



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

Prepared by,
Banner Team



Dear Alumni,

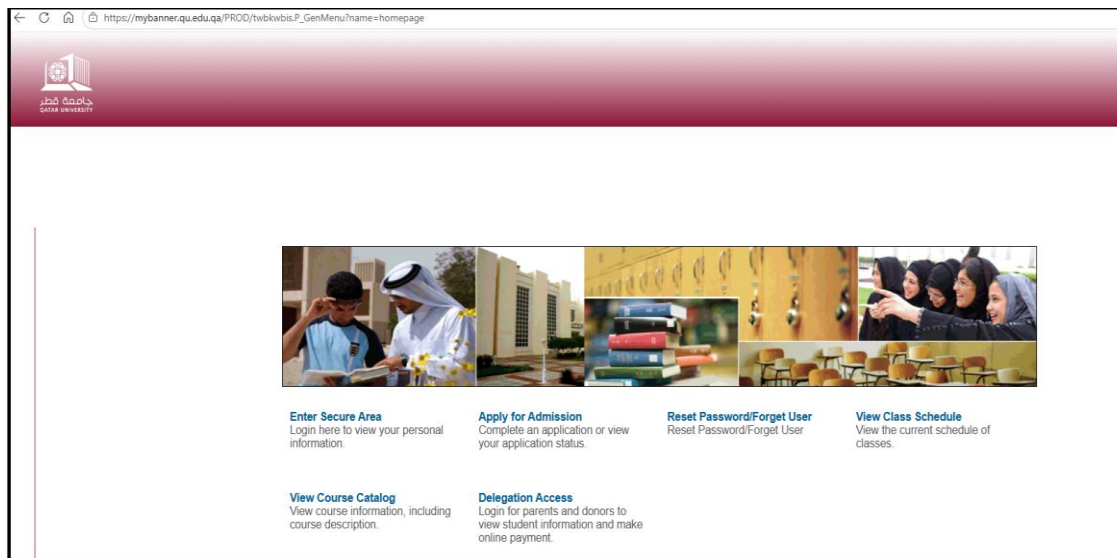
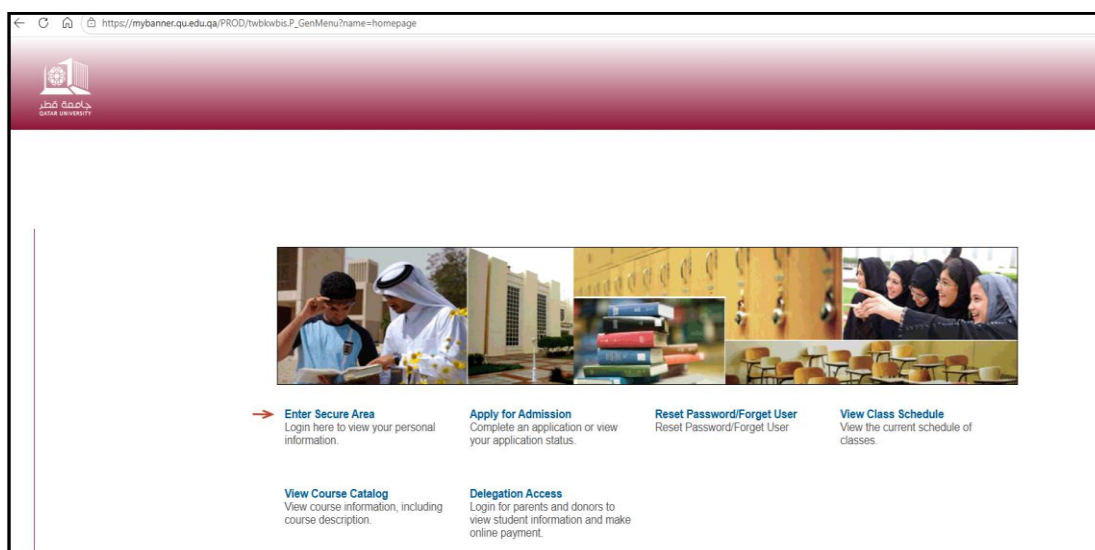
As part of Qatar University's continuous improvement of enrollment services, One-Stop service requests are now available through the [myBanner Self-Service system](#). Alumni can now request all official graduation documents from QU via the One-Stop tab in Student Self-Service (myBanner). In addition, 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.

