

Below is a step-by-step guide to assist you in accessing your official paper transcript to be mailed to yourself or another institution/employer.

1. Log into your Student Centre ([my.ucalgary.ca](https://my.ucalgary.ca)).

## Log in

[Continue with your IT account](#)

For current students and staff.

[Continue with your eID](#)

For student applicants, alumni, and guests.

 UNIVERSITY OF CALGARY | **Start something.**

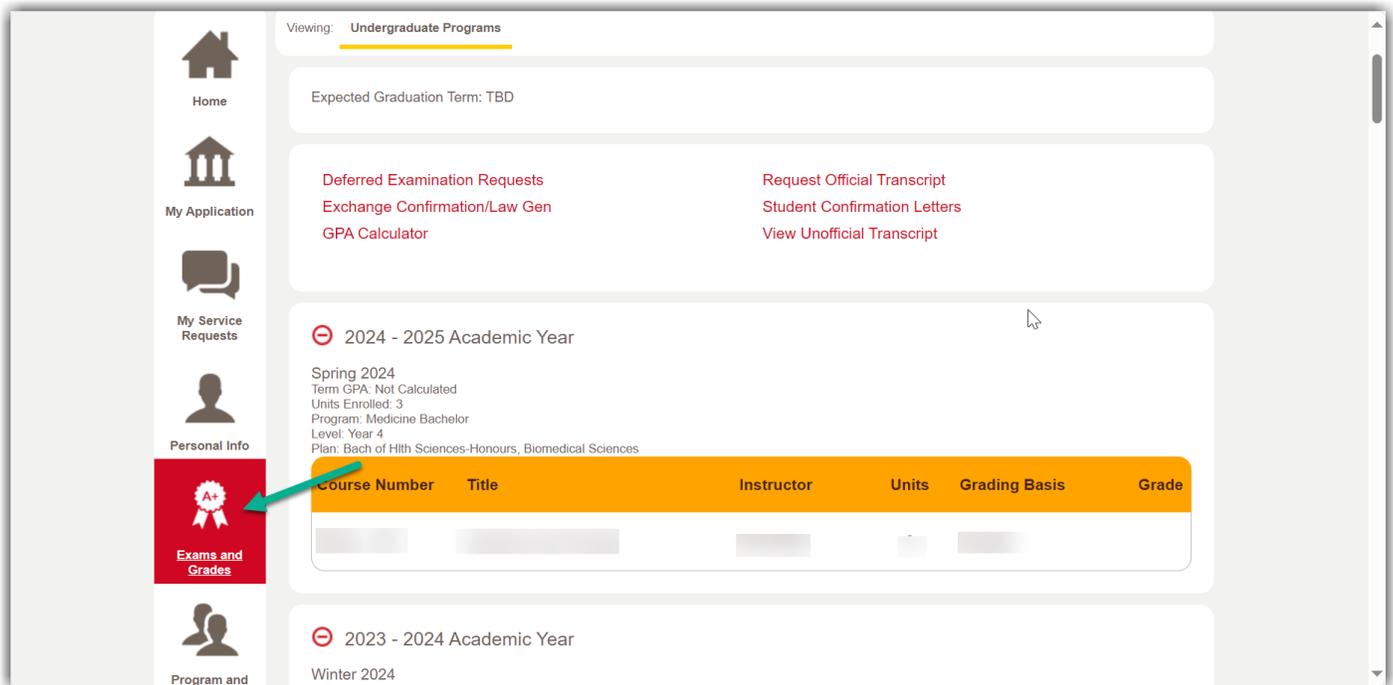
## Sign in

[Can't access your account?](#)

[Back](#) [Next](#)

