



Education Management System

Online Academic Transcript Requisition

(For Student)

User Manual

(Version 1.0)

Date: 03 May 2016

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A. LOGIN

a. Purpose

This function is used for getting access to the system.

b. Screen

If you need help finding your login ID and password, please contact your Academic Department



The screenshot shows a login form titled "Please Login" with a yellow padlock icon. It contains three input fields: "Login ID:", "Password:", and "Campus:". The "Campus:" field is a dropdown menu showing "-- SELECT --". Below the "Campus:" field, there is a checkbox labeled "Remember Me" and a link that says "If there is no campus displayed, please [click here](#)". At the bottom of the form, there is a "LOGIN" button and a link labeled "Password Request".

c. Entries

1. **Login ID:** - Login id is the unique id assigned to users to log in to the system.
2. **Password:** - Password is the password assigned to user login ids to access to the system.
Password expires after every 90 days and you will be prompted to reset your password.
3. **Campus:** - To access to the selected campus.

B. ACADEMIC TRANSCRIPT REQUISITION

ONLINE ACADEMIC TRANSCRIPT REQUISITION

- a. **Purpose:-** This function is used for requesting transcript online by student.
- b. **Navigation:-** Assessment > Academic Transcript > Online Academic Transcript Requisition
- c. **Screen**

Online Student Transcript Requisition

Student No [User Manual](#)

Full Name [Authorisation Form](#)

Note :-

1. Normal - 5 working days (excluding public holidays, Saturday and Sunday) from the date of confirmation from the Institution that payment has been received.
2. Urgent - 3 working days (excluding public holidays, Saturday and Sunday) from the date of confirmation from the Institution that payment has been received.
3. Processing Fee : NORMAL - RM 20.00/-per transcript, URGENT - RM 50.00/-per transcript
4. Student is eligible for 2 copies of transcripts (non-urgent) for each programme. Any request for additional copies exceeding 2 is chargeable at RM20.00/copy.
5. If you have nominated a proxy to collect on behalf, he/she must bring his/her identification document (E.g NRIC/Passport) and a copy of the Authorisation Form.

Action	Programme code	Programme Name	Intake	Award Category	Programme Category	Status
Select Programme		AMERICAN DEGREE TRANSFER PROGRAM (LIBERAL ARTS)	2016-01	CRT	AMERICAN DEGREE PROGRAM	ENROLLED

[Exit](#) [How to pay](#)

- d. **Entries**
 1. **Student No:-** <Student Number>
 2. **Full Name:** <Student Name>
 3. **Program code:-** <Enrolled programme code>
 4. **Program name:-** <Enrolled programme name>
 5. **Intake:-** <Enrolled programme intake>
 6. **Award category:-** <Programme award category>
 7. **Program category:-** <Enrolled programme category>
 8. **Status:-** <Enrolled programme statu>
- e. **Academic Transcript Requisition**
 1. Select the programme link in the table displayed. If no programme list displayed in the table, please refer to Exam Department.
 2. Upon selection of program, please enter transcript requisition details as shown below.

HELP University - Education Management System - Mozilla Firefox

File Edit View History Bookmarks Tools Help

HELP University - Educati... Application DashBoard By... HELP University - Educati... Untitled Page

crm.help.edu.my/index.aspx

100% + - Most Visited Getting Started Surface

Action	Programme code	Programme Name	Intake	Award Category	Programme Category	Status
Select Programme	HUBIT	BACHELOR OF INFORMATION TECHNOLOGY (HONS)	2016-01	DEG	INFORMATION TECHNOLOGY	ENROLLED

Note :-

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2. Urgent - 3 working days (excluding public holidays, Saturday and Sunday) from the date of confirmation from the Institution that payment has been received.
3. Processing Fee : NORMAL - RM 20.00/-per transcript, URGENT - RM 50.00/-per transcript
4. Student is eligible for 2 copies of transcripts (non-urgent) for each programme. Any request for additional copies exceeding 2 is chargeable at RM20.00/copy.
5. If you have nominated a proxy to collect on behalf, he/she must bring his/her identification document (E.g NRIC/Passport) and a copy of the Authorisation Form.

Processing Type * ☐ NORMAL ☐ URGENT

No. of Copies Requested *

Mode of Delivery (Please select one) * ☐ COURIER ☐ COLLECT PERSONALLY ☐ POST ☐ PROXY

Notes:- If contact information is different from the records shown below, please provide changes.

