

# Academic Institutions

## ACADEMIC INSTITUTIONS

### 1. VIEW Transcripts Online

JST offers online accounts to learning institutions enabling access to service-member's official transcripts at no cost. The transcript on the web is exactly the same as the transcript you receive in the mail. Transcripts ordered are available for viewing/downloading the next business day and an e-mail is automatically sent to the points-of-contact at your institution to inform them that there are transcripts available online at the secure website.

Please note that authorization is not being granted for an institution to order transcripts, only to access them online once they have been ordered. Students can order transcripts online by authorizing release or they can fill out a request form for an official JST, with a signature to authorize the release of the transcript.

### 2. ORDER Transcripts Online!

Your account can be upgraded to permit you to order transcripts as well as view them online if you meet the one of the following conditions:

1. Prospective students agree to allow your institution to request all transcripts on their behalf. Permission can be obtained via the checkbox on the student application or on the web. You can fax or e-mail a blank application showing the section where the prospective student would grant this authorization.
2. Your institution agrees to not order transcripts unless they have a signed release from the service member. This requirement can be satisfied by sending an e-mail to us stating you promise to never order an official transcript without a signed release from the service member.

### 3. Establishing an Account

To have an account established to enable online viewing of official JSTs for your institution, please send the name, e-mail address, and phone number for each point-of-contact you wish to have an account established. Please also include the physical mailing address for the campus you need the account established, as this will ensure the account is established for the correct location.

Requests should be sent directly to the JST Tech/Operations Center:

[jst@doded.mil](mailto:jst@doded.mil)

**\*\*PLEASE NOTE THAT WE ARE CURRENTLY EXPERIENCING AN EXTREMELY HIGH VOLUME OF REQUESTS FOR ONLINE ACCOUNTS SO ALLOW AT LEAST 5 - 7 BUSINESS DAYS TO RECEIVE YOUR ACCOUNT INFORMATION\*\***

#### 4. Login Assistance and Technical Concerns

If you experience login issues, you will need to contact the JST Tech/Operations Center directly for assistance. Please note that the "forgotten password" feature listed on the login page is **NOT** enabled for institutions, but for service members ONLY.

For login assistance or other technical concerns, please send an e-mail to [jst@doded.mil](mailto:jst@doded.mil) and include the nature of your issue, as well as any error messages you may be receiving. This will assist us in resolving your issue in a more expedient manner.