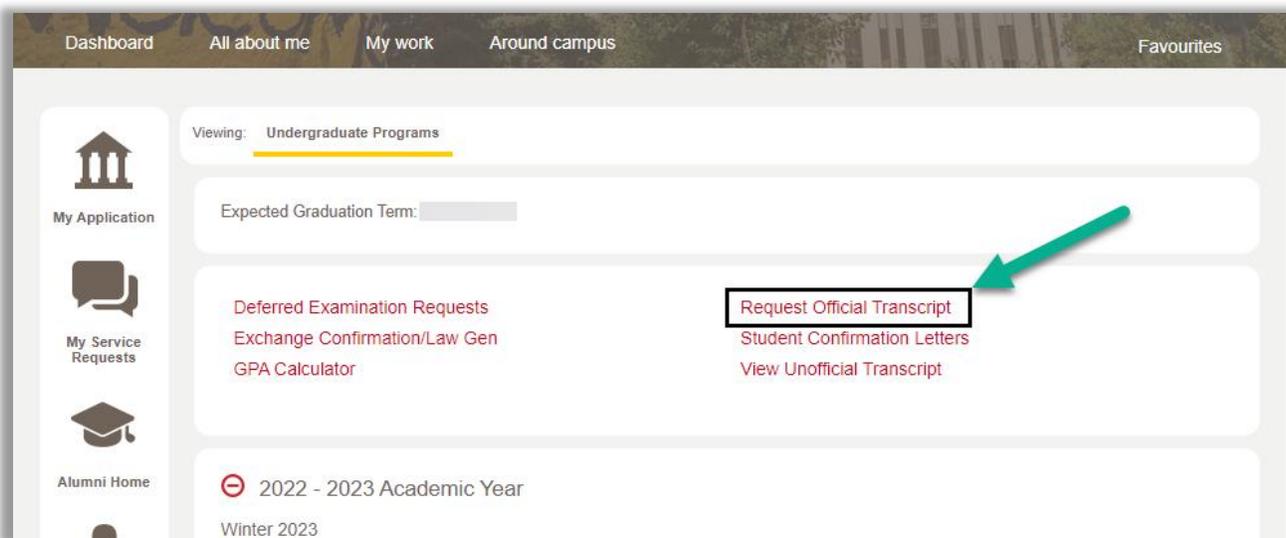
[Register IT Account](#) | [Account FAQs](#) | [Contact UCalgary IT Support](#)

2. Current students can request official paper transcripts from the [Exams and Grades](#) page. If you are an alumni, you can request your transcript from the [Alumni Home](#) tab.



The screenshot shows the student portal interface. On the left sidebar, the 'Exams and Grades' tab is highlighted with a red background and a white ribbon icon. A green arrow points to this tab. The main content area shows 'Viewing: Undergraduate Programs' and 'Expected Graduation Term: TBD'. Below this, there are links for 'Deferred Examination Requests', 'Exchange Confirmation/Law Gen', 'GPA Calculator', 'Request Official Transcript', 'Student Confirmation Letters', and 'View Unofficial Transcript'. The '2024 - 2025 Academic Year' section is expanded, showing 'Spring 2024' with details: 'Term GPA: Not Calculated', 'Units Enrolled: 3', 'Program: Medicine Bachelor', 'Level: Year 4', and 'Plan: Bch of Hlth Sciences-Honours, Biomedical Sciences'. Below this is a table with columns: Course Number, Title, Instructor, Units, Grading Basis, and Grade. The '2023 - 2024 Academic Year' section is partially visible, showing 'Winter 2024'.

3. From the [Exams and Grades](#) or [Alumni Home](#) tab, select [Request Official Transcript](#). You may need to **disable your pop-up blocker**.



The screenshot shows the student portal interface. The top navigation bar includes 'Dashboard', 'All about me', 'My work', 'Around campus', and 'Favourites'. The left sidebar shows 'My Application', 'My Service Requests', and 'Alumni Home'. The main content area shows 'Viewing: Undergraduate Programs' and 'Expected Graduation Term:'. Below this, there are links for 'Deferred Examination Requests', 'Exchange Confirmation/Law Gen', 'GPA Calculator', 'Request Official Transcript', 'Student Confirmation Letters', and 'View Unofficial Transcript'. The 'Request Official Transcript' link is highlighted with a black box and a green arrow. The '2022 - 2023 Academic Year' section is expanded, showing 'Winter 2023'.

4. Select from the provided options. There are:

- **4 Transcript Issuing Options:** *Issued to Institution, Issued in a Secured Envelope, Issued to Student & eTranscript*
- **3 Processing Options:** *Immediate Processing, Grades Posted, and Degree Confer Date*
- **2 Delivery Options:** *Mail (Canada Post) or Courier*

### Select Processing Options

Official Transcript Types	
Issued to Institution	Sent directly from the University of Calgary to recognized institutions/agencies.
Issued in a Secured Envelope	Sent individually in sealed envelopes to the student for forwarding to institutions/agencies.
Issued to Student	Issued for student's personal records.
eTranscript	Your transcript will be digitally prepared and securely signed as an official transcript. You will have access to your eTranscript and the opportunity to share through the MyCreds platform. There is a fee for service when utilizing MyCreds to share your eTranscript.