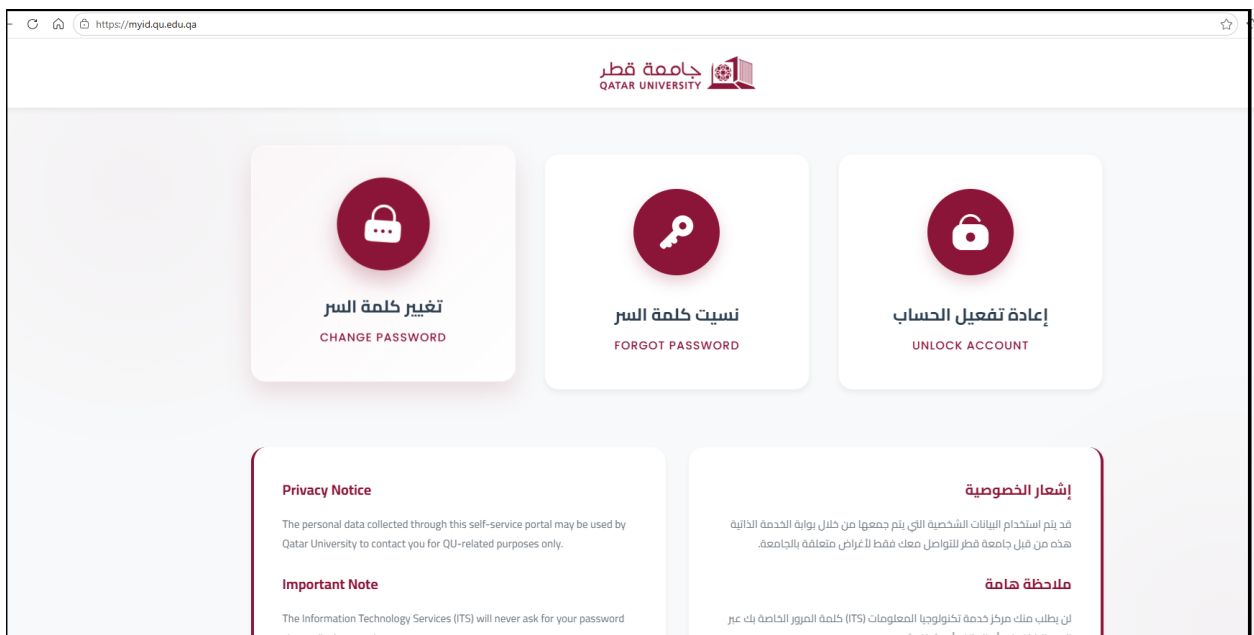
- Enter your QU email address ending with @qu.edu.qa and password.

A screenshot of a web browser displaying the login page of Qatar University. The browser's address bar shows a long URL starting with 'https://sts.qu.edu.qa/'. On the right side of the page, there is a sign-in section. At the top of this section is the Qatar University logo, which includes the Arabic text 'جامعة قطر' and the English text 'QATAR UNIVERSITY' next to a red building icon. Below the logo, the text 'Sign in' is displayed. There are two input fields: the first is for the email address, containing 'xassss@qu.edu.qa', and the second is for the password, containing several dots. Below these fields is a checkbox labeled 'Keep me signed in'. A blue 'Sign in' button is positioned below the checkbox. Underneath the button, the text 'Azure Multi-Factor Authentication' is visible. At the bottom of the sign-in section, there is a note: 'Sign-in requires format UserID@YourDomain (Example: AA12345@qu.edu.qa)' followed by a link 'Forgot password?'. The background of the page is a light blue gradient.

