcript posting date
 - The dates you authorized requests for updates
 - A log of the transcript events

Text us Your Questions

Do you have a question about the Student Transcript Service?

We respond Monday through Friday, 7:30am to 5:00pm Pacific Time.



Text your questions to:
1 (604) 660-2421

Contact Information

Can't find what you are looking for? Do you have a question about the StudentTranscripts service?

Contact us Monday through Friday, 7:30am to 5pm Pacific Time.

Victoria Office:

250 387-6121

Vancouver Office:

604 660-2421

Elsewhere in B.C. Toll Free:

1 800 663-7867

Outside B.C. Office:

604 660-2421

Email:

servicebc@gov.bc.ca