There are three ordering options for your transcripts	
Immediate Processing	Your transcript request will be processed within five business days and will reflect your academic record as of the day it was ordered.
Grades Posted	Your transcript will be printed once all official grades have been posted for the term. If you have applied for a flexible grading option, be sure it is reflected prior to submitting your transcript request.
Degree Confer Date	Your transcript will be processed on or after your conferral date. Your conferral date is the date of your convocation ceremony.

Select Option

Transcript Type

Quantity

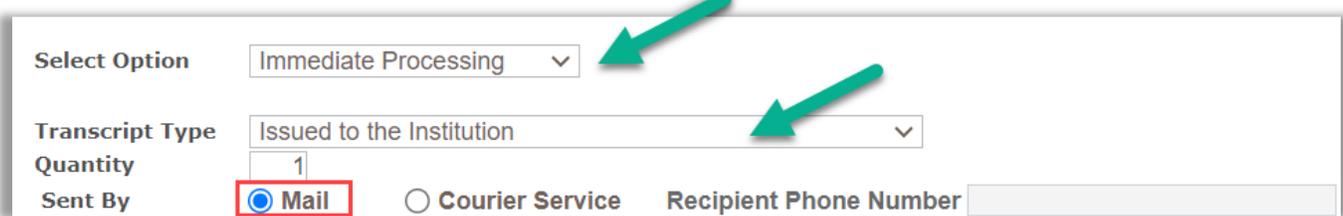
**A. Issued to Institution:**

When you require your official paper transcript to be sent directly from the University to an external institution (external university, government agencies, employers, etc.).

- a1. Select the **Processing Option** you prefer and then select **Issued to the Institution** as the **Transcript Type**.

Select the **Delivery Option** you would like to to send the transcript through - **Mail** or **Courier Service**.

- If you select **Mail**, the official transcript will be sent via Canada Post and there is NO tracking of the document once it is processed and mailed out from the university.



Select Option: Immediate Processing

Transcript Type: Issued to the Institution

Quantity: 1

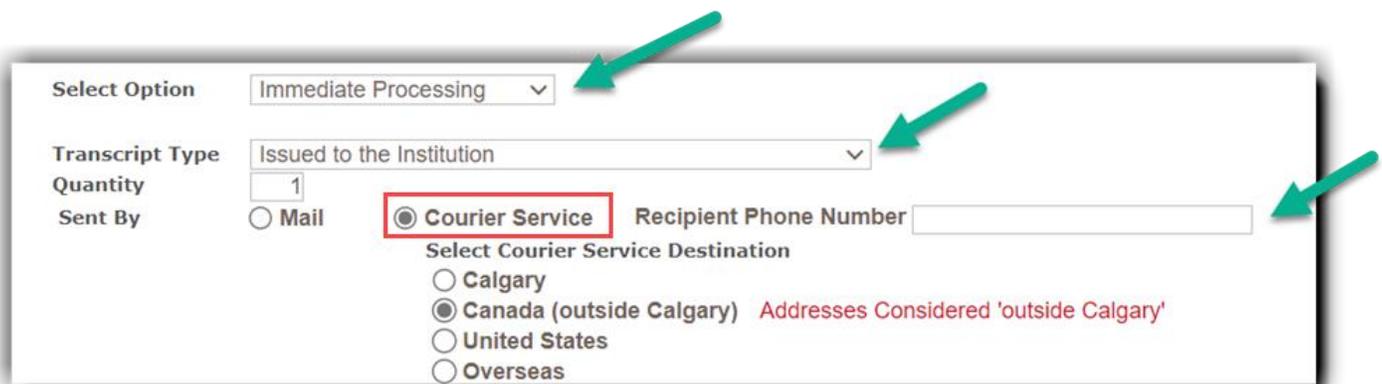
Sent By:  Mail  Courier Service

Recipient Phone Number: [Empty Field]

Green arrows point to the 'Immediate Processing' dropdown, the 'Issued to the Institution' dropdown, and the 'Mail' radio button.

