



National Student
Clearinghouse®

User Administration Guide

MAY 17, 2023

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User Administrator Overview

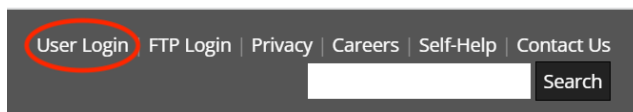
To maintain security and access to school data, the Clearinghouse provides a User Administrator role which grants the assigned school User Administrator(s) access to manage their school user list. User Administrators must determine which school staff should have access to and for what service. This access includes the responsibility of adding or deleting school users, resetting passwords, and updating school user roles/permissions.

As one of your school's assigned User Administrators, you control and grant access to your school's services via the Clearinghouse's secure site. You have access to view and update your school users list. We highly recommend reviewing your user list on a regular basis. It is important to keep your user list up to date so that school staff no longer have access to school data when they leave or change positions, so we can reach the appropriate person whenever questions or issues arise, and so we can ensure your school users receive our automated service notifications. This guide contains instructions for how to maintain your school user list.

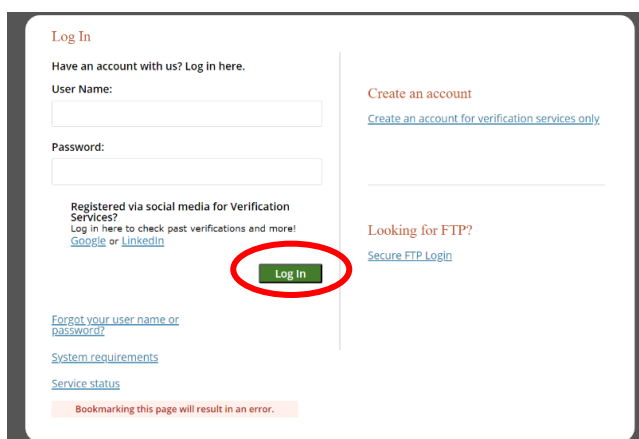
Accessing The School Users List

To view your school users list:

1. Go to studentclearinghouse.org
2. Select User Login.



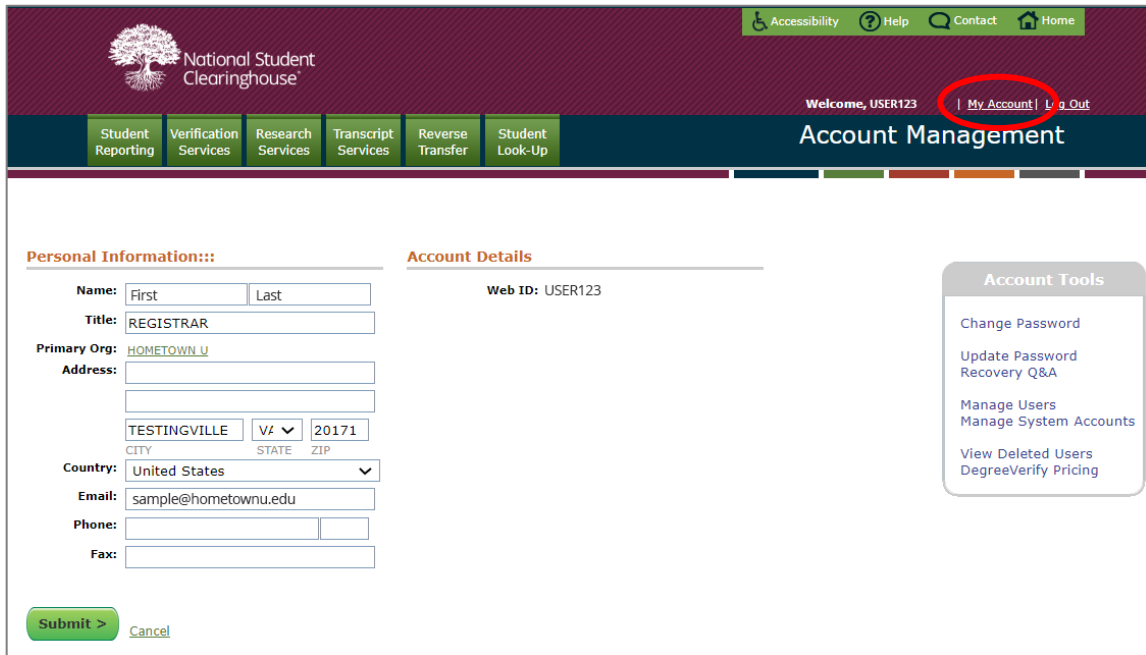
3. Enter your username and password and press the 'Log In' button.



If you need your username or password reset, please contact another User Administrator at your school for assistance.