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

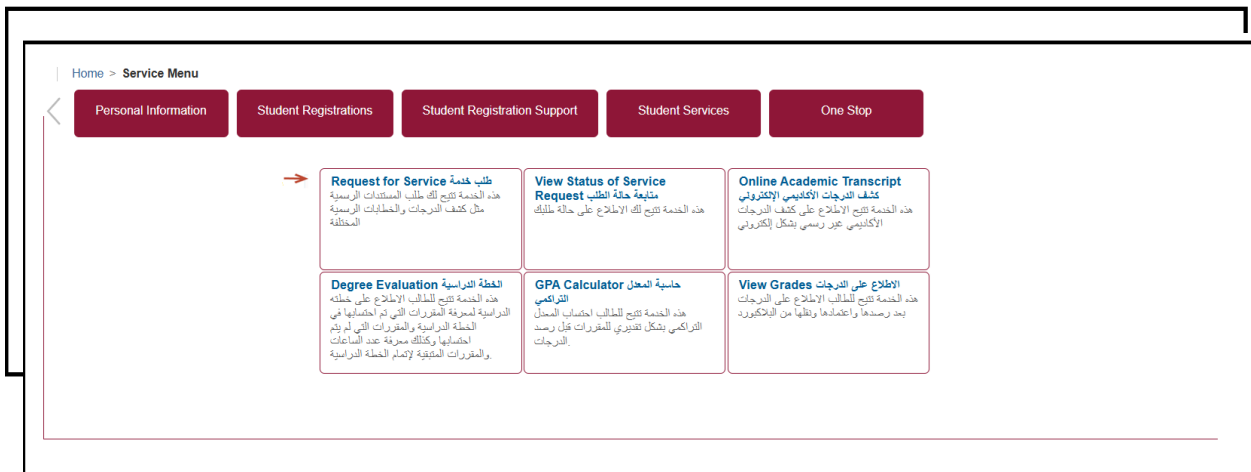


- Click on Forgot Password and follow the instructions for resetting your password.



2. Request Official Graduation Documents

- Click on the One Stop tab.



Request for Service

Home > Service Menu > Request for Service طلب خدمة

* Indicates required field

Category: *

Service: *

- 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

Request for Service

Home > Service Menu > Request for Service طلب خدمة

* Indicates required field

Category: * Official Graduation Documents ▾

Service: * ▾

Continue

None
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.



< > Personal Information **Student Registrations** Student Registration Support | Student Services **One Stop**

Request for Service

Home > Service Menu > Request for Service طلب خدمة

Cannot request a service for 'Language of Instruction Letter', due you have the following holds:

TF - Tuition and Fees

* Indicates required field

Category: *

Service: *

[Continue](#) [Cancel](#) [Search by Text](#)

[View Hold](#) [الإطلاع على مانع عديم الطلب](#) [Online Payment](#) [الدفع الإلكتروني](#)

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- 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.



[Sign Out](#) | [Help](#)

Find a page...

عزيزي الخريج الموقر،
نشكركم لاستخدام نظام مانع الخدمة الذاتية وطلب المستندات الرسمية للتخرج، يرجى قراءة التعليمات التالية بعناية قبل تقديم طلبك للحصول على المستندات الرسمية للتخرج:
• يمكنك الإطلاع على خطوات التقديم للطلاب الإلكتروني من خلال الدليل الإرشادي لطلاب المستندات الرسمية للتخرج
• لإتمام الطلب، سيتم فرض رسوم على الخدمة وهذه الرسوم غير قابلة للاسترداد.
• سيتم إرسال إشعار على بريدك الإلكتروني فور جاهزية المستندات.
• يرجى استلام الطلب خلال (10) أيام من تاريخ إشعاره، حيث سيتم إتلاف المستندات بعد انتهاء المدة المحددة.
أقر بصدقتي في التقدم بهذا الطلب وقد قرأت جميع التعليمات اللازمة للتقديم.
مع التحية،
فريق الخدمة الذاتية
+974 44034444

Dear Alumni,

Thank you for using myBanner self-services to request graduation official documents. Please read the instructions below before you request any official documents:

- Please review the Application Instructions Guide thoroughly requesting Official Graduation Documents.
- Please collect your request within (10) days from the date of notification, as the documents will be disposed of after the specified period.
- You will receive a notification on your university email once the documents are ready
- To complete the request, a non-refundable service fee will be charged.