- If you select **Courier Service**, the official transcript will be sent via one of our courier service providers (DHL, Loomis). You will be provided with a link to track the document once it is processed and mailed out from the university. You can find the link and the tracking number in an *Advising Note* on your **Student Centre Homepage**.

Enter in a **Phone Number** for the recipient and select the **Courier Service Destination** (Calgary, Canada, United States, Overseas).



Select Option: Immediate Processing

Transcript Type: Issued to the Institution

Quantity: 1

Sent By:  Mail  Courier Service

Recipient Phone Number: [Empty Field]

Select Courier Service Destination

- Calgary
- Canada (outside Calgary) *Addresses Considered 'outside Calgary'*
- United States
- Overseas

Green arrows point to the 'Immediate Processing' dropdown, the 'Issued to the Institution' dropdown, the 'Courier Service' radio button, and the 'Recipient Phone Number' field.

Confirm your student information, and click on the 'NEXT' button if satisfied:

a2.

Address Type	Address		
Home (Mailing)			

**Edit Addresses**

Phone Type	Phone	Ext	Preferred
Current Home			<input checked="" type="checkbox"/>
Other			<input type="checkbox"/>

**Edit Phones**

Email Type	Email Address	Preferred
Campus		<input checked="" type="checkbox"/>
Other		<input type="checkbox"/>
UofC		<input type="checkbox"/>

**Edit Email Addresses**      **Refresh**

**VIEW A TRANSCRIPT THAT YOU HAD PREVIOUSLY REQUESTED**      **NEXT** 

Next, enter the recipient's or organization's name in the 'Send To' field.  
Select **Edit Address**.

a3.

Request Official Transcript ✕

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1. Recipient Address Information 1-2-3-4

**Steps to Submit Address**

a) Enter name of Institution/Third Party/Agency in 'Send To' field  
 b) Edit Address: Click 'Change Country' to select country before entering address  
 c) Click 'OK' then 'Next'

**Recipient Address Information**

Send To:  1

Country:

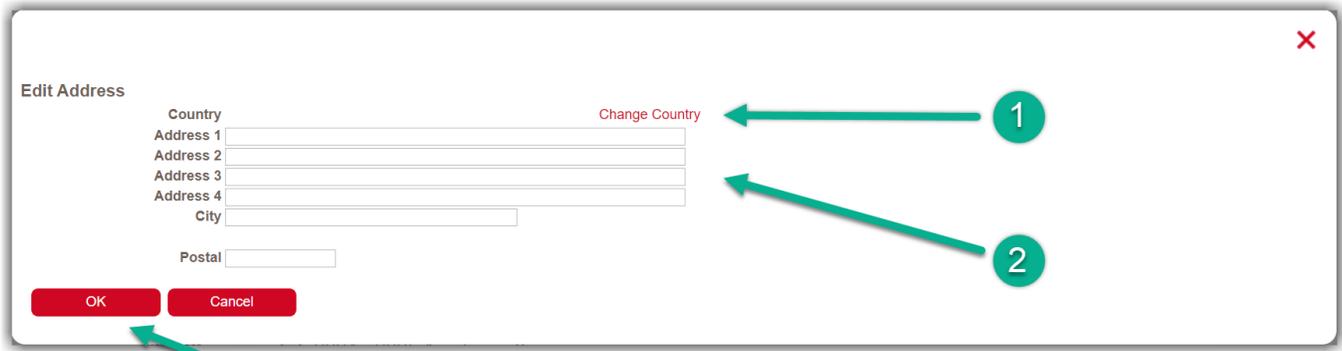
Address:  2

Edit Address  
 \*\*Use country code GBR for the United Kingdom (England, Scotland, Northern Ireland or Wales)\*\*

