Integrated Services Center
One-Stop Services Section

جامعة قطر
QATAR UNIVERSITY
شؤون الطلاب
STUDENT AFFAIRS

Alumni User Guide
Apply and Track Official Document Requests using Student Self-Service (Banner)

Prepared by,
Banner Team

Dear Alumni,

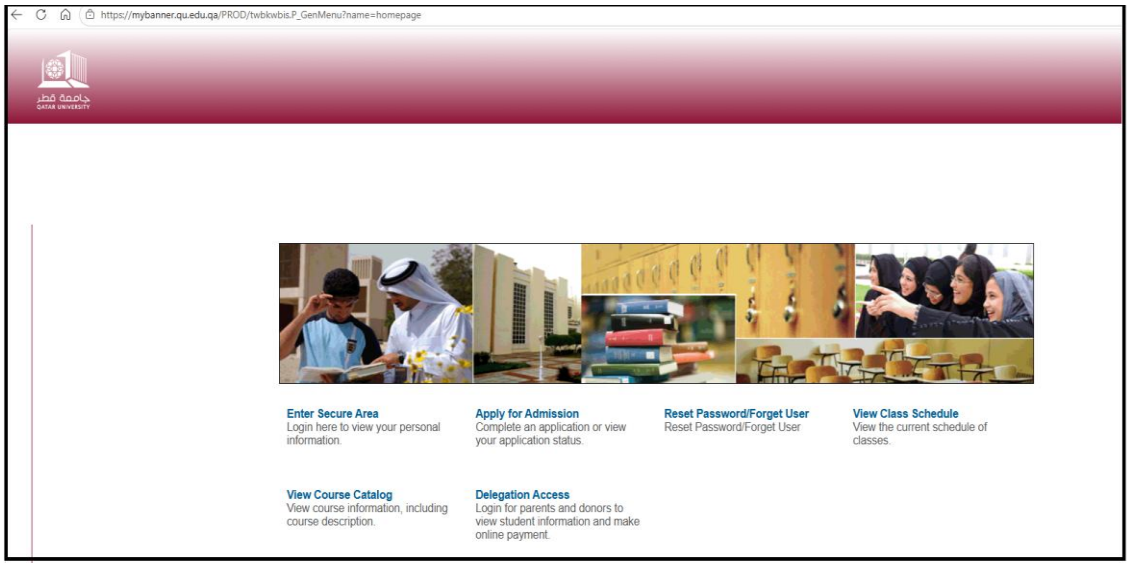
As part of Qatar University's continuous improvement of enrollment services, One-Stop service requests are now available through the myBanner Self-Service system. Alumni can now request all official graduation documents from QU via the One-Stop tab in Student Self-Service (myBanner). In addition, they can track the status of their request until they receive it, which saves time and effort.

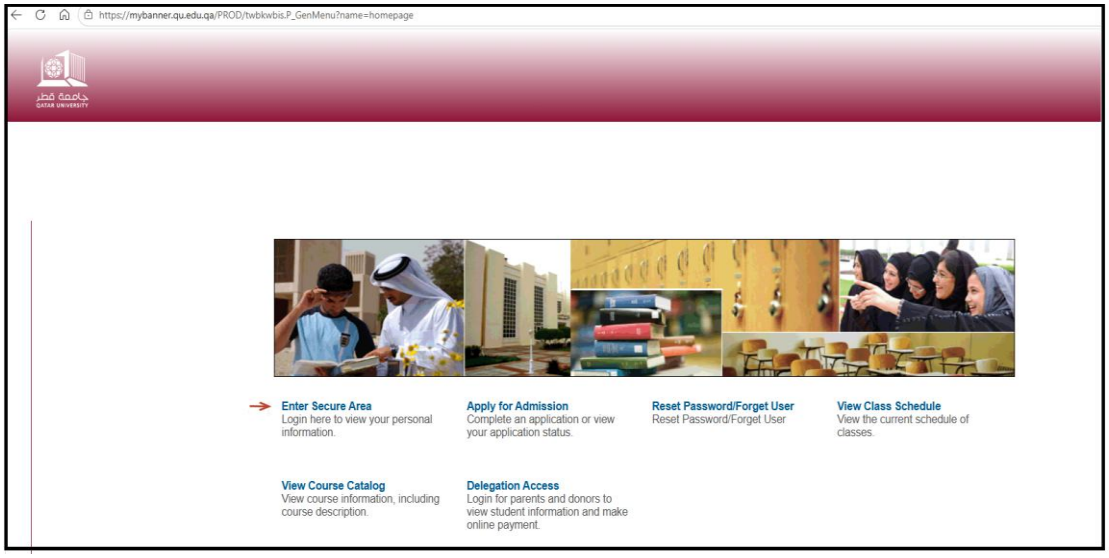
This manual guide includes the following services:

1- How to Access Banner Self-Service
2- Request Official Graduation Documents
3- Collect Official Graduation Documents
4- Follow up on Graduation Document Request & Make Online Payment

1. How to Access Banner Self-Service

- Visit Student Self-Service (myBanner) site at mybanner.qu.edu.qa.



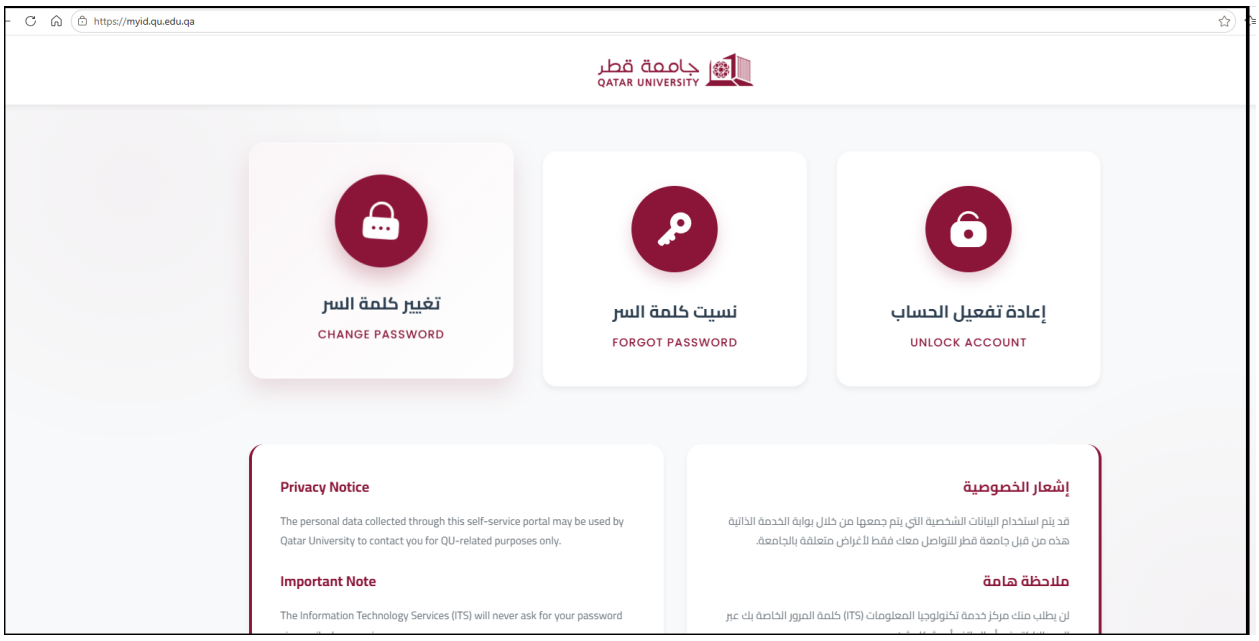


- Click on Enter Secure Area on the main page.

