



Electronic Transcript Management System (eTMS)

User Guide for High Schools & School Boards

OCAS
November 2024

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Introduction

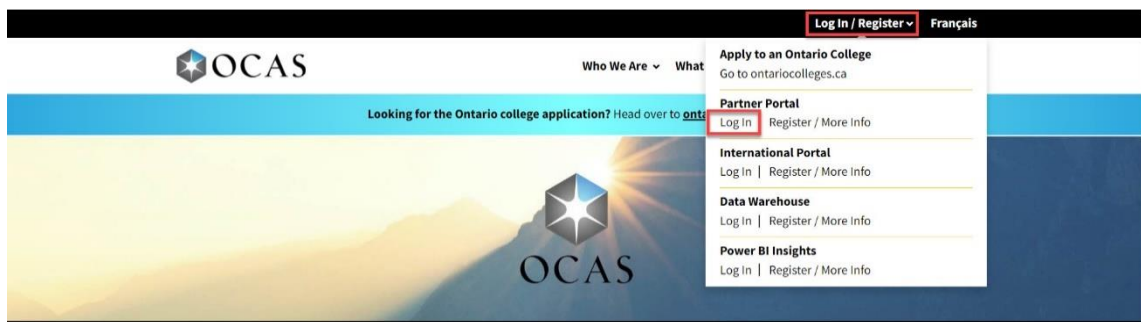
The Electronic Transcript Management System (eTMS) is a system developed by OCAS that enables you to quickly and easily upload transcripts for students who have previously attended high school.

The system is designed to work with data in the form of XML files; however, if you cannot upload XML files, you can provide transcripts in PDF format.

Accessing eTMS

To access eTMS:

1. Go to www.ocas.ca.
2. In the banner, select **Log In / Register**.
3. In the drop-down menu, under Partner Portal, select **Login**.



4. Log in using the username and password provided in the Partner Portal registration email.

Note: Login information is case-sensitive.

You can also log in by going to partnerportal.ocas.ca.

Be sure to bookmark this URL for quick access to the Partner Portal.



After logging in, if you have eTMS-only access, the eTMS page opens.

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Franglais

eTMS

Transcript Requests Reports Notifications

High School Name ALL HIGH SCHOOLS Select

Search

To Be Processed Incomplete In Progress Completed

Pages: [< First < Previous 1 2 3 4 5 6 7 8 9 Next > Last >]
Showing 50 Items per Page. Page 1 of 9, Items 1 - 50 of 423

Download to:

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	<input checked="" type="radio"/> Upload Transcript <input type="radio"/> Action (No Upload)
2024/11/25	6 Days	H20241125055634	smoketest_gadod	Original	Acton District High School, Acton	Nov. 01 2012	Send Transcript Now	Auto-Fulfillment Error	Upload Transcript
2024/11/21	8 Days	H20241121055632	testeronc_Sam	Original	Acton District High School, Acton		Send Transcript Now	Auto-Fulfillment Error	Upload Transcript
2024/11/19	10 Days	H20241119055627	uat_Test	Original	Acton District High School, Acton	Jan. 01 2010	Send Transcript Now	Auto-Fulfillment Error	Upload Transcript

If you have access to eTMS and other functions in the Partner Portal, the Dashboard Home page opens.

OCAS Settings

Dashboard Home

Applicant Management

- Search Applicants
- Upload School Grade File
- High School Reports

eTMS

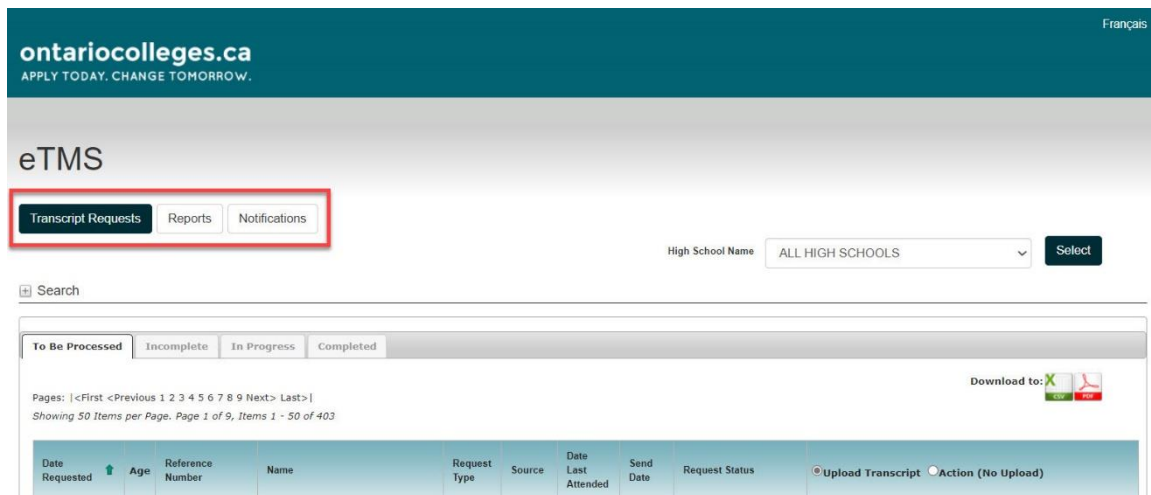
- Transcript Management

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Contact Us Privacy Policy Terms of Use FAQ Accessibility