**\*\*Incomplete address information will delay your request.\*\***

**Previous**      **Next**

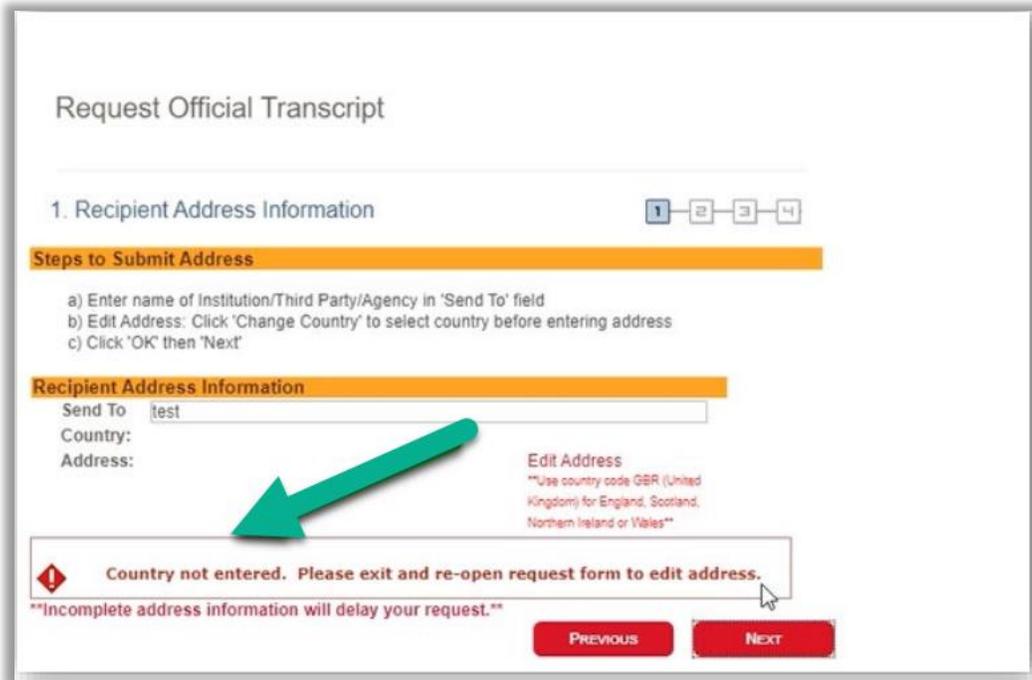
- a4. First, select **Change Country** to enter the appropriate country code of the recipient. A drop-down menu will appear. Select the Country of the document's destination. Once the country is selected, enter the recipient's address information in the fields below. Next, click **OK**.



The screenshot shows a dialog box titled "Edit Address" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Country:** A dropdown menu with a red "Change Country" link next to it. A green arrow labeled "1" points to this link.
- Address 1, Address 2, Address 3, Address 4:** Four stacked text input fields. A green arrow labeled "2" points to the Address 3 field.
- City:** A text input field.
- Postal:** A text input field.
- Buttons:** Two red buttons labeled "OK" and "Cancel" at the bottom left. A green arrow points to the "OK" button.

- a5. Once entered, you will return to the previous page. Requests that have not entered an appropriate country code will be notified with an error message.



Request Official Transcript

1. Recipient Address Information 1 2 3 4

**Steps to Submit Address**

- a) Enter name of Institution/Third Party/Agency in 'Send To' field
- b) Edit Address: Click 'Change Country' to select country before entering address
- c) Click 'OK' then 'Next'

**Recipient Address Information**

Send To: test

Country:

Address:

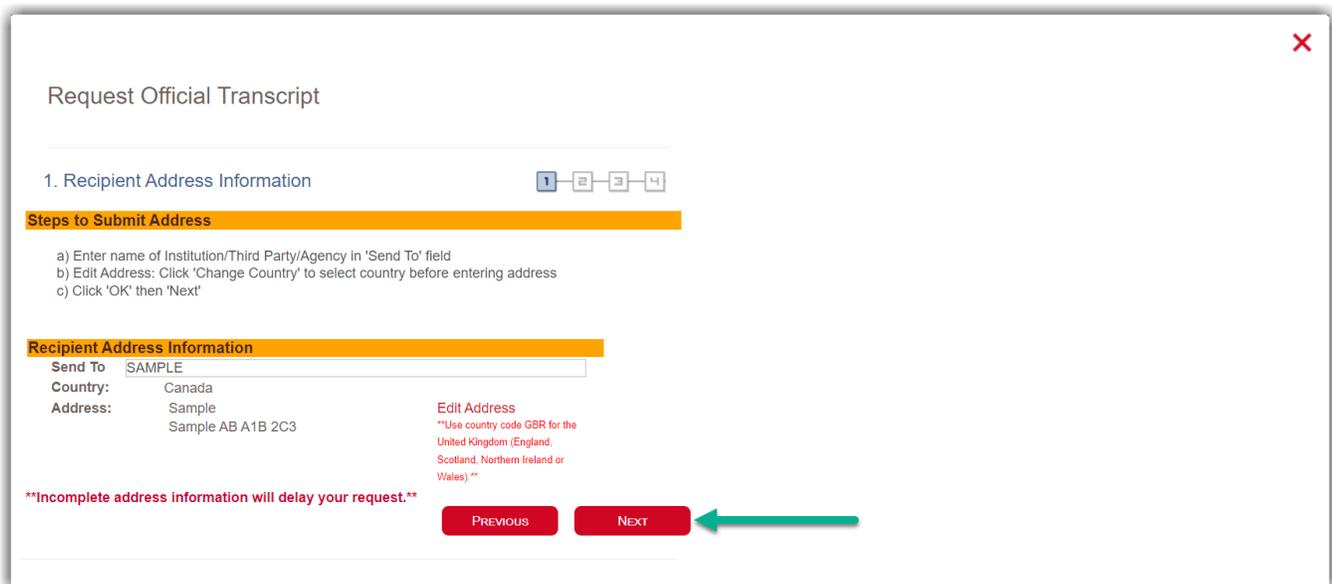
**Edit Address**  
\*\*Use country code GBR (United Kingdom) for England, Scotland, Northern Ireland or Wales\*\*