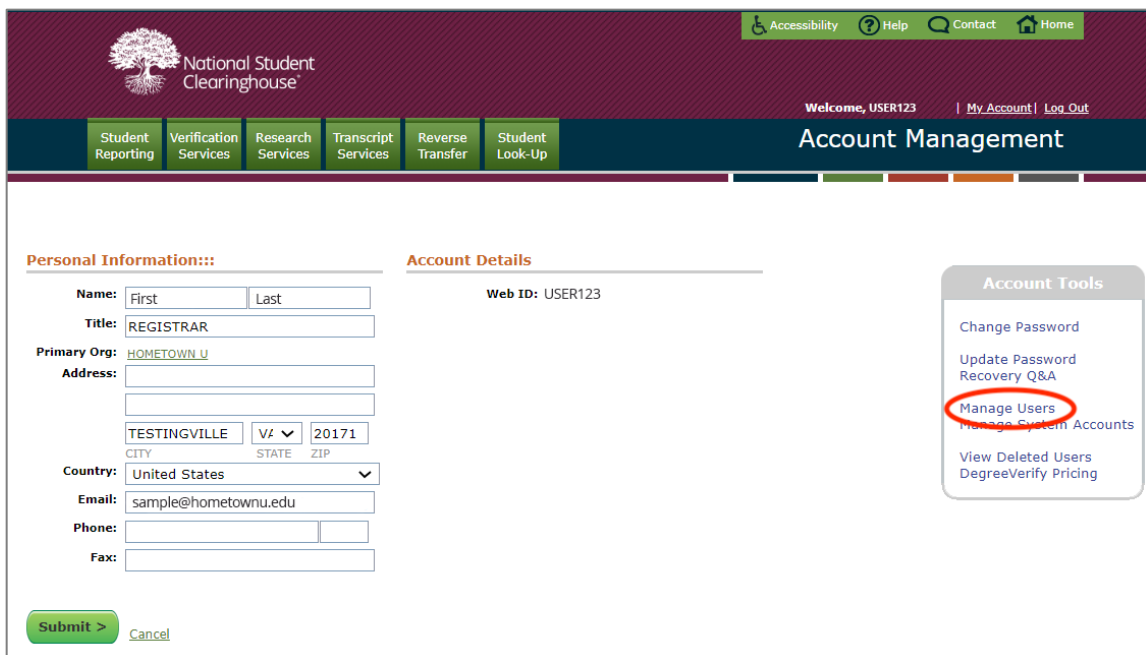
If you have forgotten your password, select the "Forgot your username or password?" link.

4. Select the My Account link at the top right of the page and you will then be taken to the Account Management page.



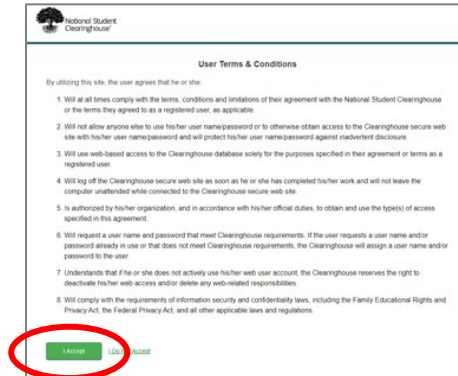
The screenshot shows the National Student Clearinghouse Account Management page. The top navigation bar includes links for Accessibility, Help, Contact, and Home. Below this, a welcome message for USER123 is displayed, followed by a red circle around the 'My Account' link and a 'Log Out' link. The main navigation bar contains links for Student Reporting, Verification Services, Research Services, Transcript Services, Reverse Transfer, and Student Look-Up. The 'Account Management' section is active, showing 'Personal Information' and 'Account Details' tabs. The 'Personal Information' tab is selected, displaying fields for Name (First and Last), Title (REGISTRAR), Primary Org (HOMETOWN U), Address, City (TESTINGVILLE), State (VA), ZIP (20171), Country (United States), Email (sample@hometownu.edu), Phone, and Fax. A 'Submit' button and a 'Cancel' link are at the bottom. The 'Account Tools' menu on the right lists: Change Password, Update Password Recovery Q&A, Manage Users, Manage System Accounts, View Deleted Users, and DegreeVerify Pricing.

5. From there, select the "Manage Users" link in the Account Tools menu.



This screenshot is identical to the previous one, showing the National Student Clearinghouse Account Management page. The 'Manage Users' link in the 'Account Tools' menu on the right is circled in red.

Please note: If logging in for the first time, you will need to review the Terms and Conditions and select the “I Accept” button.