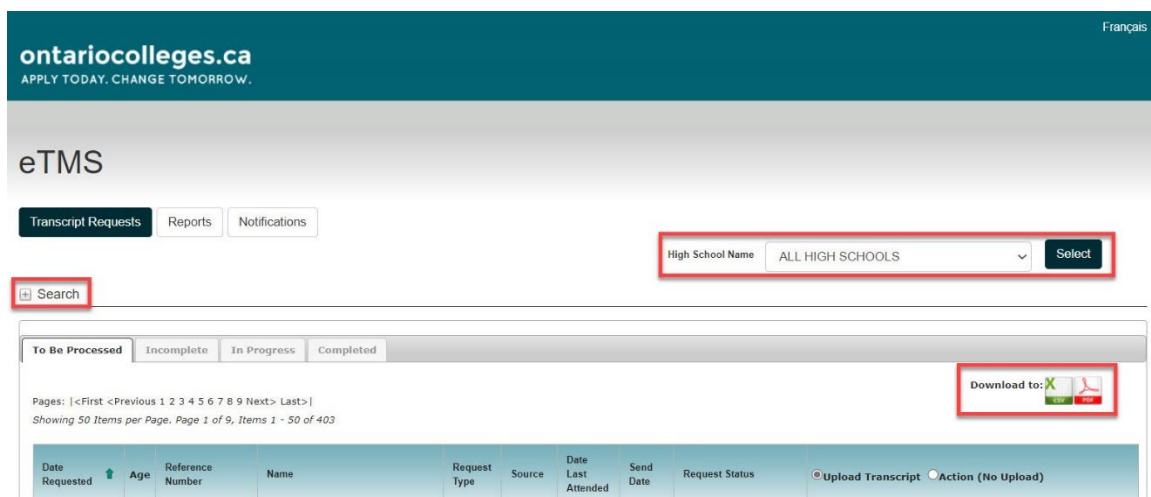
5. In the navigation pane, under eTMS, select **Transcript Management**.

eTMS Features



The eTMS dashboard features are organized into three sections:

- **Transcript Requests** – Access all high school or school board transcript requests.
- **Reports** – Access Summary and Detailed Reports. For details, see [Reports](#).
- **Notifications** – Access to customizable email notification options. For details, see [Notifications](#).



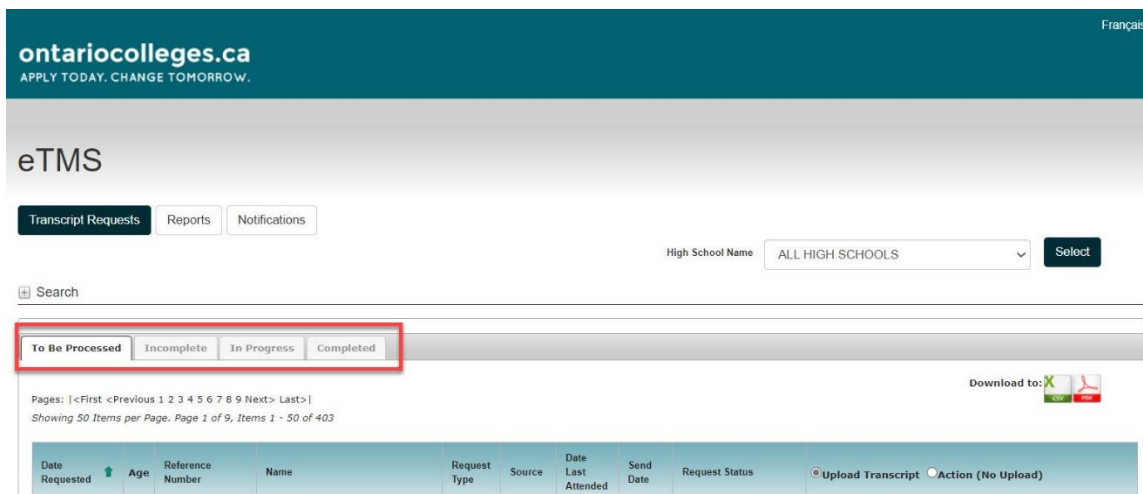
High School Name (Board users only) – School board staff can access requests for all their schools.

Search – Access basic and expanded search filters. For details, see [Applicant Search](#).

Download to CSV – View all transcript request details provided by each applicant. The information can be filtered and sorted, if required.

Download to PDF – View all transcript request details provided by each applicant.

