

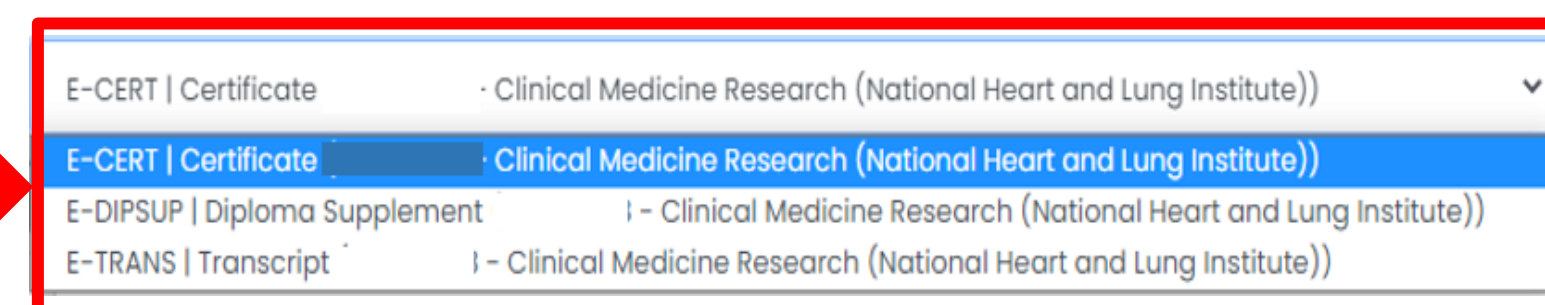
This document is aimed at current students and Alumni who have graduated since 2020. It will guide you through the process to access your official college documents, such as letters, transcripts, and certificates, or share a document with a third party.

- Links to content:**
- [1. Frequently asked questions](#)
 - [2. How to view your documents](#)
 - [3. How to download or print your documents](#)
 - [4. How to report an issue with your document](#)
 - [5. How to share your documents](#)

Frequently Asked Questions:

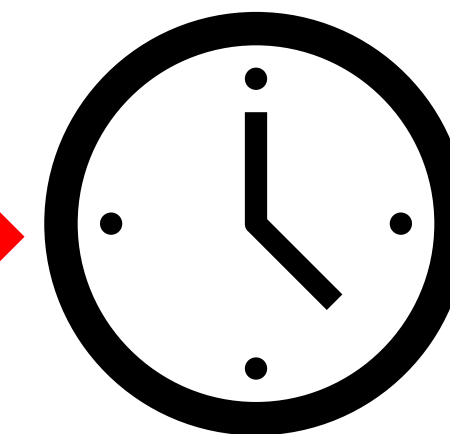
Q1: How can I see my award transcript?

A1: Award documents open by default on the Certificate. Use the dropdown above the document to select the transcript or cover letter.



Q2: Why have my personal details not been updated on the Statement of Registration letter?

A2: Documents will be updated with any changes made to your personal details via My Imperial by 2pm the following working day. If documents have still not updated after this, please send an email to: registry.systems@imperial.ac.uk



Q3: Why is the third-party connection still appearing as 'Pending' on my portal?

A3: Connections will be saved as pending until the third party accepts the connection request.



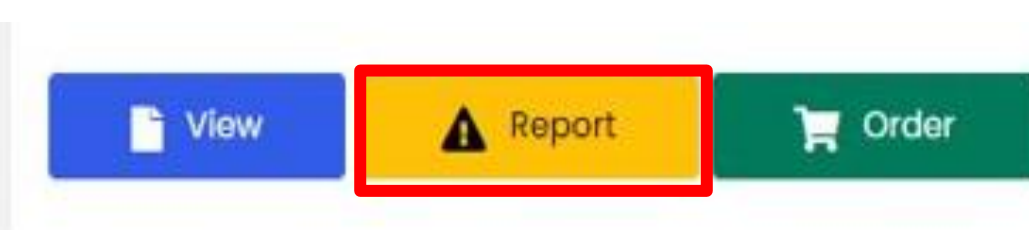
Q4: How do I resend an email to the third-party connection?

A4: If a connection is still pending, you can resend the email under the 'Actions' section.