- Enter your QU email address ending with @qu.edu.qa and password.

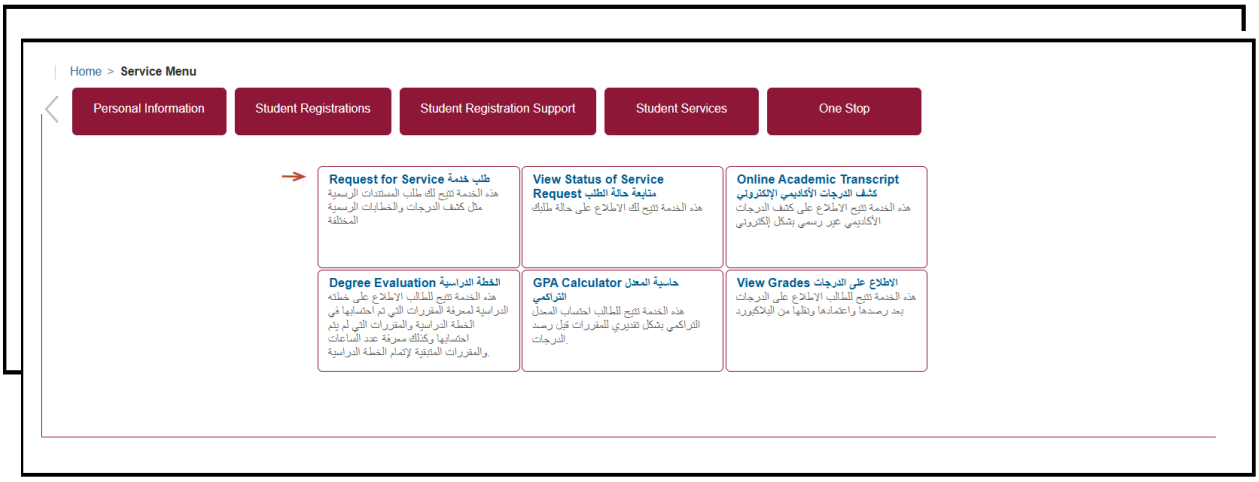
- If you forget your password, click on Forgot password.

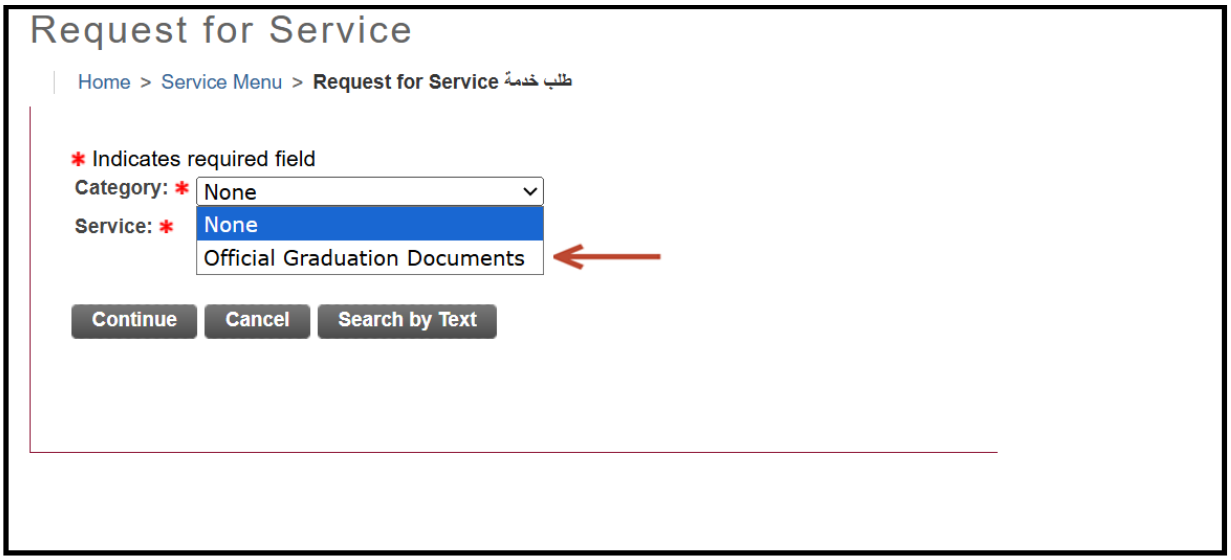
- Click on Forgot Password and follow the instructions for resetting your password.



2. Request Official Graduation Documents

- Click on the One Stop tab.