Request Table Tabs



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eTMS



Transcript Requests Reports Notifications

High School Name ALL HIGH SCHOOLS Select

Search

To Be Processed Incomplete In Progress Completed

Pages: | <First <Previous 1 2 3 4 5 6 7 8 9 Next> Last> |
Showing 50 Items per Page. Page 1 of 9, Items 1 - 50 of 403

Download to:  

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
----------------	-----	------------------	------	--------------	--------	--------------------	-----------	----------------	-------------------	--------------------

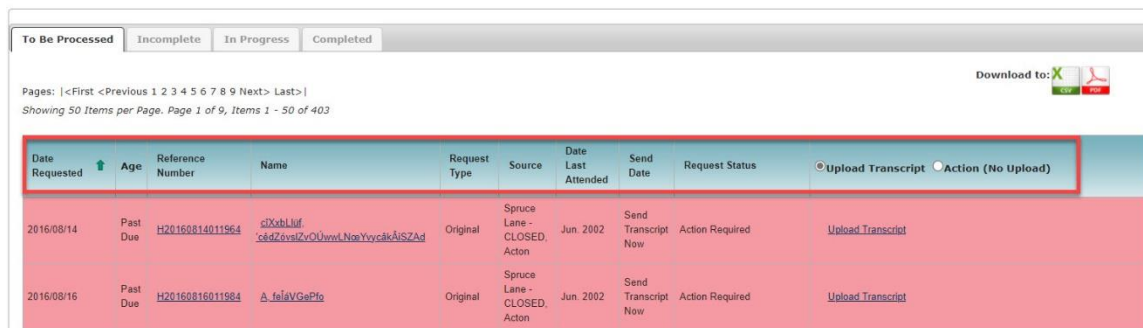
To Be Processed – View transcript requests to be processed or that require follow-up.

Incomplete – View transcript requests with an exception; for example, Student Not Found, On Financial Hold, No Academic Data, or File Upload error.

In Progress – View transcript requests currently being processed by the system.



Completed – View completed or fulfilled transcript requests. By default, transcript requests are sorted in descending order based on the fulfillment date, with the most recent one at the top.

Request Table Details



To Be Processed Incomplete In Progress Completed

Pages: | <First <Previous 1 2 3 4 5 6 7 8 9 Next> Last> |
Showing 50 Items per Page. Page 1 of 9, Items 1 - 50 of 403

Download to:  

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
2016/08/14	Past Due	H20160814011964	cXxbLuf 'cdZevstZvOUwvNNoYvYcdkAJSZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/16	Past Due	H20160816011984	A tsIaVGaPto	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	

Date Requested – Date a transcript request was paid. By default, the table is sorted by Date Requested from oldest to newest request (ascending order).

Click the arrow to sort from newest to oldest.

Age – Age of the request(s) in number of days. If a request reaches the Service Level Agreement (SLA) threshold time, it is highlighted in yellow. If a request goes beyond the SLA time, it is highlighted in red.

Reference Number – Number assigned by the system when the transcript request was initiated.

Click the link to view the transcript request details.

Name – Applicant’s first and last name as provided on their ontariocolleges.ca application. (The previous surname or last name on the school record might also be displayed.)

Click the applicant’s name to view the Applicant Details page.

To sort the table by last name, click the Name heading.

Request Type – Type of request.

Source (Board users only) – The name and location (town or city) of the institution that is the provider of the transcript or the source of the transcript.

Date Last Attended – Year and month the applicant last attended high school.

Send Date – Date the transcript request is to be sent; for example, Send Transcript Now, Send End of Term.



Request Status – Status of the request.

Upload Transcript – By default, the Upload Transcript option is selected and provides easy access to the Upload Transcript function.

Action (No Upload) – When an electronic file (XML) or a PDF cannot be uploaded, select this option and then select the appropriate action. For details, see [Action \(No Upload\)](#).

Re-Upload Transcript

Located on the **Completed** tab, an XML file can be uploaded again to eTMS.

To Be Processed Incomplete In Progress Completed								
Pages: <First <Previous 1 2 Next> Last> Showing 50 Items per Page, Page 1 of 2, Items 1 - 50 of 63								
Download to:  								
Date Requested	Reference Number	Name	Request Type	Date Last Attended	Last Updated By	Date Completed	Request Status	Re-Upload Transcript
2024/03/11	H20240311047950	Piedrahita Garcia, Juan	Original	Feb. 2023	AS/ætur	2024/03/11	Electronic Transcript Sent	Re-Upload Transcript
2024/02/09	H20240209047409	Das_testPavalisevan	Original	Feb. 2019	AS/ætur	2024/02/09	Electronic Transcript Sent	Re-Upload Transcript
2023/08/14	H20230814042346	test_casat	Original	Aug. 2010	System/Systeme	2023/10/25	Electronic Transcript Sent	Re-Upload Transcript

Auto eTMS

Auto eTMS is a web service that automatically matches applicant transcript requests to student records in a board or school's Student Information System (SIS). When a transcript request is successfully matched with information in the SIS, an electronic transcript file is returned and automatically loaded into eTMS. The transcript request then moves to the Completed tab in eTMS, and its status is updated to Electronic Transcript Sent.

The screenshot shows the Auto eTMS web interface. At the top, there's a header for 'ontariocolleges.ca' with the tagline 'APPLY TODAY. CHANGE TOMORROW.' and a 'Français' link. Below the header, the 'eTMS' logo is displayed. A navigation bar includes 'Transcript Requests' (highlighted), 'Reports', and 'Notifications'. A 'High School Name' dropdown menu is set to 'ALL HIGH SCHOOLS' with a 'Select' button. A search bar is also present. The main content area shows a tabbed interface with 'To Be Processed', 'Incomplete', 'In Progress', and 'Completed' (highlighted with a red box). Below the tabs, there's a pagination bar showing 'Showing 50 Items per Page, Page 1 of 2, Items 1 - 50 of 72'. A 'Download to:' button with icons for Excel and PDF is visible. The main table lists transcript requests with columns: Date Requested, Reference Number, Name, Request Type, Source, Date Last Attended, Last Updated By, Date Completed, Request Status, and Re-Upload Transcript. The 'Request Status' column for the first three rows is 'Electronic Transcript Sent' (highlighted with a red box), and the 'Re-Upload Transcript' column for the third and fourth rows is 'Re-Upload Transcript' (highlighted with a red box).