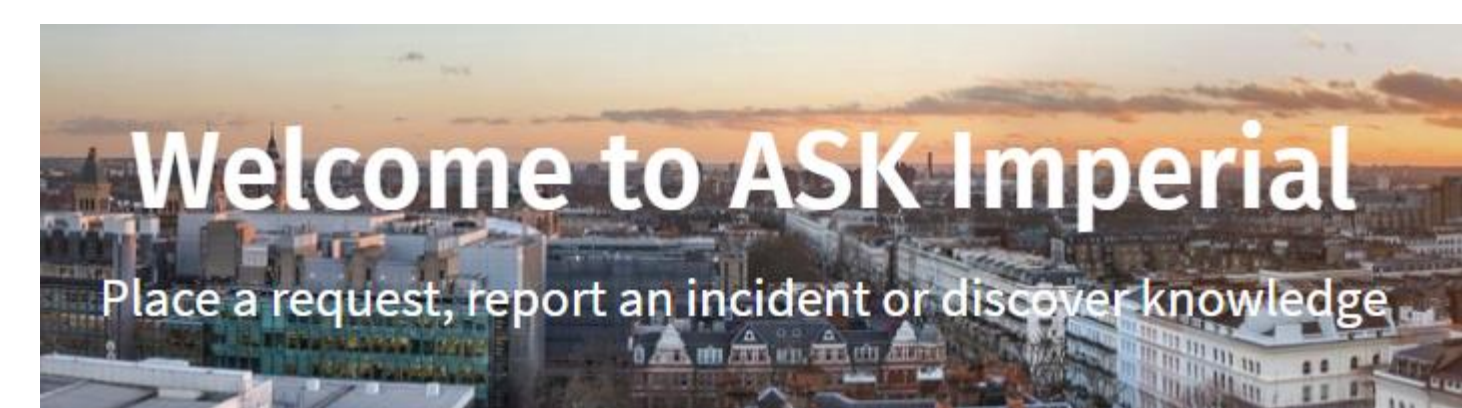
Q5: How do I report an issue with my document?

A5: You can use the 'Report' button to raise an issue with your document.



Q6: How do I report a technical or access issue?

A6: Please submit an 'Ask' ticket if you can't access your documents or for any other technical issue: [ASK Homepage - ASK Imperial](#)



Q7: Where do I go for more information?

A7: Please access [this link](#) for more information



Quick Reference Guide for Students Accessing your official documents

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How to view your documents:

1



If you have access to [My Imperial](#), login and click on the 'My documents' tile

If it has been more than 6 months since your conferral date, use the 'Access your e-documents' button on this [web page](#)

2



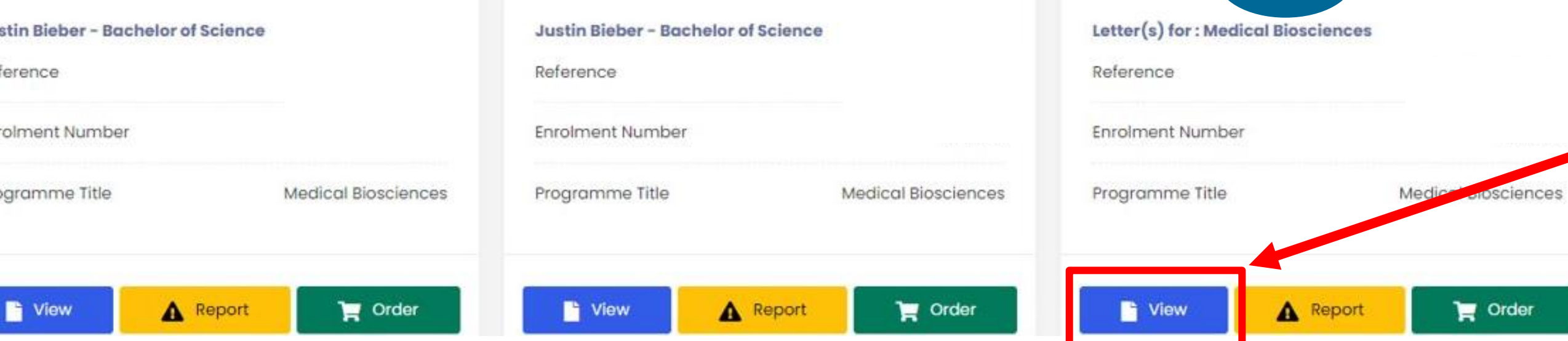
Click 'Student Login' and enter your full Imperial email address and password.