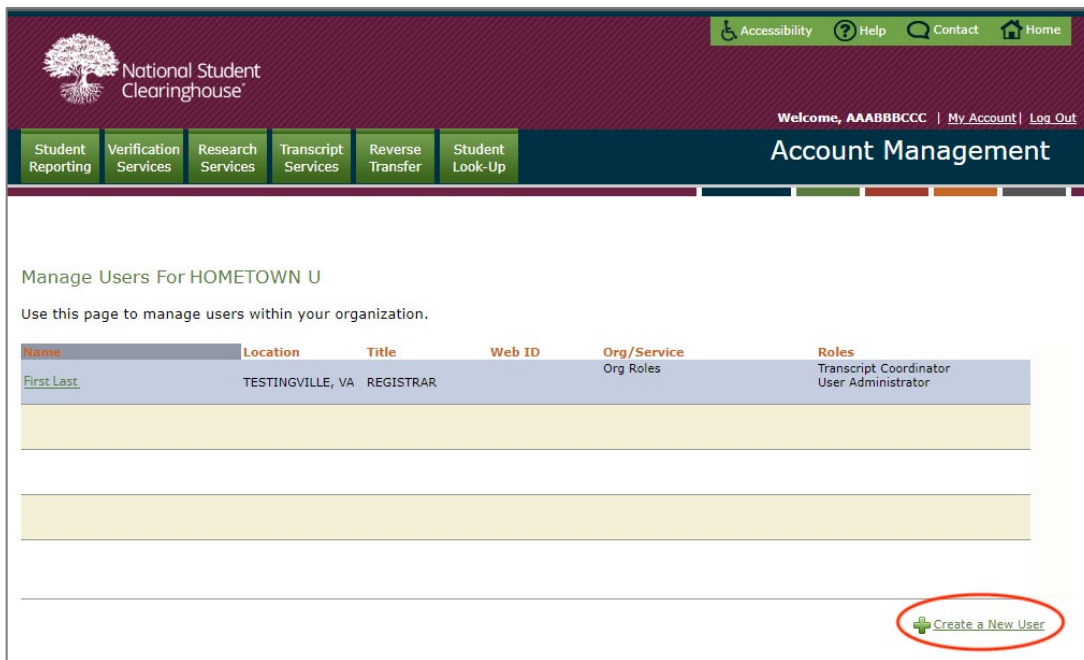


User Terms & Conditions

By utilizing this site, the user agrees that he or she:

- Will at all times comply with the terms, conditions and limitations of their agreement with the National Student Clearinghouse or the terms they agreed to as a registered user, as applicable.
- Will not allow anyone else to use his/her user name/password or to otherwise obtain access to the Clearinghouse secure web site with his/her user name/password and will protect his/her user name/password against inadvertent disclosure.
- Will use web-based access to the Clearinghouse database solely for the purposes specified in their agreement or terms as a registered user.
- Will log off the Clearinghouse secure web site as soon as he or she has completed his/her work and will not leave the computer unattended while connected to the Clearinghouse secure web site.
- Is authorized by his/her organization, and in accordance with his/her official duties, to obtain and use the type(s) of access specified in this agreement.
- Will request a user name and password that meet Clearinghouse requirements. If the user requests a user name and/or password already in use or that does not meet Clearinghouse requirements, the Clearinghouse will assign a user name and/or password to the user.
- Understands that if he or she does not actively use his/her web user account, the Clearinghouse reserves the right to deactivate his/her web access and/or delete any web-related responsibilities.
- Will comply with the requirements of information security and confidentiality laws, including the Family Educational Rights and Privacy Act, the Federal Privacy Act, and all other applicable laws and regulations.

6. A list of the current users, the roles assigned to their profiles, and Web IDs (if applicable) will display. The scroll bar can be used to view the full list. The Create a New User link can be selected to add a new school user if needed.



Account Management

Welcome, AAABBBCCC | [My Account](#) | [Log Out](#)

[Student Reporting](#) [Verification Services](#) [Research Services](#) [Transcript Services](#) [Reverse Transfer](#) [Student Look-Up](#)

Manage Users For HOMETOWN U

Use this page to manage users within your organization.

Name	Location	Title	Web ID	Org/Service	Roles
First Last	TESTINGVILLE, VA	REGISTRAR		Org Roles	Transcript Coordinator User Administrator

[+ Create a New User](#)

Important Request - Multiple User Administrators

Make sure that the User Administrator role is assigned to more than one individual at your school. Because User Administrators perform all user list updates, you need at least one other user who can handle these tasks if your primary User Administrator leaves the school, is out of the office, or unavailable when an update is needed.

User Administrator Responsibilities

Maintaining Registrar, Financial Aid, Admissions, and User Administrator Role Users

Registrar, Financial Aid and Admissions: Many schools find these contact types are often outdated and still assigned to multiple individuals who have held these positions over the years.

These roles are extremely important to have current within your user list, as the Clearinghouse uses this information in the event we have a mandatory communication that must be sent to you, or are looking for authorization to perform a task.

Please have a method for informing school staff who the assigned User Administrators are at your school. For example, when a staff member has trouble accessing the Clearinghouse secure site and receives the message “Contact your User Administrator”, does your staff know who to contact?

