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General questions

What is MyCreds?

[MyCreds™](#) is Canada's new, official credential wallet for post-secondary learners and graduates. The MyCreds platform is owned by the Association of Registrars of the Universities and Colleges of Canada (ARUCC) and is powered by Digitary, a leading digital credential expert and platform for certifying, sharing, and verifying academic credentials.

Why is George Brown College partnering with MyCreds?

Designed by leaders from Canadian colleges, institutes, and universities, MyCreds is convenient, official, and recognized as the official platform for document and credential verification.

With MyCreds, you will get access to a secure, one-stop virtual credential wallet that allows you to view and share your official academic documents in a digitized format on a 24/7 basis – anytime, anywhere.

You can easily share your documents with employers, government offices and other third parties of your choosing. You control who gets to see your documents and for how long. Recipients can be confident that your records are authentic, certified, and not tampered with.

When will George Brown College be going live with MyCreds?

The college will be going live with MyCreds in mid-November for issuing credentials, official transcripts, and confirmation of enrolment letters. Please monitor [this link](#) for further information regarding our launch date.

Which George Brown College Documents will be available on MyCreds?

George Brown College students and alumni will be able to receive the following documents via the MyCreds platform:

Document Type	Launch Date
Credentials	Mid-November 2023
Official Transcripts	November 13, 2023
Confirmation of Enrolment Letters (Domestic Students)	November 20, 2023 <i>We are now accepting requests for COE letters for the 2023-24 academic year in advance of the above launch date.</i>

Document Type	Launch Date
Confirmation of Enrolment Letters (International Students)	T.B.D. <i>International students may continue to request letters via the following link in the interim: Letter Request for International Students</i>
Digital Badges / Micro-credentials	June 2023 - pilot project December 2023 - expansion of digital badging via MyCreds)

How can I submit a records request?

To request your official transcript or confirmation of enrolment (COE) letter, please fill out the following request form: [Academic Records Request Form](#). The Academic Records team will review and process your request within 3-4 business days.

Please note that we are unable to process any requests where there is a hold on your account due to outstanding fees. If this is the case, we will notify you regarding next steps to clear your hold.

How do I access my documents on MyCreds?

After you submit the [Academic Records Request Form](#), your document(s) will be issued electronically via [MyCreds](#) within 3-4 business days. As soon as your document is ready, you will receive an email notification from noreply@mycreds.ca. This email will include a link to register for a MyCreds account – or to sign into your existing MyCreds account, if you already have one.

If you are a current student, the email notification will be sent to your George Brown College email address. For former students and alumni, the email notification will be sent to the personal email address you provide on your request form.

What are the fees for documents issued via MyCreds?

Official documents issued via MyCreds are subject to the following fees:

Document Type	Fee
Credentials	FREE
Official Transcripts	\$15.00 per share credit*
Confirmation of Enrolment (COE) Letters	\$15.00 to unlock for 4 months (with unlimited shares and updates) *
Digital Badges / Micro-credentials	FREE

***Important Note:** If you recently purchased this document via the self-service Records Request portal, the Academic Records department will review and may waive the initial \$15 fee.

Will I still be able to access documents I had previously purchased via the Self-Service Records Request portal?

Our previous Records Request portal was shut down permanently as of Friday, October 27, so you and any third parties will no longer be able to access the portal.

However, once we go live with MyCreds in mid-November, you will be able to submit a records request via the GBC website for the documents you require. Your requested document will then be uploaded to MyCreds for you to view and share, and you will receive an email from MyCreds once it is available.

If you had recently purchased the document via the previous Self-Service Records Request portal, the Academic Records department will review and may waive the fee for your first copy. Otherwise, additional charges may apply – see [What are the fees for documents issued via MyCreds?](#)

How do I share my documents via MyCreds?

Once your document is available in MyCreds, you will be able to select the document from the **Documents** tab and then click the **Share** button to start sharing. Please note that payment may be required prior to sharing a document – see [What are the fees for documents issued via MyCreds?](#)

You will then be able to share the document via one of the following methods:

- **Email** – share to a specific email and include an optional personal message and/or expiry date. The recipient will get a link to view/download the certified document.
- **Organization** – share to a registered organization across the MyCreds global network.
- **Public on the web** – generate a unique web address to allow anyone with the link to access your shared document (with an optional 4-6 digit security code.)

Regardless of which method of sharing you select, you will be able to manage and expire any shares you have generated at any time via the **Sharing** tab.

For more information about sharing documents via MyCreds, please visit the [MyCreds Learner FAQs](#) or see the [How-To Videos](#).

Transcripts

Why do I need to purchase share credits for my transcript?

You will need to purchase a share credit for your transcript in order to securely share an authenticated, certified official transcript via MyCreds with whomever you choose. Each share credit will allow you to generate a share via one of the available sharing methods – see [How do I share my documents via MyCreds?](#)

By sharing your transcript via MyCreds, the third-party recipient will also be able to immediately access the latest version of your transcript should there be any updates.

Does opening my transcript in MyCreds use up my share credit?

No, opening your transcript to view it does not use up your share credit. Your share credit will stay in your account until you decide to share your document by clicking the “Share” button and following the steps to generate a share. Viewing does not consume a share credit.

Do I have to purchase a share credit every time I want to view my transcript?

No, you don’t need to purchase a share credit every time you view your transcript. You must purchase at least one share credit the very first time you want to view your transcript – or when the document is updated and you have no share credits associated with the document (i.e. zero share credit balance).

I purchased too many share credits. Can I get a refund?

No, refunds will not be available for unused share credits – however, these share credits will remain available in your MyCreds wallet for future use.

We highly recommend purchasing one share credit for your transcript at a time, as needed.

I’m applying to a university or college. How do I send them my official transcript?

If you are applying to a university or college in Ontario, you may log into your Ontario College Application Service (OCAS) or Ontario Universities’ Application Centre (OUAC) account to request your George Brown College transcript. We are continuing to process these requests as usual, and your official transcript will be sent electronically to [OCAS](#) and [OUAC](#) and shared onwards with the schools to which you’ve applied.

For all other institutions, you can share your official transcript via the MyCreds portal – see [How do I share my documents via MyCreds?](#)

Can I get a hard copy of my official transcript?

No, all official transcripts are now issued via the MyCreds credential wallet.

Confirmation of Enrolment (COE) Letters

I am an International Student. Will my COE letter be issued via MyCreds?

At this time, COE letters will only be issued via MyCreds for domestic students. International students may continue to request and access Confirmation of Enrolment letters via the existing [Letter Request for International Students](#) form.

However, we are working on migrating to MyCreds for COE letters for international students in the future.

I purchased my Confirmation of Enrolment letter via MyCreds, but I require an updated version. Do I need to pay the fee again?

No, if you have already paid the \$15 fee in MyCreds to unlock your Confirmation of Enrolment letter, you do not need to pay the fee again to get an updated version, as long as the 4-month access window has not elapsed.

Simply request an updated COE letter using the [Academic Records Request Form](#), and an updated version will be uploaded to MyCreds within 3-4 business days.

However, if it's been longer than 4 months since you purchased the COE letter in MyCreds, you will need to pay the \$15 fee again to unlock the updated document for another 4 months.

Do I need to purchase share credits to share my COE letter?

No, you do not need to purchase share credits to share your COE letter. Once you have paid the initial \$15 fee to unlock your COE letter for four months, you may share this letter as many times as you like at no additional charge during the 4-month access period.

Still Have Questions?

I still have questions. Who can I contact?

Please monitor our website for additional information. You may also [contact the Records Department](#) if you have any questions and we'd be happy to assist.