3



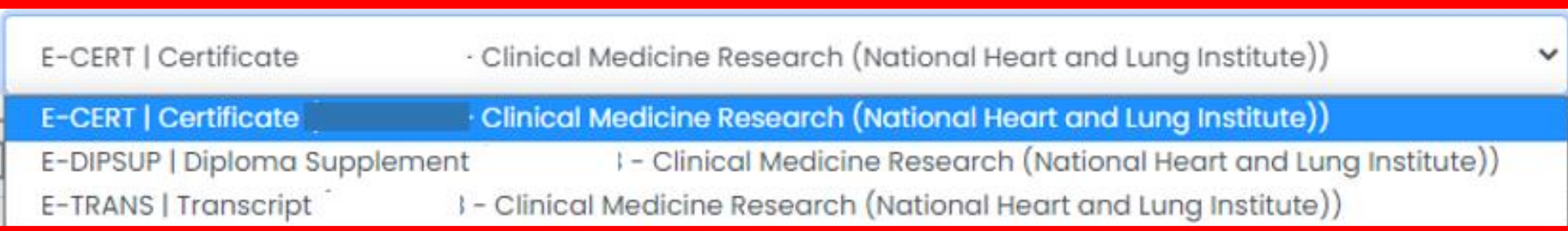
Click on the 'View' button next to 'Documents' tile.

4



Click 'View' on the document you wish to view.

5



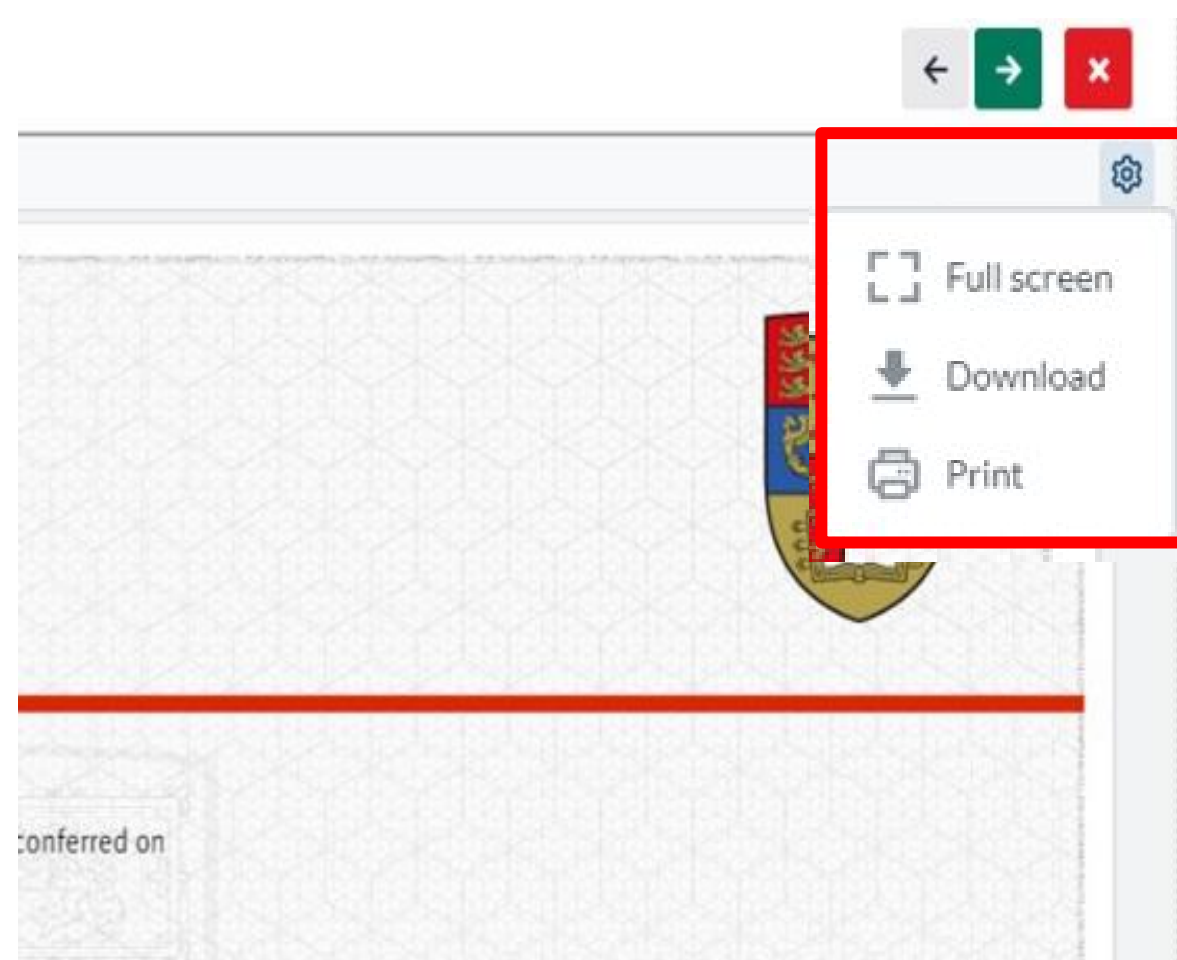
Use the dropdown option to switch in between award documents.