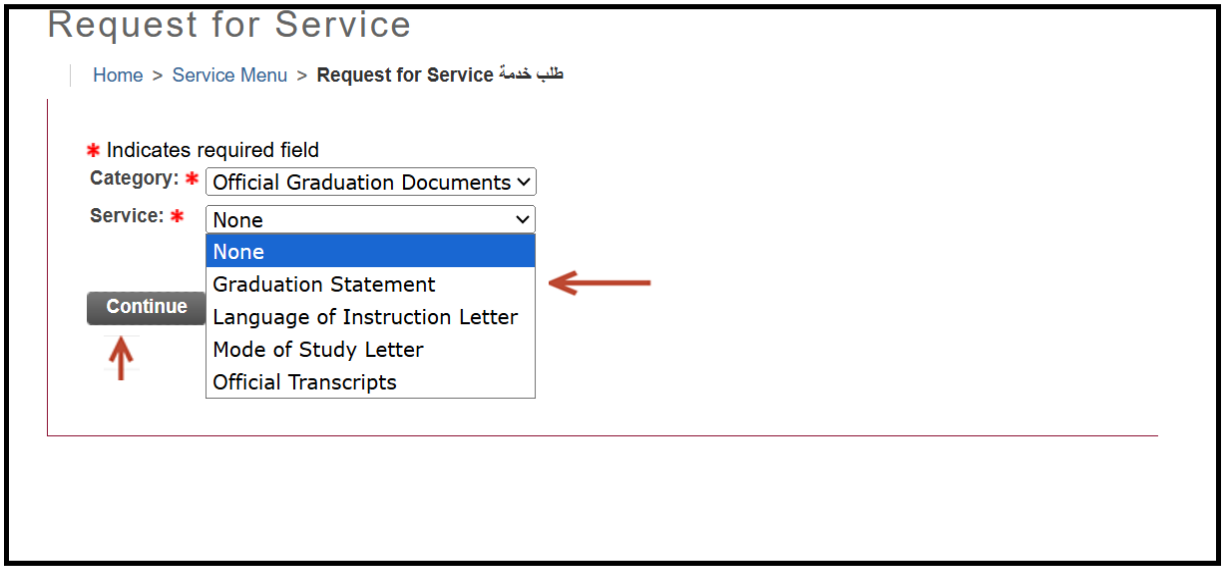




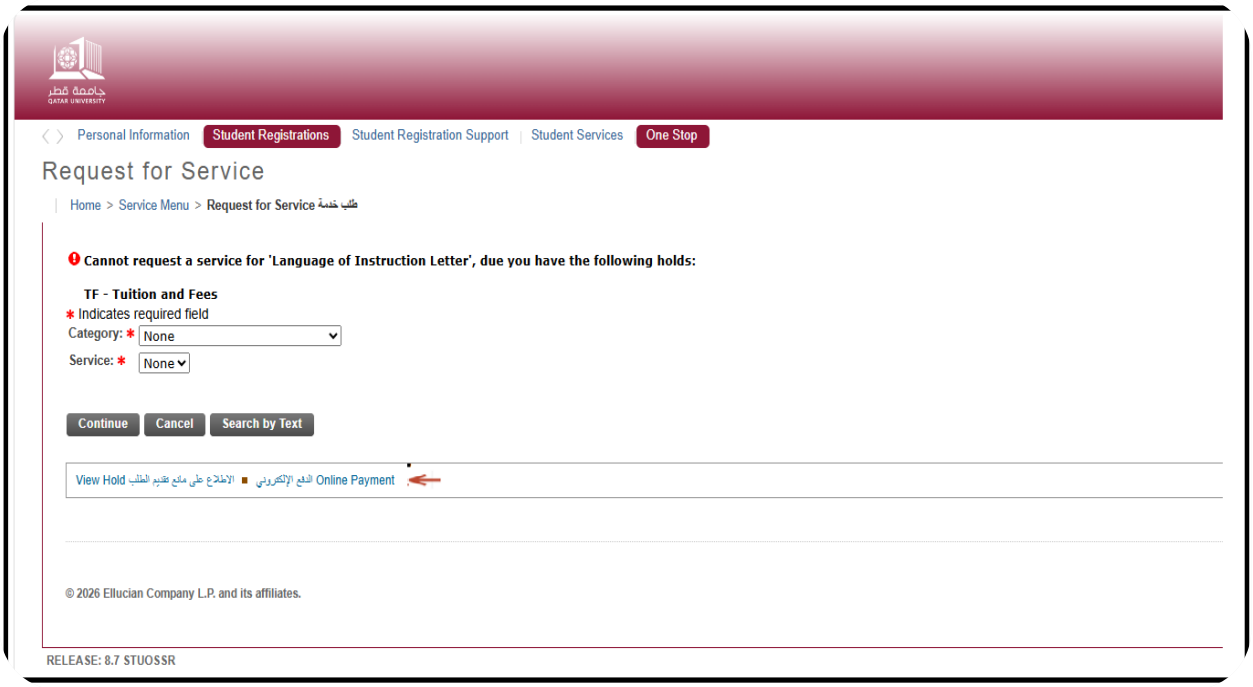
- Click on the Request for Service link.

- Select Official Graduation Documents in the Category field.

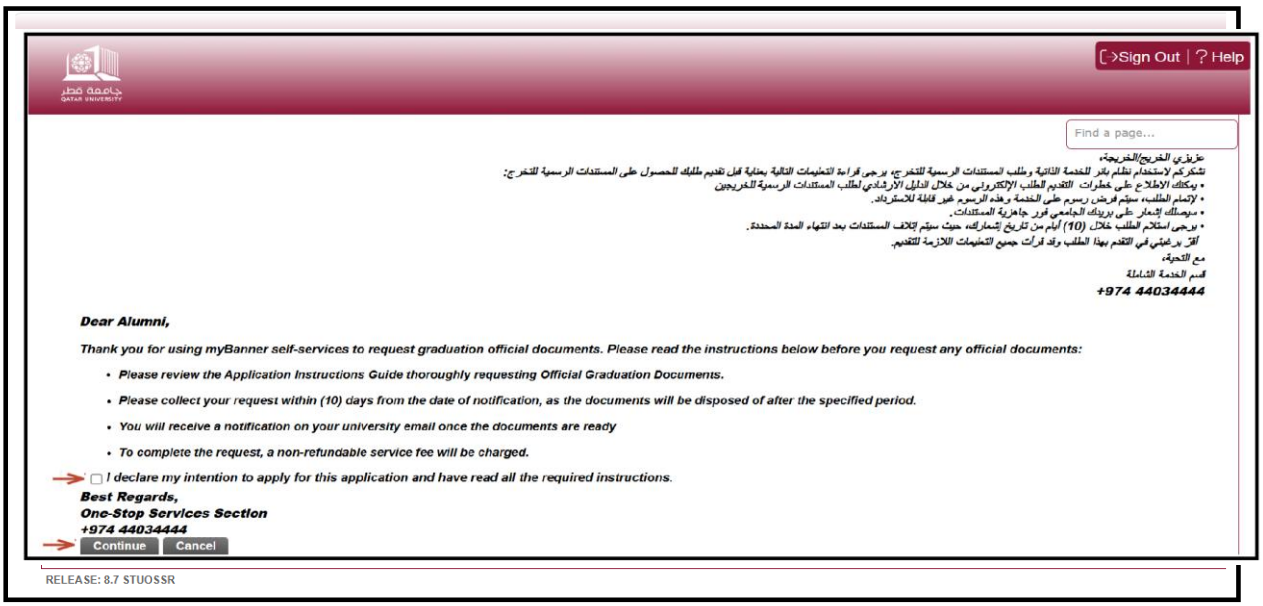
- Select the required official graduation document from the Service field, then click Continue. The available documents include the following:
    - Graduation statement
    - Language of instruction letter
    - Mode of study letter
    - Official transcripts



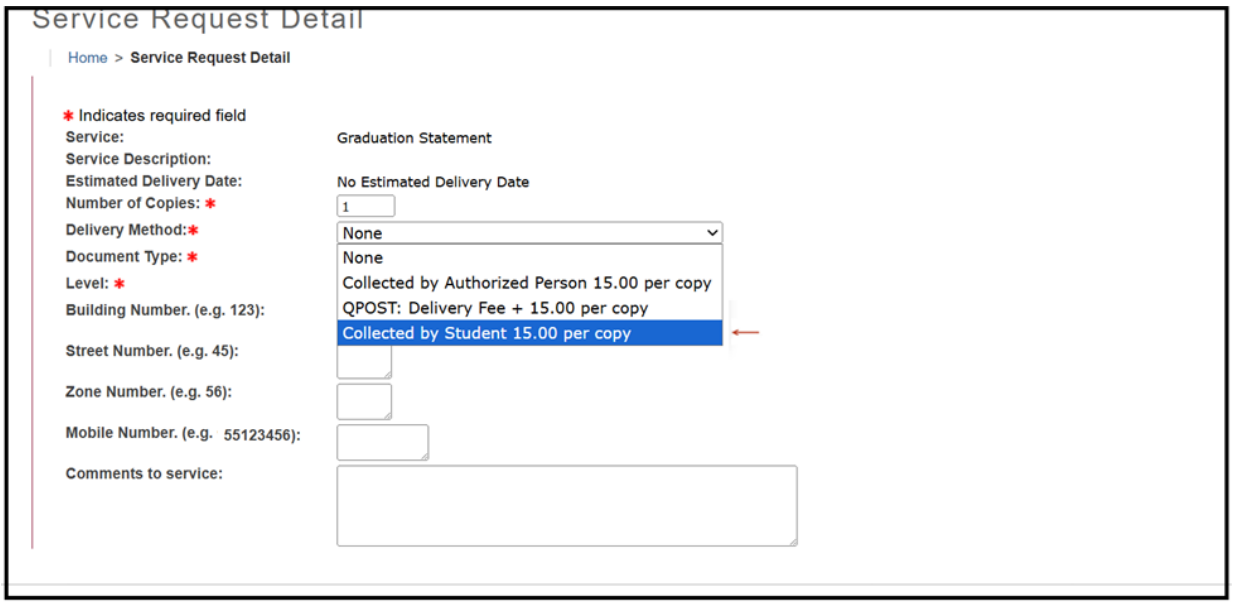
- If you have a previous unpaid outstanding balance, the message below will display, indicating that you have tuition and fees hold.



