

Electronic Transcripts FAQs

What is my responsibility?

The Registrar's Office does not determine the accuracy of the email address provided or whether the recipient will accept the eTranscript.

What format is used for the eTranscript?

Transcripts are delivered in a digital PDF format and must be accessed by the recipient within 30 days.

I cannot find why I have service block.

If your Catalyst portal does not indicate why you have a service block, please contact the One Stop Student Service Center at onestop@uc.edu or by phone at 513-556-1000.

I do not remember my password.

Since The Registrar's Office and the One Stop Student Service Center cannot reset passwords, please go to: <https://www.uc.edu/PSS/private/Login> or contact the IT@UC Service Desk at HelpDesk@ucmail.uc.edu (locally 513-556-4357 or toll free at 866-397-3382).

Why does my request say "manual hold?"

Attendance dates may determine whether your transcript is eligible for an eTranscript. Processing time for a manual hold is 2 to 3 business days. Peak processing times such as the end of the semester may require additional time.