

User Guide: eTranscript Pages

URL: <https://ouaccsprod.ouac.on.ca/psp/POUACJ/?cmd=login&languageCd=ENG&>

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Admissions Contacts:

You can view Transcript Requests and the details associated with them for your applicants.

Records Contacts:

You can both view and update Transcript Requests.

Home Page

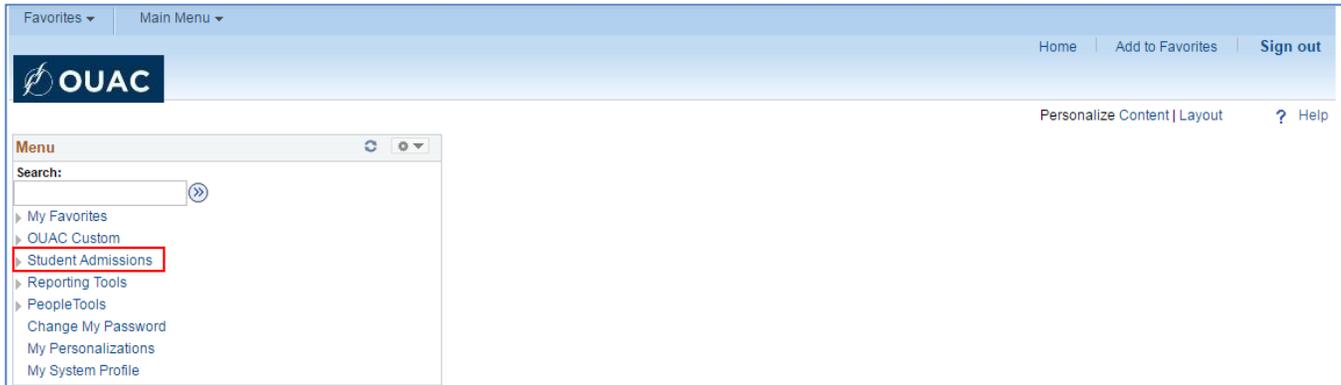
Once you log in with the appropriate credentials, you will come to your main “Home” page.



You will see some personalization options and “Student Admissions”. In later phases, you may see some additional options depending on the security access you have been assigned.

Navigating to Transcript Requests

- 1) From your main page, click **“Student Admissions”**,



- 2) Under **“Student Admissions”** select **“OUAC eTranscripts”**



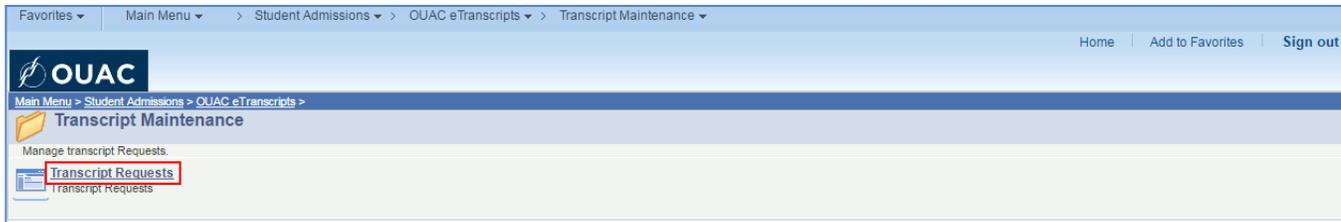
(On this screen, you could also click the “Transcript Maintenance” subfolder and skip the next step.)

- 3) Next, select the **“Transcript Maintenance”** subfolder.



