

MyCreds – Student Guide

Table of Contents

1. What is MyCreds?	2
2. Before Requesting a Transcript.....	5
3. Requesting a Transcript.....	9
4. Accessing MyCreds	15
5. Transcript Updates	26
6. Managing Your Account.....	27
7. Troubleshooting	30
8. Getting Help.....	32

1. What is MyCreds?

MyCreds™ is a secure digital document platform used by Okanagan College to issue official electronic transcripts.

Through MyCreds, students can:

- Access their official transcript online
- Share transcripts securely with employers, institutions, and third parties
- Manage document sharing from one location

MyCreds provides a faster and more secure alternative to traditional paper transcripts.

1.1 Benefits of Using MyCreds

Using MyCreds offers several advantages over traditional transcript delivery methods.

Faster Delivery

Electronic transcripts are typically available within 20–30 minutes after your request is processed.

Secure Digital Sharing

Documents are shared through a secure platform, helping protect your academic records.

Access Anywhere

You can access your transcript anytime and from any device by signing in to your MyCreds account.

Easy Transcript Sharing

Share your transcript by email, with participating organizations, or through a secure web link.

Automatic Transcript Updates

If you request a new transcript after receiving additional grades or completing more courses, your MyCreds transcript will automatically update.

Multiple Email Addresses

You can link multiple email addresses to your MyCreds account, allowing documents from different institutions to be accessed in one place.

1.2 Important Things to Know

Before requesting a transcript through MyCreds, keep the following information in mind.

Share Credits

To view and share your transcript, you must purchase at least one share credit.

Important:

- Viewing your transcript does not use share credit.
- Share credits are only used when you share a document.
- Unused share credit remains available in your account until they are used.

Preferred Email Address

MyCreds uses the **preferred email address listed in MyOkanagan** to send transcript notifications and account registration emails.

Before requesting a transcript, ensure your preferred email address is correct and accessible.

An incorrect email address may result in:

- Missing MyCreds notifications
- Delays accessing your transcript

Existing MyCreds Accounts

If you already have a MyCreds account from another institution, you can continue using the same account.

Once your email addresses are **linked**, documents from multiple institutions can be accessed in one MyCreds account.

2. Before Requesting a Transcript

Before requesting a transcript through MyCreds, take a few minutes to review the information below to help ensure your transcript is delivered successfully.

2.1 Check Your Preferred Email Address

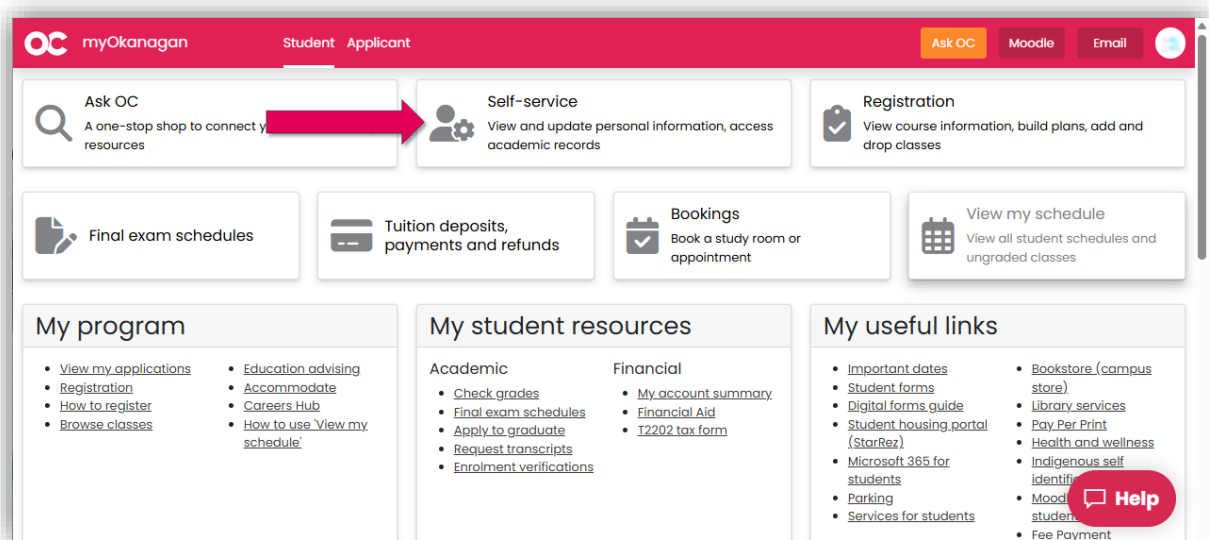
MyCreds uses the preferred email address listed in MyOkanagan to send transcript notifications and account registration emails.

If an incorrect email address is listed as preferred, you may not receive your MyCreds notification email.

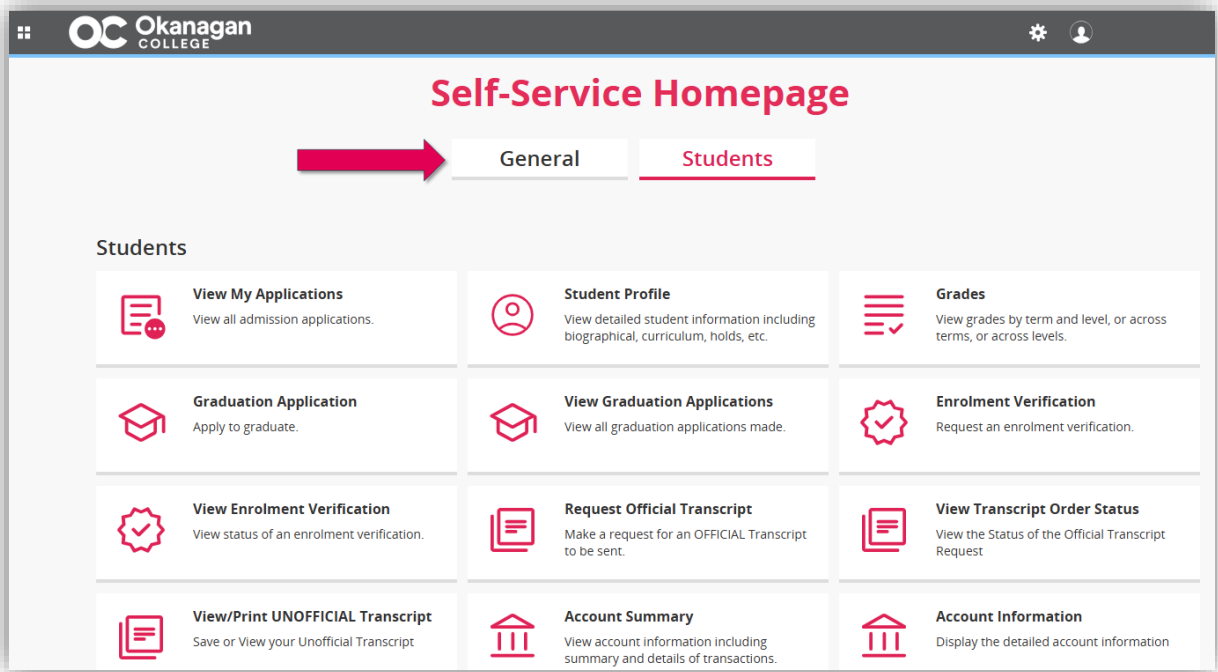
Important: Updating your preferred email address after submitting a transcript request will not update the existing request. If the wrong email address is used, you may need to submit a new transcript request.