Maintaining Other User Profiles

To review a user’s roles, click on the user’s name to view their details.

Review each school user’s assigned [roles/responsibilities](#) to ensure they still apply to them.

Remove any roles/responsibilities mistakenly assigned or no longer valid.

If a school user needs to be provided with access to perform Enrollment Reporting functionality for a branch, ensure the school user is added on the 00-branch list and then email service@studentclearinghouse.org for assistance. In the email, please state that the branch list needs updating and provide the contact information for the school user that needs to be added at the branch level.

Please note: In some cases, a school may have requested that some users be added to a branch specifically (not 00), as that branch operates completely separately from the 00 branch. Although this is not a practice for most schools, User Administrators at the branch would ensure that their branch user list is updated accurately. Typically, these users would not add/edit access for other branches as they control only their one branch.

Review each school user profile to ensure they contain the individual’s correct and current job title, phone, and email.

Why is it important to keep job titles current? The Clearinghouse uses job titles to help us narrow down and address service questions or other issues we receive from your school's staff members. They also help us determine the best alternate users to reach out to at your school if the primary user is unavailable.

Review Certification Address Listing (Required Listing)

Ensure the contact named Certification Address has correct contact information (email address and phone number) so the Clearinghouse can refer students or callers to your school for assistance with correcting enrollment records, adding a FERPA block to their records, general school-related questions, information needed for legal purposes, etc.

Delete Users Who Are Gone or No Longer Interact with the Clearinghouse

Review your list of school users to identify those who are no longer at your school or those who no longer work in a capacity/role in which they need to interact with the Clearinghouse.

Delete the profile for school users who are gone or no longer work in a capacity/role in which they need to interact with the Clearinghouse. To complete this, you will need to select the Delete User Profile button.

Inactivating a school user means the user will not be able log onto our secure site using their Web ID. Inactivated school users will still receive emails based on their assigned roles/responsibilities. To complete this, select the Deactivate button.

Deleting a school user profile means the user's assigned Web ID is no longer available. If the school user returns or was deleted by mistake, you will need to add them as a new school user, and they will not be able to utilize their former Web ID.

If a school user's profile has been deleted and that school user's email address was on one of the school's FTP account notification lists, the school user's email should be removed from the FTP account also. See below section on FTP mailbox administration for instructions.

If you delete a user who you know is also listed on a branch which you cannot access, please email service@studentclearinghouse.org to ask that they delete the user (provide name, and branch if necessary) and ask that they remove the user from the necessary additional branch(es).

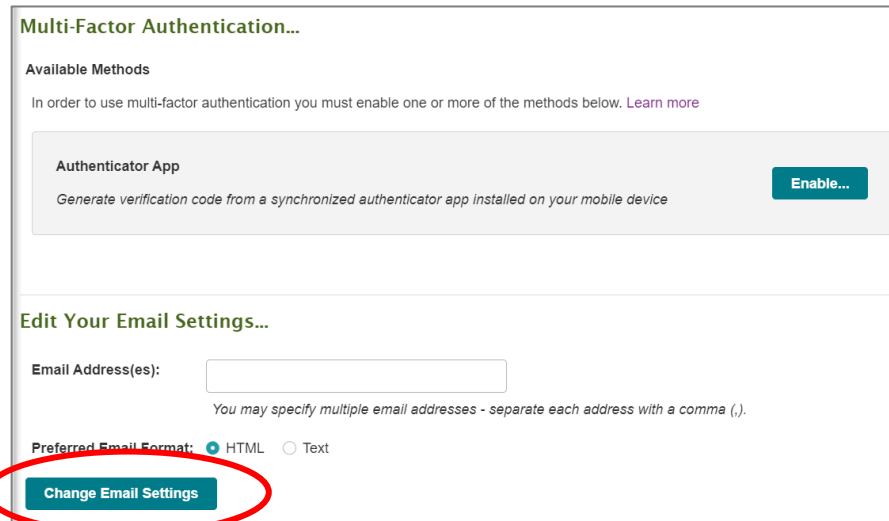
Reactivating Users

If a school user's profile was inactivated and needs to be reactivated, press the Activate button. Then, press the reset password button. This will send an email to the user with a reset password link. They must click on this link within 24 hours, otherwise you'll need to press the reset password button again.

File-Transfer-Protocol (FTP) Mailbox Administration

As a User Administrator, you may be approached by a school user to grant access to an FTP mailbox or to update FTP mailbox notifications. Although the User Administrator role does not grant you this permission, any school user who has current access to the FTP mailbox can make changes to the FTP notification list.

- Login to the FTP Site from <https://ftps.nslc.org> or click FTP Login from www.studentclearinghouse.org
- Click 'My Account' at the top right side.
- Scroll down to 'Edit Your Email Settings' and add/remove the email(s).