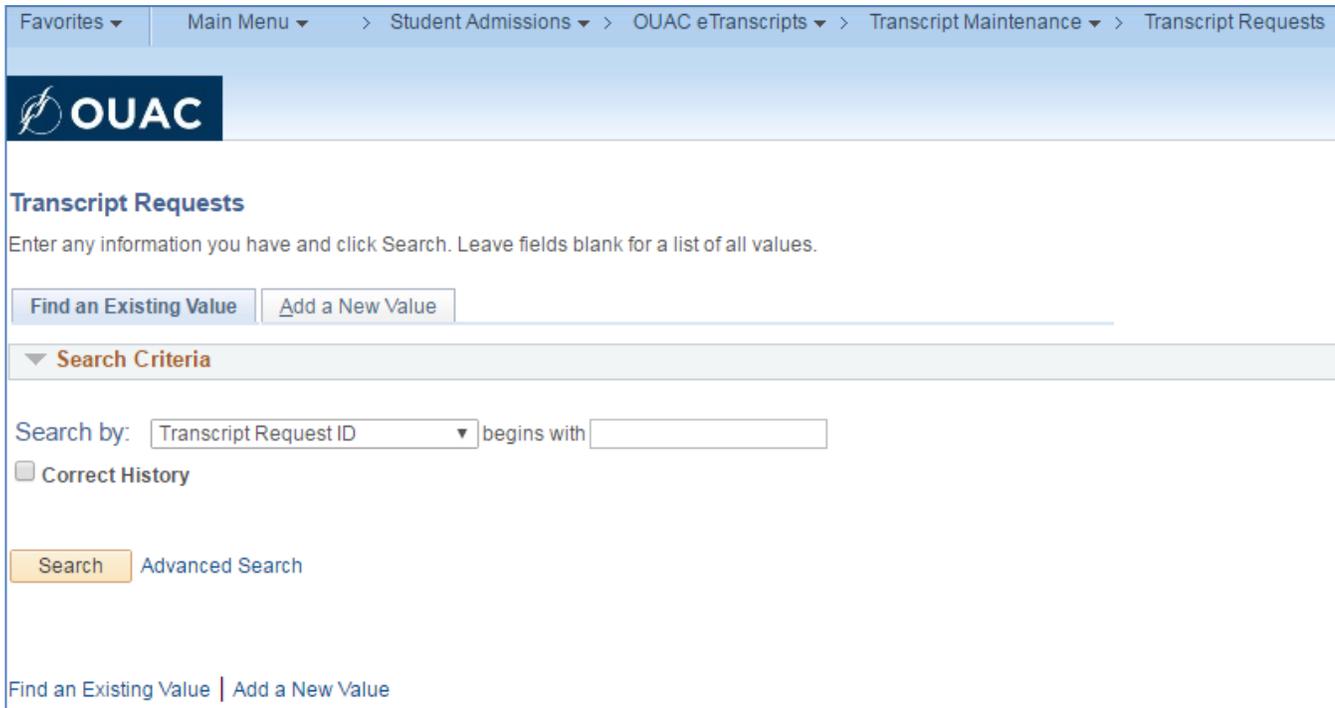
(On this screen, you could also click the “Transcript Requests” link and skip the next step.)

- 4) To view your transcript requests, select **“Transcript Requests”**.

