



Academic Records Request Form

Office of the Registrar – User Guide

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Overview

If you are a current student, you can now request your official documents (transcripts, credentials and confirmation of enrolment letter, for most students) directly through STU-VIEW.

Former students (graduates and those who last attended the College more than a year ago) should use the new [Academic Records Request Form for Former Students](#) to request an official transcript and credential.

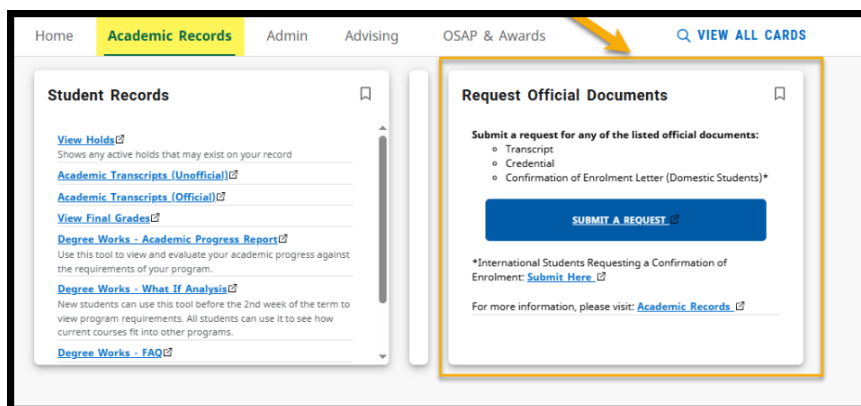
Academic Records Request Forms by Document Type

There are various Academic Records request forms. Please ensure you select the correct option based on the document you are requesting and your student type.

1. **Confirmation of Enrolment Letter**
 - a. International Students: [Letter Request for International Students](#)
 - b. Continuing Education, Academic Upgrading and RESP/CPP Forms: [Confirmation of Enrolment Letter: Non-Standard Requests](#)
 - c. Current Students (None of the above): Log into STU-VIEW to access the Document Request Card.
2. **Transcript and Credentials**
 - a. Current Students: Log into STU-VIEW to access the Document Request Card.
 - b. Former Students: [Academic Records Request Form for Former Students](#)

Requesting an Official Document in STU-VIEW

1. Log into [STU-VIEW](#)
2. Select the **Academic Records** Tab
3. Select the **Submit a Request** button



4. Select SAML.

- This will redirect you to the Academic Records Request Form, where you will be authenticated. Once loaded, your First Name, Last Name, Student ID and George Brown student email will auto-populate.

- Choose your document from the “Type of Request” drop-down menu

HOW TO ORDER AN OFFICIAL TRANSCRIPT

- Select “Official Transcripts” from the drop-down menu

2. Answer the questions below related to requesting your transcript

3. Select *"I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds."*
4. Complete the Captcha (does not appear all the time) and click **SUBMIT**

5. Once the request has been successfully submitted, you will see the message below

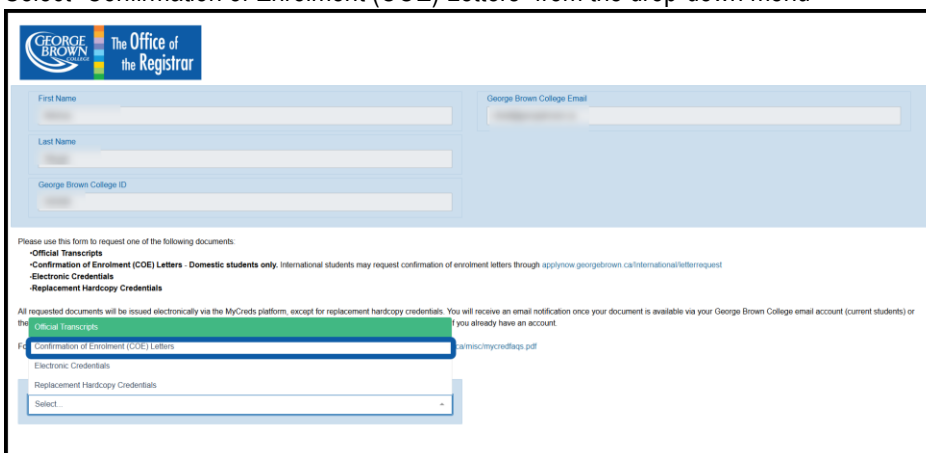
6. You will receive an email notification with the subject "GBC Records Request Submitted" with a PDF attachment of your request. See [Email Notification](#) to see a sample email.