☐ I declare my intention to apply for this application and have read all the required instructions.

**Best Regards,
One-Stop Services Section
+974 44034444**

[Continue](#) [Cancel](#)

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- 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

Service Request Detail

[Home](#) > **Service Request Detail**

* Indicates required field

Service: Graduation Statement

Service Description: No Estimated Delivery Date

Estimated Delivery Date:

Number of Copies: *

Delivery Method: *

None

None
Collected by Authorized Person 15.00 per copy
QPOST: Delivery Fee + 15.00 per copy
Collected by Student 15.00 per copy

Document Type: *

Level: *

Building Number. (e.g. 123):

Street Number. (e.g. 45):

Zone Number. (e.g. 56):

Mobile Number. (e.g. 55123456):

Comments to service:

- Select Document Type

Service Request Detail

Home > Service Request Detail

* Indicates required field

Service:

Service Description:

Estimated Delivery Date:

Number of Copies: *

Delivery Method:*

Total Amount:

Document Type: *

Level: *

Building Number. (e.g. 123):

Street Number. (e.g. 45):

Zone Number. (e.g. 56):

Mobile Number. (e.g. 55123456):

Comments to service:

Graduation Statement

No Estimated Delivery Date

1

Collected by Student 15.00 per copy

15.00

None

None

Instate AR

Instate EN

Out of State AR

Out of State EN

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.

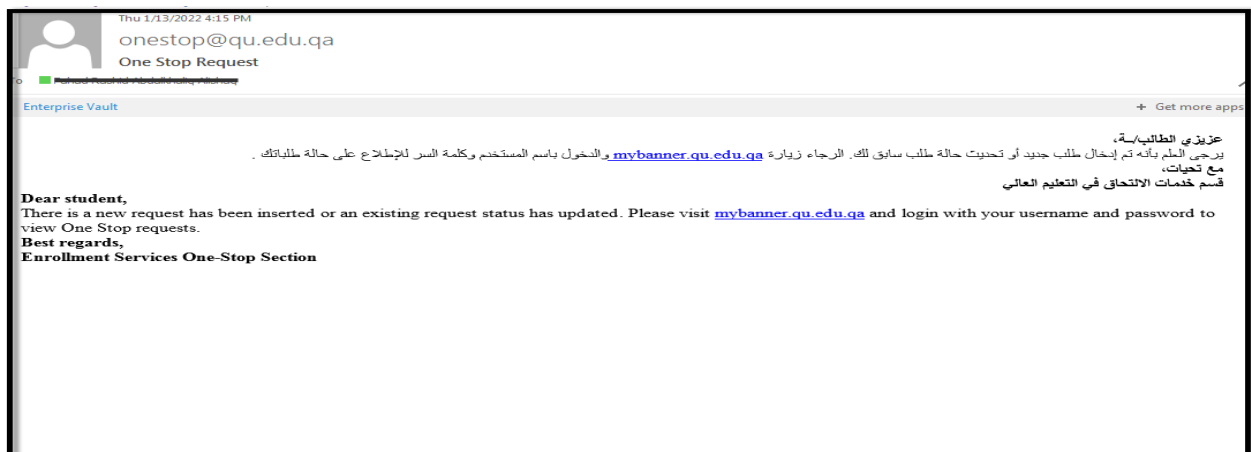
Service Request Detail

[Home](#) > **Service Request Detail**

* Indicates required field

Service:	Graduation Statement
Service Description:	No Estimated Delivery Date
Estimated Delivery Date:	<input type="text" value="1"/>
Number of Copies: *	<input type="text" value="1"/>
Delivery Method: *	<input type="text" value="None"/>
Document Type: *	<input type="text" value="None"/>
Level: *	<input type="text" value="None"/>
Building Number. (e.g. 123):	<input type="text" value="None"/>
Street Number. (e.g. 45):	<input type="text" value="Undergraduate"/>
Zone Number. (e.g. 56):	<input type="text"/>
Mobile Number. (e.g. 55123456):	<input type="text"/>
Comments to service:	<input type="text"/>

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



3. Collect Official Graduation Documents

- 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.