Date Requested	Reference Number	Name	Request Type	Source	Date Last Attended	Last Updated By	Date Completed	Request Status	Re-Upload Transcript
2024/03/11	H20240311047950	Piedrahita Garcia, Juan	Original	Acton District High School, Acton	Feb. 2023	AS/aetlur	2024/03/11	Electronic Transcript Sent	Re-Upload Transcript
2024/02/05	H20240205047407	Nahid, San	Original	Aldershot High School, Burlington	Jul. 2021	AS/aetlur	2024/02/12	Electronic Transcript Sent	Re-Upload Transcript
2024/02/05	H20240205047408	Sofia, San	Original	Aldershot High School, Burlington	Nov. 2012	AS/aetlur	2024/02/12	Electronic Transcript Sent	Re-Upload Transcript
2024/02/09	H20240209047409	Das, TestPayalvevan	Original	Acton District High School, Acton	Feb. 2019	AS/aetlur	2024/02/09	Electronic Transcript Sent	Re-Upload Transcript

The transcript is then sent to the applicant's college choices through a nightly transmission.

Auto eTMS – Re-Upload Transcript

If for any reason a transcript needs to be re-sent through eTMS, the Re-Upload Transcript option is available to upload a new XML file.

Note: If you have uploaded the wrong transcript, please use the Re-upload Transcript option to upload the correct one.

Please also send an email to service@ocas.ca so that we can remove the incorrect transcript from our system.



Auto eTMS – Auto-Fulfillment Error

If Auto eTMS is unable to match the information from a transcript request to a student record in a board or school's SIS, the request will remain in the **To Be Processed** tab of eTMS and its status will be changed to **Auto-Fulfillment Error**.

The screenshot shows the eTMS interface for Acton District High School. The 'To Be Processed' tab is active, displaying a table of transcript requests. Two requests are listed, both with a status of 'Auto-Fulfillment Error'. The first request is for 'test, Sam' (Reference: H20240424050241) and the second is for 'Ben, Test' (Reference: H20240424050244). Both requests have a 'Date Requested' of 2024/04/24 and a 'Send Date' of Mar. 2022. The 'Request Status' column for both is 'Auto-Fulfillment Error', which is highlighted with a red box. The 'Upload Transcript' button is visible for each request.

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
2024/04/24	Past Due	H20240424050241	test, Sam	Original	Acton District High School, Acton	Mar. 2022	Send Transcript Now	Auto-Fulfillment Error	Upload Transcript	
2024/04/24	Past Due	H20240424050244	Ben, Test	Original	Acton District High School, Acton	Jul. 2020	Send Transcript Now	Auto-Fulfillment Error	Upload Transcript	

Transcript Requests

If a discrepancy in the transcript request details prevents Auto eTMS from finding a matching student record, quite often it can be matched manually, and an electronic transcript (XML) file of the transcript can be uploaded.

This screenshot is identical to the one above, showing the eTMS interface for Acton District High School. The 'To Be Processed' tab is active, displaying a table of transcript requests. Two requests are listed, both with a status of 'Auto-Fulfillment Error'. The first request is for 'test, Sam' (Reference: H20240424050241) and the second is for 'Ben, Test' (Reference: H20240424050244). Both requests have a 'Date Requested' of 2024/04/24 and a 'Send Date' of Mar. 2022. The 'Request Status' column for both is 'Auto-Fulfillment Error', which is highlighted with a red box. The 'Upload Transcript' button is visible for each request.

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
2024/04/24	Past Due	H20240424050241	test, Sam	Original	Acton District High School, Acton	Mar. 2022	Send Transcript Now	Auto-Fulfillment Error	Upload Transcript	
2024/04/24	Past Due	H20240424050244	Ben, Test	Original	Acton District High School, Acton	Jul. 2020	Send Transcript Now	Auto-Fulfillment Error	Upload Transcript	

To view all the details about an individual transcript request, click the Reference Number link.

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Français

eTMS

Transcript Requests
Reports
Notifications

High School Name
ALL HIGH SCHOOLS
Select

Search

To Be Processed
Incomplete
In Progress
Completed

Pages: | <First <Previous 1 2 3 4 5 6 7 8 9 Next> Last> |
Showing 50 Items per Page. Page 1 of 9, Items 1 - 50 of 403

Download to:

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	<input checked="" type="radio"/> Upload Transcript <input type="radio"/> Action (No Upload)
2016/08/14	Past Due	H20160814011964	cXobLuf cb4ZvnaZvOÜwvLNaeYyycdkAJSZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript
2016/08/16	Past Due	H20160816011984	A. tsjAYGaPfo	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript

Transcript Request Details

The Transcript Request Details page also indicates if a request could not be automatically fulfilled and the reason why.