HOW TO ORDER CONFIRMATION OF ENROLMENT (COE) LETTER

If you are an international or continuing education student, or you require a COE for RESP or CPP, or for the Academic Upgrading program, see [Academic Records Request by Document Type](#) to ensure you are selecting the correct form.

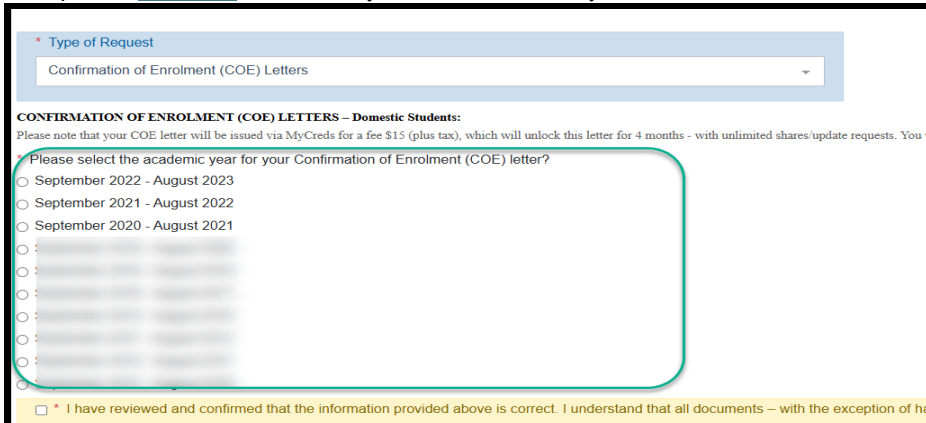
All other students should follow the steps below.

1. Select “Confirmation of Enrolment (COE) Letters” from the drop-down menu



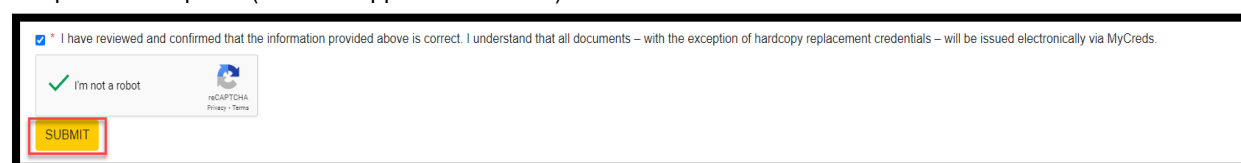
The screenshot shows the top section of a web form. At the top left is the George Brown College logo and 'The Office of the Registrar'. Below this are input fields for 'First Name', 'Last Name', and 'George Brown College ID'. To the right is a 'George Brown College Email' field. Below these fields, a message states: 'Please use this form to request one of the following documents: -Official Transcripts -Confirmation of Enrolment (COE) Letters -Domestic students only. International students may request confirmation of enrolment letters through applynow.georgebrown.ca/internationalletterrequest -Electronic Credentials -Replacement Hardcopy Credentials'. A note follows: 'All requested documents will be issued electronically via the MyCreds platform, except for replacement hardcopy credentials. You will receive an email notification once your document is available via your George Brown College email account (current students) or if you already have an account.' Below this is a dropdown menu labeled 'Type of Request' with 'Confirmation of Enrolment (COE) Letters' selected. Other options visible are 'Official Transcripts', 'Electronic Credentials', 'Replacement Hardcopy Credentials', and 'Select...'. A link 'applynow.georgebrown.ca/internationalletterrequest' is also visible.

2. Select the academic year for which the COE is needed. Note, you can only select one year at a time. In most cases, you should only need a COE for the current academic year. If you require multiple COEs, it may be best to request a [transcript](#) to illustrate your academic history.