View Status of Service Request

Home > One Stop > View Status of Service Request عرض حالة طلب الخدمة

Requested Services

Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
49	Jan 18, 2022	Jan 13, 2022	Printed To Whom it May Concern Letter Out State	No Delivery Date	Ready for pick up

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

View Status of Service Request

Home > One Stop > View Status of Service Request عرض حالة طلب الخدمة

Requested Services

Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
49	Jan 18, 2022	Jan 13, 2022	Printed To Whom it May Concern Letter Out State	Jan 13, 2022	Collected by Student

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

Home > Service Request Detail

* Indicates required field

Service:	Mode of Study Letter
Service Description:	
Estimated Delivery Date:	No Estimated Delivery Date
Number of Copies: *	1
Delivery Method: *	QPOST: Delivery Fee + 15.00 per copy
Total Amount:	15.00
Document Type: *	Instate AR
Level: *	Undergraduate
Building Number. (e.g. 123):	<input type="text"/>
Street Number. (e.g. 45):	<input type="text"/>
Zone Number. (e.g. 56):	<input type="text"/>
Mobile Number. (e.g. 55123456):	<input type="text"/>
Comments to service:	<input type="text"/>

Save Cancel

- 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.

Home > Service Request Detail

❗ You have chosen the QPOST as a method of delivery. Please in enter Building Number, Street Number, Zone Number and Mobile Number

* Indicates required field

Service:	Language of Instruction Letter
Service Description:	
Estimated Delivery Date:	No Estimated Delivery Date
Number of Copies: *	1
Delivery Method: *	QPOST: Delivery Fee + 15.00 per copy
Document Type: *	Instate EN
Level: *	Undergraduate
Building Number. (e.g. 123):	<input type="text"/>
Street Number. (e.g. 45):	<input type="text"/>
Zone Number. (e.g. 56):	<input type="text"/>
Mobile Number. (e.g. 55123456):	<input type="text"/>
Comments to service:	<input type="text"/>

Save Cancel

- 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	

View Status of Service Request						
Home > Service Menu > View Status of Service Request						
Requested Services						
Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status	
89099	No Estimated Delivery Date	Mar 13, 2025	Printed To Whom It May Concern Letter Out State	No Delivery Date	Out for Delivery by Q-Post	

c) Collected by an authorized person

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

Home > Service Request Detail

* Indicates required field

Service: Language of Instruction Letter

Service Description: No Estimated Delivery Date

Estimated Delivery Date: 1

Number of Copies: *

Delivery Method: * Collected by Authorized Person 15.00 per copy

Total Amount: 15.00

Document Type: * None

Level: * None

Building Number. (e.g. 123):

Street Number. (e.g. 45):

Zone Number. (e.g. 56):

Mobile Number. (e.g. 55123456):

Comments to service:

Save Cancel

- 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.

View Status of Service Request

Home > One Stop > View Status of Service Request عرض حالة طلب الخدمة

Requested Services

Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
49	Jan 18, 2022	Jan 13, 2022	Printed To Whom it May Concern Letter Out State	No Delivery Date	Ready for pick up