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TRANSCRIPT REQUEST DETAILS

Could not automatically fulfill request. Please fulfill manually. Reason: Student record not found

Action :
☐ Provide Response
☒ Upload Transcript

Choose File
No file chosen

If an XML transcript is available in your Student Information System, please upload the XML file. If an XML is not available, please upload a PDF.

Note that fields that have no values are hidden for your convenience.

TRANSCRIPT REQUEST INFORMATION

Date Received
Reference Number
Application Number
Account Number
Request Type
Current Status
Last Updated By

2024/04/11
H20240411049903
240012946
210026374067
ORIGINAL
Auto-Fulfillment Error
System/Système

STUDENT INFORMATION

Surname

Hauser

Uploading Transcripts

Upload Transcript can be accessed in two ways – through the Reference Number link or from the eTMS main page.

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eTMS

Transcript Requests Reports Notifications

High School Name ALL HIGH SCHOOLS Select

Search

To Be Processed Incomplete In Progress Completed

Pages: | <First <Previous 1 2 3 4 5 6 7 8 Next> Last> |
Showing 50 Items per Page. Page 1 of 8, Items 1 - 50 of 400

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript Action (No Upload)
2016/08/14	Past Due	H20160814011964	c00gh1Jif s44ZemZyOJhewLNoeYycdk&JSZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript
2016/08/16	Past Due	H20160816011984	A IsiaVGaPfc	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript

Uploading Transcripts - Reference Number Link

- In the Requests table, select the reference number link.
The Transcript Request Details window opens.
- Click **Choose File** to find the stored transcript file in your system.

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TRANSCRIPT REQUEST DETAILS

Could not automatically fulfill request. Please fulfill manually. Reason: Student record not found

Action : ☐ Provide Response ☒ Upload Transcript

[Choose File](#) No file chosen

If an XML transcript is available in your Student Information System, please upload the XML file. If an XML is not available, please upload a PDF.

Note that fields that have no values are hidden for your convenience.

TRANSCRIPT REQUEST INFORMATION

Note: The Upload Transcript option is selected by default.

- Click **Browse** to find the stored transcript file in your system. Select the file and click **OK**.
You'll then be returned to the Transcript Request Details window and the Browse box will display the file you selected.
- Click **Upload** to upload the transcript file to eTMS.

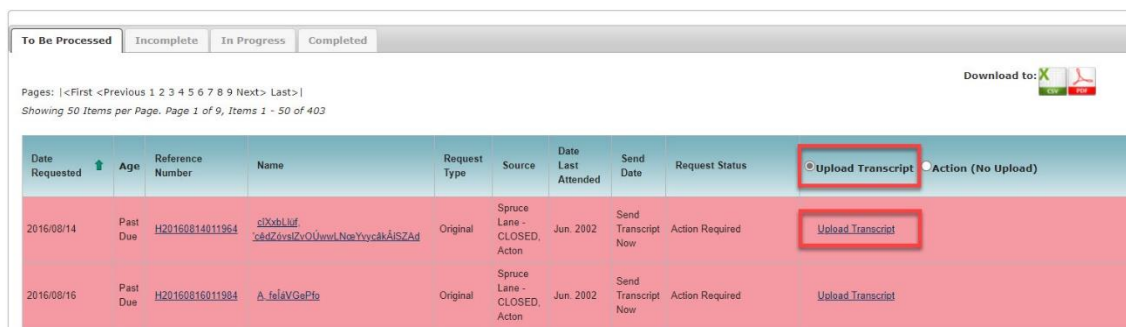
Tip: You might be able to drag and drop the file in to the Upload dialogue box.

To cancel the transaction, click the **X** (top right corner of page) or **Close** (bottom of page).

Note: After you've successfully uploaded a transcript file from your system, eTMS remembers the last folder you chose a file from, so you won't have to search for the folder again.