This screenshot shows the 'Type of Request' dropdown menu expanded. The selected option is 'Confirmation of Enrolment (COE) Letters'. Below the dropdown, the text reads: 'CONFIRMATION OF ENROLMENT (COE) LETTERS – Domestic Students: Please note that your COE letter will be issued via MyCreds for a fee \$15 (plus tax), which will unlock this letter for 4 months - with unlimited shares/update requests. You will receive an email notification once your document is available via your George Brown College email account (current students) or if you already have an account.' Below this is a section titled 'Please select the academic year for your Confirmation of Enrolment (COE) letter?' with a list of radio button options: 'September 2022 - August 2023', 'September 2021 - August 2022', 'September 2020 - August 2021', and several blurred options. At the bottom, there is a checkbox with the text: '* I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.'

3. Once you have selected the academic year, select “I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.”
4. Complete the Captcha (does not appear all the time) and click **SUBMIT**



This screenshot shows the bottom section of the form. It features a checkbox that is checked, with the text: '* I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.' Below this is a CAPTCHA area with a green checkmark and the text 'I'm not a robot'. To the right of the CAPTCHA is a small logo for 'reCAPTCHA' with links for 'Privacy' and 'Terms'. At the bottom left is a yellow 'SUBMIT' button.

5. Once the request has been successfully submitted, you will see the message below

Thank you for submitting your records request. You will receive an email once your request has been processed, usually within 2-3 business days.

To submit another request, please refresh your page.

- You will receive an email notification with the subject "GBC Records Request Submitted" with a PDF attachment of your request. See [Email Notification](#) to see a sample email.

HOW TO ORDER AN ELECTRONIC CREDENTIAL

Only graduates who completed their program before Fall 2023 should submit a request for an electronic credential. Any graduates from Fall 2023 onwards do not need to request electronic credentials as these are automatically issued via MyCreds a few weeks after the end of their graduating term.

If you completed your program before Fall 2023 and need an electronic credential, follow the steps below.

- Select "Electronic Credentials" from the drop-down list

The screenshot shows the top of a web form from the George Brown College Registrar's Office. It includes fields for First Name, Last Name, and George Brown College ID. Below these fields, there is a list of document types to request: Official Transcripts, Confirmation of Enrollment (COE) Letters, Electronic Credentials, and Replacement Hardcopy Credentials. The 'Electronic Credentials' option is highlighted with a blue box. A note below the list states: 'All requested documents will be issued electronically via the MyCreds platform, except for replacement hardcopy credentials. You will receive an email notification once your document is available via your George Brown College email account (current students) or if you already have an account.' A link to 'carms/mycreds.pdf' is provided.

- Answer if you graduated before 1995

The screenshot shows the 'ELECTRONIC CREDENTIALS' section of the form. It starts with a dropdown menu for 'Type of Request' set to 'Electronic Credentials'. Below this, a message states: 'As of Fall 2023, all graduates will have eCredentials automatically uploaded to MyCreds free-of-charge, so there is no need to submit a request – please check Important Dates for Graduates for timelines.' A question follows: 'Did you graduate before 1995?' with radio button options for 'Yes' and 'No'. The 'No' option is selected. At the bottom, there is a note: 'Please select the credential you require from the following list.'

- If yes, you must enter your **Program Name** and **Approximate Date of Completion**

The screenshot shows the form with the 'Did you graduate before 1995?' question answered 'Yes'. Below the question, there are two text input fields: 'Program Name' and 'Approximate Date of Completion'. Both fields are highlighted with blue boxes. At the bottom of the form, there is a checkbox with the text: '* I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.'

- b. If *no*, you will see the option to select from a list of programs attached to your student ID. Or you can select “I do not see my program on this list” to access the above Program Name field.

The screenshot shows a web form titled 'Type of Request' with a dropdown menu set to 'Electronic Credentials'. Below this, a section titled 'ELECTRONIC CREDENTIALS:' contains a note: 'As of Fall 2023, all graduates will have eCredentials automatically uploaded to MyCreds free-of-charge, so there is no need to submit a request – please check [Important Dates for Graduates](#) for timelines.' A question follows: '* Did you graduate before 1995?' with radio buttons for 'Yes' and 'No' (selected). Below is another question: '* Please select the credential you require from the following list:' with radio buttons for 'Game Development' (selected) and 'I do not see my program on this list.' At the bottom, a checkbox is checked with the text: '* I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.' A yellow 'SUBMIT' button is at the bottom right.

