1) Log into **UR Self-Service** located on the University of Regina website (www.uregina.ca)

If you do not know your U of R student ID number and PIN, or have never used UR Self-Service please contact IT Support and provide your complete name, date of birth, and the years you attended the U of R. You can email **IT.Support@uregina.ca** or call 306-585-4685 for assistance.

2) Ensure that your email address is up-to-date. Click the **Personal Information Tab**, choose **View E-mail Address(es)**. Use **Update E-mail Address(es)** if you need to make additions or changes.

For instructions on how to update your e-mail or other personal information, contact **IT.Support@uregina.ca** or 306-585-4685 for assistance.
3) Go to the **Student** tab, choose **Student Records**, then select **Document Request**.

4) Select **Official Transcript** from the **Document Type** drop-down menu.

5) Select your **current email address** from the **Your Email Address** drop down menu.

This is for your email only. A notification email will be sent to your email address with registration information for MyCreds. Transcripts will not be sent if the email address is for an institution or organization. You will provide this information once you are in the MyCreds portal.
6) Select one of the three possible options in the Processing Options drop-down menu.

- **Immediate** - requests are processed daily and no later than 2-3 business days.
- **Holding for *<term> grades** - the request is in the queue until your all your grades for the indicated term have been received, then the request is processed.
- **Holding for <degree or certificate>** - the request is in the queue until your credential has been approved by Executive of Council (after faculty approval) then the request is processed.

* The terms are displayed by the year (2022) and then the term (10 for winter, 20 for spring/summer and 30 for fall). For example: 202230 would be the 2022 Fall term.

7) Click the Submit button.

Any past requests, as well as your new request, will appear under Requested Documents.

This icon indicates that you have 30 minutes to remove your most recent request. Hover your cursor over the icon to delete your request and then create a new one.

After 30 minutes the request is automatically locked, the request can no longer be deleted, and it is sent to the Registrar’s Office for processing.

* After you have submitted the request, you will be able to go back to step 4 in these instructions and request other official documents, such as your Confirmation of Enrolment.

8) Click the Finished button when you are done requesting documents which will take you back to the UR Self-Service menu.
9) You can **check the status** of your request at any time in UR Self-Service. Go to the **Student** tab, choose **Student Records**, then select **Document Request**.

The **Status** of your request is displayed at the end of the table.

- **Request received** indicates that the request has been sent to the Registrar's Office.
- **Waiting to be processed** indicates the request has been received by the Registrar's Office. The request will be processed immediately or held depending on the processing option you requested.
- **Available in MyCreds** indicates the request has been completed and you can view it in your MyCreds account.

**DO NOT REGISTER FOR A MYCREDs ACCOUNT** before receiving your notification email from noreply@mycreds.ca which will be sent to your email account.

Official Transcripts are processed daily or within 2-3 business days and once processed an email notification is sent to your email account. Processing times can vary and may take longer during peak request times (January and September). Requests are processed in the order they are received.

NOTE: If this is not your first time requesting an official document from the University of Regina and you have already registered for MyCreds, you will receive a "**notification of new document**" email.

You can click the **View Document** button/link in the email OR you can proceed to the **Login Instructions** in the full instructions document.