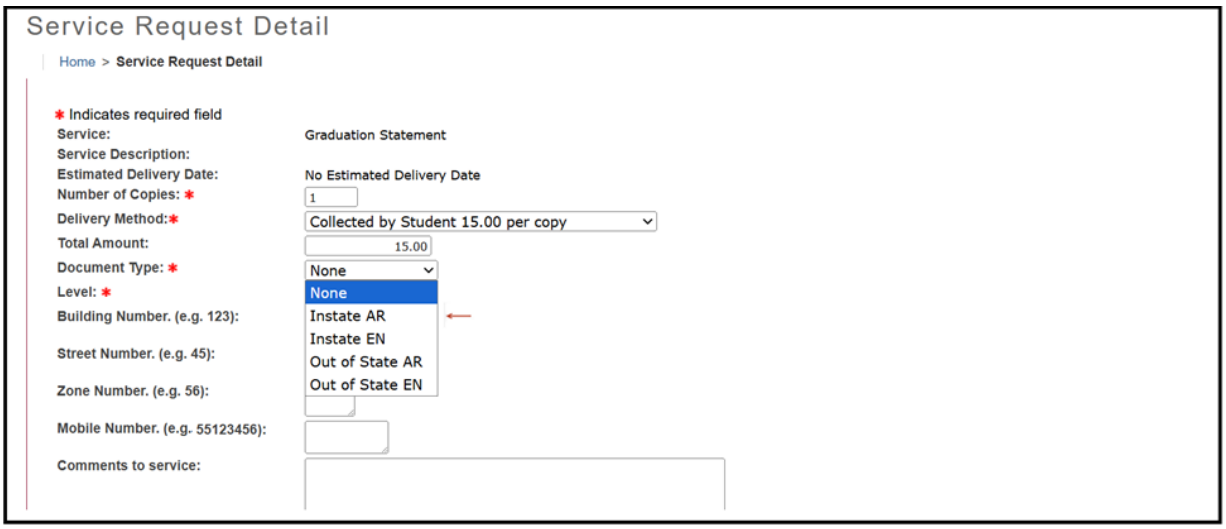
- To pay any previous unpaid outstanding balance, click on Online Payment as shown below and follow the instructions in the Online Payment User Guide.
- If you do not have unpaid outstanding balance, the service information page will display and include information about the service. Check the declaration box and click on Continue button.



- Insert the number of copies and select the delivery method. Please note that each copy fee varies from one document to another, and the following are the fees of each document per copy:
    - Graduation statement QR 15
    - Language of instruction letter QR 10
    - Official Transcript QR 50
    - Mode of study letter QR 10

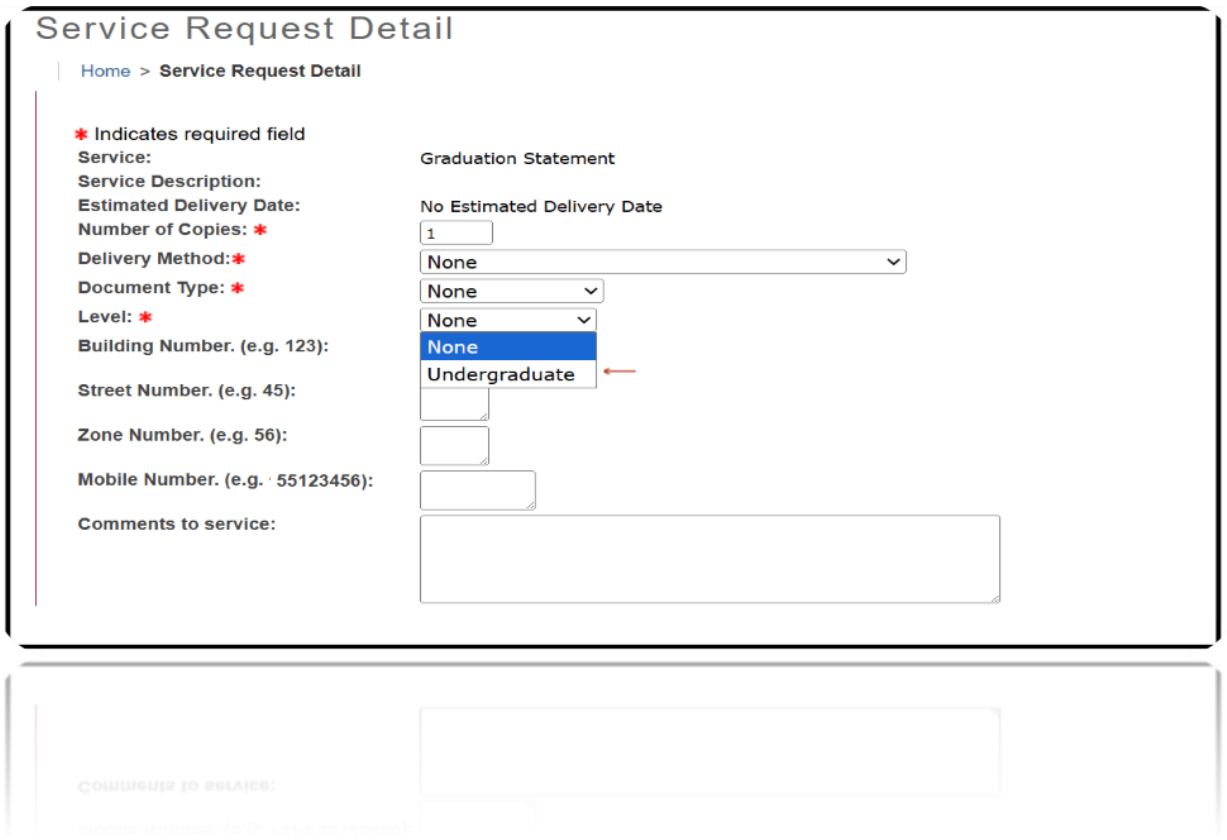


- Select Document Type



Type	Description
Out of State AR	The Arabic letter is officially signed and stamped for use outside the State of Qatar and can be attested by the Ministry of Foreign Affairs.
Out of State EN	The English letter is officially signed and stamped for use outside the State of Qatar and can be attested by the Ministry of Foreign Affairs.
InState AR	The Arabic is officially signed and stamped for use inside the State of Qatar for both the private and public sectors.
InState EN	The English letter is officially signed and stamped for use inside the State of Qatar for both the private and public sectors.

