# Saskatchewan High School and Adult 12 Transcript Frequently Asked Questions

For questions specific to the MyCreds™| MesCertif$^{MC}$ (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/transcripts.

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

The high-level process is as follows:

1. Fill out the Request for High School and Adult 12 Transcript form found on Saskatchewan.ca/transcripts (**only required once**).
2. The information you provide on the request form will be verified and your transcript record will be securely transmitted to MyCreds™.
3. You will receive an email from MyCreds™ with a link to register your MyCreds account.
4. 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™ 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 and a “selfie+ID” photo (see photo below) to verify your identity.

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

It may take several business days, however in many cases it is much quicker.

Completing the transcript request form, verifying your information, and sending your transcript record to MyCreds™ may take several business days, especially if we require more information from you (for example you don't provide the proper photo ID). 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.

**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 to inquire.
- If you are taking/took a course ending in January or June, the email is held until the transcript is released on the provincial dispatch date.

**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.

**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 to receive a new email with a link to register your MyCreds™ account.

**Can I change my Primary email in the learner portal?**

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

**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 use 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.

**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 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.

If you have not filled out the transcript request form, click here: www.saskatchewan.ca/transcripts.

**What happens if my parent requests my transcripts using their email?**

If your parent requests transcripts on your behalf using their email, your transcript will be associated with their email address. There are several consequences as follows:

- If your parent has their own MyCreds Learner account (ex. from a university) associated with their email, both their transcript (parent) and your transcript (student) will appear in the same learner portal.
- If your (student) transcript is shared from the parent's account, the name of the parent will appear to receivers instead of your name (unless the learner's name is changed in settings).
- All communications and updates will be sent to the email on file.
- Changing emails after a document has been issued requires manual intervention and will result in losing shares of the document (if applicable). You will need to reshare at your own cost.

It is strongly recommended that a student's own personal email be used for high school transcript issuing.

See: How can parents view or share their child's transcript?

**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.

**When should I place a request for transcripts?**

The ministry cannot issue a transcript for individuals that do not have any secondary level courses completed. Most students get their first high school courses on record mid-February after semester 1 is complete. Students taking courses on a block system may have transcripts issued earlier.

Students are encouraged to request transcripts prior to when they will need them so they can verify their courses and final marks on record at the ministry and track their path towards graduation.

Many post-secondary institutions begin pre-admissions in the fall (beginning of Grade 12) for the following year, at which time students can "share" their transcript with the organization(s) they wish to attend. These are only guidelines and students are responsible for meeting admissions deadlines.

**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 transcripts updated?

**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 cost $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 *deactivated*).

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. Most post-secondary institutions require official transcripts to come directly from the Ministry of Education (through MyCreds) and do not accept copies from the student themselves outside of the MyCreds platform. Please contact the institution(s) you are applying to for their admissions requirements.

**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 **MYCREDSMESCERTIF.**

**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 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.

**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.

**Can I get a refund?**

Refunds will not be issued for an incorrect share, therefore please ensure that you share to the correct recipient and that the email address is entered accurately (if applicable). Refunds may be issued for unused shares if too many were purchased. Please email student.records@gov.sk.ca.

**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

**I am having trouble sharing to a registered organization.**

Many organizations have a form with required information that you must provide before being able to share your transcript. Ensure you provide all the mandatory information (denoted with an asterisk *) and that you are entering the information in the formal required (upper case vs lower case, proper format for dates, etc.).

**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 *deactivate* 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 *deactivate* their ability to access it.

See: How do I cancel sharing of my document?

**Should I put an expiry date on my share?**

It is not recommended to use expiry dates as it may prevent your recipients from viewing your transcript as needed. If there is a need to remove access after sharing, you can *deactivate* it from the Learner portal.

See: How to disable a document share.

**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.

**When are transcripts updated? When are the provincial dispatch dates?**

Transcripts are updated after there has been a change to the demographic information, courses, marks or grade level standing. However, if you are taking/took a course ending in January or June, the update is held until the provincial dispatch date as follows:

| Courses Ending In | Dispatch Date |
|---|---|
| January | February 9, 2027 |
| June | July 6, 2027 |

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

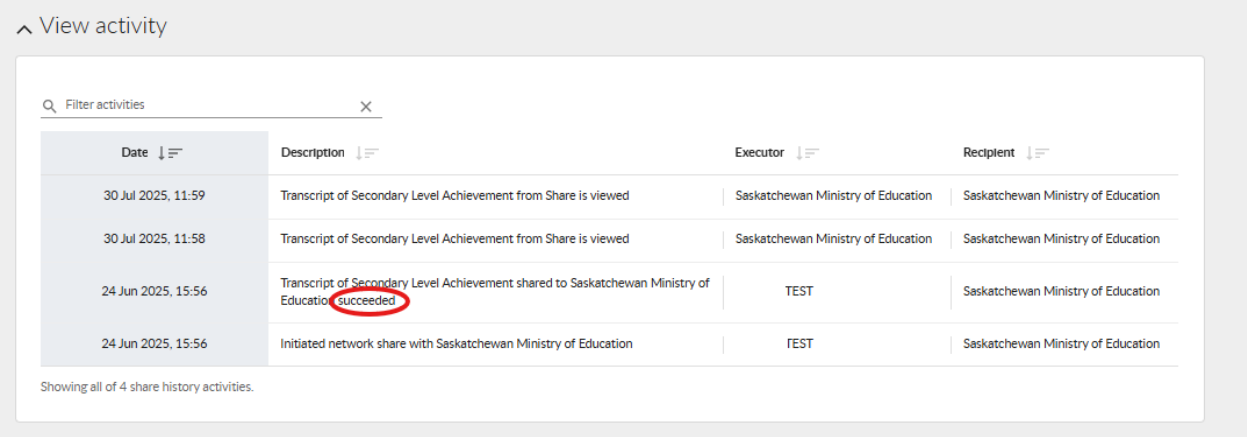
Please contact your school.