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

View Status of Service Request

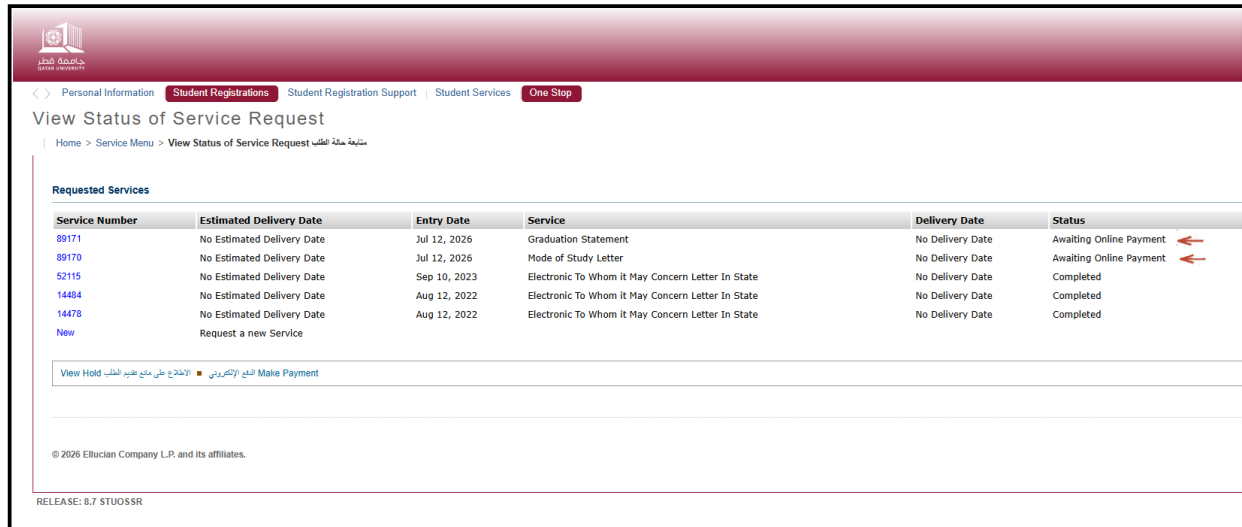
Home > Service Menu > View Status of Service Request متابعة حالة طلب الخدمة

Requested Services

Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
89172	No Estimated Delivery Date	Oct 04, 2026	Graduation Statement	Oct 04, 2026	Collected by Authorized Person

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.



View Status of Service Request

Home > Service Menu > View Status of Service Request متابعة حالة الطلب

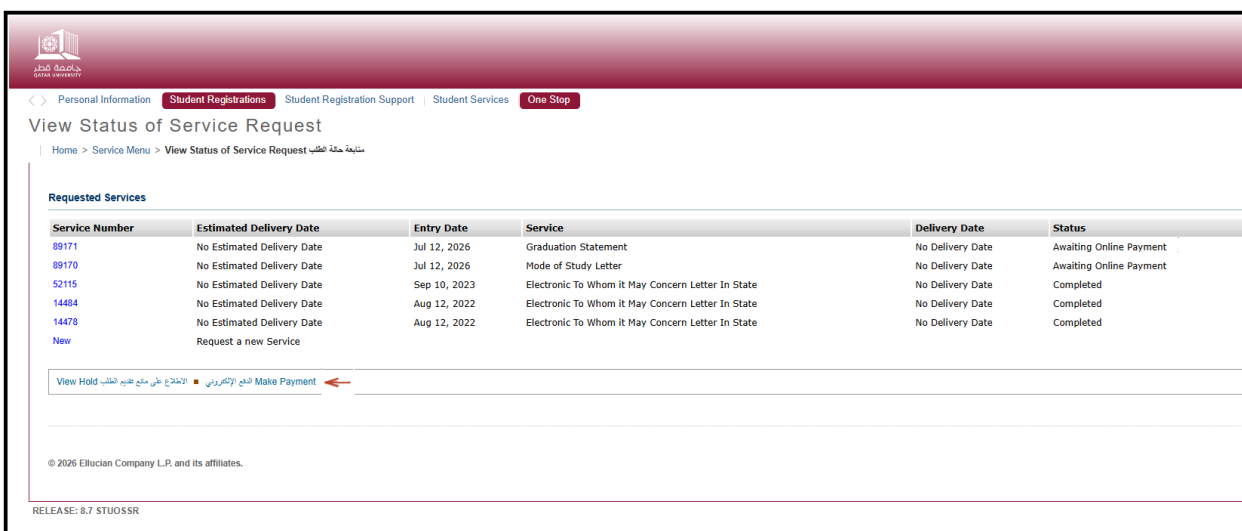
Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
89171	No Estimated Delivery Date	Jul 12, 2026	Graduation Statement	No Delivery Date	Awaiting Online Payment
89170	No Estimated Delivery Date	Jul 12, 2026	Mode of Study Letter	No Delivery Date	Awaiting Online Payment
52115	No Estimated Delivery Date	Sep 10, 2023	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
14484	No Estimated Delivery Date	Aug 12, 2022	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
14478	No Estimated Delivery Date	Aug 12, 2022	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
New	Request a new Service				