- If more than one study level appears in the “Level” field, please select the study level associated with the requested document, then click Save.



- After saving your request, you will receive the confirmation email below.

3. Collect Official Graduation Documents

a) In person:

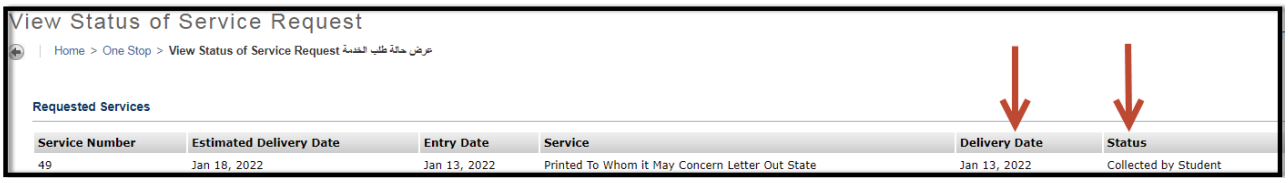
- Select Collected by Student in the Delivery Method field, and the document should be collected at the following locations:

  - For females: Student Affairs Building (I 11) – First floor – Room C250.

- For males: Student Affairs Building (I 11) – First floor – Room C204.
- Working hours: 8:00 AM to 1:00 PM

- When the status changes to **Ready for Pick-Up**, it means that your request has been processed and the documents are ready for collection. You can come to the campus to collect them.

- After the documents have been collected, the status will change to <u>Collected by Student</u>, along with the collection date.

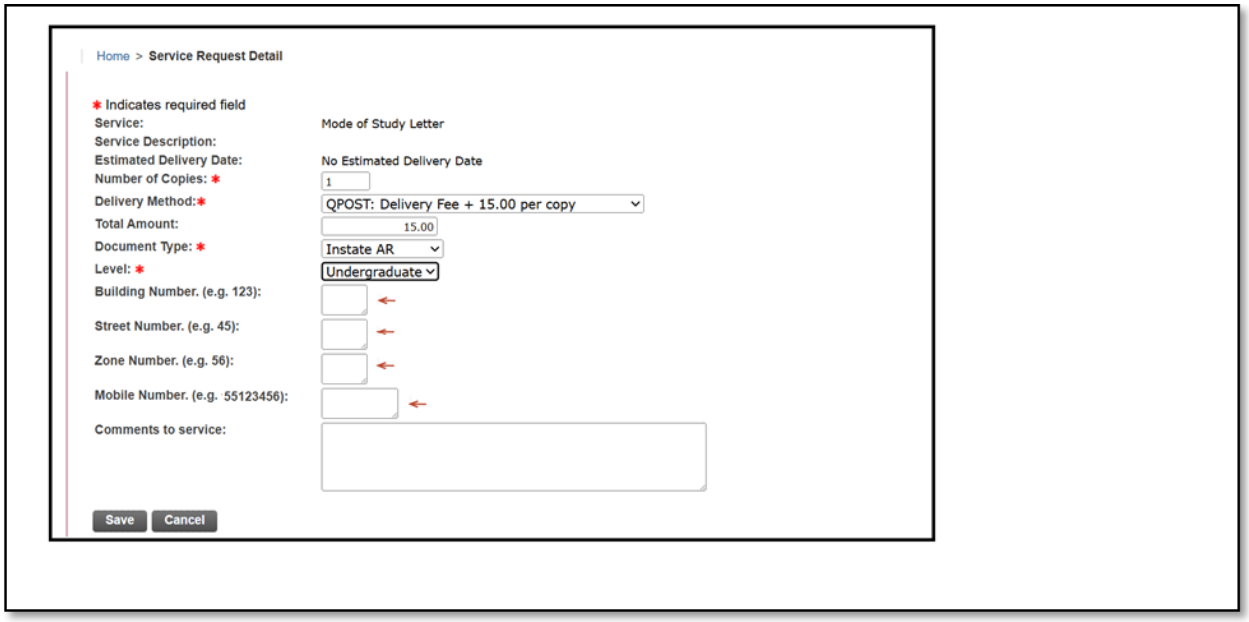


b) Delivered by Q-Post

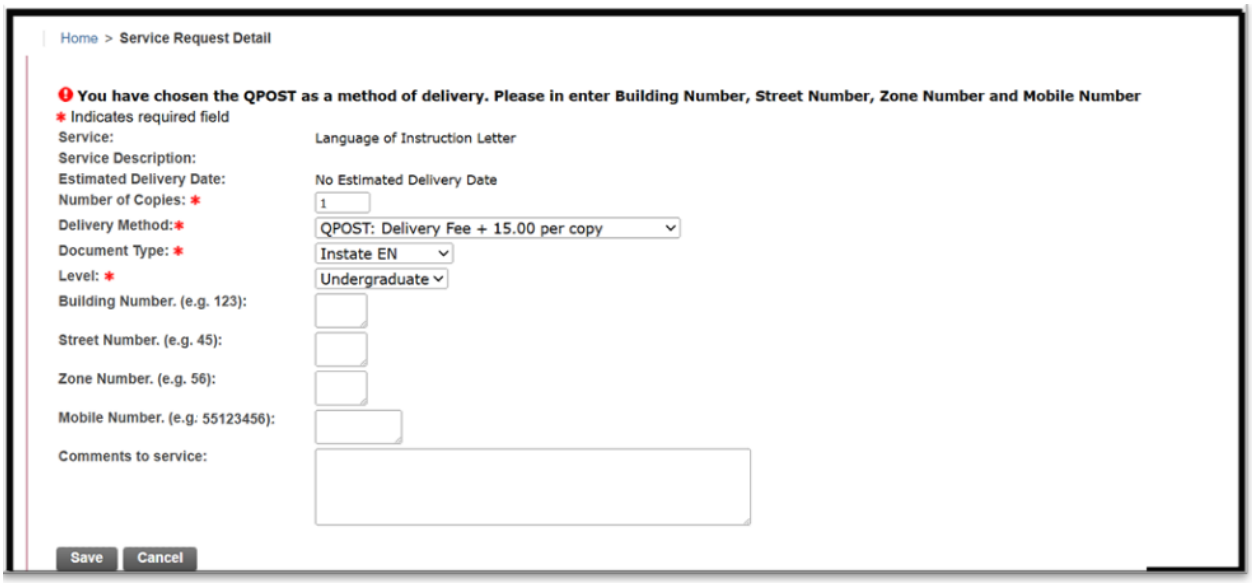
- Select Q-Post in the Delivery Method field. A delivery fee of QR 25 will apply and must be paid directly to the Q-Post staff upon delivery.

