

# Saskatchewan High School and Adult 12 Transcript Frequently Asked Questions

For questions specific to the MyCreds™ platform, please see the [MyCreds Learner FAQ and How-To Videos](#).

## **How do I order my High School or Adult 12 transcript?**

Saskatchewan High School and Adult 12 transcripts can be ordered here:  
[www.saskatchewan.ca/residents/education-and-learning/credits-degrees-and-transcripts/requesting-transcripts-for-high-school](http://www.saskatchewan.ca/residents/education-and-learning/credits-degrees-and-transcripts/requesting-transcripts-for-high-school)

## **How long will it take to get my transcripts?**

After completing the transcript request form, verifying your information and sending your transcript record to MyCreds™ may take several business days, but this process only needs to be completed once. After MyCreds™ receives your transcript record, you will receive an email from MyCreds™ to register your account, which takes only a few minutes. From there, you can purchase share credits and share with recipients, who will almost immediately have access to the transcript.

## **What is the process to get my transcripts?**

The high-level process is as follows:

1. Your school will collect your personal email and enter it into the student information system called MySchoolSask/MonÉcoleSask (MSS/MÉS). (If you are no longer enrolled in a school, this step does not apply).
2. You fill out the Request for High School and Adult 12 Transcript form found on [Saskatchewan.ca](http://Saskatchewan.ca) (only required once).
3. The information you provided on the request form will be verified. Once verified, your transcript record will be securely transmitted to MyCreds™.
4. You will receive an email from MyCreds™ asking you to register your account by clicking the link in the email.
5. Once registered, you will purchase a Share Credit for \$15.00 to view and/or share your transcript.

### **What is a MyCreds™ Personal Email?**

A personal email address is required to create an account in the MyCreds™ | MesCertif<sup>MC</sup> Learner Portal.

If you are currently attending high school (or taking Adult 12 at a post-secondary institution), your personal email will be entered into the provincial student information system MSS/MÉS by your school.

If you are not enrolled in a High School or Adult 12 program, please complete the transcript request form, ensuring you attach legible government issued photo ID to verify your identity.

### **Why did I not receive an email after filling out the online transcript request form?**

- The email may have gone to your spam/junk folder.
- You have multiple personal emails, check them all.
- The email address provided is incorrect. Contact [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca) to inquire.

### **I can no longer access the email I used for MyCreds™. How do I update my email on my MyCreds™ Account?**

Please contact Student Records at [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca).

### **I received an email from MyCreds™ but cannot find it or have deleted it. What do I do?**

Please email [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca) to receive a new email with a link to register your MyCreds™ account.

### **Should I register directly with MyCreds™?**

No. Please use the link in the email you receive from MyCreds™ after filling out the transcript request form.

### **I do not remember my password.**

You can reset the password for your MyCreds™ account by clicking on the “Can’t Sign In?” link on the MyCreds™ login page. This will send a reset password email to the email associated with your MyCreds™ account.

Make sure you specify the same email address that you used to register.

### **I reset my password using "Can't Sign In?", but I have not received an email.**

Please check the following:

- Your spam folder.
- Make sure you used the same email address as the one you used to register.
- Please note that the reset password email will be sent to the primary email address that you have set for your MyCreds™ account.

If issues persist, please contact [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca).

### **I cannot log in. The system tells me that my username or password is invalid. What do I do?**

Did you already fill out the High School and Adult 12 Transcripts request form on [Saskatchewan.ca](http://Saskatchewan.ca) and register your account on MyCreds™? If so, make sure you specify the same email address that you used to register. If you still cannot log in, contact [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca).

If you have not filled out the transcript request form, click here:

<https://www.saskatchewan.ca/residents/education-and-learning/credits-degrees-and-transcripts/requesting-transcripts-for-high-school>

### **Why hasn't my transcript appeared yet on MyCreds™?**

It can take several days after filling out the transcript request form for MyCreds™ to receive your transcript record. A confirmation email from MyCreds™ will be sent to your email address when your document is ready. Check your junk folder if you have not received it.

Also, see question: [When are the provincial dispatch dates?](#)

### **I can see there is a transcript in my MyCreds™ account but why can't I view the details?**

You must have at least one share credit associated with a transcript to view it.

### **What is a "share credit"?**

A share credit is required to view and/or share your transcript. One share credit costs \$15.00.

The share credit can be used to view your transcript and any subsequent updates (for example, a new mark is added).

The same share credit can be used to share your transcript with a recipient. Once shared, you will still be able to view your transcript until there is an update to it, but the recipient can view the transcript and all updates (unless permission to view is disabled).

If you want to view your updated transcript after an update, you will need to purchase another share credit.

It is anticipated that most students still taking courses will need one share credit for themselves plus one for each recipient they are sharing with.

### **How much do transcripts cost?**

See question above: What is a “share credit”?

### **How do I purchase a share credit?**

To purchase a share credit to view and/or share your document, [watch how to purchase share credits](#). The charges on your credit card statement will appear as **ARUCCMYCREDSMESCERTIF, CALGARY.**

### **Do I have to use a Credit Card under my name?**

No, you do not need a credit card under your name to purchase a share credit. When you get to the payment page, ensure that the information you enter matches the information on the credit card’s billing information.

