In eTranscript California, if a college is listed on the 'production' Xap Control Center, then other colleges see them as being ready to accept transcripts. When colleges new to eTranscript California have not yet set up automated processes to receive electronic transcripts into their internal systems, they sometimes may be unaware that other eTranscript California colleges are sending electronic transcripts to them. Even if a college is not ready to accept incoming transcripts into their student information system, they can still benefit by receiving the transcript to view online, print, and process manually. And most importantly, this ensures that student transcripts receive the prompt attention they deserve.

One way for a college to make sure received transcripts do not go unnoticed is to use the automated email function associated with transcript downloading. This function sends an email notification if a transcript has been received but not downloaded within a user-selected period of time.

The basic steps involved in this solution are:

A. Log into the Control Center using the account of the person who will be receiving the email notification of transcripts received.

B. Using the Download Manager (menu path Transcripts → Download College Transcripts), set up an eTranscript California transcript download slot to download transcript files in the desired format (PDF, EDI, or XML). Typically, you will want to select the PDF format unless you have software to process XML or EDI transcripts.

C. When configuring the transcript download slot, select the option to send an email when a received transcript has not been downloaded, and select the period of time after receipt of the transcript when the email will be sent.

When an email notification of a received transcript arrives, there are two basic approaches that can be employed for retrieving and processing the transcript:

- Using the Transcripts We've Received Report in the Control Center, you can view and print transcripts online to process them manually.
- You can retrieve the downloaded file and print or process it as appropriate.

Implementation Steps for Email Notification

The user performing these steps must have been granted the ability to download college transcripts via the Account Manager. (See your eTranscript California administrator for help if you need to be granted this ability.) The email address that is used for notification of received transcripts is the email address associated with the user account signed in during these steps.

1. Log into the Control Center. Then, from the Transcripts drop-down menu, select "Download College Transcripts" as shown in *Figure D-1*.

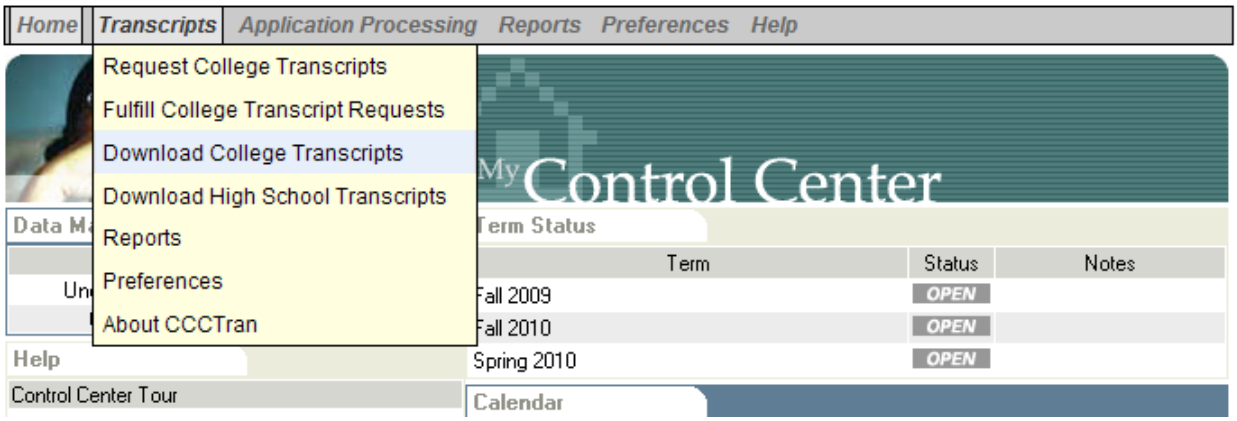

Figure D-1. Transcripts Drop-Down Menu

2. If the resulting screen is like the one shown in *Figure D-2*, then there are no download slots allocated to this account, and you will need to allocate one. Otherwise, skip to step 3.