**Country not entered. Please exit and re-open request form to edit address.**

\*\*Incomplete address information will delay your request.\*\*

PREVIOUS NEXT

- a6. If you do not encounter an error, click **Next**.



Request Official Transcript

1. Recipient Address Information 1 2 3 4

**Steps to Submit Address**

- a) Enter name of Institution/Third Party/Agency in 'Send To' field
- b) Edit Address: Click 'Change Country' to select country before entering address
- c) Click 'OK' then 'Next'

**Recipient Address Information**

Send To: SAMPLE

Country: Canada

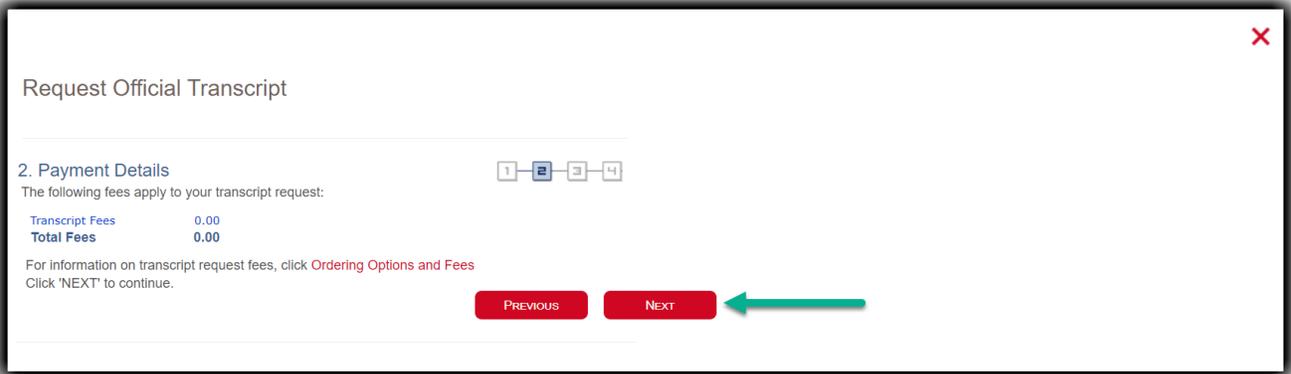
Address: Sample  
Sample AB A1B 2C3

**Edit Address**  
\*\*Use country code GBR for the United Kingdom (England, Scotland, Northern Ireland or Wales)\*\*

**\*\*Incomplete address information will delay your request.\*\***

PREVIOUS NEXT

- a7. For the **Delivery Method**, if you chose **Courier**, you can add payment information on this next page, otherwise it will show **Total Fees** of \$0.  
Click **Next**.