How to Check Your Preferred Email Address

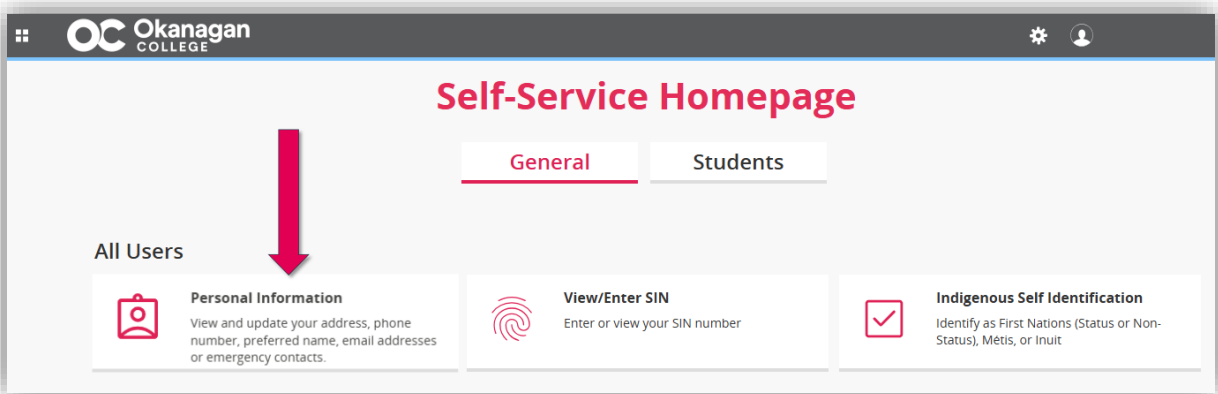
1. Navigate to [MyOkanagan](#) and select **Self-Service**.



2. Click **General**.



3. Click **Personal Information**.



4. Locate the email section and look for:
 - a. **Personal Email Address (Preferred)**
5. This is the email address where:
 - a. MyCreds registration emails will be sent
 - b. Transcript notifications will be received
 - c. Important student communications may be delivered

Note: Ensure the preferred email address is accurate and accessible before submitting a transcript request.

The screenshot shows the 'My Profile' page for 'Personal Information'. It is divided into two main sections: 'Personal Details' and 'Email'.

Personal Details:

- Student Name: [Redacted]
- ID Number: 300
- preferredEmail@email.com
- Personal Details fields: First Name, Middle Name, Last Name, Date of Birth, Marital Status, Legal Sex, Preferred First Name (Not currently available on all OC services), Gender Identification.

Email:

- Personal Email Address (Preferred):** preferredEmail@email.com. Preferred indicator unset by EPBCPUP. (This field is highlighted with a red box in the image.)
- *Pay Statements Email Address: preferredEmail@email.com
- Campus Email Address: (Not Updateable)
- myOkanagan Email Address: student@myokanagan.bc.ca. Do not modify - must match myOkanagan (Not Updateable)
- Password Recovery Email Address: preferredEmail@email.com (Not Updateable)
- Personal Email Address: preferredEmail@email.com

Important:

- Updating the preferred email after requesting a transcript will not update the original request.
- A new transcript request will be required if the incorrect email was used.

2.2 How MyCreds Accounts Work

You do not need to create a MyCreds account before requesting a transcript.

When your transcript request is processed:

- MyCreds will send you an email with instructions to register or sign in.
- If you already have a MyCreds account, you can use your existing account.
- If you attended multiple institutions that use MyCreds, documents from those institutions can be accessed through the same account once your email addresses are linked.

2.3 Check for Transcript Holds

Certain holds on your account may prevent you from requesting a transcript.

If you are unable to submit a transcript request, review any active holds displayed in MyOkanagan or contact Okanagan College for assistance.

Transcript requests cannot be processed until applicable holds have been resolved.

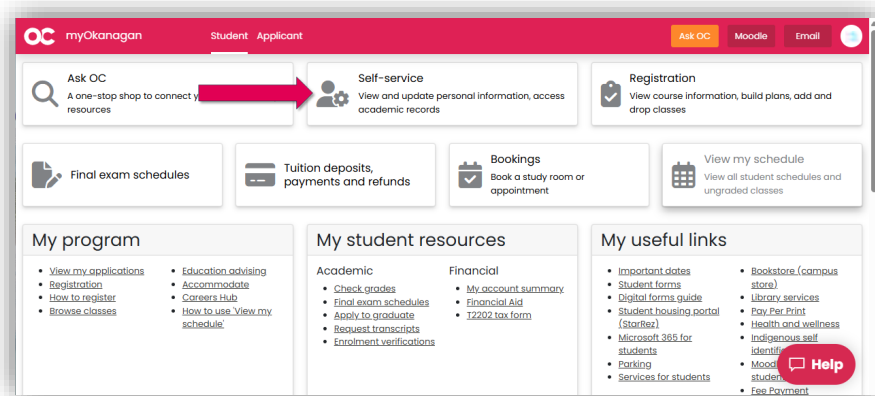
3. Requesting a Transcript

3.1 Accessing Transcript Requests in MyOkanagan

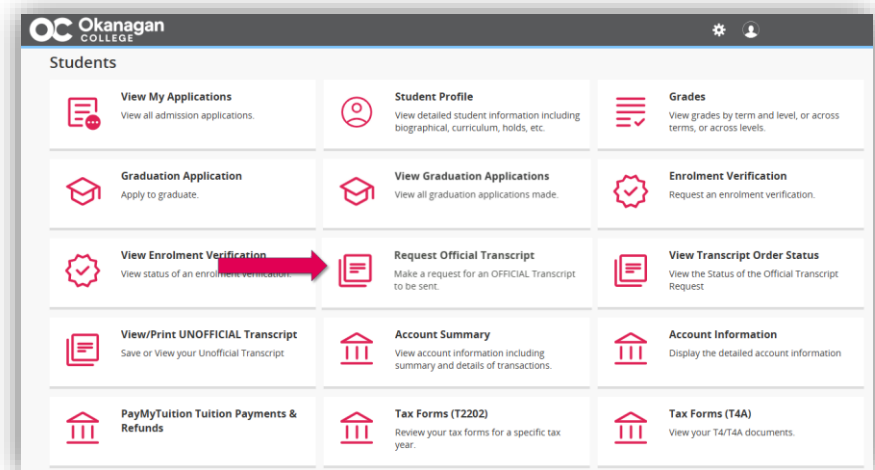
You can request an official electronic transcript through MyOkanagan and have it delivered to MyCreds.