- Enter your address details in the fields below, then click Save
  - Building Number
  - Street Number
  - Zone Number,

- Mobile Number



- If you haven't entered the address information and mobile number, the message below will appear, indicating that the address and mobile number are required for the Q-Post delivery method.



- Once the request is ready and the documents have been handed over to Q-Post, the request status will be updated to Out for Delivery by Q-Post on the View Status of Service Request page, as shown below. Q-Post staff will then contact you to arrange delivery of the documents to the address you provided in the previous step.

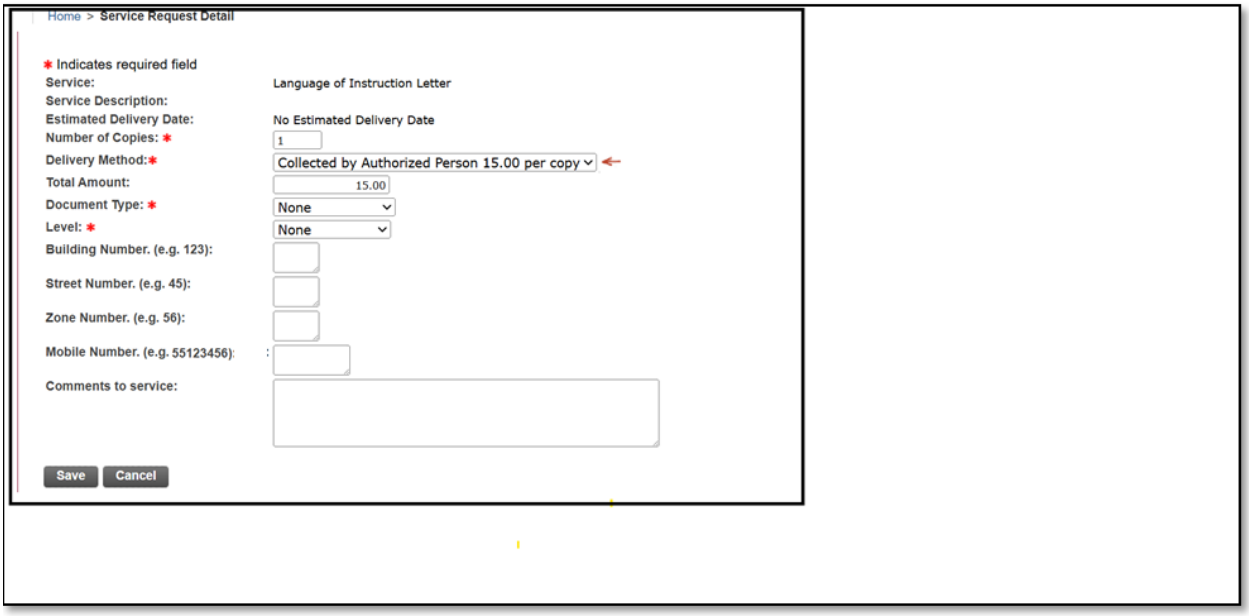
- After the student collects the certificate from Q-Post, the status will be changed to Collected by Student along with the Delivery Date.

Requested Services

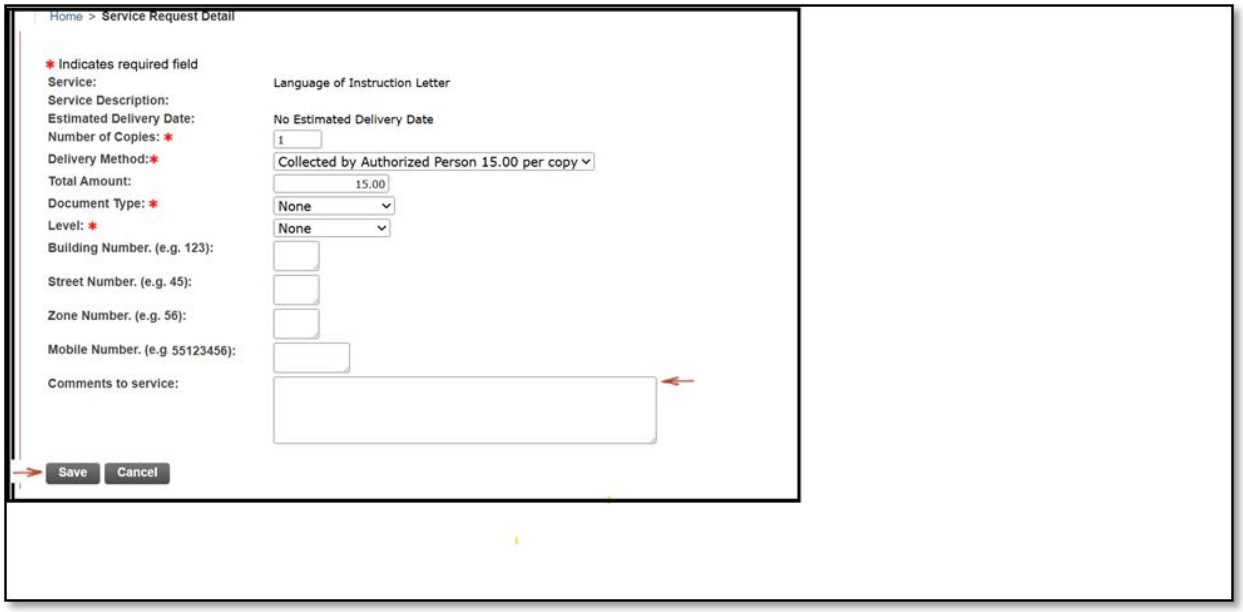
Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status	Payment Date
89098	No Estimated Delivery Date	Mar 11, 2025	Official Transcript Request	Mar 13, 2025	Collected by Student	

c) Collected by an authorized person

- Select Collected by Authorized Person in the **Delivery Method** field.

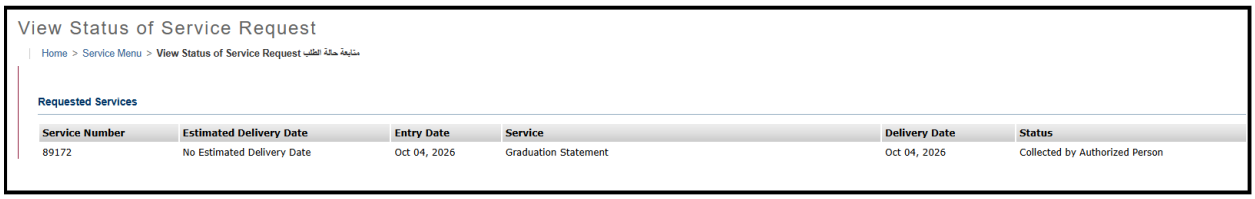


- Enter the name of the authorized person who will collect the graduation documents, followed by their Qatar ID number, in the **Comments to Service** field, then click **Save**.