View Hold حالة الطلب الإلكتروني Make Payment

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- To pay the fees and confirm your request, click on the [Online Payment](#) at the bottom of the page and follow the instructions in the [Online Payment User Guide](#)



View Status of Service Request

Home > Service Menu > View Status of Service Request متابعة حالة الطلب

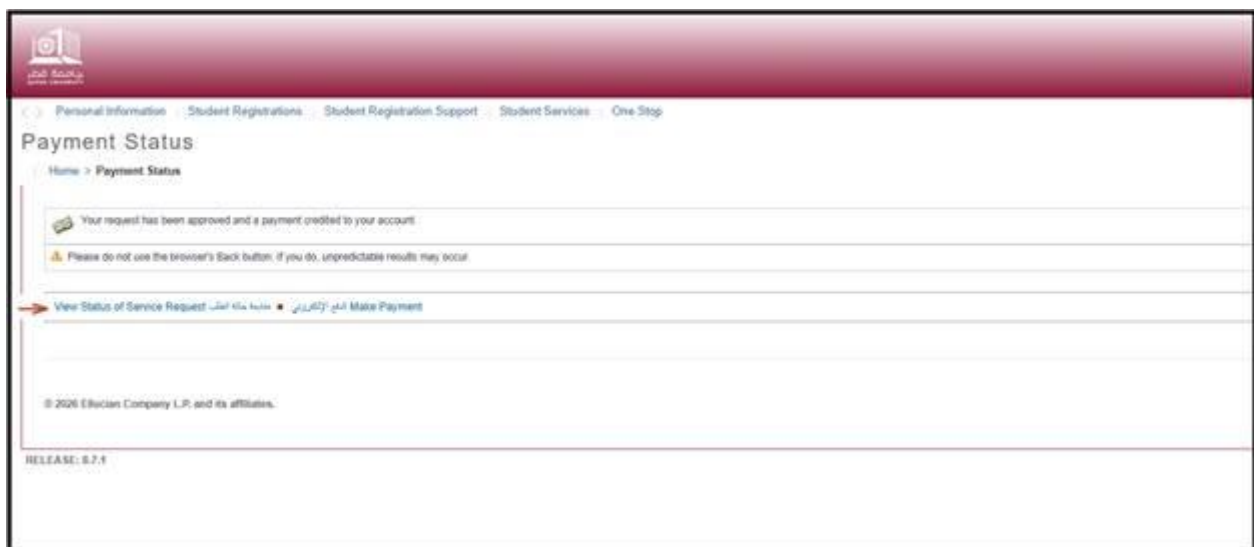
Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
89171	No Estimated Delivery Date	Jul 12, 2026	Graduation Statement	No Delivery Date	Awaiting Online Payment
89170	No Estimated Delivery Date	Jul 12, 2026	Mode of Study Letter	No Delivery Date	Awaiting Online Payment
52115	No Estimated Delivery Date	Sep 10, 2023	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
14484	No Estimated Delivery Date	Aug 12, 2022	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
14478	No Estimated Delivery Date	Aug 12, 2022	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
New	Request a new Service				