The screenshot shows a web interface with two main sections. The top section is titled "Multi-Factor Authentication..." and includes a sub-header "Available Methods". Below this, it states: "In order to use multi-factor authentication you must enable one or more of the methods below. [Learn more](#)". There is a card for "Authenticator App" with the description "Generate verification code from a synchronized authenticator app installed on your mobile device" and an "Enable..." button. The bottom section is titled "Edit Your Email Settings...". It has a label "Email Address(es):" followed by a text input field. Below the field is a note: "You may specify multiple email addresses - separate each address with a comma (,).". There is a "Preferred Email Format:" section with two radio buttons: "HTML" (selected) and "Text". At the bottom of this section is a "Change Email Settings" button, which is circled in red in the image.

Please note: Each email **MUST** be separated with a comma and contain no spaces before or after the comma.

- Click Change Email Settings button to save changes.

All questions related to the User Administrator role/access can be sent to service@studentclearinghouse.org for assistance.

Clearinghouse Services Training

Clearinghouse Academy Training Website

The Clearinghouse offers a training website which is broken down into various service sections (or what we call courses). Each service/course has recorded webinars that are updated regularly, along with a materials section for additional documentation that viewers may find useful.

The website also offers regular live webinars, which our schools can sign up to attend.

All courses and webinars are free.

[Secure Site Overview](#)

[How to View All School Users](#)

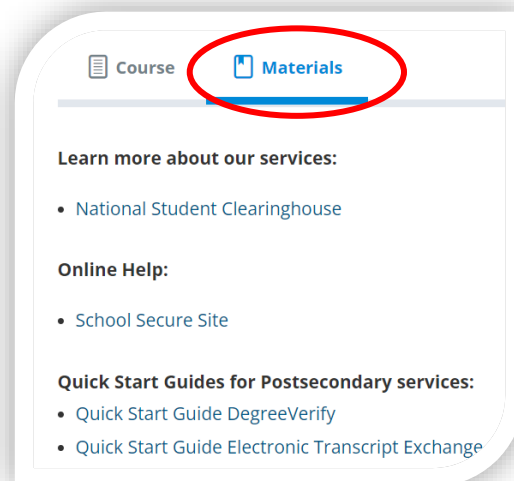
[How to Add a New User](#)

[How to Manage Existing Users](#)

Service Quick Start Guides

If there are users who are new to your school, their role or a Clearinghouse service and would like a general overview of the service and who to contact if they have questions, Quick Start Guides are available. We suggest incorporating the Quick Start Guides into any new staff training you may perform regarding your school's partnership with the Clearinghouse.

The guides can be found in the Materials section of the Clearinghouse Academy website course titled **Introduction to the Clearinghouse**, which can be found [here](#). Please click on the Materials tab to access the various Quick Start Guides.



Each Quick Start Guide includes the following sections:		
Service Description	Service 'How It Works'	Service Help/Documentation/Webinars
Service Benefits	Service Tips/Tricks	Service Role Definitions
Service 'Who To Contact'		

Secure Site User Roles

Service Line	Roles	Description	Automated Email Generated
Organization level	CORA User	Responsible for reporting enrollment data via the CORA application on our secure site.	N
Organization level	Data Authorizer	The role manages permissions to enable or disable data access. Currently only used for the PDP service.	N
Organization level	Online Update	Is Authorized to View Student Enrollment and Submit Updates to That Enrollment Via the Secure Portion of The Clearinghouse Website. Secure Website Access Is Required for This Functionality.	Y
Organization level	Technical Administrator	Technical Administrator for Client Credential. This role is needed for administrators from our clients to retrieve the secret and client ID or reset the secret or client ID.	N
Organization level	Transcript Coordinator	Is Responsible for Coordinating the Transcript Ordering Remittance and Order Fulfillment.	Y
Organization level	Transcript Registrar Billing	Contact responsible for paying invoices for transcript orders, when applicable (student and registrar orders only).	N
Organization level	Transcript Registrar Ordering	Ability to order transcripts from your school	Y
Organization level	Transcript SIS Technical	Responsible for the technical cloud configurations.	N
Organization level	Transcript Staff	Is Responsible for Processing Transcript Order.	N
Organization level	User Administrator	Is Able to Designate, Manage, And Remove User Access to The Organization Users Secure Clearinghouse Accounts and Update Contact Info for Non-Web Users. By Submitting Requests, The User Administrator Authorizes the Clearinghouse to Process Them. Please assign multiple users this role in case of absence.	N
Organization level	Web Access	Can View Student Enrollment and Notification Histories, As Well As School Level Information Such as Transmission Schedule, SSCR History, and StudentTracker Interface. No Access to StudentTracker's Single Student Search or Verification Services.	N
Organization level	Additional Executive	This Person Should Be a Director or Dean of Enrollment Management or Any Other Executive Level Position That Oversees the Registrar and Possibly The Financial Aid Director.	N
Organization level	Billing	This Person Will Be Contacted Regarding Outstanding Invoices for Clearinghouse Optional Services and Is Typically in The Accounts Payable Office.	N
Organization level	Certification Address	This Information Will Be Utilized as A Mailing Address and Main Contact Number for Your Institution's Registrar's Office when students contact us, and we are unable to assist.	N
Organization level	Director of Admissions	Is The Person Responsible for Recruitment and Marketing. Titles May Include Enrollment Management, Admissions, Recruitment, etc.	N
Organization level	EDI	Is Responsible for EDI Implementation at The Institution.	N