Award documents open by default on the Certificate. Use the dropdown to select the transcript or cover letter.

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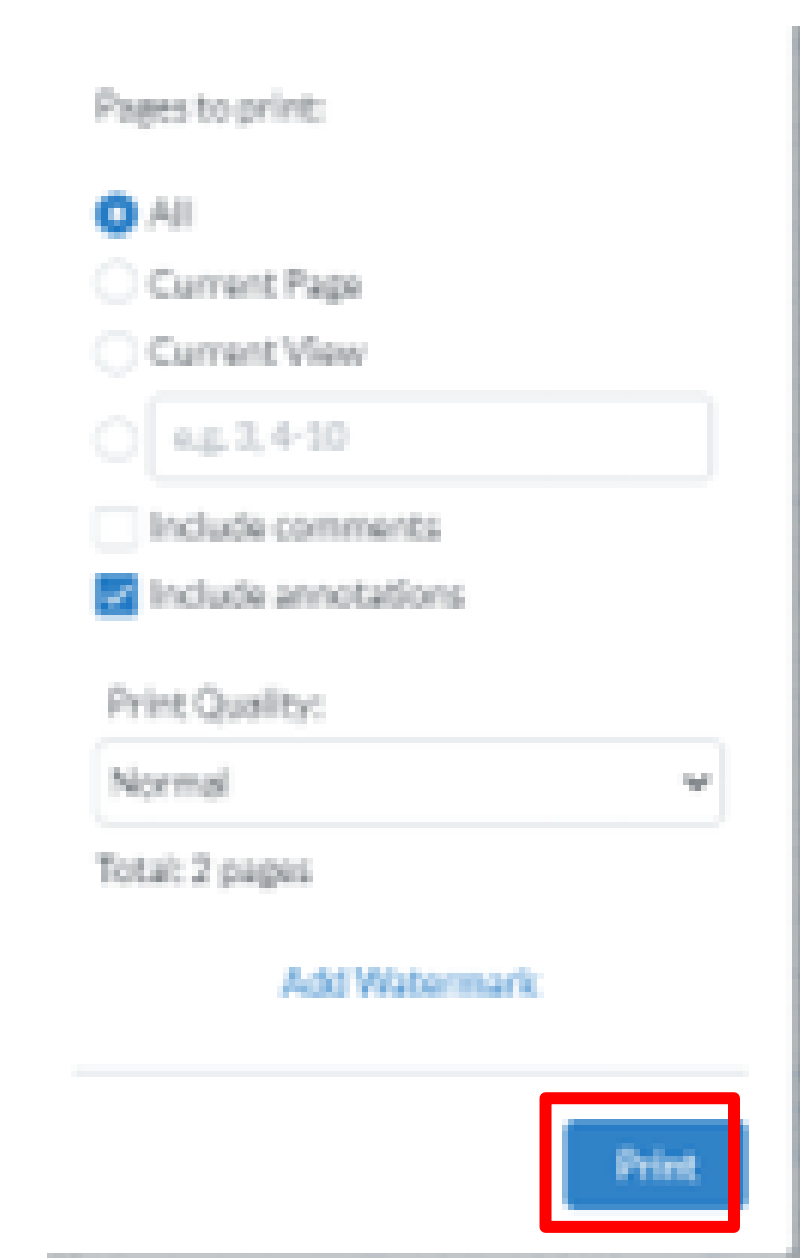
How to download or print your documents:



6

Click on the cog icon to 'Download' or 'Print'.