How to Access Transcript Requests

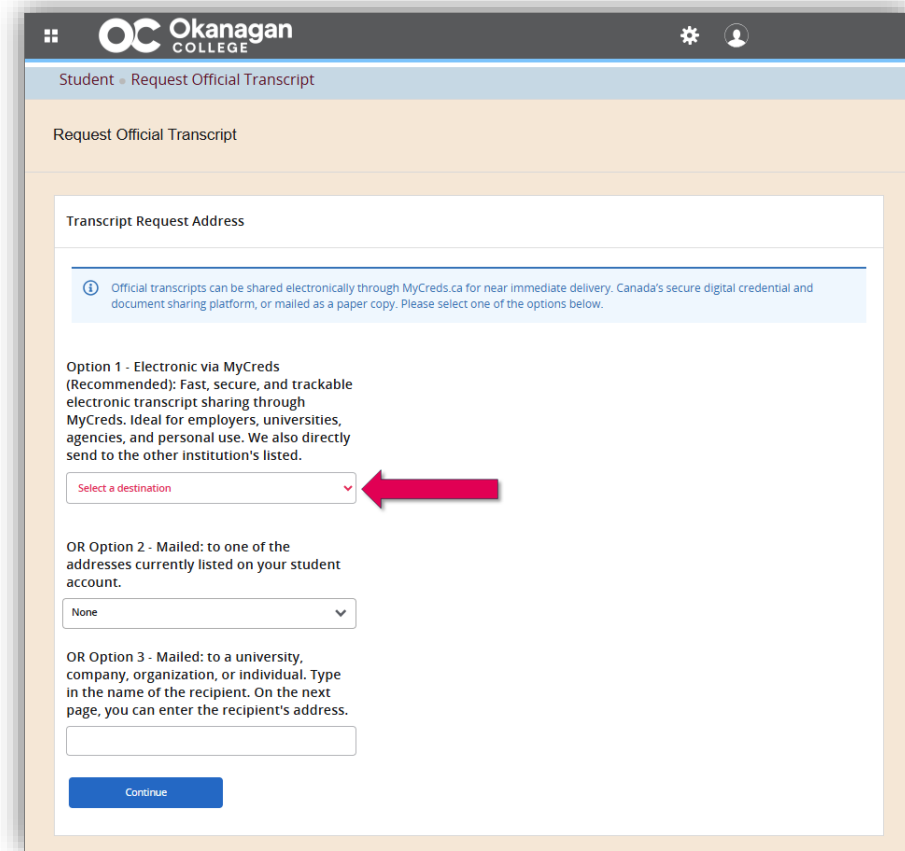
1. Navigate to [MyOkanagan](#).
2. Select **Self-Service**.



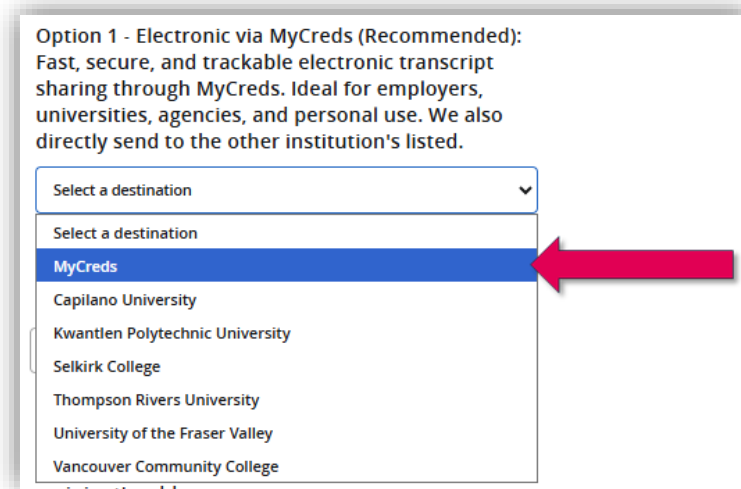
3. Select **Requested Official Transcript**.



4. Under Option 1, click the drop-down menu.



5. Select **MyCreds** from the list.



6. Click **Continue**.

Transcript Request Address

Official transcripts can be shared electronically through MyCreds.ca for near immediate delivery. Canada's secure digital credential and document sharing platform, or mailed as a paper copy. Please select one of the options below.

Option 1 - Electronic via MyCreds
(Recommended): Fast, secure, and trackable electronic transcript sharing through MyCreds. Ideal for employers, universities, agencies, and personal use. We also directly send to the other institution's listed.

MyCreds

OR Option 2 - Mailed: to one of the addresses currently listed on your student account.

None

OR Option 3 - Mailed: to a university, company, organization, or individual. Type in the name of the recipient. On the next page, you can enter the recipient's address.

Continue

7. From the **Transcript Type** drop-down menu, select:

a. **Electronic MyCreds Request**

8. Click **Continue**.

Request Official Transcript

Choose Transcript Type - If using MyCreds, ensure that you have your correct email address on file, is accurate. If mailing, confirm the mailing address below, this will be printed on your transcript and used for for mailing.

Transcript

Transcript Type *

Electronic MyCreds Request

Back Continue

9. Select the **highest term available**.
10. Under **Delivery Method**, select:
 - a. **Paid through MyCreds, OC -- No Charge**

Note: There is no charge during the request process in MyOkanagan. However, students will need to purchase credits in MyCreds to view and share their transcripts.

11. Click **Continue**.

Request Official Transcript

Transcript Options

Number of Copies (Up to 99) *

1

Select the highest term available in the drop down, this may not be the last term you attended

Fall 2025 Continuing Studies

Delivery Method *

Paid through MyCreds, OC -- No Charge

Back Continue

12. Review the **Transcript Request Summary** page to confirm all information is correct.
13. Click **Continue** to submit the request.

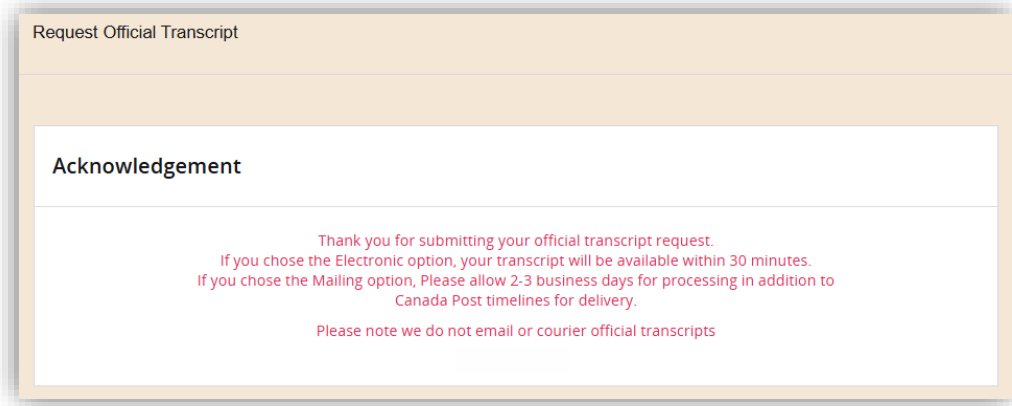
Request Official Transcript

Transcript Request Summary

Issued To	Street	City	Nation
MyCreds.ca	MyCreds	Others - Worldwide	Canada
Course Levels	Official Transcript	Delivery Method	Cost of Order
All course levels	Yes	Paid through MyCreds, OC	No charge

Back Continue

14. A confirmation message will appear indicating that the transcript request was successfully submitted.



15. Students will receive an email at their preferred email address with instructions to register for the MyCreds platform.