Organization level	Executive	The Official Responsible for Our Entire SO Program.	N
Organization level	FTP	Is The Point of Contact for Maintaining the School FTP Account and notified if upload files fail.	Y
Organization level	Financial Aid Director	Individual At Your Institution Directly Responsible for The Determination and Administration of Federal Student Financial Aid. Please note: NSC will reach out for compliance updates and outstanding enrollment compliance related items. Role can only be assigned to one user.	N
Organization level	HR Director	HR Director for College/University.	N
Organization level	Institutional Research Director	Is Responsible for Coordinating the Institution's Analysis and Retention Study Efforts.	N
Organization level	Newsletter	Receives email newsletter on hot topics, best practices, tips, and reminders on Clearinghouse services.	Y
Organization level	Operations	Is The "Go To" Contact. They Are Usually Available and Knowledgeable.	N
Organization level	Other	Contact Whose Role or Job Title Is Unknown.	N
Organization level	Perkins Loan Manager	Is Responsible for The Administration of The Perkins Load Program at The Institution.	N
Organization level	Programmer/Technical	This Person Will Be Contacted If There Are Problems with Your File Format or We Are Unable to Read and Process Your File. Please note: This user will be contacted regarding Student Self Service security certificate updates. Role can only be assigned to one user.	N
Organization level	Registrar	Individual At Your Institution Directly Responsible for Maintaining Enrollment and Academic Records Who Has the Official Title "Registrar" Or Similar Designation Such as Director or Dean of Records. Please note: NSC will email this role with important service updates. Role can only be assigned to one user.	N
Organization level	Relationship Executive	Is Either the Registrar or Financial Aid Director That Supervises the Submission Data Contact. Role can only be assigned to one user.	N
Organization level	Reports	Receives E-Mail Notifications Related to The Processing Results of Your Enrollment File.	Y
Organization level	Submission Data	Ensures Enrollment Data Is Transmitted on Schedule and Resolves Discrepancies in School's File. Limited to one. This must be assigned to a user when an existing user is deleted, or your enrollment compliance errors will not auto post to the web for corrections. Role can only be assigned to one user.	Y
Organization level	Submission Data Alternate	Resolves Any Data Discrepancies That Appear in Your File or To Answer Enrollment-Related Questions If the Submission Data Contact Is Not Available.	Y
Organization level	TRIO Program Director	Your School's Trio Program Director.	N
Organization level	Transcript Accts Receivable	This Person Will Be Contacted Regarding Transcript Ordering Remittance and Is Typically in The Accounts Receivable Office.	N

EnrollmentVerify - Data Provider	Service Administrator	Able To View and Request Reports Regarding the Institution's Verification Service.	N
EnrollmentVerify - Data Provider	Web Access	Can Access Clearinghouse Secure Site (Requires Web Access).	N
EnrollmentVerify - Data Provider	Other	Please do not assign unless directed by the Clearinghouse.	N
EnrollmentVerify - Data Provider	Surcharge Contact	Responsible For Coordinating School Surcharges.	N
DegreeVerify - Data Provider	Degree Online Update	Is Authorized to Add New Degree Records Via the Secure Portion of The Clearinghouse Web Site. Secure Web Site Access Is Required for This Functionality.	Y
DegreeVerify - Data Provider	Degree Research	This Person Will Be Contacted When Additional Info Is Needed from The Institution in Order to Respond to A DV Request. The Contact Will Provide Student Degree Info to The Clearinghouse or Determine Why the Degree Can Not or Should Not Be Confirmed.	Y
DegreeVerify - Data Provider	Service Administrator	Able To View and Request Reports Regarding the Institution's Verification Service. This role combined with User Administrator role can create/edit custom Verification Service school messages via the secure portion of the Clearinghouse website.	N
DegreeVerify - Data Provider	Web Access	Can Access Clearinghouse Secure Site (Requires Web Access at the Organization section).	N
DegreeVerify - Data Provider	DegreeVerify Coordinator	This Person Will Be Contacted When Additional Info Is Needed from The Institution in Order to Respond to A DV Request. The Contact Will Provide Student Degree Info to The Clearinghouse or Determine Why the Degree Can Not or Should Not Be Confirmed.	N
DegreeVerify - Data Provider	Other	Please do not assign unless directed by the Clearinghouse.	N
DegreeVerify - Data Provider	Surcharge Contact	Responsible For Coordinating School Surcharges and receives emails from our Finance department.	Y
STCU Base (StudentTracker)	ST Premium Reports	Place holder role.	N
STCU Base (StudentTracker)	ST Reports	Receives Email Notification When StudentTracker Reports Are Ready to Download. Can Access the StudentTracker application To View the File Submission Log and The Premium Service Functionality When Available.	Y
STCU Base (StudentTracker)	ST Submissions	Uploads StudentTracker Files Via the FTP Service. Receives Email Notification Regarding the Validation Status of The File. Can Access the StudentTracker Application to View the File Submission Log and The Premium Service Functionality When Available.	Y
STCU Base (StudentTracker)	FTP	Receives Notification Emails from FTP Service When a File Is Uploaded and When StudentTracker Reports Are Ready to Download. This Role Alone Does Not Have Access to The StudentTracker User Interface.	Y
STCU Base (StudentTracker)	ST Billing	Receives Invoices for StudentTracker Service. Limited to One Person.	Y

