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).

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

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
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 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.

- 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).
a2. Next, enter the recipient’s or organization’s name in the ‘Send To’ field. Select Edit Address.

![Request Official Transcript](image)

1. **Recipient Address Information**
   - Send To: SAMPLE
   - Country: 
   - Address:

2. **Complete address information will delay your request.**

a3. 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.

![Edit Address](image)

1. **Edit Address**
   - Country
   - Address 1
   - Address 2
   - Address 3
   - Address 4
   - City
   - Postal

2. **OK**
a4. 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.

a5. If you do not encounter an error, click Next.
a6. 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**.

a7. Confirm final details relating to the transcript request before selecting **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**.

Follow steps a2-a7.
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.

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

   ![](image)

   **Follow steps a2-a7.**

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