3.2 Processing Times

MyCreds transcript requests are typically processed within **20–30 minutes**.

We understand that technical mishaps or processing delays can occasionally occur.

If your transcript has not appeared after approximately **1 hour**, try the following:

1. Check your spam or junk folder.
2. Verify that your preferred email address in MyOkanagan is correct.
3. Contact support if you require additional assistance.

3.3 Email Notification from MyCreds

Once the transcript has been processed, you will receive an email from MyCreds.

The email will contain instructions to:

- Register for a MyCreds account (if you are a new user)
- Sign in to your existing MyCreds account
- Access your transcript

Be sure to use the same email address that is listed as your preferred email in MyOkanagan.

4. Accessing MyCreds

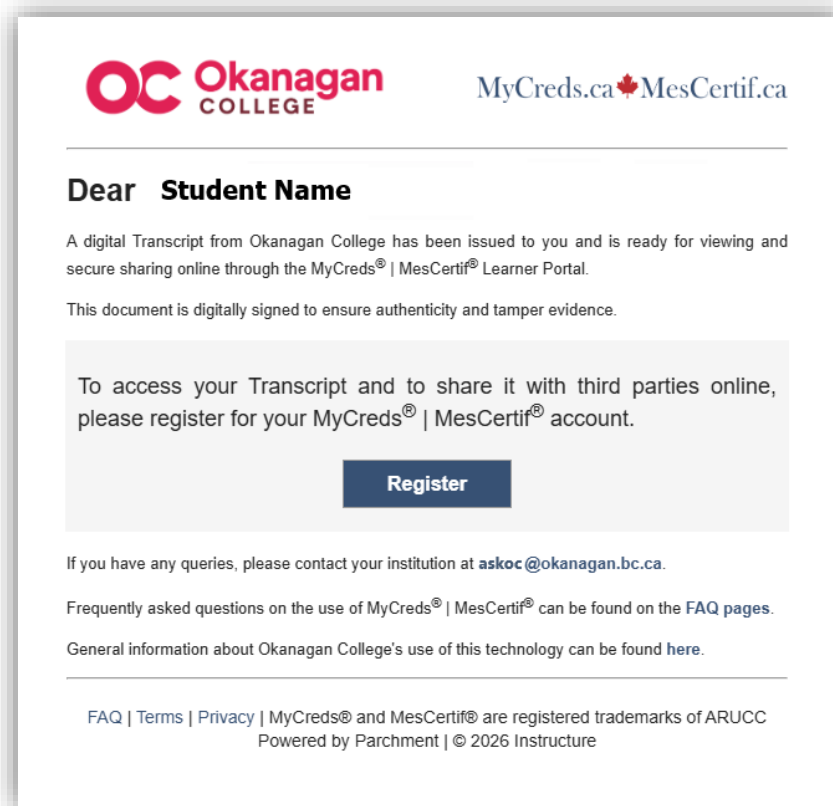
After your transcript has been processed, you will receive an email from MyCreds with instructions to access your document.

4.1 Registering for MyCreds

If you are a new MyCreds user:

How to Register on MyCreds

1. Open the MyCreds email notification.
2. Click **Register**.



3. Complete the required fields:
 - a. First Name
 - b. Last Name
 - c. Email Address
4. Click **Next**.

STUDENTS GRADUATES PROFESSIONALS

MyCreds™ Account Registration

Why register?
Your Education Provider requires that you register your email address with MyCreds™ in order to receive your documents.

How do I register?
Simply complete and submit the form opposite. Once submitted, an activation link will be emailed to the address specified in the form. You must click on the link in the activation email before you can sign in.

No activation email?
Activation emails are sent immediately but can take up to an hour to arrive depending on your email provider. If the email does not arrive within 1 hour, first check your spam/junk folder. If it hasn't arrived, you can re-send the activation email by clicking [Can't sign in?](#) on the main page.

Please enter your details
Note: All fields are mandatory.

First name

Last name

Email

A red arrow points to the **NEXT** button.

5. Create and confirm a password for the MyCreds account.
6. Complete the CAPTCHA verification.
7. Accept the End User Terms and Privacy Policy.
8. Click **Next**.

STUDENTS GRADUATES PROFESSIONALS

MyCreds™ Account Registration

Why register?
Your Education Provider requires that you register your email address with MyCreds™ in order to receive your documents.

How do I register?
Simply complete and submit the form opposite. Once submitted, an activation link will be emailed to the address specified in the form. You must click on the link in the activation email before you can sign in.

No activation email?
Activation emails are sent immediately but can take up to an hour to arrive depending on your email provider. If the email does not arrive within 1 hour, first check your spam/junk folder. If it hasn't arrived, you can re-send the activation email by clicking [Can't sign in?](#) on the main page.

Almost Done
You are almost done with registering your account. One last step.
Please setup your password to keep your account secure.

Password Requirements:

- A minimum of 14 characters
- At least one special character
- At least one numeric character
- At least one lowercase and uppercase letter

Password

Confirm password

I'm not a robot

[Having trouble using Google reCAPTCHA? Click here for an alternative.](#)

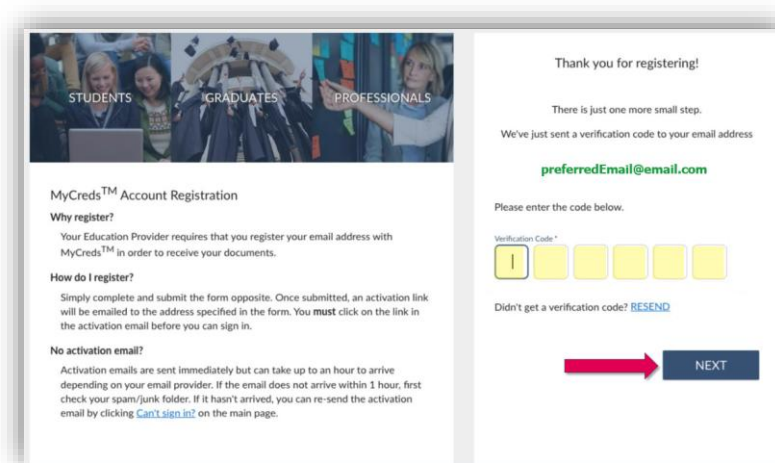
Yes, I agree to the [End user terms](#) and [Privacy policy](#)

A red arrow points to the **NEXT** button.

9. Check Your Email for the **Verification Code**
 - a. MyCreds will send a verification code to the registered email address.
 - b. Open the email and locate the verification code.



10. Return to the MyCreds registration page and enter the verification code.
11. Click **Next** to complete the registration process.



Once registration is complete, you can sign in and access your MyCreds account.

If you already have a MyCreds account, simply sign in using your existing credentials.