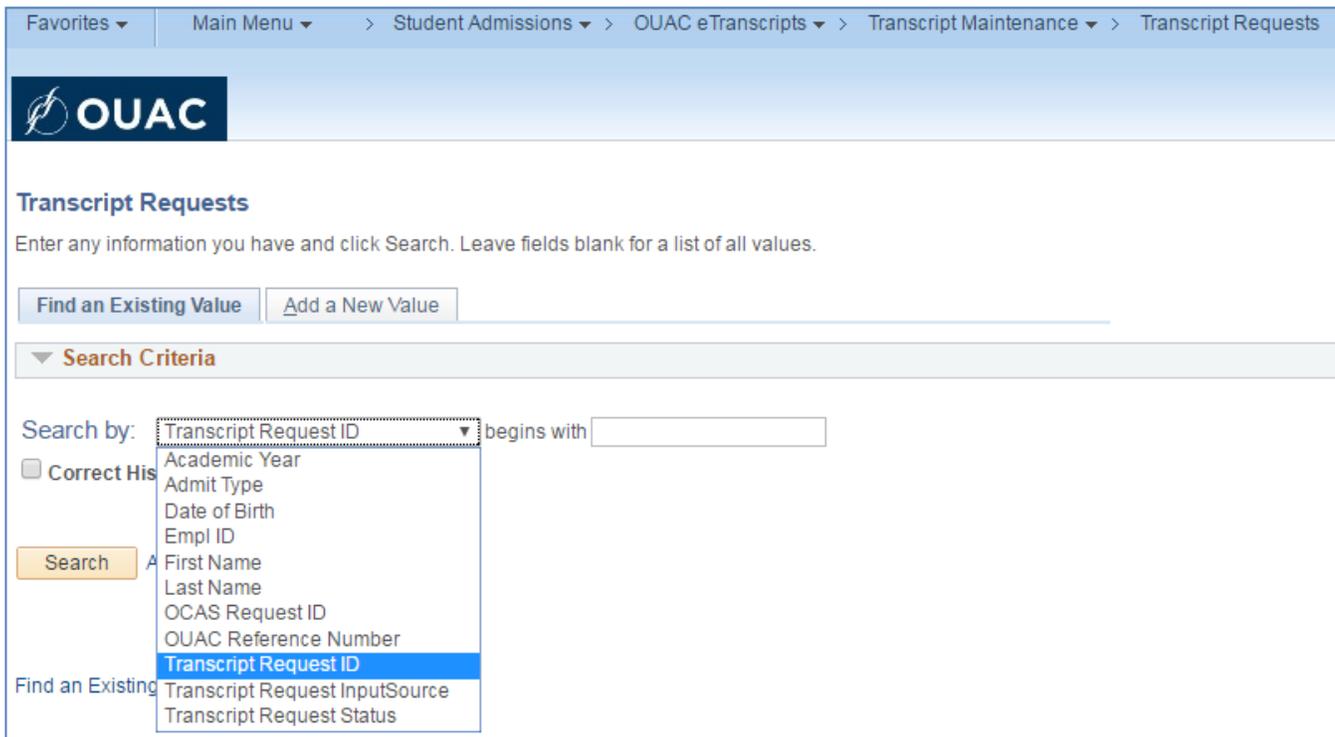


You will end up at the main “**Transcript Requests**” search page.

The default setting on this page is to search by “**Transcript Request ID**”. This is OUAC’s control number (RequestTrackingID for XML users and BGN02 for EDI users).



If you don’t know this number, you will need to search using one of the other criteria in the “**Search by**” drop-down.



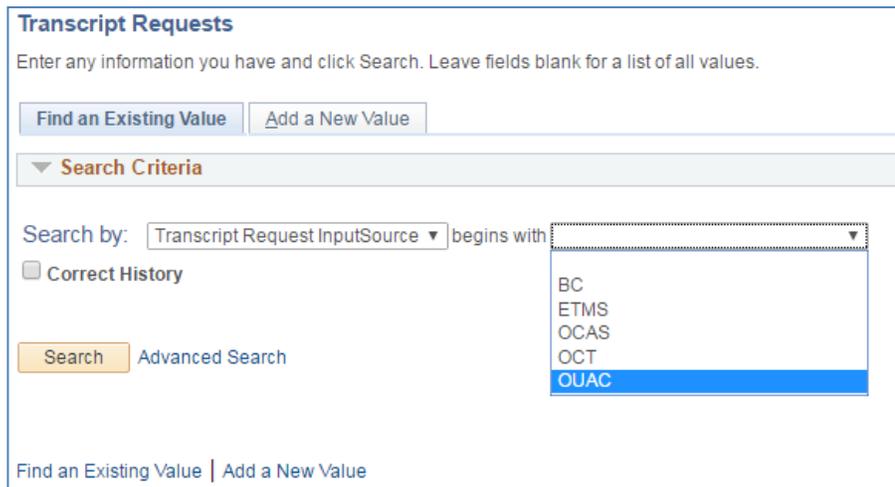
Search Criteria

Academic Year	The application cycle of the request
Admit Type	The application type ((i.e., 15D, 15F, TED, MED, REH, LAW, etc.)
Date of Birth	The applicant's date of birth
Empl ID	The applicant's Empl ID (as assigned by OUAC)
First Name	The applicant's listed given name
Last Name	The applicant's listed surname
OCAS Request ID	For OCAS applicants only (the control number for the request from OCAS)
OUAC Reference Number	The assigned OUAC Reference Number for the submitted application
Transcript Request ID	OUAC's control number for the transcript request

After you select how you want to search, the field will allow you to enter the information you are looking for. For the search options listed above, you are free to enter as many or as few details as you deem necessary.