Contact Number

E-mail

[Submit Request](#) [Cancel Request](#) [Exit](#)

Process	Request Status	Transcript Request No	Invoice No	Invoice Amount	Requested	Requested Date	Process	Requested by	Requested Date	Collected by	Collected Date	Delivery Type	Delivery Details	Remarks
No Records Found														

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3. For Processing Fees, please refer to Processing Fee details in the Notes section.
4. For payment info, please refer to the "How to Pay" pdf file attached.
5. For Authorization form, please download "Authorization Form" pdf file attached.
6. Entries are required for all fields marked with an asterisk (*) are required.
7. Select the transcript requisition processing type.
8. Key in the number of transcript copies to request.
9. Select any one mode of delivery for transcript
 - a. **Courier:-** Please provide the contact information if different from the records displayed.
P.O Box address is **NOT ALLOWED**.
 - b. **Collect personally:-** Transcript can be collected personally from your Academic Department. You will receive a notification email when the transcript is ready for collection. If you are assigning a proxy to collect the transcript, please download and complete the Authorization Form for Collection of Transcript.
 - c. **Post:-** Please provide the contact information if different from the records displayed.
P.O Box address is not allowed.
10. Click on <Submit Request> to submit transcript requisition.
11. Upon submission, you will receive a transcript requisition receipt acknowledgement email.

Online Transcript Requisition

Student No: [] Full Name: []

Alert: Transcript Requisition submitted successfully and Request no is HUTRN-00000003

OK

Program Code: [] Program: [] Foundation in Arts 2016-01 FDN MATRICULATION ENROLLED

Cancel Request Exit

Note: For selection "checkbox" only enabled if the status is 'PENDING' for the respective transcript requested records.

No	Process	Status	Transcript Request Number	Invoice No	Requested Copies	Invoice Amount	Collected Amount	Requested Date	Status Date	Approved Date	Requested by	Approved by	Collected by	Delivery Type	Delivery Details	Remarks
1	NORMAL	PENDING	HUTRN-00000003	HUIN-10169545	4	80.00	0.00	04/05/2016	04/05/2016					COLLECT PERSONALLY		

12. Upon approval of the Transcript Requisition by Exams Centre, you will receive a system generated Transcript Requisition Approval email.
13. When the transcript is ready for collection, you will receive an email on the collection details.
14. All Transcript Requisition related emails will be emailed to both your helpline email and the email address entered in the transcript requisition screen above.
15. The Transcript Requisition Invoice (where applicable) will be issued to you.

Home » Registry » Online Transcript Requisition

Online Transcript Requisition

Student No: []

Note: Collection of Transcript : NORMAL - after []

Note: Processing Fee : NORMAL - RM 20.00/- []

Note: Student is eligible for 2 copies of transcript []

Action: []

Select Program: []

Note: For selection "checkbox" only enabled if the status is 'PENDING' for the respective transcript requested records.

Action: []

1 NORMAL PENDING

HELP University university of achievers

Invoice

Invoice No: HUIN-10169545

Date: 4-May-2016

Time: 9:33 am

Page: 1

Reference No.:

Name:

NRIC/Passport No.:

Programme/Course: IHMFA - FOUNDATION IN ARTS

Intake: 2016-01

Issued by: ADMIN20

Period	Seq.	Description	Due Date	Amount	Scholarship / Discount	Nett
1		TRANSCRIPTS (ES)	18-May-2016	80.00	0.00	80.00
Total (RM)				80.00	0.00	80.00

f. Cancel Transcript Requisition

1. Cancellation of Transcript Requisition is **only allowed if the request status is 'PENDING'**.
2. To cancel the request, select the Transcript Requisition by clicking on the checkbox in the grid displayed below and click on <Cancel Request> button.

Submit Request Cancel Request Exit

Note: For selection "checkbox" only enabled if the status is 'PENDING' for the respective transcript requested records.

Action	No	Process	Status	Transcript Request Number	Invoice No	Requested Copies	Invoice Amount	Collected Amount	Requested Date	Status Date	Approved Date	Requested by	Approved by	Collected by	Delivery Type	Delivery Details	Remarks
<input type="checkbox"/>	1	NORMAL	PENDING	HUTRN-00000049	HUIN-10169591	2	40.00	0.00	09/05/2016	09/05/2016		ADMIN20			COLLECT PERSONALLY		
<input type="checkbox"/>	2	NORMAL	PENDING	HUTRN-00000048	HUIN-10169590	2	40.00	0.00	09/05/2016	09/05/2016		ADMIN20			COLLECT PERSONALLY		
<input type="checkbox"/>	3	NORMAL	CANCELLED	HUTRN-00000047		2	0.00	0.00	09/05/2016	09/05/2016	09/05/2016	ADMIN20			COLLECT PERSONALLY		

3. Credit Note is issued for the Invoice generated for the Transcript Requisition.

C. LOGOUT

Purpose: - This function is used to sign out from the system.

Screen

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[Home](#) » [Registry](#) » Online Transcript Requisition

Online Transcript Requisition

Student No Full Name

Note:- Normal - 5 working days (excluding public holidays, Saturday and Sunday) from the date the RHB transaction slip is emailed to Registry.

Note:- Urgent - 3 working days (excluding public holidays, Saturday and Sunday) from the date the RHB transaction slip is emailed to Registry.

Note:- Processing Fee : NORMAL - RM 20.00/-per transcript, URGENT - RM 50.00/-per transcript

Note:- Student is eligible for 2 copies of transcripts (non-urgent) for each programme. Any request for additional copies exceeding 2 is chargeable at RM20.00/copy.

[Exit](#) [How to pay](#)

Steps: - Click <Logout> to end the login session.