3. Select “*I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.*”
4. Complete the Captcha (does not appear all the time) and click **SUBMIT**

The screenshot shows a confirmation checkbox checked with the same text as in the previous form: '* I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.' Below this is a reCAPTCHA widget with the text 'I'm not a robot' and a 'SUBMIT' button.

5. Once the request has been successfully submitted, you will see the message below

The screenshot shows a success message in a white box with a black border. The text reads: 'Thank you for submitting your records request. You will receive an email once your request has been processed, usually within 2-3 business days. To submit another request, please refresh your page.'

6. You will receive an email notification with the subject “GBC Records Request Submitted” with a PDF attachment of your request. See [Email Notification](#) to see a sample email.

HOW TO ORDER A REPLACEMENT HARDCOPY CREDENTIAL

This option is only for graduates who require a replacement of a hardcopy credential that was lost, stolen, or damaged. Hardcopy credentials are automatically provided free of charge after the end of each graduating term, so no request is required for the first copy.

1. Select Replacement Hardcopy Credential from the drop-down list

GEORGE BROWN COLLEGE The Office of the Registrar

First Name:

Last Name:

George Brown College ID:

George Brown College Email:

Please use this form to request one of the following documents:

- Official Transcripts
- Confirmation of Enrolment (COE) Letters - Domestic students only. International students may request confirmation of enrolment letters through applynow.georgebrown.ca/international/letterrequest
- Electronic Credentials
- Replacement Hardcopy Credentials

All requested documents will be issued electronically via the MyCreds platform, except for replacement hardcopy credentials. You will receive an email notification once your document is available via your George Brown College email account (current students) or the [MyCreds platform](https://applynow.georgebrown.ca/misc/mycrediaqs.pdf) if you already have an account.

For:

- ☐ Official Transcripts
- ☐ Confirmation of Enrolment (COE) Letters
- ☐ Electronic Credentials
- ☒ Replacement Hardcopy Credentials

Select...

3. Answer if you graduated before 1995

a. If yes, you must enter your **Program Name** and **Approximate Date of Completion**

Type of Request:

ELECTRONIC CREDENTIALS:
As of Fall 2023, all graduates will have eCredentials automatically uploaded to MyCreds free-of-charge, so there is no need to submit a request – please check [Important Dates for Graduates](#) for timelines.

Did you graduate before 1995?

☒ Yes

☐ No

Please enter the name of your program and approximate date of completion

Program Name:

Approximate Date of Completion:

☐ * I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.

b. If no, you will see the option to select from a list of programs attached to your student ID. Or you can select “I do not see my program on this list” to access the above Program Name field.

Type of Request:

ELECTRONIC CREDENTIALS:
As of Fall 2023, all graduates will have eCredentials automatically uploaded to MyCreds free-of-charge, so there is no need to submit a request – please check [Important Dates for Graduates](#) for timelines.

Did you graduate before 1995?

☐ Yes

☒ No

Please select the credential you require from the following list

☒ Game Development

☐ I do not see my program on this list

☒ * I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.

SUBMIT

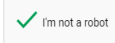
7. The last known mailing address that we have on file will auto-populate. Confirm if this is correct. If not, please contact the Academic Records department at records@georgebrown.ca for assistance.

The last known mailing address we have on file for you is listed below. If you want your credential to be mailed to a different address, please contact the Records department

Send To 	City
Street Address 	Province/State
Apartment/Unit Number (optional) 	Postal Code
	Country

8. Select *"I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds."*
9. Complete the Captcha (does not appear all the time) and click **SUBMIT**

☒ * I have reviewed and confirmed that the information provided above is correct. I understand that all documents – with the exception of hardcopy replacement credentials – will be issued electronically via MyCreds.




SUBMIT

10. Once the request has been successfully submitted, you will see the message below

Thank you for submitting your records request. You will receive an email once your request has been processed, usually within 2-3 business days.

To submit another request, please refresh your page.

11. You will receive an email notification with the subject "GBC Records Request Submitted" with a PDF attachment of your request. See [Email Notification](#) to see a sample email.

I have a Hold on my Account

If you have a financial hold or a Registrar's Hold on your account, this will prevent you from submitting an official document request via STU-VIEW or the Academic Records team from processing your request. To resolve any hold issues, see [Holds](#) for more information.