### **Why am I receiving an “incorrect\_zip” error when paying for a share credit?**

Each line of the address you enter must be an exact match to the credit card’s billing information.

### **Why can’t I purchase a share credit?**

Check to make sure you are using the latest version of the following browsers:

- a) Google Chrome
- b) Mozilla Firefox
- c) Safari
- d) Microsoft Edge
- e) Or Android or iOS for mobile browsers

Clear your browser:

- a) Log out of every window in the browser being used.
- b) Clear browsing history, cache and cookies.
- c) Close the browser.
- d) Reopen the same browser. Only open MyCreds.ca.

- e) Click "Login" in the top right corner and enter your login info.
- f) Click on your document.
- g) Use the "+ SHARE CREDITS" button to purchase a share credit.
- h) Enter your residential and billing address.
- i) Enter your payment details.
- j) The Total on the screen will indicate what your credit card is being charged.
- k) Use the "PAY" button.
- l) You now have purchased a share credit.

### **I need to share my transcript with an organization that is not listed as a "registered organization".**

Not all organizations are set up as a "registered organization". You can still give them access to your documents through MyCreds™. Watch: [How to share the document to a recipient's email address](#)

### **What happens if my transcript has been updated after sharing it with a recipient?**

When there is an update to your transcript, you will receive an email from MyCreds™ saying that the Ministry of Education has updated it.

Recipients can continue to view the shared document even after it has been updated. The recipient will always see the most updated version of your document, so you do not need to re-share a document when it has been updated.

- If you shared your document directly with a registered organization on the network, they will be notified in their inbox that your document has been updated and you do not need to do anything.
- If you shared your document to an email address, we recommend that you re-send the email so they are notified that there is an update to your document (from your MyCreds™ account, click on the sharing tab in the top right corner, select the document, and select "Resend Email.")

If you do not have share credits or have not made yourself a receiver, you would have to purchase another share credit to see the update.

### **What happens if I share with the wrong organization or email?**

It is not possible to cancel a share of a document after you have sent it, but you can disable the recipient's ability to access it. You will then need to share with the correct organization or email (which requires another share credit).

See: [How do I cancel sharing of my document?](#)

**How do I cancel sharing of my document?**

It is not possible to cancel a share of a document after you have sent it, but you can disable their ability to access it.

See: [How do I cancel sharing of my document?](#)

**When are transcripts updated?**

Transcripts are updated after there has been a change to the demographic information, courses, marks or grade level standing. However, if you are writing provincial examinations or taking a course that ends in November, December, January, March, April, May, June or August, then the update is held until the provincial dispatch dates as follows:

<b>Courses Ending In or Exam Writing Session</b>	<b>Dispatch Date</b>
November	December 2, 2024
December	January 15, 2025
January	February 13, 2025
March	April 2, 2025
April	May 1, 2025
May	June 12, 2025
June	July 10, 2025
Summer School	August 14, 2025
August	September 2, 2025

**How can I check if my document has been viewed?**

You can check if your document share has been viewed: [MyCreds™ - How to check if my document share has been viewed \(youtube.com\)](#)

**What do I do if there is an incorrect or missing mark on my transcript?**

Please contact your school.

### **Can I print my transcript?**

Only recipients can print a transcript in PDF format. If you want to print your transcripts, make yourself a recipient by sharing your own transcript with yourself. You will be able to view your transcript in the portal if there are no updates or you have a share credit, but also as a recipient using the link in the e-mail.

### **How can I get a letter of verification?**

An official letter to verify your highest grade level standing is available in the MyCreds™ Learner Portal upon request. There is no cost for individuals to view or download a copy. If you share the Verification Letter with a third party, such as an education verification service, they will need to pay a \$20 fee to view the document. Please email [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca) for more information or to request a verification letter be uploaded to your MyCreds™ account. Please allow three to five days for processing.

### **How can a third party verify my graduation standing?**

See question: How can I get a letter of verification?

### **As a parent, can I see my child's transcript?**

There are several methods by which a parent may see their child's transcript.

The easiest is to ask your child to log into their MyCreds™ account and view the transcript in the Learner Portal (there must be at least one share credit to view).

Another option is for your child to make you a recipient by sharing their transcript with you via an email address. You will receive an email with a link to view the transcript in MyCreds™ and you will continue to access the transcript, including all updates, until such time your child disables access. Note, this will cost one share credit.

### **Can I change my Primary email?**

Yes, you can change your primary email, but do not remove the MyCreds™ Personal Email that was used to issue your transcript.

## **Why is the Saskatchewan Ministry of Education switching to MyCreds™ for transcript issuance?**

MyCreds™ will enhance the student experience by improving access to their official transcripts. Once a student is registered, they gain more control of their transcript. For example, students can:

- check their official transcripts to verify final marks have been added;
- track their path toward graduation;
- see when a recipient has viewed the transcript;
- print an unofficial copy of their transcript; and,
- provide recipients with immediate access to the shared transcript.

The digital transcript is secure, efficient, convenient and tamper evident. MyCreds™ | MesCertif™ is a national initiative led by the Association of Registrars of the Universities and Colleges of Canada (ARUCC).

Contact [student.records@gov.sk.ca](mailto:student.records@gov.sk.ca) for all other inquiries.