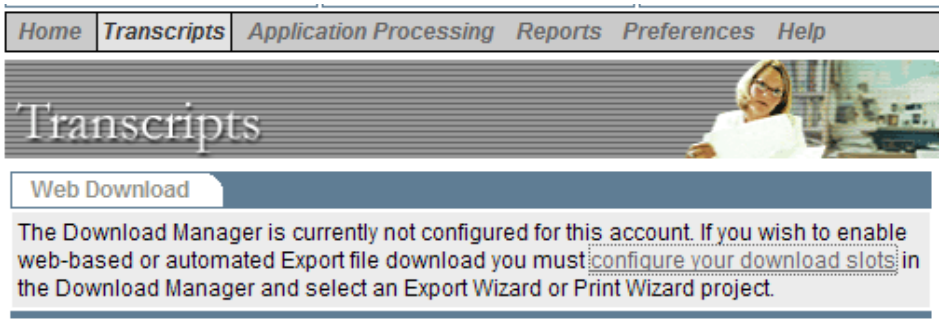

Figure D-2. Web Download Screen (No Slots Allocated)

a. In the screen shown in *Figure D-2*, click on the link, "configure your download slots". This will result in the screen shown in *Figure D-3*.

b. Click on "Slot Allocation" in the left column to display the Download Slot Allocation screen (*Figure D-4*).

c. Click on one of the open slots, the select the account holder's name from the Download Menu.

d. Click on the "update" button at the bottom of the screen. This will display the College Download Slot Settings screen like the one shown in *Figure D-6*. Go to step 4.

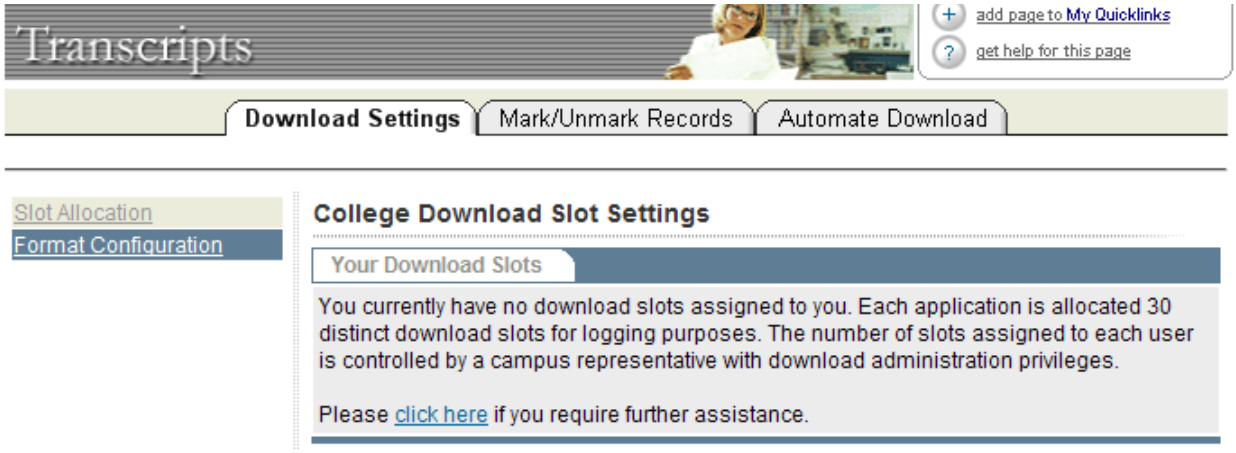

Figure D-3. College Download Setting Screen (No Slots Allocated)