View Hold حالة الطلب الإلكتروني Make Payment

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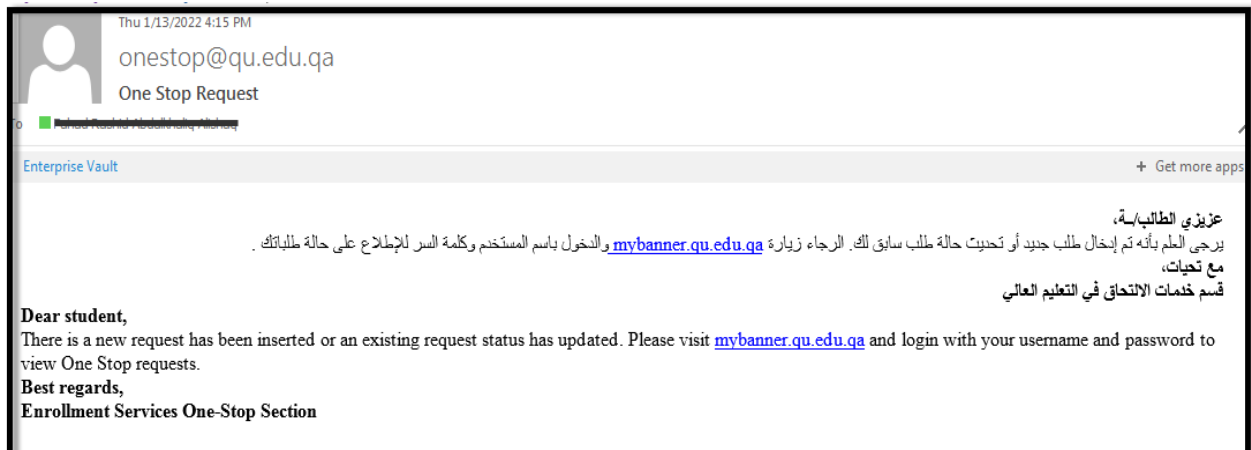
- After completing the online payment, click on the [View Status of Service Request](#) to return to the list of requests.



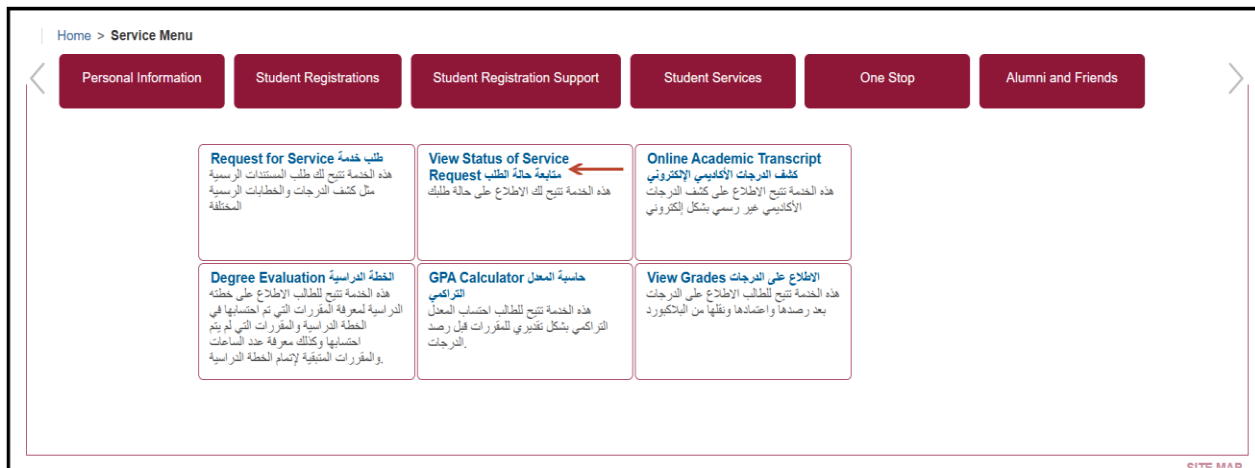
- After all applicable request fees have been paid, the request will be confirmed, and its status will change to Paid, as shown below.

Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status
89171	No Estimated Delivery Date	Jul 12, 2026	Graduation Statement	No Delivery Date	Paid
89170	No Estimated Delivery Date	Jul 12, 2026	Mode of Study Letter	No Delivery Date	Paid
52115	No Estimated Delivery Date	Sep 10, 2023	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
14484	No Estimated Delivery Date	Aug 12, 2022	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
14478	No Estimated Delivery Date	Aug 12, 2022	Electronic To Whom It May Concern Letter In State	No Delivery Date	Completed
New	Request a new Service				

- 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.