Searching by **Transcript Request Input Source** or **Transcript Request Status** yields a drop-down menu, where you must choose from the available entries.

For example:



Transcript Requests
 Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

▼ Search Criteria

Search by: Transcript Request InputSource begins with

Correct History

Search | Advanced Search

BC
 ETMS
 OCAS
 OCT
 OUAC

Find an Existing Value | Add a New Value

Transcript Request Input Sources

You can only filter by one of the existing options:

- **OUAC** – requests originating from both core and contract applications
- **OCT** – requests originating from the Ontario College of Teachers Transcript Request Form
- **OCAS** – requests coming to us from OCAS for OCAS applicants
- **eTMS** – these are unsolicited high school transcripts that come in from OCAS and are matched to submitted 15D or 15F applications
- **BC** – these are unsolicited postsecondary transcripts that come in from BCcampus (from Kwantlen Polytechnic University and Douglas College) and can either be automatically matched to a submitted applicant, manually matched to a submitted applicant, or manually released without an OUAC Reference Number because OUAC could not match them.

Transcript Request Status

Transcript Requests

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ **Search Criteria**

Search by: begins with

Correct History

Find an Existing Value | Add a New Value

Cancelled
 Confirmed Cancel
 Error
 Hard Copy
 Hold
 Manual Intervention
 Multiple Match
 Not Found
 Processed
 Reissue
 Suspended
 Suspended Hard Copy
 Transcript Received
 Unconfirmed (Rejected) Cancel?
 Unprocessed
Verify

Here is a brief description of the various status options:

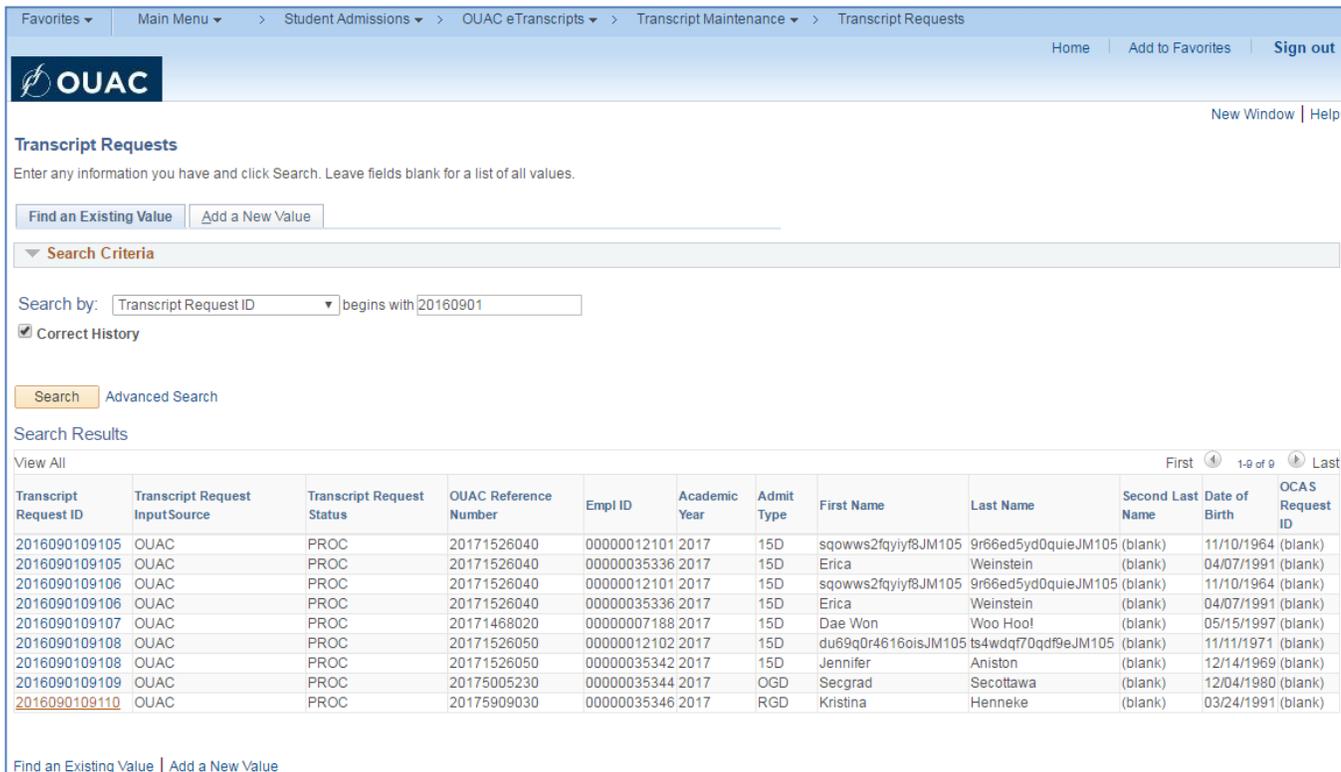
Error	The request cannot be deleted or amended in any way, nor will it be sent outbound. There is something wrong with the integrity of the request; data or otherwise.
Unprocessed	The request is in the queue to be sent outbound the next time the outbound process runs.
Processed	The request has been sent outbound and is waiting for a response or transcript to be returned.
Transcript Received	The request has been fulfilled, and PSFT is in possession of the transcript. The transcript may or may not have been sent outbound to its final destination (depending on the distribution status of the application).
Cancelled	The request has been cancelled or re-submitted (which is a one-to-one replacement of the request). A request with this status is no longer active.
Confirmed Cancel (Internal ONLY)**	A request that has been cancelled and for which PSFT has received a confirmation back from the source that the cancel has been processed.
Not Found	The source is unable to send a transcript because they cannot identify the requestor as a current or former student based on the demographic information provided in the request.
Multiple Match	The source is unable to send a transcript because there is more than one student in their system that matches the demographic information provided in the request.
Manual Intervention (Internal ONLY)**	A code sent back by the source to indicate that their records list the student as deceased.

Reissue (Internal ONLY)**	When we have received a response from a university that usually indicates that their term tables aren't yet updated to handle deferred requests.
Hold	The source has responded that the transcript cannot be sent because the student's account is on hold (this is usually due to an outstanding fee issue).
Hard Copy	A response sent by the source to indicate a hardcopy transcript was sent.
Verify (Internal ONLY)**	A response sent by the source to indicate that the requestor doesn't have any academic data on file.
Unconfirmed Cancel (Internal ONLY)**	A rejection of the cancel indicating that the source cannot accept the cancellation of the request normally because a transcript has already been sent.
Suspended (Internal ONLY)**	A response on an end of term or After Degree Conferred request indicating that the source has received the request and will wait to fulfill it until the specified time.
Suspended Hard Copy (Internal ONLY)**	A response on an end of term or After Degree Conferred request indicating that a hardcopy transcript will be generated at the specified time.

**Note: For the "Status" options listed as "(Internal ONLY)", this information is for OUAC use only and should not be shared with applicants.