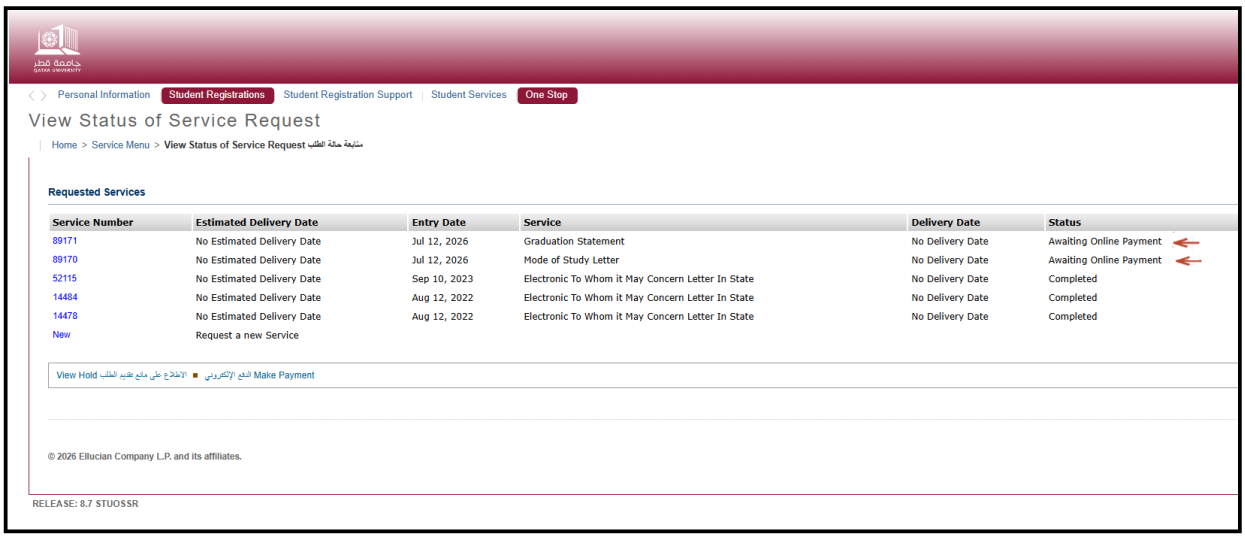
- When the status changes to **Ready for Pick-Up**, it means that your request has been processed and the documents are ready for collection. The authorized person may then visit the campus to collect them.

- After the documents have been collected, the status will change to <u>Collected by Authorized Person</u>, along with the collection date.

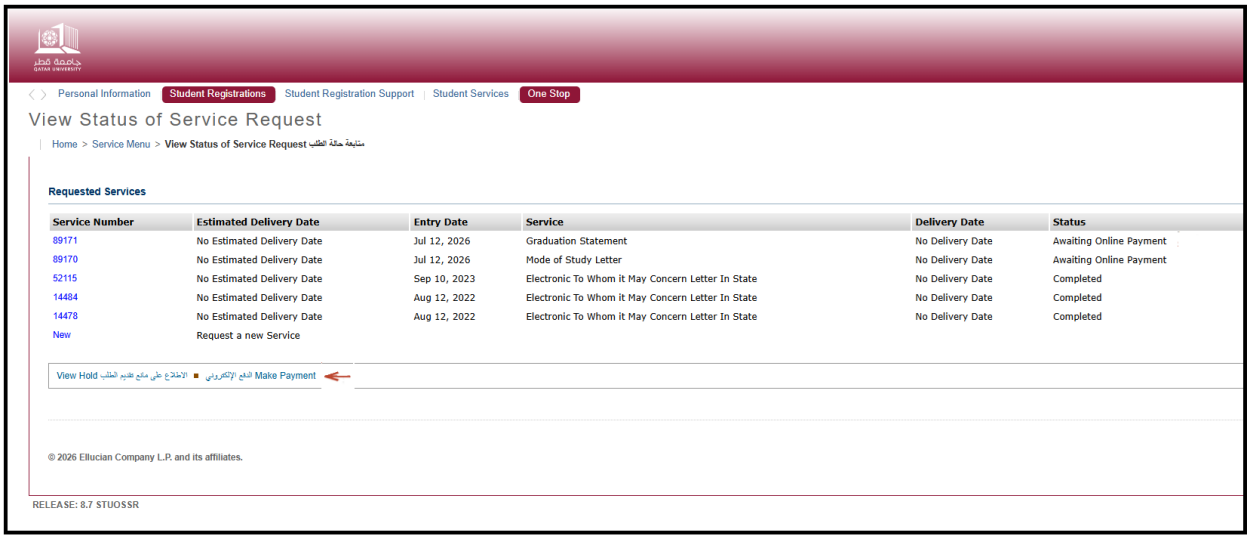


4. Follow up on Graduation Document Requests and Make Online Payment

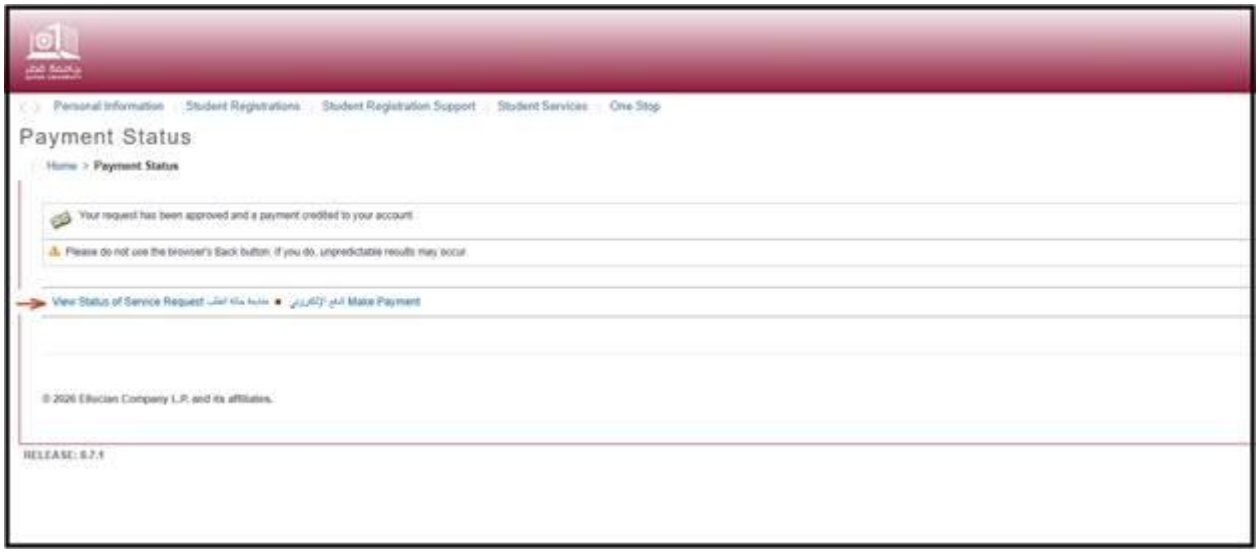
- After submitting one or more graduation document requests, the request status will be Awaiting Online Payment, which means you must make an online payment to complete the requests.



