

Student Center: Request Official Documents (Transcripts, Enrollment Verifications and duplicate of Diplomas)

Information about official documents

- Only you can request copies of your official documents and/or pick them up at InfoService after ordering them in your Student Center.
- Official documents are only issued to students in good financial standing at the University of Ottawa.
- You will need a credit card (Visa or MasterCard) to order official documents from your Student Center.
- An official transcript is printed on special paper, with the University of Ottawa seal and the registrar's signature. It lists your courses and results obtained as well as your degrees, diplomas or certificates. Course titles appear in the language the course was taken.
- The University does not translate transcripts.

Under the **uoZone Applications** tab, click **Purchase Official Documents** and:

1. Click **Official Transcript, Enrollment Verification or Diploma (duplicate)** (**Note: Diploma** will not be available if you have not yet graduated).

Note: You can request an unofficial transcript or an unofficial enrollment verification. For more information, refer to the **Unofficial Transcript** or **View Unofficial Enrollment Verification** applications and related tutorials, under the **uoZone Applications** tab.

Select Official Document

Please note that orders are submitted to InfoService on the following business day. Processing times vary by request. **1**

[Official Transcript](#)
An official transcript is printed on special paper, with the University of Ottawa seal and the registrar's signature. It contains the complete record of all courses you were registered in and the results obtained, as well as any degrees, diplomas or certificates received.

[Enrollment Verification](#)
An enrollment verification is an official University document certifying your current or past registration at the University of Ottawa.

[Diploma \(You do not have the necessary academic history to request this document\)](#)
A duplicate diploma is a copy that replaces an original diploma conferred by the University of Ottawa.

2. Once you have selected the document, in the **Select Processing Options** section:
 - a. From the **Select Option** list, select **Process my request right away, Wait until degree is conferred or Wait until grades are posted**.
Note: If you select **Wait until degree is conferred** or **Wait until grades are posted**, select the term you want. If you choose to have your request held for grade posting or degree conferral, it will not be processed until the date shown.

- b. From the **Language** list, select **English** or **French**
- c. From the **Quantity** list, select the quantity you want.

The screenshot shows a form titled "Select Processing Options". It contains a dropdown menu for "Select Option:", a dropdown menu for "Language:" with "English" selected, and a dropdown menu for "Quantity:" with "01" selected. Red callout boxes labeled 'a', 'b', and 'c' point to the "Select Option:", "Language:", and "Quantity:" dropdowns respectively.

- 3. Under the **Enter recipient address information** section you have three options:
 - a. Select **Send to my address** and select the appropriate address from the **Address type** list.

Tip: To display the address you selected, position your mouse on the question mark to the right of the **Address type** list.

The screenshot shows a form titled "Enter recipient address information". It has three radio button options: "Send to my address", "Send to a different address", and "Pick up at InfoService". The "Send to my address" option is selected and highlighted with a red box. To the right, there is an "Address type:" dropdown menu with "Mailing" selected and a question mark icon. A red arrow points to the question mark. A red callout box labeled 'a' is positioned near the "Send to my address" option.

Note: If you select **Send to my address**, an **Issued to Student** note will appear on the official document you receive and the document might not be accepted by a third party.

- b. Select **Send to a different address** and type the recipient's name in the **Send To** box. Click **Edit Address** to add the recipient's address.

The screenshot shows the "Enter recipient address information" form with "Send to a different address" selected. The "Send To:" text box is highlighted with a red oval. Below it, the "Country:" is set to "Canada" and the "Address:" field is empty. A red callout box labeled 'b' points to the "Edit Address" link next to the address field.

Insert the recipient's address and click **OK**.