4.2 Purchasing Share Credits

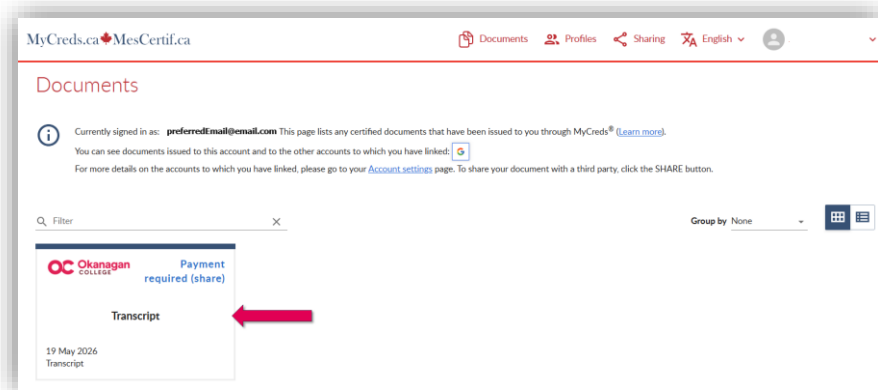
A minimum of one share credit is required to access and share your transcript.

Important Information

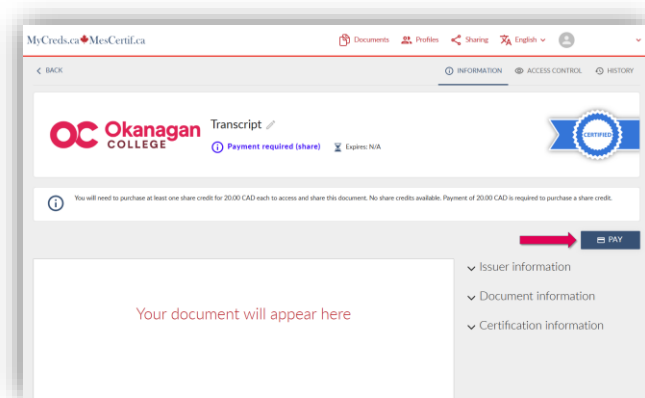
- Viewing your transcript does not use a share credit.
- Share credits are only used when you share a document.
- Share credits can be purchased directly through MyCreds.
- A minimum of 1 and a maximum of 5 share credits can be purchased per transaction.

How to Purchase Share Credits

1. Open the transcript document in MyCreds.



2. Click **Pay**.



3. Select the number of share credits to purchase.
4. Enter billing and payment information.
5. Click **Pay** to complete the payment process.

After payment:

- The transcript page will refresh automatically.
- The **Share** button will become available.
- The transcript will be available for viewing.

4.3 Viewing a Transcript

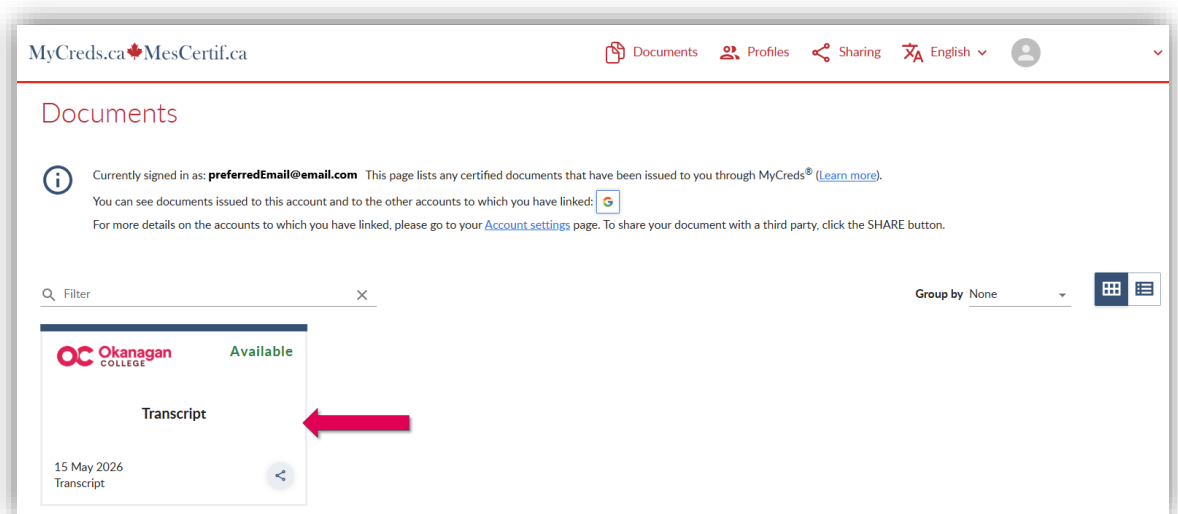
To view your transcript:

Important Information

- You must have at least one available share credit to view the transcript.
- Viewing the transcript does not consume the credit.

How to View a Transcript

1. After signing in to MyCreds, navigate to the **Documents** page.
 - a. Available transcript will appear in the document list.
2. Select the transcript document to open it.
 - a. If share credits are available, the transcript status will display as:
 - i. **Available**



3. Scroll down to view the transcript.

BACK INFORMATION ACCESS CONTROL HISTORY

OC Okanagan COLLEGE Transcript ✓ Available Expires: N/A

You have created 1 document share.

2 of 6 90%

OC Okanagan COLLEGE 1009 HLD Rd. Kelowna, BC V1Y 4X8 **OFFICIAL TRANSCRIPT**

Document ID:
Date Issued: 15-MAY-2026
Student No: 300
Date of Birth:
Record of:

- ✓ Issuer information
- ✓ Document information
- ✓ Certification information

4.4 Sharing a Transcript

MyCreds allows you to securely share your transcript with employers, institutions, and other organizations.

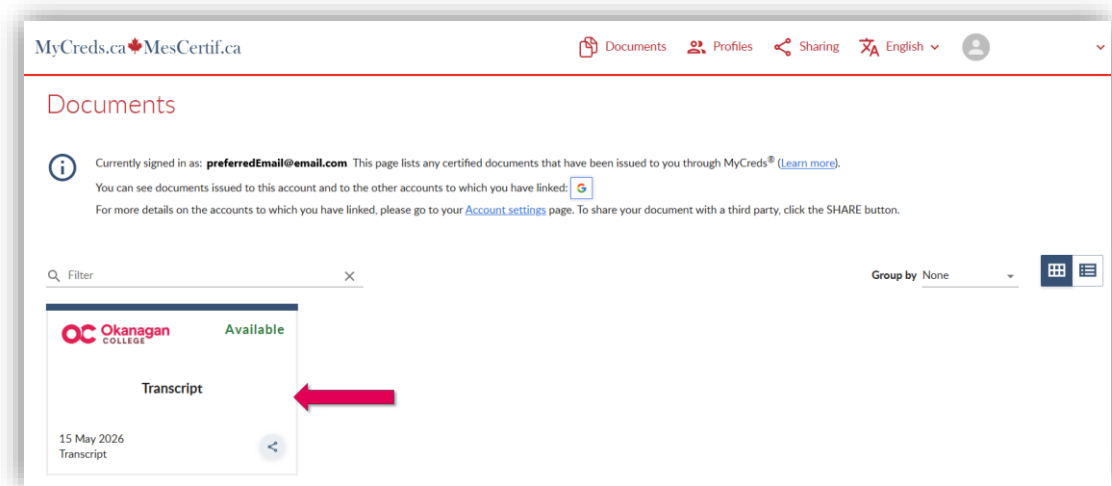
Available sharing options include:

- Email
- Organisation
- Public on the Web Securely
- Public on the Web

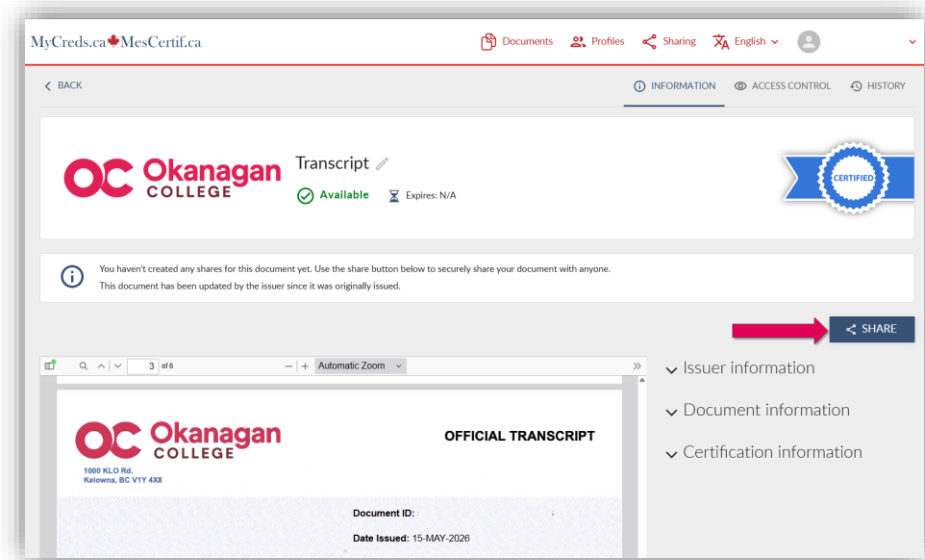
Note: One credit share is used each time a transcript is shared.

How to Share a Transcript

1. From the **Documents** page, open the transcript you would like to share.

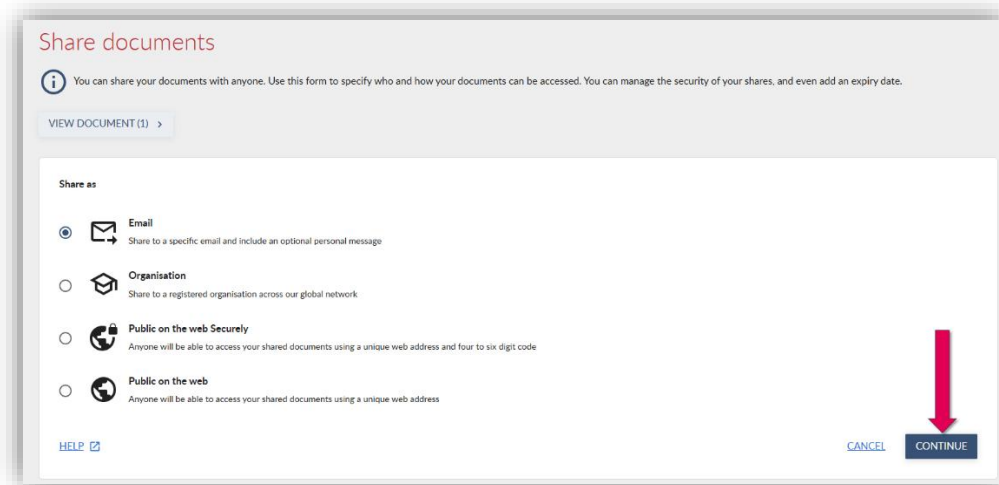


2. On the transcript page, click the **Share** button.



3. Select a Sharing Method.

4. Click **Continue**.



Students can choose one of the following sharing options:

Email

Share the transcript directly with a specific email address.

1. Fill all the required fields and click **Share**.

Email
Share to a specific email and include an optional personal message

* Indicates mandatory field

Share name
The name you choose will be visible only to yourself and will not be seen by the recipient of your share

Purpose of share
Categorise your shares by giving them a simple description (only visible to you)

Recipient Email *

Include a personalised message
The personalised message will be included in the email invitation

Reference
The reference will be visible to the recipient of the share

Access PIN [GENERATE ONE FOR ME](#) Includes a 4-digit code to help secure your share. Only recipients who have this code will be able to access your documents. A separate email with PIN will be sent to the share recipient. Expiry date

Allow recipient to download your document

Notify me when this share is viewed

[HELP](#) [BACK](#) **SHARE**

Organisation

Share the transcript with a registered institution or organization within the MyCreds network.

1. Fill all the required fields and click **Share**.

Organisation
Share to a registered organisation across our global network

* Indicates mandatory field

Share name
The name you choose will be visible only to yourself and will not be seen by the recipient of your share

Purpose of share
Categorise your shares by giving them a simple description (only visible to you)

Recipient *

Reference
The reference will be visible to the recipient of the share

Expiry date

Notify me when this share is viewed

[HELP](#) [BACK](#) **SHARE**

Public on the Web Securely

Create a public sharing link protected by a 4–6 digit PIN.

1. Fill all the required fields and click **Share**.

Public on the web Securely
Anyone will be able to access your shared documents using a unique web address and four to six digit code

* indicates mandatory field

Share name
The name you choose will be visible only to yourself and will not be seen by the recipient of your share

Purpose of share
Categorise your shares by giving them a simple description (only visible to you)

Access PIN * [GENERATE ONE FOR ME](#) Expiry date
Include a 4-6 digit code to help secure your share. Only recipients who have this code will be able to access your documents.

Allow recipient to download your document

Notify me when this share is viewed

[HELP](#) [BACK](#) **SHARE**

Public on the Web

Create a public sharing link without requiring a PIN.

1. Fill all the required fields and click **Share**.

Public on the web
Anyone will be able to access your shared documents using a unique web address

All fields are optional

Share name
The name you choose will be visible only to yourself and will not be seen by the recipient of your share

Purpose of share
Categorise your shares by giving them a simple description (only visible to you)

Expiry date

Allow recipient to download your document

Notify me when this share is viewed

[HELP](#) [BACK](#) **SHARE**

5. Transcript Updates

MyCreds transcripts function as live digital documents. If your academic record changes and you request a new transcript through MyOkanagan, your transcript in MyCreds will automatically update with the latest information.

5.1 How Transcript Updates Work

If you:

- Complete additional courses
- Receive new grades
- Have updates made to your academic record
- Request a new transcript through MyOkanagan

Your transcript in MyCreds will automatically be updated **once the new request has been processed**.

