MSU Transcript Request System

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HOW TO LOGIN

Open your browser and visit the address **https://transcripts.msu.ac.zw,** you will be prompted to enter your staff portal username and password. If the credentials are correct and you have been authorised by the administrator to access the system, you will be redirected to system dashboard.
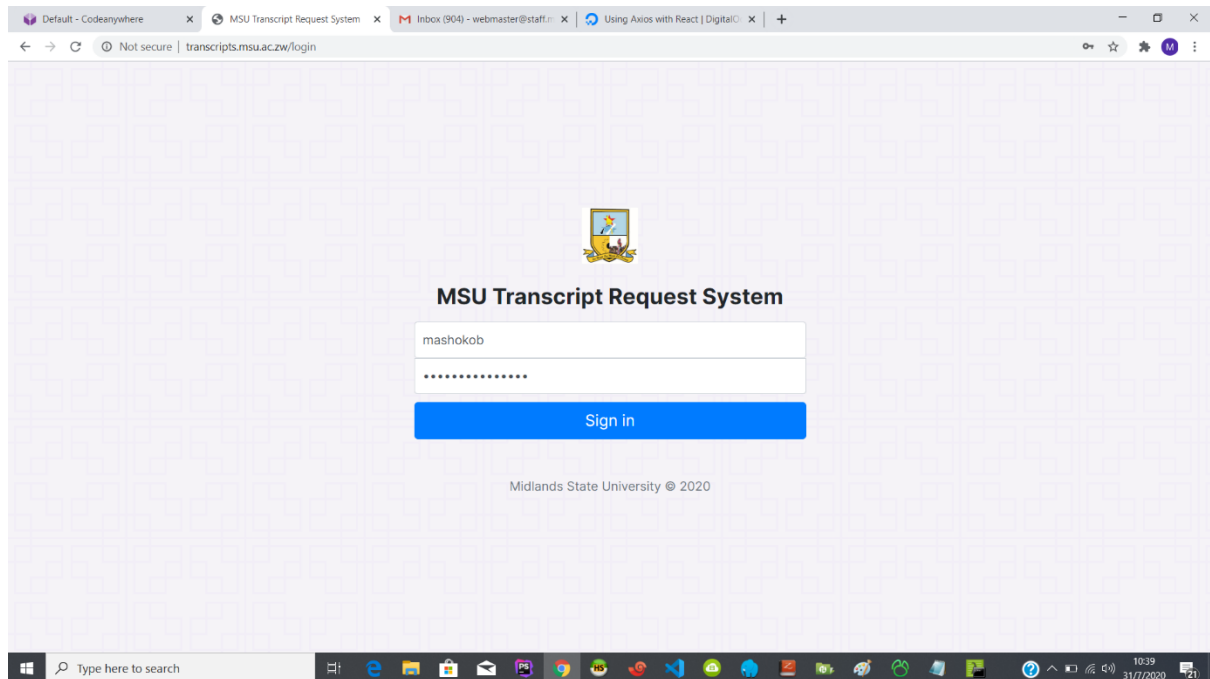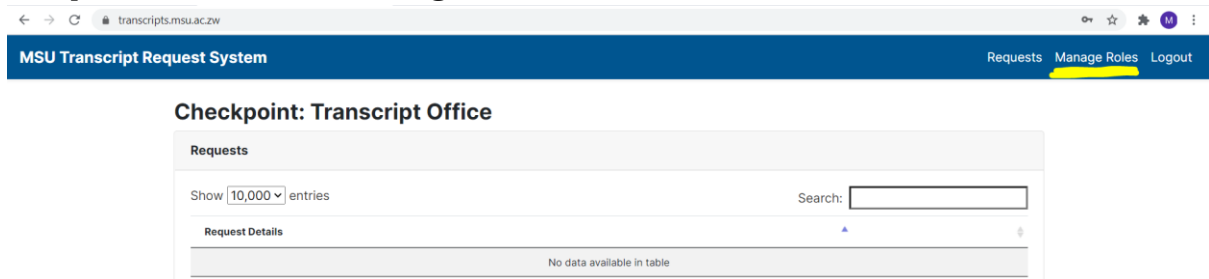

Fig 1: Login Screen

HOW TO MANAGE USERS (ADMINS)

A user is supposed to be allocated a checkpoint which determines the role they have in the system. The following checkpoints are available:

- Student Accounts
- Library
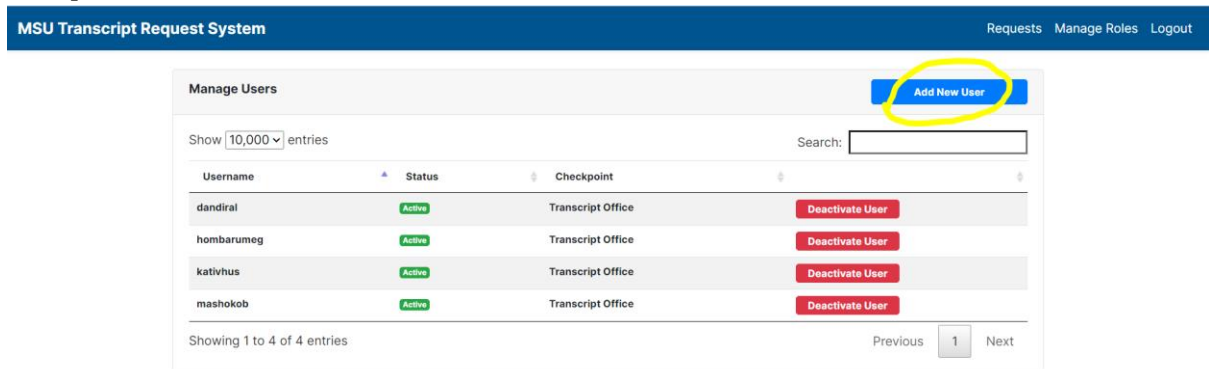- Academic Department
- Transcript Office

Add new user

To manage user roles follow these steps

Step 1: Click the "Manage Roles" link

Step 2: Click "Add New User" button

Step 3: Enter user role

You will need to select the username and checkpoint for the user as shown below.

MSU Transcript Request System

Add User **Users**

Staff Portal Username

mashokob-Blessing Mashoko

Checkpoint

Select an Option

Submit

NB* If the checkpoint is a department, you will be required to select an initial programme the user is authorised to clear

After select the appropriate options click Submit button to save the user role

Allocate a programme to user

For users under the department check point you can allocate or deallocate programmes to a user.

To allocate a programme to a user follow these steps:

Step 1: Click "Allocate Programme" button

Step 2: Select programme to allocate user

After selecting the programme click "Submit" to allocate the programme.

Remove user programme

To remove a user's access to students of a certain programme click the "Remove" button as show below.

Deactivate a user

When you want revoke access of user to the whole system click the "Deactivate User" button on the user list.

Activate

If you user is deactivated you are presented a "Activate user" button. Click the button to restore user's access to the system

HOW TO ACCEPT A REQUEST

The process of accepting a request is similar for the Library, Student Accounts and Department the only difference is the disclaimer. Accepted requests are sent to the student eLearning account as a notification. To accept a request, follow the steps below:

Step 1: Search for student request

Search for a request using a student registration number or part of the student name using the search field as highlighted below:

Step 2: Click the "Accept Request" button

When you click the "**Accept Request**" button, a dialog box will be shown with student details and a disclaimer.

If everything is correct and the request passes all requirements to be accepted click the "**Approve**" button to complete the process otherwise click "**Cancel**" button.

HOW TO RETURN QUERY TO STUDENT

In the event that a request does not pass the requirements to be accepted, the request is supposed to be returned to the student with a clear message of why the request was not accepted.

RETURN QUERY TO STUDENT (STUDENT ACCOUNTS AND LIBRARY)

To return a query to a student at the Student Accounts and Library checkpoint follow the steps below.

Step 1: Search for student request

Search for a request using a student registration number or part of the student name using the search field as highlighted below:

Step 2: Click "Return to Student" button

When you click the "**Return to Student**" button, a dialog box will be shown with student details and a field to type the comment as show below.

NB* Make sure the comment is as detailed as possible, with clear message on what needs to be done for the request to be accepted

Step 3: Click "Reject" Button
The button will send the query back to the student

RETURN QUERY TO STUDENT (DEPARTMENT)
At the Department checkpoint to return a query follow these steps:

Step 1: Search for student request
Search for a request using a student registration number or part of the student name using the search field as highlighted below:

Step 2: Click "Return for Corrections" button

A page with student details as show below:

MSU Transcript Request System   Pending   Approved   Rejected   Logout

RETURN FOR CORRECTIONS

Reg Number	R122924H
Firstname(s)	BLESSING
Surname	MASHOKO
Programme	HINFO-BSC INFORMATION SYSTEMS HONOURS DEGREE

Attach Reviewed Document

Choose File   MSU Transcript Request System.docx

Review Notes

Please include a cover page

Return   Cancel

Midlands State University © 2020   Checkpoint: **Department**
Capleton - Slew Dem HQ With Lyrics.mp3 - PotPlayer

You can attach a reviewed word document to be sent to the student **if its available** and type in the Review Notes to be sent to the student.