



Outlook

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## Follow-up: Re: Request to Send Digitally Signed Transcript and Diploma

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**From** Háskóli Íslands <hi@hi.is>

**Date** Mon 11/24/2025 3:06 PM

**To** Fransheska Brigitte Echevarria Rojas - HI <fbe2@hi.is>

2 attachments (374 KB)

Fransheska Brigitte Echevarria Rojas (2006924039) 1 (2).pdf; Fransheska Brigitte Echevarria Rojas (2006924039) (3).pdf;

Hello Fransheska,

A new request has been created based on a previous, closed request.

The new request has been assigned the reference number [#90679](#). We will process it as soon as possible.

If you wish to add any further information or comments, simply reply to this email.

You can also view an overview of all your requests by signing in to the [My requests page](#) in the service portal.

Dear Fransheska,

I hope you are well. I am writing to follow up on your request [#90295](#) concerning the digital transmission of your **digitally signed transcript and diploma** to the university address [einschreibung-fernstudium@iu.org](mailto:einschreibung-fernstudium@iu.org).

Attached you will find the documents I forwarded to the university. Their response was as follows:

"Since you have contacted us from a non-university e-mail address (i.e., not via @iu-study.org, @iubh.de, or @iubh-fernstudium.de), please reply to this message and provide the following information for verification:

- First and last name
- Matriculation number (found on your student ID, certificate of enrollment, or in your myCampus profile)
- Date of birth
- Place of birth

This procedure is necessary to ensure the protection of your personal data. We kindly ask for your understanding that we are unable to process your request without this verification. Please use your IU internal e-mail address for future study-related communication."

From their message, I understand that the documents should be sent **directly by you** from your **official university e-mail address** so they can verify your identity and proceed with your request.

Please note as well that the University of Iceland **cannot confirm your place of birth**, so this information must be provided by you directly to IU.

If you need any assistance preparing the required details or contacting the university, I am happy to help.

Bestu kveðjur / Regards

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Service Desk University Centre**

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