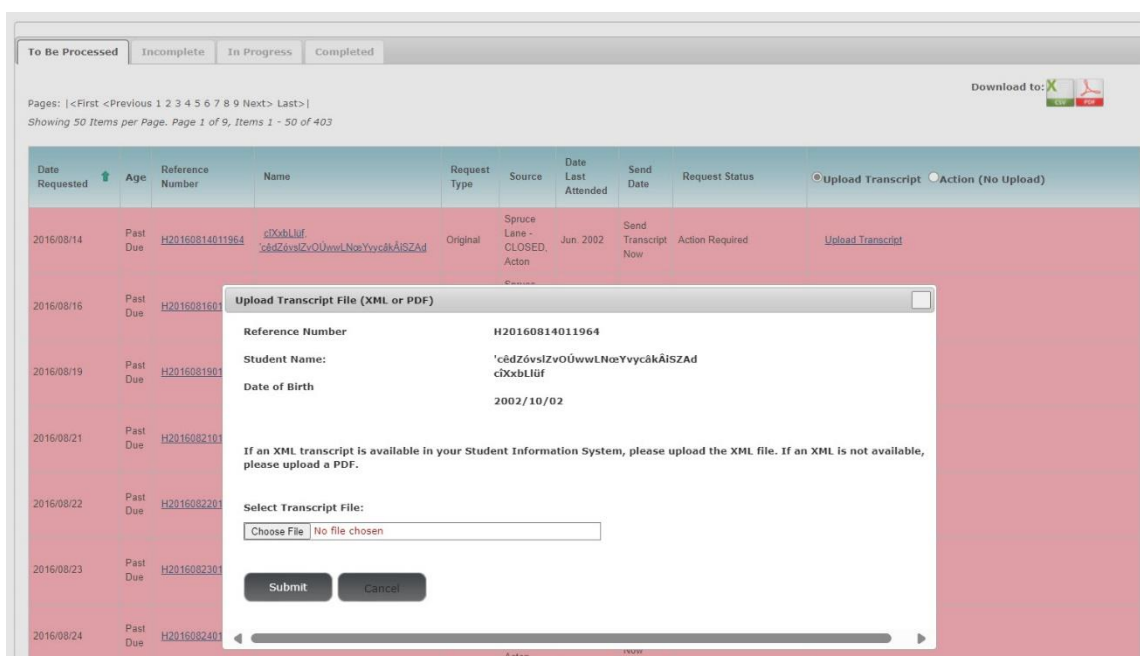
Uploading Transcripts - eTMS Main Page

1. On the eTMS main page, the **Upload Transcript** option is selected by default. Click the **Upload Transcript** link to open the upload window.



Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
2016/08/14	Past Due	H20160814011964	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/16	Past Due	H20160816011984	A. IsaiVGaPfo	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	

2. Click **Choose File** to find the stored transcript file in your system.



Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
2016/08/14	Past Due	H20160814011964	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/16	Past Due	H20160816011984	A. IsaiVGaPfo	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/19	Past Due	H20160819011981	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/21	Past Due	H20160821011987	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/22	Past Due	H20160822011988	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/23	Past Due	H20160823011989	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	
2016/08/24	Past Due	H20160824011990	cXxbLluf 'cédZévsIzvoUwvLNoeYvyckâISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	Upload Transcript	

Upload Transcript File (XML or PDF)

Reference Number: H20160814011964

Student Name: 'cédZévsIzvoUwvLNoeYvyckâISZAd

Date of Birth: 2002/10/02

If an XML transcript is available in your Student Information System, please upload the XML file. If an XML is not available, please upload a PDF.

Select Transcript File:

[Choose File](#) | No file chosen

[Submit](#) [Cancel](#)

3. Select the transcript file.
You are returned to the upload window and the Select Transcript File box displays the file you selected.
4. Click **Submit** to upload the transcript file to eTMS or click **Cancel** to cancel the transaction.

Validation Screen

The system compares the information from the transcript request to the information in the XML file. The Transcript Request Details validation screen opens when a mismatch occurs between the data fields in the request and the XML file you are trying to upload.

The fields used for comparison are **First Name**, **Surname**, **Date of Birth**, and **Gender**.

TRANSCRIPT REQUEST DETAILS		
FIELD	TRANSCRIPT REQUEST	TRANSCRIPT SUBMITTED
FIRST NAME	randy	RANDY
SURNAME	rizzo	RIZZO
DATE OF BIRTH	1991/08/28	1991/08/29
GENDER	M	M
HIGH SCHOOL NUMBER	0	000060162542
OEN	000000000	948743687
HIGH SCHOOL BSID	722790	722790
DATE LAST ATTENDED	2010/02	N/A
OSSD ISSUE DATE	N/A	2010/02/02

No - Cancel and Return to Previous Screen Yes - Save and Continue

The validation screen opens whether you upload the XML using the Reference Number link or the Upload Transcript link from the eTMS main screen. You have the option to cancel or save the upload.

To cancel the upload, select **No - Cancel and Return to Previous Screen**.

For next steps after cancelling an upload, see [Action \(No Upload\)](#).

To complete the upload for the transcript request, select **Yes - Save and Continue**.

Note: If you uploaded the wrong transcript, you could use **Re-Upload Transcript** to upload the correct one.

Important: Please send an email to service@ocas.ca for us to remove the incorrect transcript from our system.

Action (No Upload)

When you cannot upload a file using eTMS, you can choose an alternative action. To access the Select Action drop-down list, on the main eTMS page:

- Click the Reference Number link OR
- Select the Action (No Upload) option.

Action (No Upload) - Reference Number Link

1. Click **Provide Response** to view and select from the drop-down list of actions.

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TRANSCRIPT REQUEST DETAILS

Action: ☒ Provide Response ☐ Upload Transcript

-- Select Action --

Hardcopy Transcript Sent
Student Not Found
No Academic Data
On Financial Hold

If an XML transcript is available in your Student Information System, please upload the XML file. If an XML is not available, please upload a PDF.

that have no values are hidden for your convenience.

TRANSCRIPT REQUEST INFORMATION

Action (No Upload) – eTMS Main Page

1. Select the **Action (No Load)** option.
2. In the drop-down list, select the appropriate action.

The screenshot shows the eTMS Main Page interface. At the top, there are tabs for 'To Be Processed', 'Incomplete', 'In Progress', and 'Completed'. Below the tabs, there is a pagination bar showing 'Pages: | <First <Previous 1 2 3 4 5 6 7 8 9 Next> Last> |' and 'Showing 50 Items per Page. Page 1 of 9, Items 1 - 50 of 403'. The main table has columns: Date Requested, Age, Reference Number, Name, Request Type, Source, Date Last Attended, Send Date, Request Status, Upload Transcript, and Action (No Upload). The 'Action (No Upload)' button is highlighted in the top right corner of the table. The table contains three rows of data, each with a dropdown menu for selecting an action. The dropdown menu for the first row is open, showing options: 'Hardcopy Transcript Sent', 'Student Not Found', 'No Academic Data', and 'On Financial Hold'.