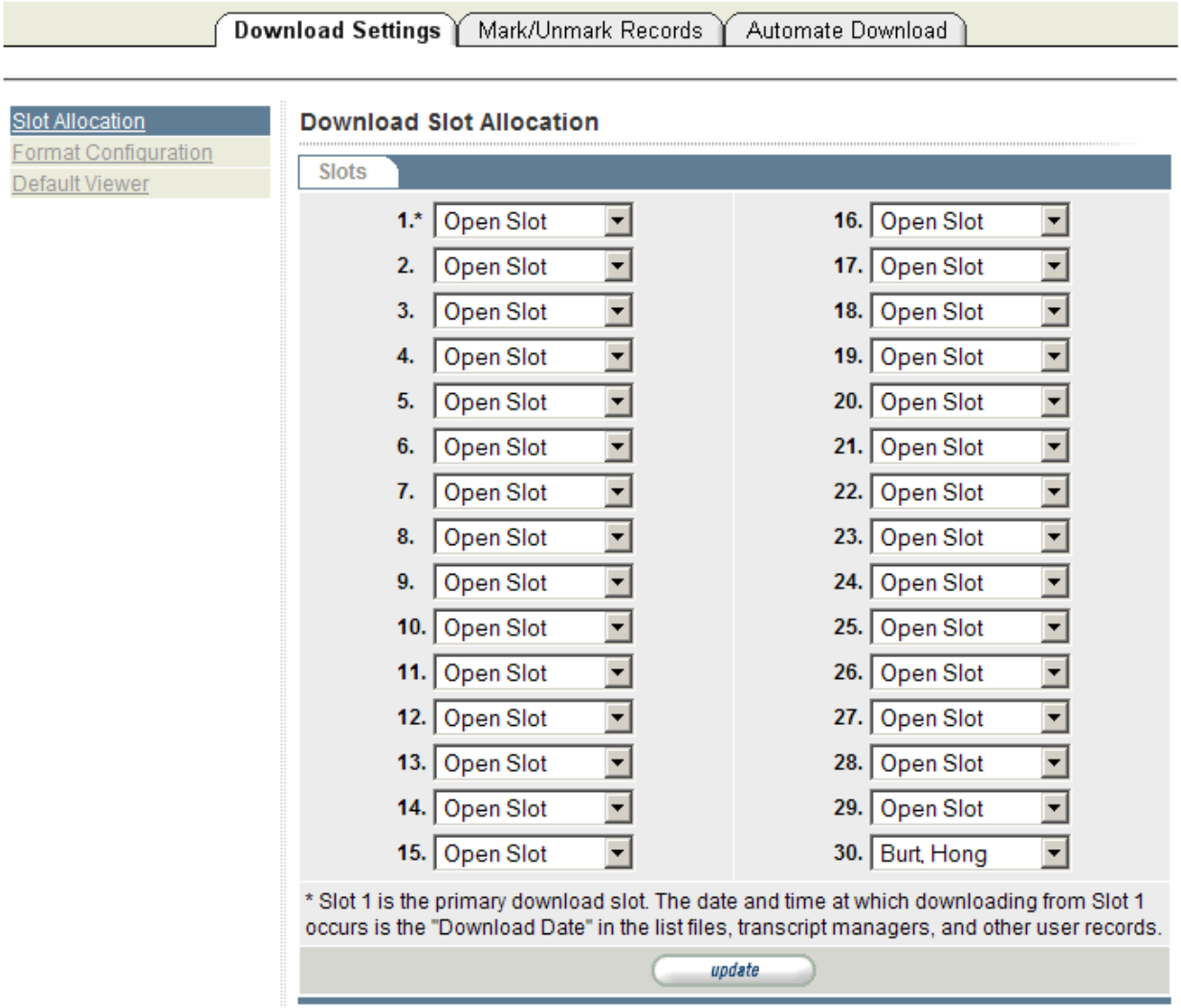

Figure D-4. Download Slot Allocation Screen

3. If the screen that results from step 1 is like the one shown in *Figure D-5*, then there is at least one download slot allocated to this account.