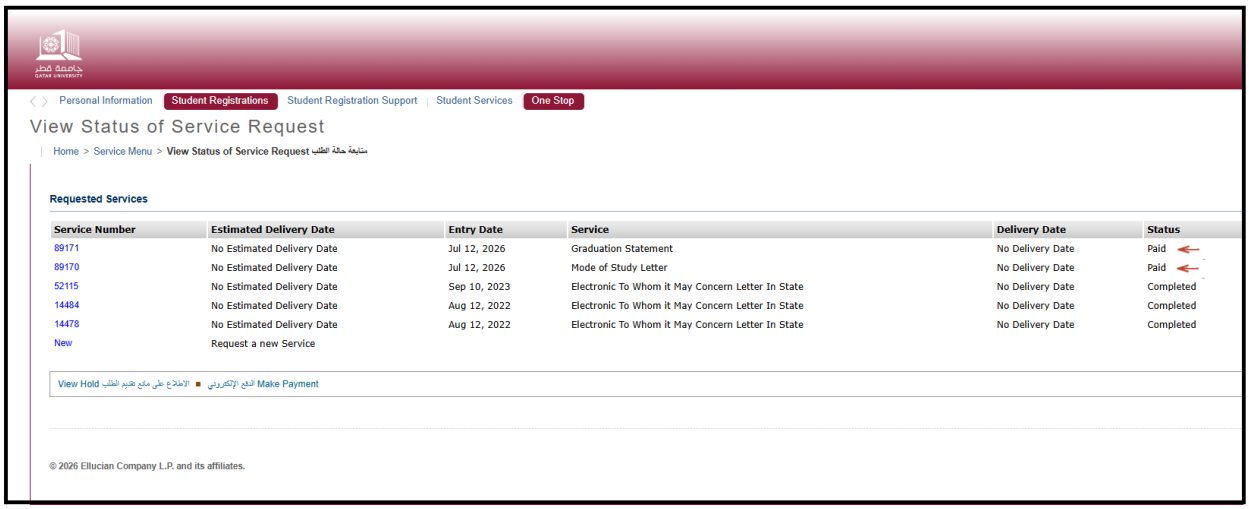
- To pay the fees and confirm your request, click on the Online Payment الدفع الإلكتروني at the bottom of the page and follow the instructions in the Online Payment User Guide .



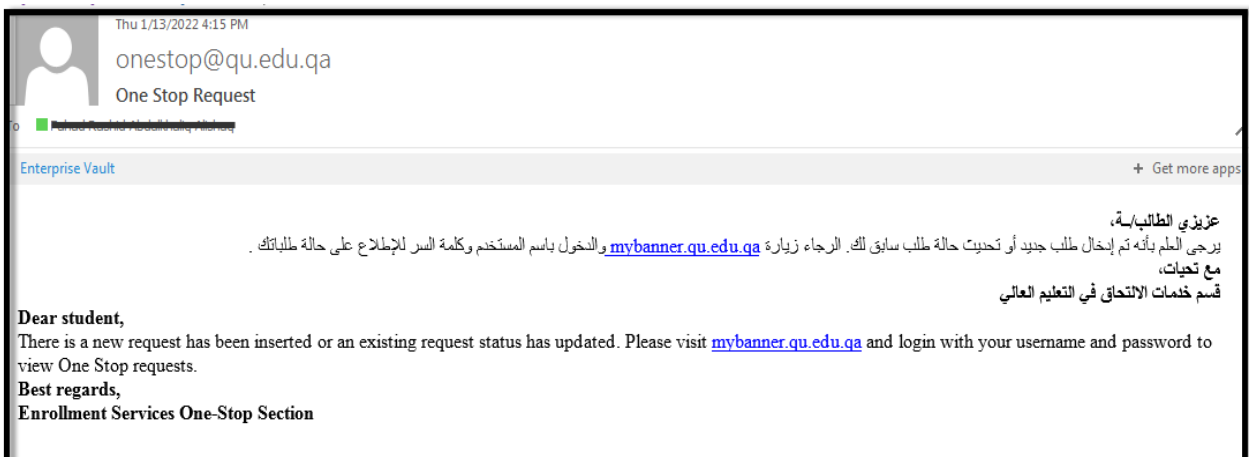
- After completing the online payment, click on the View Status of Service Request متابعة حالة الطلب to return to the list of requests.



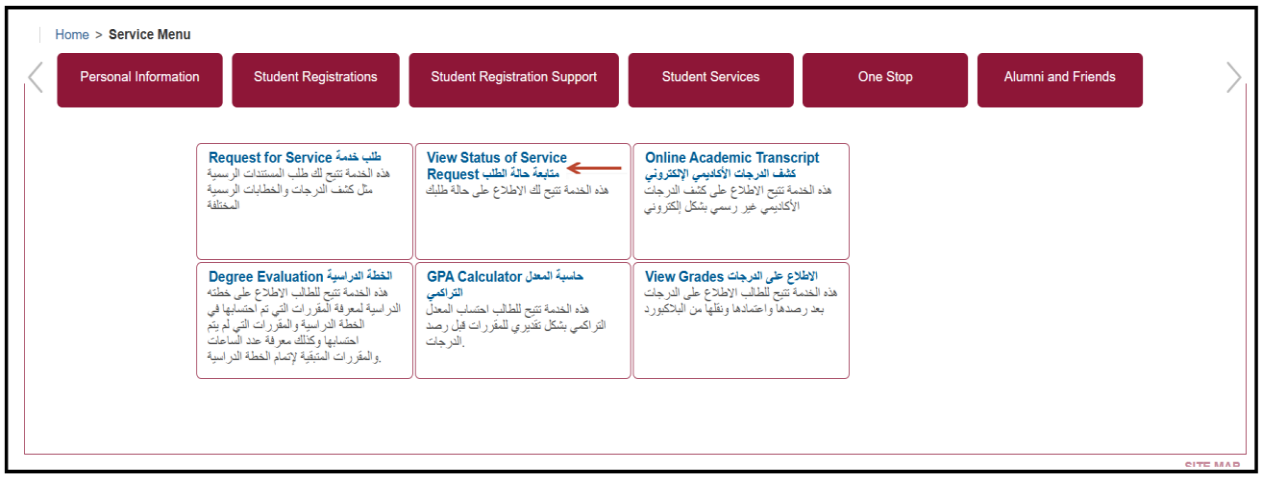
- After all applicable request fees have been paid, the request will be confirmed, and its status will change to Paid, as shown below.



- If there is an update to your request status, you will receive a notification via your university email. You should then log in to the Self-Service (Banner) system to view the status of your request.



- Click on View Status of Service Request under the One Stop tab after logging into My Banner Self-Service.



- The table below shows the statuses of graduation document requests and the description of each status, along with the action that needs to be taken.

Status	Description
Awaiting Online Payment	Online payment is required to complete your request.

Paid	The required fees for your request have been paid
In Progress with Records	Your request is being processed by the Records Section.
In Progress with One-Stop	Your request is being processed by the One-Stop Services Section.
Out for Delivery by Q-Post	Your documents have been handed over to the delivery courier.
Ready for Pick Up	Your document is ready for collection. Please visit the One-Stop Services Section to collect it.
Collected by Student	The document has been collected by the student.
Collected by an Authorized Person	The document has been collected by an authorized person.

We wish you success.