Edit Address

Country: Canada [Change Country](#)

Address 1:

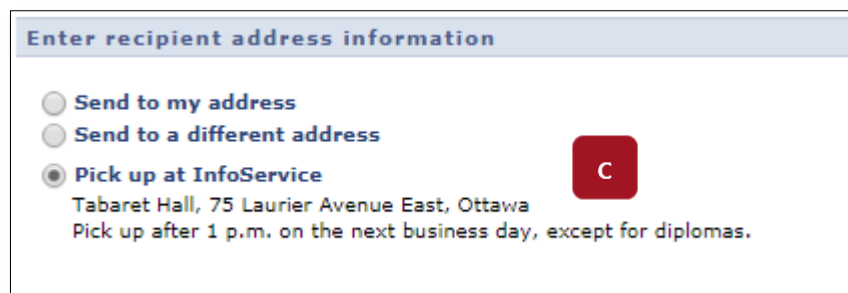
Address 2:

Address 3:

Address 4:

City: Province: Postal:

- c. Select **Pick up at InfoService** if you choose to pick up your documents in person. They will be ready after 1 p.m. the next business day. Processing time for a duplicate of your diploma is four to six weeks.



Enter recipient address information

Send to my address

Send to a different address

Pick up at InfoService

Tabaret Hall, 75 Laurier Avenue East, Ottawa

Pick up after 1 p.m. on the next business day, except for diplomas.

Note: If you select **Pick up at InfoService**, an **Issued to Student** note will appear on the official document you receive and the document might not be accepted by a third party.

- 4. Click **Add to Cart**.
- 5. Review your purchase, and click **Checkout**.
- 6. For documents sent by mail, select the shipping method (**Regular mail** or **Express delivery**) and click **Next**.
- 7. Enter the email address you wish the order confirmation to be sent to and click **Next**.
- 8. Review your **Order Summary**.

Note: Once you have confirmed your order and clicked **Submit**, no changes or refunds are possible.

- 9. Click **Submit**

10. The **Global Transport** screen will be displayed. Fill in the **Card Holder Name**, **Credit Card Type**, **Credit Card Number**, **Expiration Date** and **CVC** number boxes, and click **Submit**.



Global Transport
Payment Solutions

Card Holder Name:

Credit Card Type:

Credit Card Number:

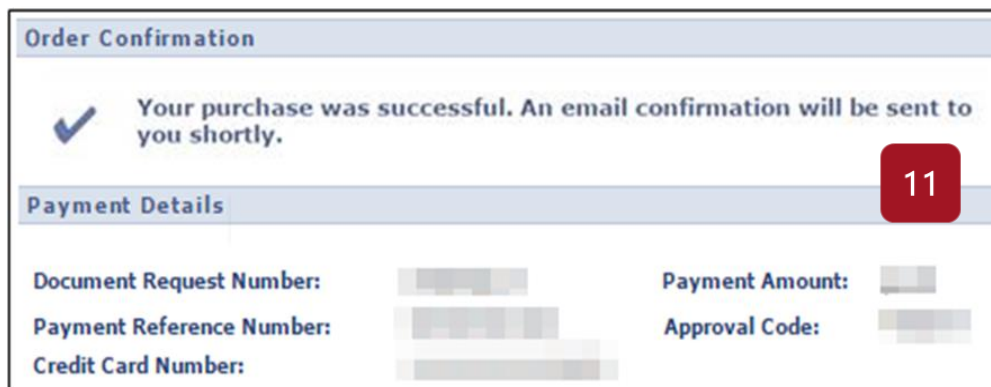
Expiration Date:

CVC Number: [What is this?](#)

[Cancel](#)

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11. Once the order has been processed, you will receive a message with a checkmark confirming that the transaction was completed.



Order Confirmation

✓ Your purchase was successful. An email confirmation will be sent to you shortly.

Payment Details

Document Request Number:	<input type="text"/>	Payment Amount:	<input type="text"/>
Payment Reference Number:	<input type="text"/>	Approval Code:	<input type="text"/>
Credit Card Number:	<input type="text"/>		

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12. You will receive an email confirming the transaction with payment details.

(End of tutorial)