Benefits of transcript updates include:

- Access to the most current version of your transcript
- No need to create a new MyCreds account
- Previously purchased share credits remain available

5.2 Previously Shared Recipients

When a transcript is updated, recipients who were previously granted access will automatically receive access to the updated version.

This applies to shares that remain active and do not have an expiry date.

As a result, you typically do not need to resend your transcript each time new grades or course completions are added to your academic record.

This feature helps ensure that employers, institutions, and other authorized recipients can access the most current version of your transcript.

This is one of the major advantages of MyCreds over traditional paper transcripts.

6. Managing Your Account

MyCreds allows you to manage your account settings and link multiple email addresses, making it easier to access documents from different institutions in one place.

6.1 Linking Multiple Email Addresses

You can link multiple email addresses to a single MyCreds account.

This is useful if:

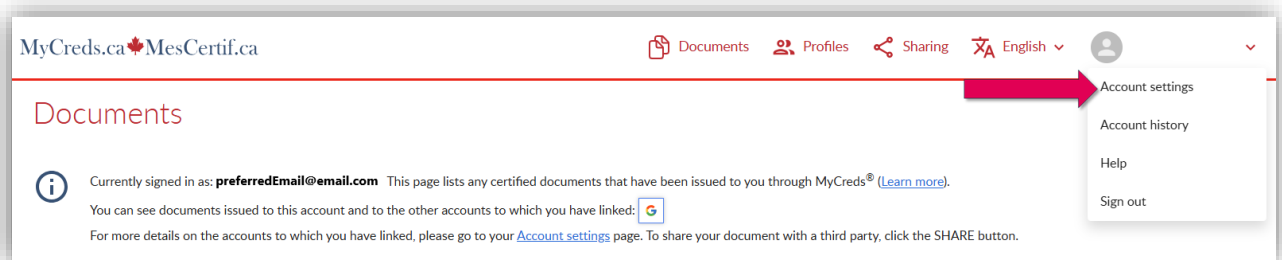
- You attended multiple institutions that use MyCreds.
- You previously used a different email address.
- You want all your documents accessible from one account.

Once an email address has been linked and verified:

- Documents associated with that email address will become available in the same MyCreds account.
- You can sign in using any verified email address linked to the account.
- Available share credit remains accessible within your account.

How to Link Another Email Address

1. From the MyCreds home page:
 - a. Click the profile dropdown beside your name
 - b. Select **Account settings**



2. Scroll down to the **Email accounts** section.
3. Click **+ Link Another Email**.

The screenshot shows a user profile page with several sections: 'Personal details', 'Preferred language', 'Cookies', and 'Email accounts'. The 'Email accounts' section is highlighted and contains a search bar, a '+ LINK ANOTHER EMAIL' button, and a 'CHANGE EMAIL PASSWORD' button. A table below shows one email account: 'preferredEmail@email.com' with a status of 'Primary' and an action of 'Primary email cannot be removed.' A red arrow points to the '+ LINK ANOTHER EMAIL' button.

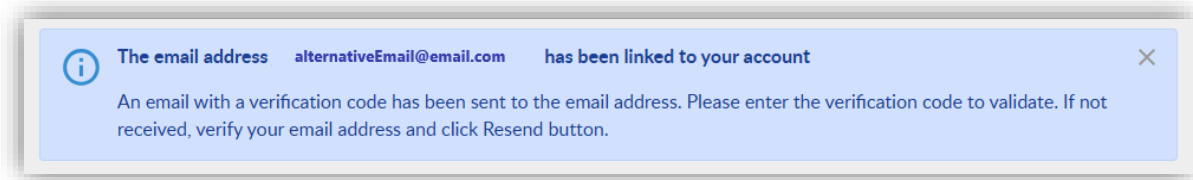
Email account	Status	Actions
preferredEmail@email.com	Primary	Primary email cannot be removed.

4. Enter the email address you would like to link to the account.
5. Click **Add**.

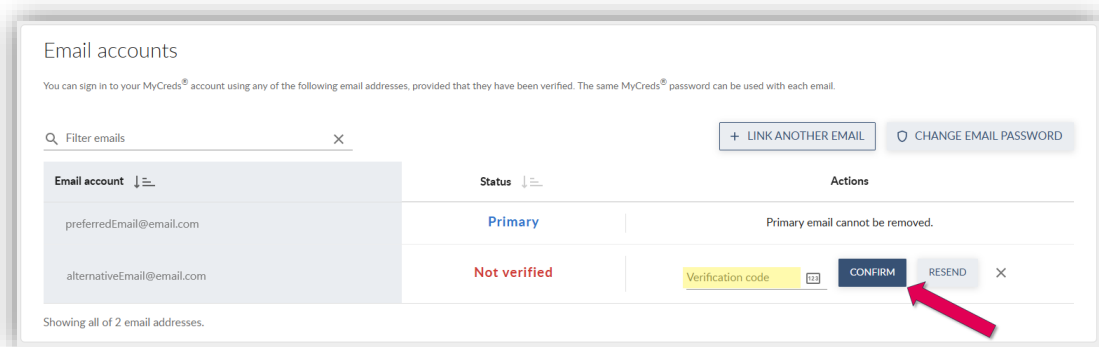
The screenshot shows a dialog box titled 'Add email address'. It contains a text input field with the placeholder 'Email' and an email icon. Below the input field is a blue 'ADD' button. A red arrow points to the 'ADD' button.

Please add your personal email here. Many institutions disable email addresses when their students graduate and some of these emails can be reused.

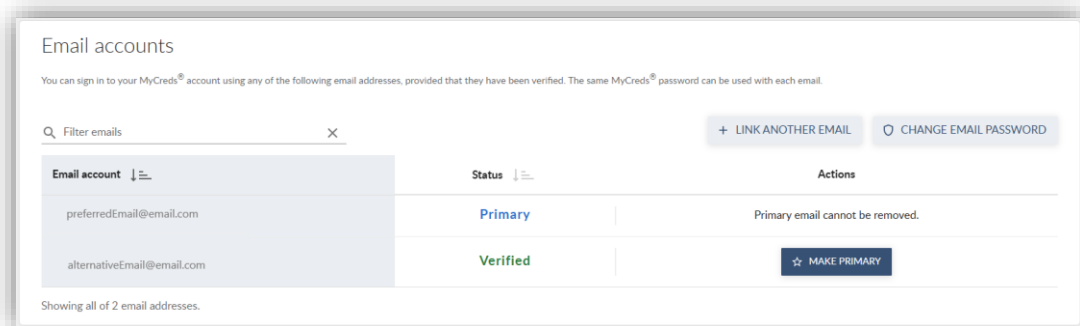
6. A verification code will be sent to the **newly added email address**.



7. Open the email.
8. Copy the verification code.
9. Return to MyCreds.
10. Enter the code beside the email address.
11. Click **Confirm**.



12. Once verified:
- a. The email status will be displayed as **Verified**.
 - b. The linked email can now be used to sign in to MyCreds.
 - c. Documents and available share credits associated with the linked account will become accessible in the same portal.



7. Troubleshooting

The following information may help resolve common issues related to MyCreds transcript requests, account access, and document sharing.