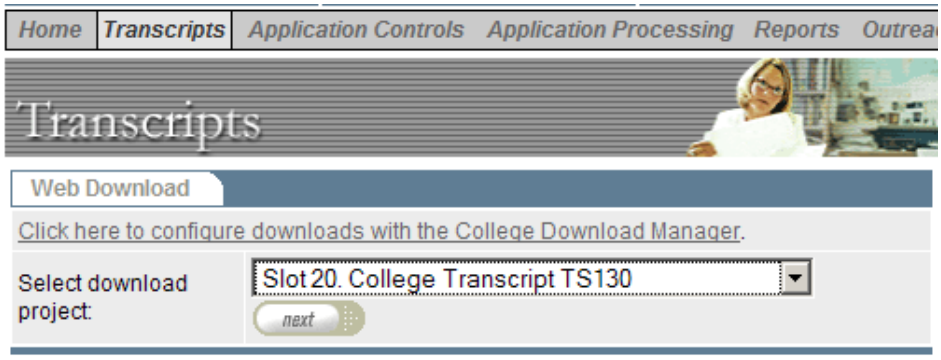

Figure D-5. Web Download Screen (Slots Allocated)

   a. Click on the link, "Click here to configure downloads with the College Download Manager". This will display the College Download Slot Settings screen like the one shown in *Figure D-6*.

   b. If you want to add a new slot rather than add email notification on an existing slot, follow the procedure in steps 2.b to 2.d.

4. The College Download Slot Settings screen (*Figure D-6*) lists the slots assigned to your account, and identifies the download 'project' assigned to the slot. Click on "edit settings" for the download slot you want to use for email notification.

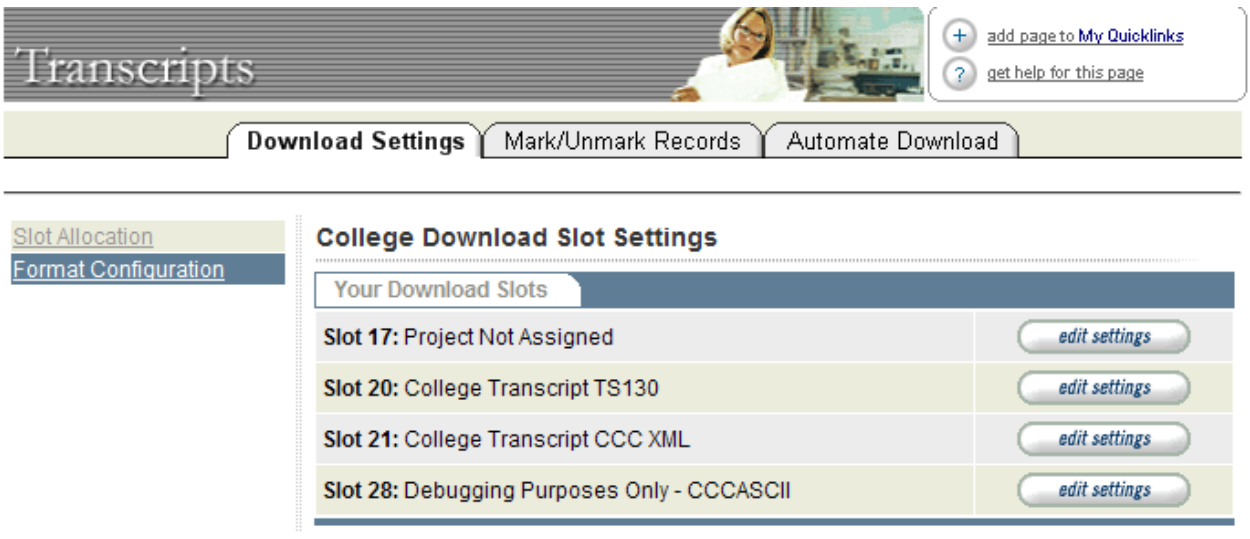

Figure D-6. College Download Setting Screen (Slots Allocated)

a. If you have selected a slot *not* labeled "Project Not Assigned", the main Edit College Download Slot Settings screen (*Figure D-8*) will be displayed. Go to step 5.

b. If you have selected a slot labeled "Project Not Assigned", choose a "Pre-generated" project from the list shown in *Figure D-7*. For a slot whose prime purpose is email notification, one of the College Transcript View projects is recommended.