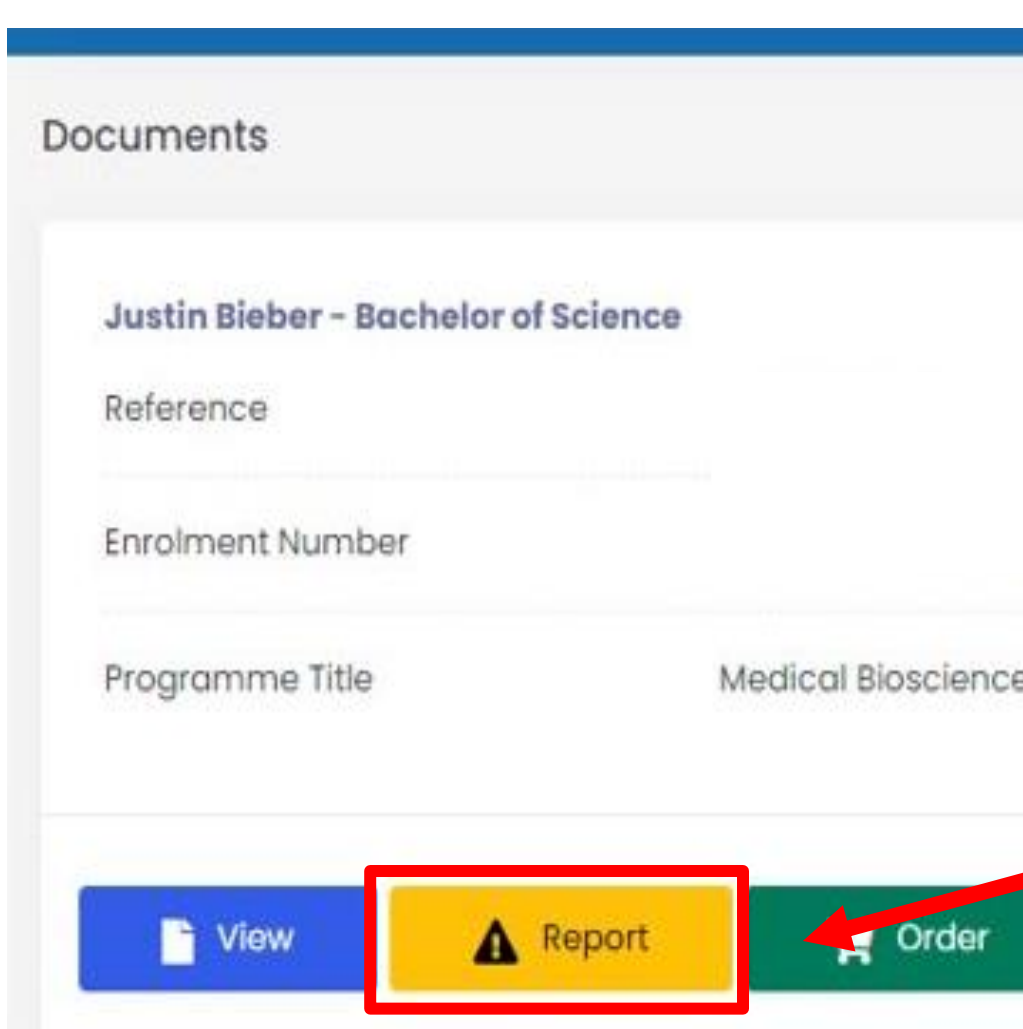
Some organisations will not accept this online version. In this situation you can share the documents with the third party. This is covered later in the guide.



7

If a downloaded file causes any issues e.g. it is too large to upload then you can instead print to PDF. Select 'Print' on the cog menu and then click 'Print' again.