Date Requested	Age	Reference Number	Name	Request Type	Source	Date Last Attended	Send Date	Request Status	Upload Transcript	Action (No Upload)
2016/08/14	Past Due	H20160814011564	c0x0b1.kif jdgZvnsIzC0UwvLNoeYycakAISZAd	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	-- Select Action --	-- Select Action --
2016/08/16	Past Due	H20160816011584	A .felaVGePfo	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	-- Select Action --	-- Select Action --
2016/08/19	Past Due	H20160819011594	siY8ajjEFYol.m .gdállngBACAl	Original	Spruce Lane - CLOSED, Action	Jun. 2002	Send Transcript Now	Action Required	-- Select Action --	-- Select Action --

3. Click **Submit** to save.

Action (No Upload) – Definitions

Hardcopy Transcript Sent – The transcript is only available in hardcopy format and is being sent to OCAS. The Board or school cannot find an electronic transcript (XML file) in their Student Information System (SIS) or PDF and may have a transcript in an archive format only.

The Board or school can email a PDF to service@ocas.ca, mail or fax a hardcopy transcript to OCAS, and then set the Request Status to **Hardcopy Transcript Sent**. This informs OCAS and the applicant that a hardcopy transcript has been sent. The transcript request is then moved to the Completed tab.

Student Not Found – The student's record could not be located in the Board or school's SIS. The Request Status is updated in the application to inform the applicant that their student record could not be found. The applicant is sent an automated email with instructions to contact their Board or school. The transcript request is then moved to the Incomplete tab.

No Academic Data – The student is registered at a Board or school and is found in the SIS, but no academic data is available to send. Here are some examples:

- The student is student pre-registered only.
- The student transferred schools.
- The record has been transferred out.
- This may not be the last school the student attended.

An automated email is sent to the applicant, advising them to contact the school or to update their application.

On Financial Hold – The transcript request is on hold due to outstanding fees owed to the Board or school by the applicant. The Request Status is updated in the application to inform the applicant that a payment is outstanding, and the transcript request will not be processed. The applicant will be sent an automated email with instructions to contact the Board or school to settle the outstanding fees. The transcript request is then moved to the Incomplete tab and can be further actioned at a later date.

Applicant Search – eTMS Request

Applicant Search – Basic

1. To search for a transcript request, click **Search** to access basic search functions.

The screenshot shows the 'Search' section of the eTMS interface. It features a search bar at the top. Below it, there are several input fields for search criteria: Start Date, End Date, Application Number, OEN, Account Number, Reference Number, First Name, and Last Name. Each field is accompanied by a calendar icon for date selection.

2. You can specify any of the following search criteria:
 - Creation date (Start Date / End Date)
 - Application Number
 - Account Number
 - Reference Number
 - Ontario Education Number (OEN)
 - First Name
 - Last Name
3. Select **Search** to submit the search using the entered criteria or select **Clear** to clear all search criteria

Applicant Search – More Search Options

1. To perform an advanced search, select **More Search Options**.

The screenshot shows the 'More Search Options' section of the eTMS interface. It includes a 'Date Last Attended' field with a calendar icon, a 'To' field with a calendar icon, and a 'Transcript Request ID' field. Below these are several checkboxes for filtering results: 'Show Status: To Be Processed: Incomplete: In Progress: Complete:'. The checkboxes are: Select All, Action Required, Auto Fulfillment Error, On Financial Hold, No Academic Data, Student Not Found, Transcript File Uploaded to OCAS, Electronic Transcript Sent, Hardcopy Transcript Sent, and Request Cancelled. At the bottom, there are 'Search' and 'Clear' buttons.

2. You can specify any of the following search criteria:
 - **Date Last Attended** – Search for requests by the date the applicant last attended high school.
 - **Show Status:** Select All – Search all tabs and request statuses to retrieve a result.
 - **To Be Processed:** Action Required – Search for requests only within the To Be Processed tab with Action Required status.
 - **Incomplete** – Search within the Incomplete tab for the following request statuses: File Upload Error, On Financial Hold, No Academic Data, and Student Not Found.
 - **In Progress:** Transcript File Uploaded to OCAS – Search within the In Progress tab for requests with electronic transcript files waiting to be processed by OCAS' system. Request should only be in the In Progress list momentarily as they flow to the Completed list.



- **Complete** – Search within the Complete tab for the following request statuses:
 - Electronic Transcript Sent – Requests with electronic transcript files sent to the institutions.
 - Hardcopy Transcript Sent – Requests with hardcopy transcripts sent to the institutions.
 - Request Cancelled – Requests that have been cancelled by OCAS.

Reports

1. On the eTMS main page, select **Reports**.

ontariocolleges.ca
APPLY TODAY. CHANGE TOMORROW.