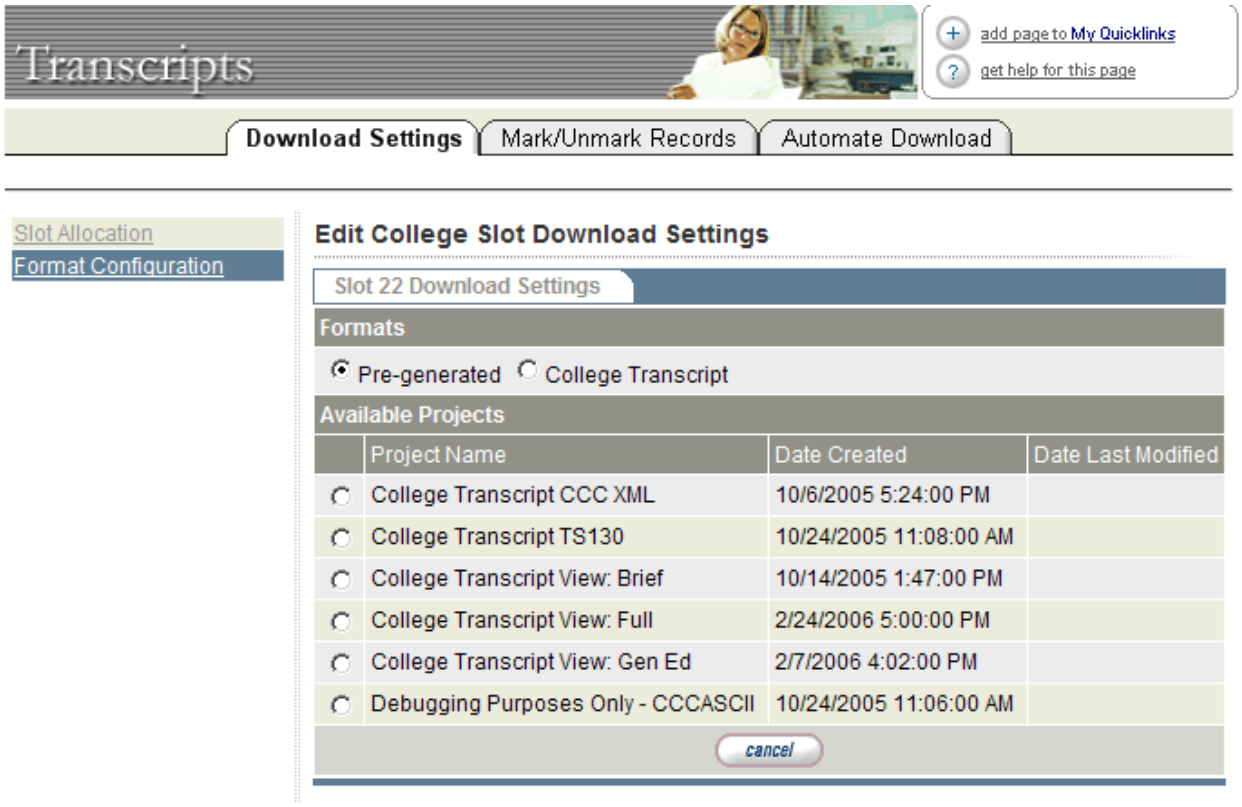

Figure D-7. Edit College Slot Download Setting Screen: Choosing a Project

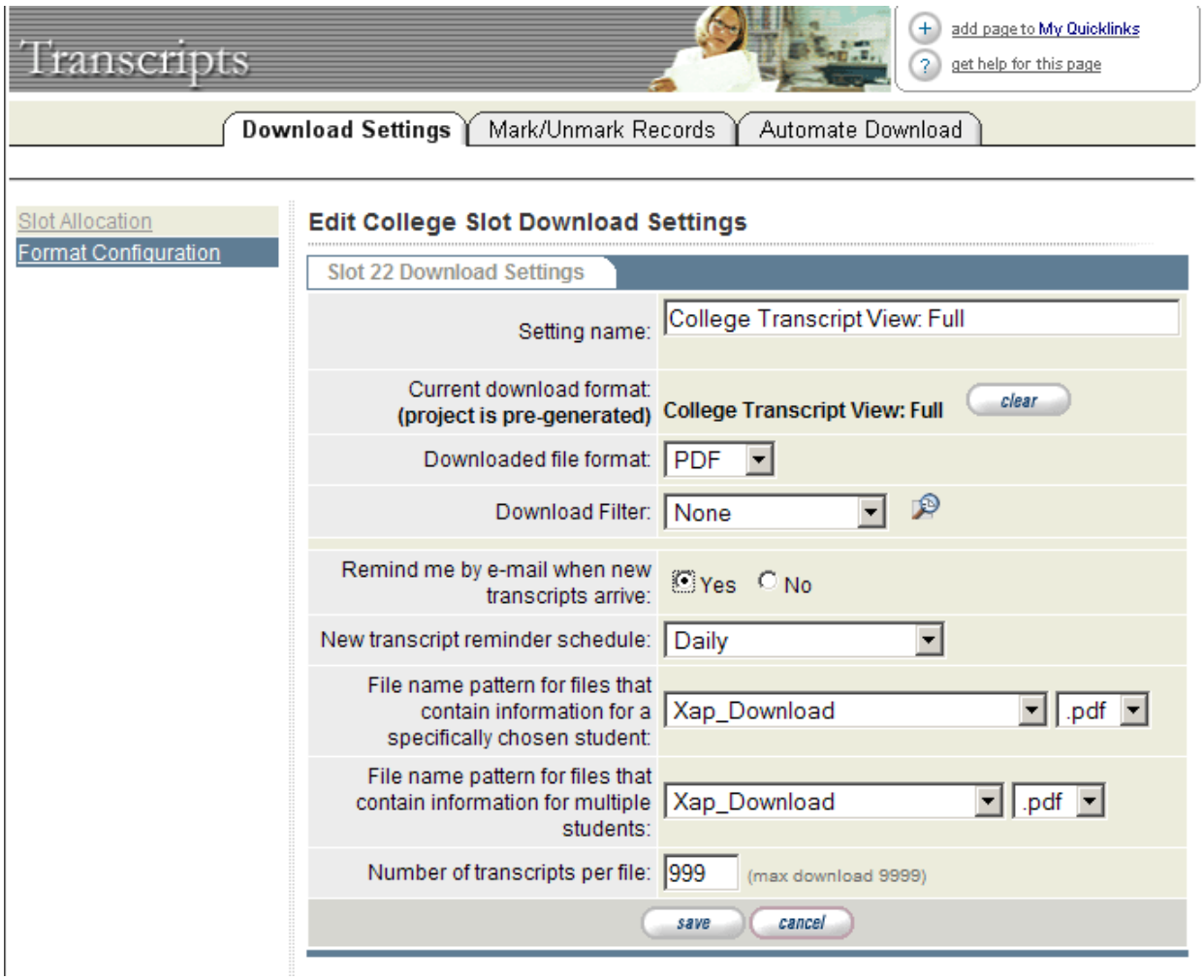

Figure D-8. Edit College Download Setting Screen

5. Use the Edit College Slot Download Setting screen to configure the slot. *Figure 2-8* shows recommended settings.

    a. The critical settings for enabling email notification of new transcripts are:

        - "Remind me by e-mail when new transcripts arrive" = "Yes"
        - "New transcript reminder schedule" = "Daily" (or any other option except "Never")

    b. Other settings can be modified as desired.

    c. Click "save" at the bottom of the page to finalize the slot configuration. This completes the setup for email notification of new transcripts.

Responding to Email Notification

Figure D-9 shows a typical transcript notification email. The content and format of this notification are not user-definable.

Figure D-9. Typical Transcript Notification Email

You will continue to receive this email daily (or as otherwise scheduled) until you download the transcripts via the slot identified in the email. Therefore, even in you use the Transcripts We've Received Report to view and print transcripts, you must perform the following steps to clear the slot and prevent repeated emails for the same transcripts.

