

Student Transcripts Service

Frequently Asked Questions

- Q** *How long does it take for a transcript to get a selected PSI?*
- A** Depending on where the PSI is located, and the student had selected "send my printed transcript now", it may take up to two weeks for the transcript to be delivered. Once printed, the transcript is sent via Canada Post standard letter mail without any delivery tracking options. If the transcript has not arrived to its intended destination in three to four weeks from time of ordering, please contact studenttranscripts@gov.bc.ca.
- Q** *A student keeps getting locked out of their BCeID account. Who can help resolve this?*
- A** If a student is locked out of their BCeID account, and not the Student Transcripts account, students will need to contact the BCeID helpdesk. Students can find their contact information at: https://www.bceid.ca/aboutbceid/contact_us.aspx. Please remember that a password reset can be easily completed if you know your password reset questions and answers.
- Q** *A student has been locked out of their Student Transcripts account. Who can help them resolve this? What can they do to troubleshoot this issue?*
- A** Students can contact studenttranscripts@gov.bc.ca if they are locked out of their account and the account will be cleared for you to try again. Please clear the cache, close the browser, and retype in the information, followed by hitting tab until they have reached the submit button. Once the account is cleared, please ensure that the personal information is correct (i.e. name is the same spelling as school of record, PEN, date of birth, and email address are correct). Please re-attempt to logon to the account here: <http://www.studenttranscripts.gov.bc.ca>. If they continue to have issues please ensure that they are trying on a desktop computer and not a cell phone or tablet and email the Ministry at studenttranscripts@gov.bc.ca with full screenshots of the error messages.
- Q** *Students did not activate their link within 24 hours of receiving the Student Transcripts email and can't get logged onto the service. What can they do?*
- A** For security purposes, students will need to complete the registration process again. Please ensure that they click on the activation link within 24 hours of receiving the email to prevent delays in logging onto the service.