### **Transcript FAQ’s**

### **The Digitary Core (digital transcript/HEAR platform) service is not available if you completed any of the following courses:**

* MBChB - Please visit [MBChB Transcripts](http://estore.manchester.ac.uk/product-catalogue/division-of-medical-education-including-chstm/transcripts-for-graduates-of-mb-chb-bachelor-of-medicine-and-bachelor-of-surgery)
* Nursing, Midwifery & Social Work - Please visit [Transcripts of Training](http://estore.manchester.ac.uk/product-catalogue/nursing-midwifery-social-work/transcripts-of-training)
* PGCE - Is by request only for access to Digitary please email graduation@manchester.ac.uk for this service
* MBA Worldwide (Global) Graduates before July 2019 - Please contact mbaassessments@manchester.ac.uk
* Bachelor of Dentistry - please contact the [school](http://www.manchester.ac.uk/discover/structure/faculties-schools/) directly
* Architecture degrees (excluding PhD graduates) - please contact [www.mmu.ac.uk/alumni/benefits/award-certificates/](http://www.mmu.ac.uk/alumni/benefits/award-certificates/)
* Degrees from affiliated institutes (including the Institute of Financial Services) - Please contact relevant institution of study

## Can I access my transcript / HEAR online?

Yes, we provide transcripts online through **Digitary Core** (Digitary). Graduates from 2009 onwards automatically.

**For Graduates from 2009 – 2018 (Classic eDocs Digitary) users please visit the following page and carefully read ‘How to Register from Classic account to Digitary Core’ (see below)**

<https://core.digitary.net/#/user/digitary_classic/manchester.ac.uk>

**‘How to Register from Classic account to Digitary Core’**

You will have had a Classic account if you graduated between July 2009 – December 2018

To successfully activate your Digitary Core account from Classic you will need to know your

1. Student ID number (usually 7 digits long or 8 digits if ID number starts with 1)
2. Your Digitary Classic password (generally this was your date of birth in the format of DDMMYYYY)

(However if you used your Classic account during 2009 – 2018 you may have changed your password if so you will need to use the password you created)

1. Start date of your most recent programme that you graduated from
2. Date of Birth this time in the following format DD/MM/YYYY

Next Step:

1. Verify your email address (please note that all classic account were migrated using the personal email account that we hold on record)
2. Once verified you will be able to access your documents via Digitary Core

**Please Note:** Should you no longer have access to the registered email account you will need to contact us by emailing ssc@manchester.ac.uk and provide the new email account you wish to use.

**For students who Graduated July 2019 onwards please visit the following page**

<https://core.digitary.net/#/user/register>

Follow the steps below to activate / register your account (same programme exclusions as at top of this page apply)

1. Enter your First Name (as recorded on your official Student Record)
2. Enter your Last Name (as recorded on your official Student Record)
3. Enter Mobile number
4. Enter your email address (please note that your Digitary Core account was set up using the personal email account that we hold on record and **not your student email**)
5. Create a password and confirm password
6. Tick agree to terms and conditions and submit (you will receive email to verify)
7. Once verified you will be able to access your documents via Digitary Core

**I have already registered with Digitary Core and accessed my documents but forgot my password**

To reset your password please refer the following page <https://core.digitary.net/#/login>

If you graduated prior to 2009 and after July 2000 and would be interested in viewing your transcript online please contact ssc@manchester.ac.uk for further information. This may not be possible in some cases.

If you graduated prior July 2004 and you require an official transcript, provision may not be possible and we may only be able to provide a Confirmation of Award letter via email. Please email ssc@manchester.ac.uk

## Q. I need help using Digitary CORE?

For further information on Digitary Core please refer the following page <https://core.digitary.net/#/faq/learners>

## Q. I am a current student and require an official transcript of my study so far (this is referred to as an Interim Transcript)?

Official transcripts (Interim transcript) for current students can only be provided to undergraduate and will only include completed years of study. The document can only be provided in paper format and ordered via our [eStore](https://estore.manchester.ac.uk/product-catalogue/student-services-centre/documents-degree-certificates-and-transcripts/student-transcripts)

**Q. I need a European Diploma Supplement / HEAR document?**

The European Diploma Supplement has been replaced by the HEAR (Higher Education Achievement Report) document. Access to your HEAR document is via your Digitary Core account and for people who graduated from 2009 onwards.

## Q. How do I order paper copies of my Academic Transcripts?

If you graduated after October 2004 paper copies of your academic transcript can be ordered via [eStore](https://estore.manchester.ac.uk/product-catalogue/student-services-centre/documents-degree-certificates-and-transcripts/student-transcripts)

## Q. I need a Course Syllabus?

You can obtain your course syllabus from your School. Contact details for Schools: <http://www.manchester.ac.uk/aboutus/structure/schools/>