Request Official Transcript

2. Payment Details

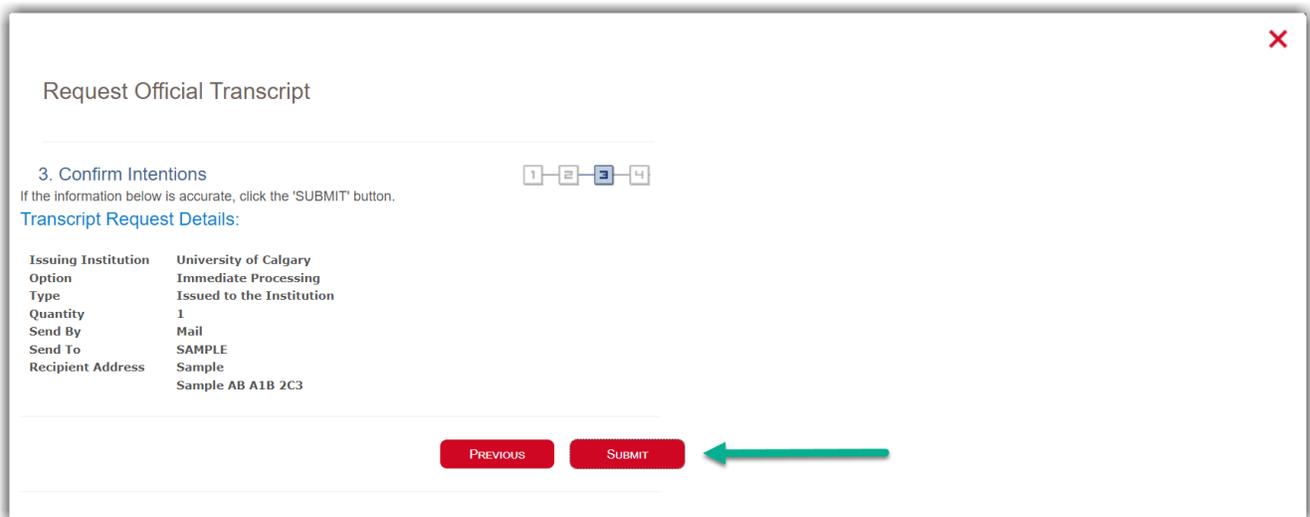
The following fees apply to your transcript request:

Transcript Fees	0.00
Total Fees	0.00

For information on transcript request fees, click [Ordering Options and Fees](#)  
Click 'NEXT' to continue.

PREVIOUS NEXT

- a8. Confirm final details relating to the transcript request before selecting **Submit**.



Request Official Transcript

3. Confirm Intentions

If the information below is accurate, click the 'SUBMIT' button.

**Transcript Request Details:**

Issuing Institution	University of Calgary
Option	Immediate Processing
Type	Issued to the Institution
Quantity	1
Send By	Mail
Send To	SAMPLE
Recipient Address	Sample AB A1B 2C3

PREVIOUS SUBMIT

## B. *Issued in a Secured Envelope:*

When you require your official paper transcript to be sent directly from the University to an external institution or yourself but in a secured envelope. The secured envelope is different from other envelopes in that it does not have a plastic window where the name and address of the recipient are exposed.

**b1.** Select the **Processing Option** you prefer and then select **Issued in a Secured Envelope** as the **Transcript Type**.

**Select Processing Options**

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Degree Confer Date	Your transcript will be processed on or after your conferral date. Your conferral date is the date of your convocation ceremony.

Select Option:

Transcript Type:  ←

Quantity:

Sent By:  Mail  Courier Service    Recipient Phone Number:  ←

Select Courier Service Destination

- Calgary
- Canada (outside Calgary) Addresses Considered 'outside Calgary' ←
- United States
- Overseas

**Follow steps a2-a8.**

**C. Issued to Student:**

When you require your official paper transcript to be sent to your postal address.

Please note: Official paper transcripts cannot be printed nor collected at the Registrar's Office. The document will have to be mailed out, either via Canada Post or Courier.

- c1. Select the **Processing Option** you prefer and then select **Issued in a Secured Envelope** as the **Transcript Type**.

**Select Processing Options**
**Official Transcript Types**

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Degree Confer Date	Your transcript will be processed on or after your conferral date. Your conferral date is the date of your convocation ceremony.

 Select Option 

 Transcript Type 

 Quantity 

 Sent By  Mail  **Courier Service** Recipient Phone Number 

Select Courier Service Destination

 Calgary

 **Canada (outside Calgary)** Addresses Considered 'outside Calgary'

 United States

 Overseas

**Follow steps a2-a8.**

**End of Procedure. For further questions, please contact [Enrolment Services](#).**