Searching

Once you have entered your search term, click "Search" and your results will appear:



The screenshot shows the OUAC Transcript Requests search interface. At the top, there are navigation links: Home, Add to Favorites, and Sign out. The main heading is "Transcript Requests" with a "New Window | Help" link. Below the heading, there is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." There are two buttons: "Find an Existing Value" and "Add a New Value". A "Search Criteria" section is expanded, showing "Search by:" with a dropdown menu set to "Transcript Request ID" and a text input field containing "20160901". A checkbox for "Correct History" is checked. There are "Search" and "Advanced Search" buttons. Below the search criteria, the "Search Results" section is visible, showing a table of results. The table has columns for Transcript Request ID, Transcript Request Input Source, Transcript Request Status, OUAC Reference Number, Empl ID, Academic Year, Admit Type, First Name, Last Name, Second Last Name, Date of Birth, and OCAS Request ID. The results table contains 10 rows of data.

Transcript Request ID	Transcript Request Input Source	Transcript Request Status	OUAC Reference Number	Empl ID	Academic Year	Admit Type	First Name	Last Name	Second Last Name	Date of Birth	OCAS Request ID
2016090109105	OUAC	PROC	20171526040	00000012101	2017	15D	sqowws2fqiyif8JM105	9r66ed5yd0quieJM105	(blank)	11/10/1964	(blank)
2016090109105	OUAC	PROC	20171526040	00000035336	2017	15D	Erica	Weinstein	(blank)	04/07/1991	(blank)
2016090109106	OUAC	PROC	20171526040	00000012101	2017	15D	sqowws2fqiyif8JM105	9r66ed5yd0quieJM105	(blank)	11/10/1964	(blank)
2016090109106	OUAC	PROC	20171526040	00000035336	2017	15D	Erica	Weinstein	(blank)	04/07/1991	(blank)
2016090109107	OUAC	PROC	20171468020	00000007188	2017	15D	Dae Won	Woo Hoo!	(blank)	05/15/1997	(blank)
2016090109108	OUAC	PROC	20171526050	00000012102	2017	15D	du69q0r4616oisJM105	ts4wdqf70qdf9eJM105	(blank)	11/11/1971	(blank)
2016090109108	OUAC	PROC	20171526050	00000035342	2017	15D	Jennifer	Aniston	(blank)	12/14/1969	(blank)
2016090109109	OUAC	PROC	20175005230	00000035344	2017	OGD	Secgrad	Secottawa	(blank)	12/04/1980	(blank)
2016090109110	OUAC	PROC	20175909030	00000035346	2017	RGD	Kristina	Henneke	(blank)	03/24/1991	(blank)

Select a column heading to sort by that column.

[Favorites](#) > [Main Menu](#) > [Student Admissions](#) > [OUAC eTranscripts](#) > [Transcript Maintenance](#) > [Transcript Requests](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

OUAC [New Window](#) | [Help](#)

Transcript Requests

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search by: Transcript Request ID begins with

Correct History

Search Results

View All First 1-9 of 9 Last

Transcript Request ID	Transcript Request Input Source	Transcript Request Status	OUAC Reference Number	Empl ID	Academic Year	Admit Type	First Name	Last Name	Second Last Name	Date of Birth	OCAS Request ID
2016090109107	OUAC	PROC	20171468020	00000007188	2017	15D	Dae Won	Woo Hoo!	(blank)	05/15/1997	(blank)
2016090109106	OUAC	PROC	20171526040	00000035336	2017	15D	Erica	Weinstein	(blank)	04/07/1991	(blank)
2016090109108	OUAC	PROC	20171526050	00000035342	2017	15D	Jennifer	Aniston	(blank)	12/14/1969	(blank)
2016090109108	OUAC	PROC	20171526050	00000012102	2017	15D	du69q0r4616oisJM105	ts4wdqf70qdf9eJM105	(blank)	11/11/1971	(blank)
2016090109105	OUAC	PROC	20171526040	00000035336	2017	15D	Erica	Weinstein	(blank)	04/07/1991	(blank)
2016090109105	OUAC	PROC	20171526040	00000012101	2017	15D	sqowws2fqiyif8JM105	9r66ed5yd0quieJM105	(blank)	11/10/1964	(blank)
2016090109106	OUAC	PROC	20171526040	00000012101	2017	15D	sqowws2fqiyif8JM105	9r66ed5yd0quieJM105	(blank)	11/10/1964	(blank)
2016090109109	OUAC	PROC	20175005230	00000035344	2017	OGD	Secgrad	Secottawa	(blank)	12/04/1980	(blank)
2016090109110	OUAC	PROC	20175909030	00000035346	2017	RGD	Kristina	Henneke	(blank)	03/24/1991	(blank)

When you have located the record you are searching for, click the entry to view the **“Transcript Request Page”** and its corresponding details.