STCU Base (StudentTracker)	ST Executive	Responsible for StudentTracker Contractual Relationship.	N
STCU Premium (StudentTracker)	ST Premium Reports	Allows users to access and download the institutional-level premium reports directly from the Clearinghouse site.	N
STCU Premium (StudentTracker)	ST Billing	Receives Invoices for StudentTracker Service. Limited to One Person.	Y
STCU Premium (StudentTracker)	ST Executive	Responsible for StudentTracker Contractual Relationship.	N
PDP Data Collection (Data Provider)	PDP Data Submission	Receives notification regarding the validation of the file. Provides access to the File Submission summary page where users can view the status of submitted data files.	Y
PDP Data Collection (Data Provider)	View Dashboard Reports	Provides access to the PDP Dashboards. Please note: granting a user access will take 24 hours for their access to the dashboard to be activated.	N
PDP Data Collection (Data Provider)	View Financial Aid Dashboard	Provides access to PDP Financial Aid Dashboards.	N
PDP Data Collection (Data Provider)	Billing	Receives invoices for the PDP Service.	N
PDP Data Collection (Data Provider)	FTP	User has been added to PDP FTP Mailbox notification list. Receives Notification Emails from FTP Service When A File Is Uploaded And When Analysis ready Reports Are Ready To Download.	Y
MyHUB Student Portal Service	Myhub Service Administrator	Edits configurations in Myhub Dashboard for institutions. These users can use the Dashboard and edit the institutions' selections.	N
MyHUB Student Portal Service	Myhub Staff	Authorized to access support and reporting functionality in Myhub and can view configurations but cannot edit them.	N
MyHUB Student Portal Service	Myhub Administrator	No longer in use. Please do not select.	N
MyHUB Student Portal Service	Myhub IT Administrator	No longer in use. Please do not select.	N
MyHUB Student Portal Service	Myhub Publicized Contact	FOR STUDENTS' INFORMATION ONLY: Contact information for students who need to contact School for record questions and/or updates.	N
ETX Plus	Receive Transcripts	Responsible For Receiving Transcripts on Behalf of The Designated Office or Department of The Institution.	N
ETX Plus	Receive Email Notifications	Receives Email Notification Regarding Received Transcripts Pending Download from This Electronic Transcript Exchange Mailbox.	Y
3rd Party Order-Admissions	Admission Coordinator	Ability to order transcripts for your school, view the status of ordered transcripts and reports.	Y



3rd Party Order-Admissions	Admission Coordinator Secured	Ability to order transcripts for your school, view the status of ordered transcripts and reports. Has limited view of SSNs.	Y
3rd Party Order-Admissions	Admission Staff	Ability to view the status of transcripts ordered by your school.	N
3rd Party Order-Admissions	Admission Staff Secured	Ability to view the status of transcripts ordered by your school. Has limited view of SSNs.	N
3rd Party Order-Admissions	Admissions Billing	Responsible for the charges accrued for transcripts ordered by your school.	N
Course Exchange-Data Provider	Service Administrator	Host role. Able To View and Request Reports Regarding Clearinghouse Service.	N
Course Exchange-Data Requestor	Service Administrator	DGI role. Able To View and Request Reports Regarding Clearinghouse Service.	N
Course Exchange-Data Requestor	Billing	Contact for Clearinghouse invoices when applicable.	N