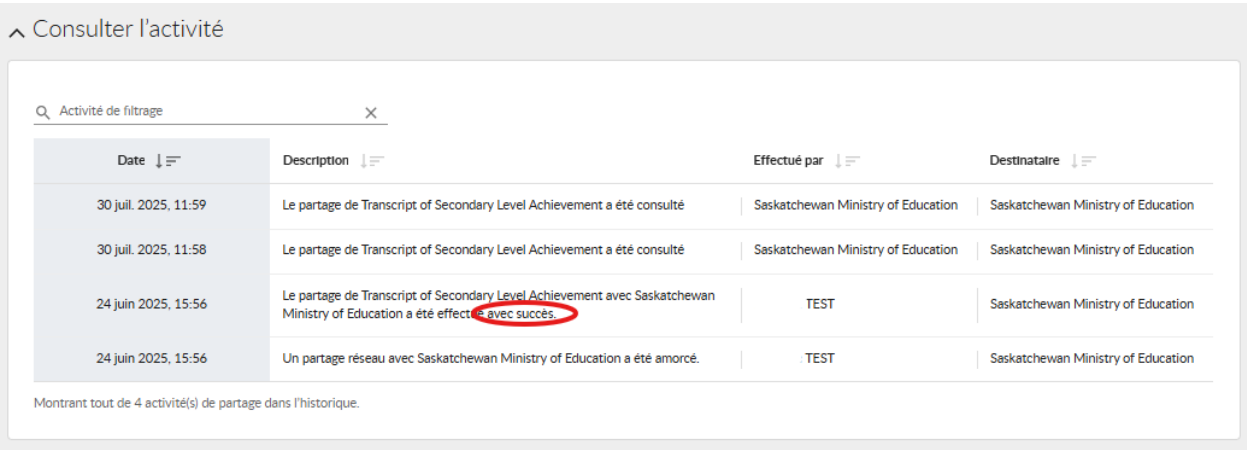
**Where can I find my Saskatchewan Student Number/LID/Sask Learning ID?**

Your 9-digit student number is displayed in the top right-hand corner of your *Transcript of Secondary Level Achievement*.

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

You may be able to see that your document share has been viewed: MyCreds™ - How to check if my document share has been viewed (youtube.com). If you have shared with an organization that views transcripts outside of the MyCreds platform, you may not be able to see that they have viewed them, but you can confirm that the share was successfully received in the View Activity section under Sharing.




**Can I print my transcript?**

Only recipients can print a transcript in PDF format. If you want to print your transcript, 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.

**Why can I see my university transcript and not my high school transcript in MyCreds?**

Many organizations use MyCreds™ to issue documents, including the University of Regina, University of Saskatchewan and Saskatchewan Polytechnic. Each organization may issue documents to a different email which means you may have multiple leaner accounts in MyCreds. You can access each account using the specific email associated with it, or you can link your accounts together to be able to see all your documents in a single portal. Information on how to link accounts can be found here: mycreds.ca/faqs.

**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.

**As a parent, can I share my child's transcript on their behalf?**

If a student wants their parent to be able to share their transcript on their behalf, the student can link a parent email in their learner portal, provided the parent does **not** have a MyCreds™ account associated to that email. The parent can log in to the MyCreds™ Learner Poral with their own email but will need to use the same password as the student uses to log in. The students can unlink their parents' email when desired.

**Can a student link their parent's email?**

A parent email that has an associated MyCreds™ account should **not** be linked in their child's MyCreds account. Doing so will result in the joining of two separate learners into a single portal. The linking feature is intended for a single learner that has documents issued by several organizations (for example high school transcripts from the Ministry of Education and post-secondary transcripts from a university.

**How do I get my High School Diploma?**

In Saskatchewan, high school diplomas are ceremonial in nature, rather than official documents. The official document for high school standing is the Transcript of Secondary Level Achievement (high school transcript). Diplomas are issued at the school/school division level, and transcripts are issued by the Ministry of Education. If you require a copy of your diploma, please contact the school/school division you graduated from.

**How can I get a Verification of Graduation letter?**

An official letter to verify your highest grade level standing is available in the MyCreds™ Learner Portal and is automatically issued within 24 hours after your Transcript of Secondary Level Achievement is issued. There is no cost for learners to view or download a copy which can be printed. If you share the Verification of Graduation Letter with a third party, such as an education verification service or employer, they will need to pay a $20 fee to view the document. The Verification of Graduation letter is not typically shared with post-secondary institutions for admission unless requested. (Note: If you requested transcripts between September 11, 2024, and March 20, 2025 and do not have a letter in your MyCreds Learner portal, please fill out the transcript request form (Saskatchewan.ca/transcripts) and the letter will be uploaded to your MyCreds™ Learner Portal.

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

See question: How can I get a Verification of Graduation letter?

**Why did the Saskatchewan Ministry of Education switch to MyCreds™ for transcript issuance?**

MyCreds™ enhanced 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™ is a national initiative led by the Association of Registrars of the Universities and Colleges of Canada (ARUCC).

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Contact student.records@gov.sk.ca for all other inquiries.