Transcript Request Page

Records users will be able to choose from preset options to update this status

Request ID: 2016091309177 Request Source: OUAC *Status: Processed
 OUAC Reference Number: 20177581780
 Academic Year: 2017 Admit Type: TED Empl ID: 00000035525 Created: 09/13/16 8:03:25.043343PM

Source

This is where the applicant attended and is requesting the transcript from

Source Transaction Details

Override/eTranscript Values

Institution: Lakehead University

- Undergraduate
- Graduate
- Correspondence/CE/Open Learning

- Undergraduate
- Graduate
- Correspondence/CE/Open Learning

Title: Dr
 First Name: Peter
 Middle Name: James
 Last Name: Parker
 Former Last Name: Park
 Gender: Another
 Date of Birth: 05/05/1980

The left-hand side pulls whatever information exists in OUAC's database, including any updated or corrected information as submitted by the applicant

Dr
 Peter
 James
 Parker
 Park
 Another
 05/05/1980
 210305159
 IMMD

The right-hand side is what the applicant submitted at the time the transcript request ID was created, or what has been corrected, updated, or overridden by eTranscripts at OUAC

Transcript Request Actions

Reissue Re-submit Cancel Reason Code
 Process Request

These actions can only be performed by OUAC's eTranscripts

Destinations

Personalize | Find | View All | First 1-4 of 4 Last

	Hard Copy Address	Transcript Sent	Last Update Date/Time	Details
1 Brock University	Hard Copy Address	<input type="checkbox"/>		Details
2 Trent University	Hard Copy Address	<input type="checkbox"/>		Details
3 University of Western Ontario	Hard Copy Address	<input type="checkbox"/>		Details
4 York University	Hard Copy Address	<input type="checkbox"/>		Details

Comment: These are the transcript recipients associated with this request

Last Updated: 09/14/16 8:06:06AM UATTEST15 Displays the date, time and UserID of the person (or process) who last updated the request

If you accidentally chose the wrong request, you can click **“Return to Search”** at the bottom of the page to try again.



Within the **“Destinations”** grid, you can see the transcript recipient(s) listed in the request. If the student’s academic record needs to be sent as a hard copy for any reason, you can see which institutions will receive the transcript. You can also click **“Hard Copy Address”** to view the mailing address to send the transcript to.

In this grid, you can also see a **“Transcript Sent”** checkbox. Once the transcript has been sent to the destination(s), this box will be checked.

Destinations		Personalize Find View All [Print] [Grid] First 1-5 of 9 Last			
		Hard Copy Address	Transcript Sent	Last Update Date/Time	Details
1	Carleton University	Hard Copy Address	<input type="checkbox"/>	05/09/2016 1:29PM	Details
2	University of Guelph	Hard Copy Address	<input type="checkbox"/>	05/09/2016 1:29PM	Details
3	Lakehead University	Hard Copy Address	<input type="checkbox"/>	05/09/2016 1:29PM	Details
4	Trent University	Hard Copy Address	<input type="checkbox"/>	04/25/2016 10:28AM	Details
5	University of Western Ontario - Huron	Hard Copy Address	<input type="checkbox"/>	05/09/2016 1:29PM	Details

Updating the Transcript Request Status

If you have “Update” access, you are likely one of our Records contacts. This means you have the ability (and responsibility) to update requests. Please ensure that you are only updating requests that belong to your institution!

