

Academic Document Request Guide

1. Payment for Document(s)

Click on this link (**will be provided**) or enter this link into the address bar of a browser to access the Academic Document Request page.

Once the page opens:

Steps:

- Under **Documents Requested**, select the document(s) you need:
 - Transcript (GHS150)
 - Certificate (GHS120)
 - Testimonial (GHS100)
 - Recommendation Letter (GHS80)
 - English Proficiency (GHS120)
- The total amount will depend on your selection
- Make payment using the **official bank details provided by the school**
 - **Name of Bank** :
 - **Account Number** :
 - **Branch** :

Important:

- After payment, you will receive a payment receipt with **Transaction Reference**
 - Keep it safe, you will need it to complete your request
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2. Submission of Request

Click on this link (**will be provided**) or enter this link into the address bar of a browser to fill the request form.

Fill in the Required Details:

Personal Information

- **Request Purpose** – Select if its for a local or International purpose
- **Full Name** – Enter your full official name
- **Date of Birth** – Use the correct format (dd/mm/yyyy)

Academic Information

- **Programme** – Select your programme of study
- **Year Group** – Choose your year group
- **Year Completed** – Select the year you completed

Contact Information

- **Phone Number** – Enter a working phone number
- **Email Address** – Provide a valid email address

Rotation Details

- **Rotation Start Date** – Enter when you started your rotation (**focus more on month and year**)
- **Rotation End Date** – Enter when you ended your rotation (**focus more on month and year**)

Document Selection

- Tick the document(s) you are requesting under **Documents Requested**

Payment Section

- **Amount Paid** – This automatically gets filled so dont worry about that
- **Bank Name** – Select the bank used for payment
- **Transaction Reference** – Enter your payment reference
- **Confirm Transaction Reference** – Re-enter the same reference

Upload Section

- **Upload Payment Receipt** – Attach proof of payment (if required)

Important:

- You must **type the transaction reference manually** (copy and paste is not allowed)
- Ensure all information is correct before submitting
- Click **Submit Request** to complete your application

3. Tracking Your Request

After submitting your request:

Steps:

- You will receive a **Tracking Code on the screen as well as in your email**
 - Go to the **Track Request** page
 - Enter your Tracking Code to view the status
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Request Status Meaning

- **Pending** – Your request has been received
 - **Payment Confirmed** – Your payment has been verified by the account department
 - **Processing** – Your document is being prepared
 - **Completed** – Your document is ready
 - **Rejected** – There is an issue (details will be provided on the tracking page and same will be sent to your email)
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General Guidelines

- Keep your **Tracking Code** safe
 - Ensure all details are accurate
 - Incorrect payment details may delay processing
 - Check your request status regularly
 - If you need to make any changes to the submitted request, do that within the next 24 hours after submitting the request by clicking on this link (**will be provided**)
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Need Help?

Contact the school administration if you experience any issues on administration@nmtsekondi.edu.gh or support@nmtsekondi.edu.gh