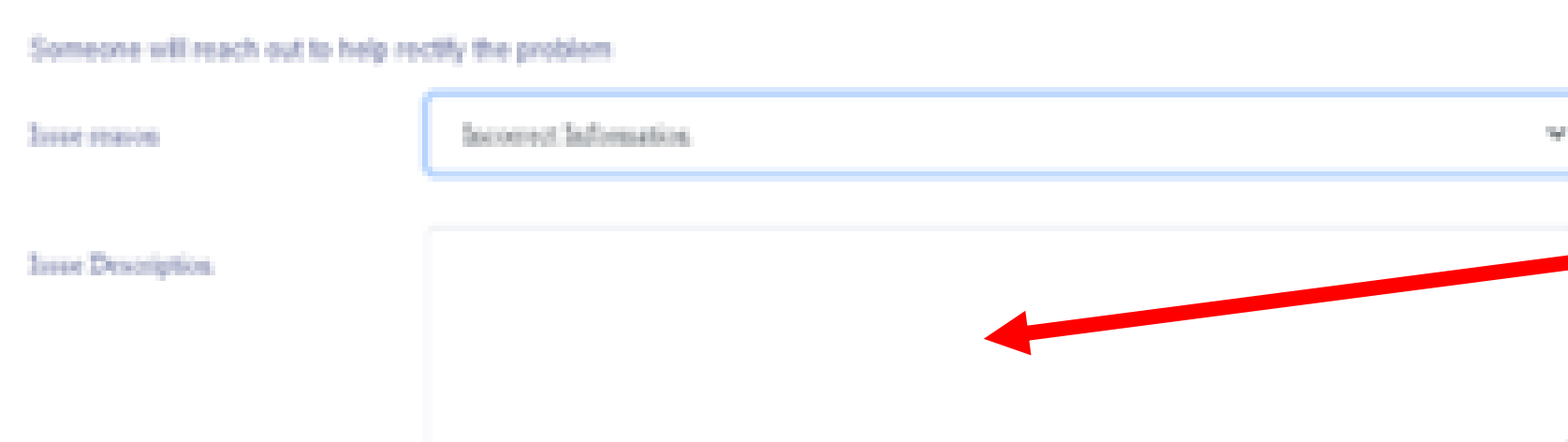
How to report an issue with your documents:



8

Click on the yellow 'Report' button to report an issue.

Note that documents will be updated with any changes made via My Imperial by 2pm the following working day. If documents have still not updated after this, please send an email to: registry.systems@imperial.ac.uk.