1. When you receive an transcript notification email, log into the Control Center. Then, from the Transcripts drop-down menu, select "Download College Transcripts" (as shown in *Figure D-1*).

2. On the Web Download screen (*Figure D-10*), select the slot used for email notification. Then click on the "next" button.

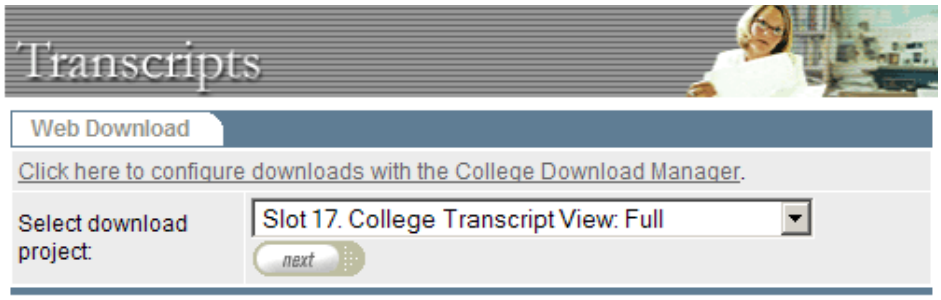

Figure D-10. Web Download Screen

3. On the College Transcript Batch Download screen (*Figure D-11*), click on the "download" button to initiate download of the new transcripts. Continue as prompted. (Download procedures will vary.)

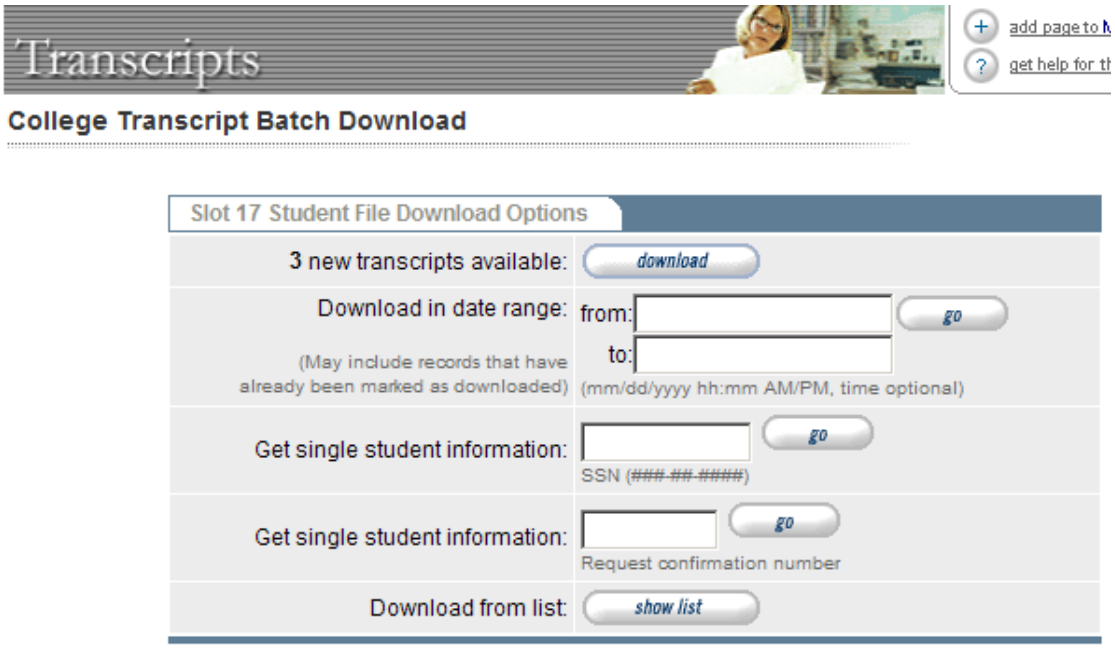

Figure D-11. College Transcript Batch Download Screen

4. Process the PDF transcripts according to your college's procedures.