Français

eTMS

Transcript Requests **Reports** Notifications

Reports

Date Transcript Request Received

Start Date: End Date: Select High School: ALL HIGH SCHOOLS

(Dates refer to date transcript request paid by applicant)

Clear Run Report

2. Select the transcript request creation date range: Start Date and End Date.
3. (Board users only) To generate a report for a selected high school, select the school from the drop-down list.
4. Select **Run Report** to generate a report based on the specified criteria or select **Clear** to clear all report criteria.

Summary Reports


In the Summary, you can view the status of transcript requests for the selected date range.

The following example summary shows the status of requests for Acton District High School that were submitted between April 1 and April 30, 2024.

Summary

Detailed

Download

Date Range : 2024/04/01 to 2024/04/30

Total Transcript Requests	Original Transcript Requests	Re-Issue Transcript Requests
To Be Processed	4	0
Action Required	0	0
Auto Fulfillment Error	4	0
Incomplete	0	0
On Financial Hold	0	0
Student Not Found	0	0
No Academic Data	0	0
File Upload Error	0	0
In Progress	0	0
Completed	0	0
OCAS Auto eTMS Processed XML Electronic Transcripts Sent	0	0
OUAC Auto eTMS Processed XML Electronic Transcripts Sent	0	0
OCAS Manually uploaded XML Electronic Transcripts Sent	0	0
OUAC Manually uploaded XML Electronic Transcripts Sent	0	0
OCAS Hardcopy Transcripts Sent	0	0
OUAC Hardcopy Transcripts Sent	0	0
Requests Cancelled	0	0
Receipt Acknowledged	0	0
OCAS Unknown Source	0	0
OUAC Unknown Source	0	0
TOTAL TRANSCRIPT REQUESTS	4	0
AVERAGE TIME FOR FULFILLMENT - 0 BUSINESS DAYS		
% Of Transcript Requests processed by Auto eTMS	0%	

Total Transcript Requests By High School	Original Transcript Requests	Re-Issue Transcript Requests
Acton District High School	4	0
TOTAL TRANSCRIPT REQUESTS	4	0

Detailed Reports



In the Detailed report, you can view transcript request details by applicant for the selected date range.

The following example Detailed report shows the details of the requests for Acton District High School that were submitted between April 1 and April 30, 2024.

Summary

Detailed

Download

Pages: |<First <Previous 1 Next> Last>|

Showing 50 Items per Page. Page 1 of 1, Items 1 - 4 of 4

Application Number	Reference Number	Date Paid	First Name	Last Name	Date of Birth	Student Number	Source	Date Last Attended	Number of Transcripts	Amount Collected
1231211231231	H20240424050241	2024/04/24	Sam	test	1985/05/29	321412342342	Acton District High School	Mar. 2022	0	\$6.00
240013387	H20240424050242	2024/04/24	quat	altest	1994/09/10	0	Acton District High School	Nov. 2012	0	\$6.00
5324534	H20240424050244	2024/04/24	Test	Ben	2010/04/24	000453443543	Acton District High School	Jul. 2020	0	\$0.00
5424	H20240426050350	2024/04/26	Test	Sam	2014/04/25	000453443543	Acton District High School	Aug. 2023	0	\$0.00

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Showing 50 Items per Page. Page 1 of 1, Items 1 - 4 of 4

Notifications

The screenshot shows a web interface with three tabs: 'Transcript Requests', 'Reports', and 'Notifications'. The 'Notifications' tab is active. Below the tabs is a section titled 'Summary Notification Settings'. It contains the following elements: a paragraph explaining the purpose of the settings; a checkbox for 'Enable Summary Notifications' which is checked; a checkbox for 'Notify transcript requests fulfilled' which is checked; a 'Select a day' section with checkboxes for Sunday through Saturday, where Monday through Friday are checked; a 'Select a time' section with a dropdown for '8:00' and a dropdown for 'AM'; a 'Time Zone' dropdown set to '(GMT-05:00) Eastern Time (US & Canada)'; an 'Email' text field containing 'support@desk.ocas.ca; requests@desk.ocas.ca'; two radio buttons for notification frequency, with the second one ('Notify of any to be processed Transcript Requests') selected; and 'Clear' and 'Submit' buttons at the bottom.

Enable Summary Notifications –Enables email notifications. Users will receive email notifications whenever there are processed or pending requests.

Notify transcript requests fulfilled (for Auto eTMS users, only) – Email sent to the user to identify how many requests were fulfilled by Auto eTMS.

Select a day – Select the day(s) to send email notifications.

Select a time –Select the time to send email notifications.

Time Zone – Select the time zone for email notifications.

Email – Enter the email addresses that will receive email notifications. Use a semicolon (;) to separate each email address.

Notify of Transcript Requests which are waiting to be processed for ____ or more business hours

Set the number of hours to receive a notification for transcript requests requiring attention. In eTMS, one business day is eight business hours.

Notify of any to be processed Transcript Requests – An email will be sent as each transcript request occurs.

Submit – Save the current email notifications configuration.

Note: Click **Submit** each time any changes are made.

Clear – Clear all fields and disable email notifications.

Note: Changes will not be saved until the Submit button is clicked. If clicked by accident, simply close the browser and re-open Notifications.