7.1 “I Did Not Receive the MyCreds Email”

If you have submitted a transcript request but have not received an email from MyCreds:

1. Check your spam or junk folder.
2. Allow up to one hour for transcript processing and delivery.
3. Confirm that your preferred email address in MyOkanagan is correct.

If the transcript request was submitted using an incorrect preferred email address, you may need to update your email information and submit a new transcript request.

7.2 “My Transcript Is Not Showing”

If your transcript does not appear in MyCreds:

- Confirm that you completed the MyCreds registration process.
- Verify that you are signed in using the correct email address.
- If you have multiple email addresses, ensure they are linked to the same MyCreds account.
- Allow sufficient processing time for the transcript to be delivered.

7.3 “I Cannot Access My Transcript”

If you are unable to open or view your transcript:

- Confirm that you have purchased at least one share credit.
- Verify that your MyCreds account is active and that you are signed in successfully.

Important:

- Viewing a transcript does not use a share credit.
- Share credits are only consumed when a transcript is shared.



7.4 “I Forgot My Password”

Password management is handled directly through MyCreds.

To reset your password:

1. Go to the [MyCreds sign-in page](#).
2. Select **Forgot Password**.
3. Follow the instructions provided by MyCreds.

If you continue to experience login issues, contact MyCreds Support for assistance.

7.5 “I Need an Updated Transcript”

If your academic record has changed and you require an updated transcript:

1. Submit a new transcript request through [MyOkanagan](#).
2. Allow the request to be processed.

Once the request has been completed, your transcript in MyCreds will automatically update with the latest information.

7.6 “I Cannot Request a Transcript”

If you are unable to submit a transcript request, there may be a hold on your account.

Transcript-related holds may prevent transcript requests from being processed until the issue has been resolved.

If you believe a hold is preventing your request, contact Okanagan College for assistance.

8. Getting Help

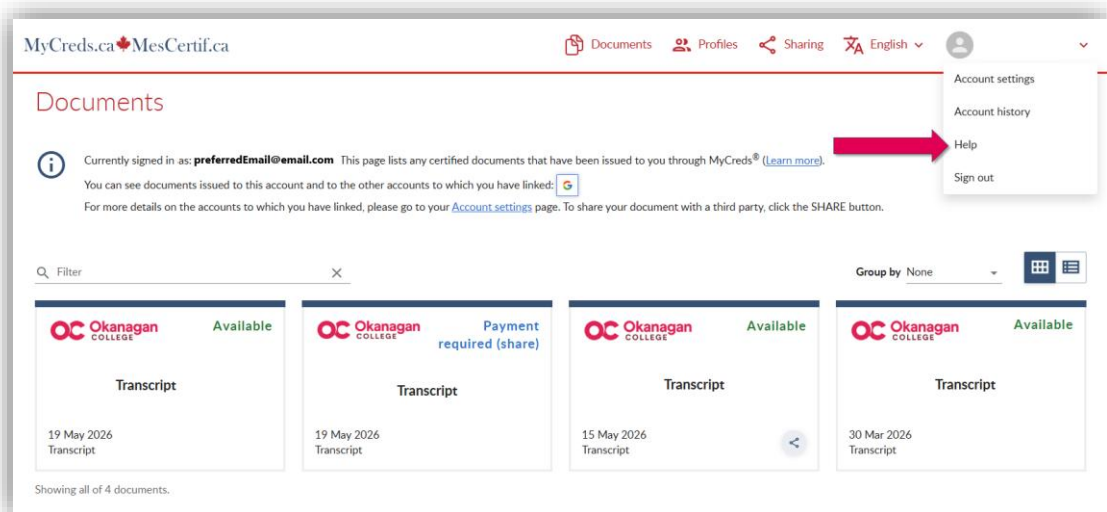
If you require assistance with your transcript, MyCreds account, or document sharing, support is available through both Okanagan College and MyCreds.

8.1 MyCreds Help Center

Students can access support resources directly through the MyCreds platform.

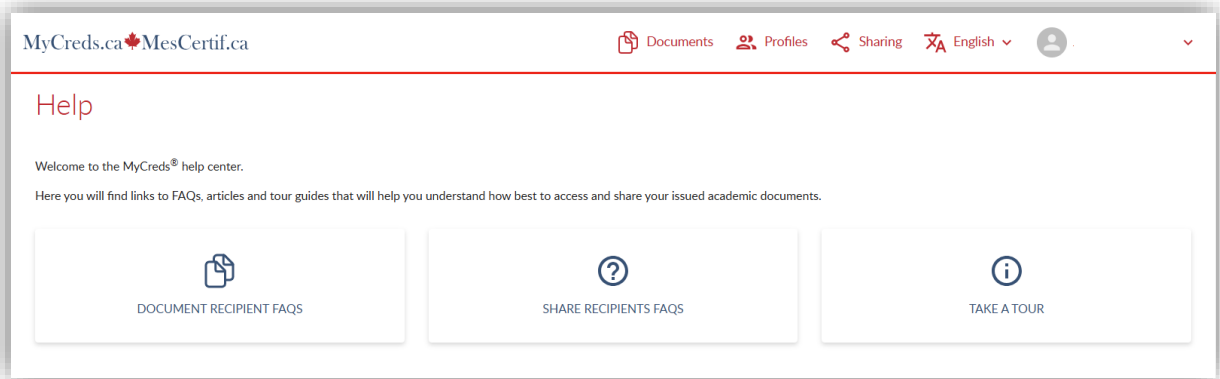
How to Access the Help Center:

1. Log in to MyCreds.
2. Click the profile dropdown beside your name.
3. Select **Help**.



The Help Center includes:

- Frequently Asked Questions (FAQs)
- Guided tutorials
- Video walkthroughs
- Sharing and recipient support resources
- Platform troubleshooting information



8.2 Contact Okanagan College

[Contact Okanagan College](#) if you have questions about:

- Transcript content
- Missing or incorrect grades
- Academic record discrepancies
- Preferred email address updates
- Transcript requests
- Transcript holds

8.3 Contact MyCreds Support

[Contact MyCreds Support](#) if you need assistance with:

- Login or password issues
- Multi-factor authentication (MFA)
- Payment or refund questions
- Share credits
- Document sharing
- Recipient access issues
- Technical issues with the MyCreds platform

8.4 Additional Resources

The following resources provide additional information and support.

MyCreds Resources

- [MyCreds Support Hub](#)
The MyCreds Support Hub is your go-to resource for help navigating the MyCreds Platform, including accessing, viewing, and sharing your official digital documents.
- [MyCreds FAQs](#)
Learners / Credential Holder Frequently Asked Questions
- [MyCreds How-To Videos/Documents](#)
Step-by-step tutorials and support materials covering account registration, transcript viewing, document sharing, share credits, and common troubleshooting scenarios.

Okanagan College Resources

- [Okanagan College Website - Transcript Information](#)
Provides information about transcript requests, processing, fees, and official transcript services.
- [Okanagan College Website - MyCreds](#)
Provides information about MyCreds transcript processing, transcript access, share credits, document sharing, and official electronic transcript services.