If you are familiar with updating requests using our Telnet system, you may notice that you have several additional options in terms of the **“Status”** you can choose:

Status Option	Description
Hard Copy	Select this status if an electronic transcript cannot be generated by your system and a hardcopy must be sent. Once the printed copy has been generated, please update the request with this status.
Hold	Select this status when a “non-service” indicator exists on the student’s account (financial or otherwise). This status will trigger an email to the applicant advising them to contact your institution in order to resolve the issue.
Not Found	Select this status if your institution is unable to identify this applicant as a current or former student. This status will trigger a letter to the applicant requesting that they review their request information (e.g., StudentID, DoB, etc.) and provide corrected information as necessary.
Reissue	Select this status if your system cannot process the request and needs to have the request reissued. This typically occurs when the timing option selected has not yet been updated in the institution’s term table or there is some other technical limitation.
Suspended	This marks the request as “will send” once the request matures (for deferred requests only).
Verify	This status is assigned when the student can be located in your system, but there is no academic data to send (i.e., a transcript cannot be generated).

When you have identified which status you need to choose for your student's request, select the **"Status"** drop-down and select the appropriate option.

Transcript Request Page

Request ID:	2016091309177	Request Source:	OUAC	*Status:	<div style="border: 1px solid #ccc; padding: 2px;"> Processed Cancelled Confirmed Cancel Error Hard Copy Hold Manual Intervention Multiple Match Not Found Processed Reissue Suspended Suspended Hard Copy Transcript Received Unconfirmed (Rejected) Cancel? Unprocessed Verify </div>
OUAC Reference Number:	20177581780	Academic Year:	2017	Admit Type:	TED
Empl ID:	00000035525	Created:			

Source

Source Transaction Details

Institution:	Lakehead University		
	<input checked="" type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> Correspondence/CE/Open Learning	<input type="checkbox"/> Processed <input checked="" type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> Correspondence/CE/Open Learning	
Title:	Dr		Dr
First Name:	Peter		Peter
Middle Name:	James		James
Last Name:	Parker		Parker

Next, scroll to the bottom of the page and click **“Save”**:

Last Name:	Parker	<input type="text" value="Parker"/>
Former Last Name:	Park	<input type="text" value="Park"/>
Gender:	Another	<input type="text" value="Another"/>
Date of Birth:	05/05/1980	<input type="text" value="05/05/1980"/>
Student ID:	210305159	<input type="text" value="210305159"/>
Timing Option:	IMMD	<input type="text" value="IMMD"/>
Last Enrolled Year:		<input type="text"/>

Transcript Request Actions

Reissue
 Re-submit
 Cancel
 Reason Code

Destinations				
	Hard Copy Address	Transcript Sent	Last Update Date/Time	Details
1 Brock University	Hard Copy Address	<input type="checkbox"/>		Details
2 Trent University	Hard Copy Address	<input type="checkbox"/>		Details
3 University of Western Ontario	Hard Copy Address	<input type="checkbox"/>		Details
4 York University	Hard Copy Address	<input type="checkbox"/>		Details

Comment:

Last Updated: 09/14/16 8:06:06AM UATTEST15

After selecting **“Save”** you will see your UserID and the date and time updated on the request page.

Last Updated: 09/17/16 10:08:43PM jen_k

If ever you make a mistake, please let us know right away at etrans@ouac.on.ca, so that we can take the appropriate action.

Unsolicited Transcripts

Once an “unsolicited” transcript is matched (e.g., BC, eTMS), the Request ID will also appear in the “**Transcript Requests**” collection of pages. The only differences are the Source Institutions, and that actions cannot be performed on these requests.

Transcript Request Page

Request ID: 2016022900563 Request Source: ETMS *Status: Transcript Received

OUAC Reference Number: 20173015000

Academic Year: 2017 Admit Type: 15F Empl ID: 00000003741 Created: 02/27/16 8:54:31.000000PM

Source

Source Transaction Details Override/eTranscript Values

Institution: Kitchener Waterloo C V I

Undergraduate Undergraduate

Graduate Graduate

Correspondence/CE/Open Learning Correspondence/CE/Open Learning

If you have any questions or require further information or clarification on any of the information listed here, please do not hesitate to contact us at: etrans@ouac.on.ca.