Roles Required to Receive Clearinghouse Communications

Service	Email Type	Role/Roles Needed	Notes
Advanced Registration Reporting Automated Emails	Clearinghouse Advanced Registration Transmission File Processed	Reports	Typically sent around 3am Eastern next day.
Enrollment Reporting Automated Emails	Clearinghouse Enrollment Transmission File Processed	Reports	Typically sent around 3am Eastern next day.
Enrollment Reporting Automated Emails	Enrollment Record Updated	Reports	
Enrollment Reporting Automated Emails	Clearinghouse Enrollment Transmission Reminder	Submission Data (OR) Submission Data Alternate	Sent 4 days before scheduled submission date
Enrollment Reporting Automated Emails	Clearinghouse Enrollment Transmission Late Reminder	Submission Data (OR) Submission Data Alternate	Sent 5 days after scheduled submission date. Subsequent late reminders are every 7 days thereafter.
Enrollment Reporting Automated Emails	Request for Rejection of Submission File	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	Requested Error Resolution Report Mass Correction is Complete	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	Error Resolution Report Retrieval Successful	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	Error Resolution Report Retrieval Occurred	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	Error Resolution Report Correction Complete	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	Reminder Error Resolution Report from the National Student Clearinghouse on your Website	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	Error Resolution Report Returned to CH For Reset	Submission Data (OR) Submission Data Alternate	
Enrollment Reporting Automated Emails	NSLDS SSCR Error Report is Available For Review	Submission Data (OR) Submission Data Alternate	
DegreeVerify Reporting Automated Emails	Clearinghouse Degree Transmission Reminder	DegreeVerify Coordinator	Sent 4 days before scheduled submission date.
DegreeVerify Reporting Automated Emails	Clearinghouse Degree Transmission Late Reminder	DegreeVerify Coordinator	Sent 5 days after scheduled submission date. Subsequent late reminders are every 7 days thereafter.
DegreeVerify Reporting Automated Emails	Clearinghouse Degree Transmission File Processed	Reports	Typically sent around 3am Eastern next day.

Verification Automated Emails:	Action Required for (student pending)	Degree Research	Email sent after 1 days
Verification Automated Emails:	Response Needed Immediately (escalated pending)	Degree Research	Email sent after 3 days
Verification Automated Emails:	Urgent Action Required for (student pending)	Degree Research	Email sent after 6 days
Verification Automated Emails:	Urgent: (student's) Job Offer Pending Your Response	Degree Research	Email sent after 7 days
Verification Automated Emails:	Urgent: Overdue Education Verification for (student)	Degree Research	Email sent after 20 days
StudentTracker Automated Emails:	File fails structural validation	ST Submissions	
StudentTracker Automated Emails:	File fails field validation	ST Submissions	
StudentTracker Automated Emails:	File passes validation	ST Submissions	
StudentTracker Automated Emails:	Upload confirmation	FTP (at the StudentTracker level)	
StudentTracker Automated Emails:	Reports are ready to download	FTP (at the StudentTracker level)	
Transcript Services Automated Emails:	New order notification	Transcript Coordinator	This option may be turned on/off for all users only by contacting your Client Success Manager.
Transcript Services Automated Emails:	Express/Rush Orders notification	Transcript Coordinator	This option may be turned on/off for all users only by contacting your Client Success Manager.
Electronic Transcript Exchange (ETX) Automated Emails:	New order to download notification for ETX	FTP emails on mailbox	Individuals with access to log into the mailbox can update notification emails within the mailbox's Account area.
ETX PLUS Emails:	New order notification (OR) Summary email of all orders once or twice a day	ETX Receive or Retrieve	
Reverse Transfer Automated Emails:	Reverse Transfer course data available	Email users on the Reverse Transfer FTP account	Data Receiving Institution (2 yr)

Reverse Transfer Automated Emails:	Regenerate	Email users on the Reverse Transfer FTP account	Data Receiving Institution (2 yr)
Reverse Transfer Automated Emails:	File fail email - Structural Validation Failed	Email users on the Reverse Transfer FTP account	Host Institution who sent data (4 yr)
Reverse Transfer Automated Emails:	File received confirmation	Email users on the Reverse Transfer FTP account	Host Institution who sent data (4 yr)
Reverse Transfer Automated Emails:	File fail email - Field validations failed	Email users on the Reverse Transfer FTP account	Host Institution who sent data (4 yr)
Reverse Transfer Automated Emails:	File successfully submitted	Email users on the Reverse Transfer FTP account	Host Institution who sent data (4 yr)
PDP Automated Emails:	File fails structural validation	PDP Data Submission	
PDP Automated Emails:	File fails field validation	PDP Data Submission	
PDP Automated Emails:	File passes validation	PDP Data Submission	
PDP Automated Emails:	Certifying data files email	PDP Data Submission	
PDP Automated Emails:	Re-certifying data email	PDP Data Submission	
PDP Automated Emails:	Data quality check fail email	PDP Data Submission	
PDP Automated Emails:	Upload confirmation	FTP (at the PDP level)	
PDP Automated Emails:	Reports are ready to download	FTP (at the PDP level)	
Student Self Service Automated Emails:	Security Certificate Updates	Programmer/Technical	Email notifications about security certificate updates that pertain to SSS