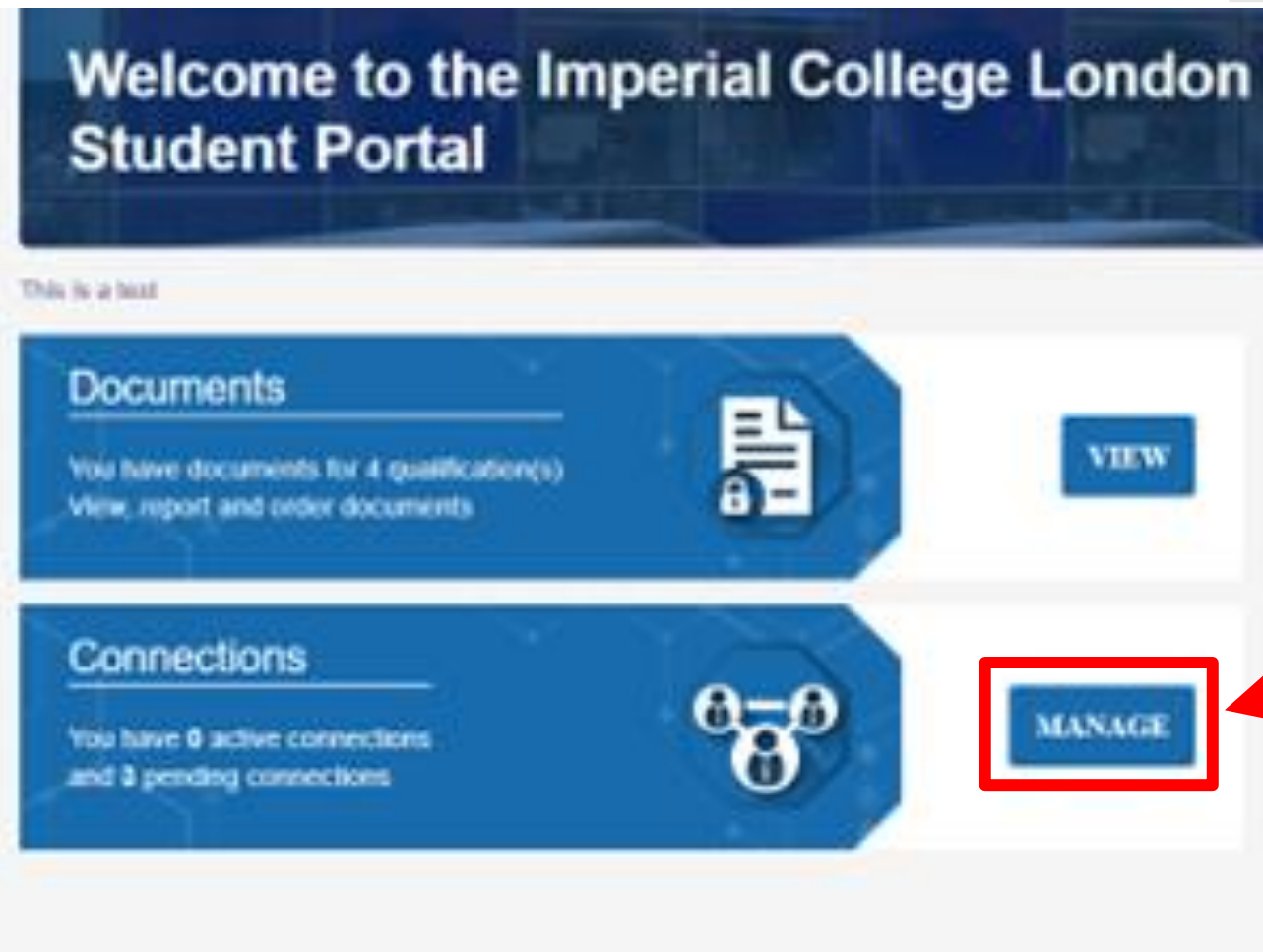
9

Provide as much information as possible on the issue experienced.

Quick Reference Guide for Students Accessing your official documents

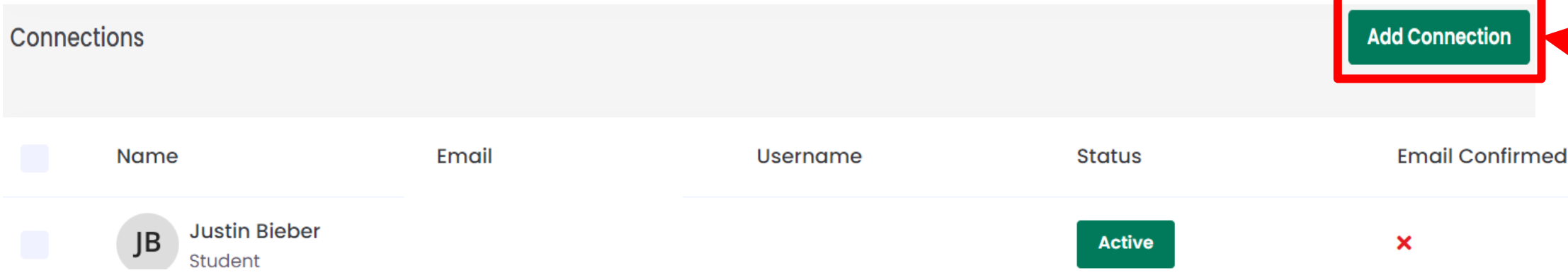
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How to share your documents:



1

Click on the 'Manage' button next to 'Connections' tile.



2

To add a new connection, click 'Add Connection'.

Add Connection

Recipient Name* John Brown

Recipient Email* johnbrown@gmail.com

Expiry Date 28/06/2023

Cancel Send

3

Fill in the person's name, email address and how long you wish them to have access to your documents and click 'Send'.

On the next screen, tick the documents that you wish the person to view and then click 'Share documents'.

Initiated By	Documents Shared	Expires	Actions
ThirdParty	1	20/12/2022	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Student	1	26/01/2023	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

4

Using the radio buttons under the 'Actions' section, you can edit the connection (documents shared, expiry date), delete it or resend an email.