Frequently Asked Questions: My IB for Institutes (universities)

How do I register as an Institute Administrator?
In order to register for any institute user roles, including Institute Administrator, each user first needs to register for My IB. Once you have a My IB account, you can register for the Institute Administrator role under IB Roles.

How do I register as an Institute Transcript User?
In order to register for any institute user roles, including Institute Transcript User, each user first needs to register for My IB. Once you have a My IB account, you can register for the Institute Transcript User role under IB Roles.

How many Institute Administrators can an institute have?
An institute can only have one Institute Administrator at a time. If a new user applies and is approved by your Regional Development and Recognition team, for the Institute Administrator role, they will replace the user previously in this role.

How many Institute Transcript Users can an institute have?
An institute is standardly set to allow up to 5 Institute Transcript Users at a time. We encourage Institute Administrators to keep their users updated in My IB, removing any inactive Institute Transcript Users. However, should an institute require more than 5 active users at a time, please let us know by contacting us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I change the IB Transcript Method from paper to electronic?
Before Institute Administrators can change the IB Transcript Method for their institute from paper to electronic, they must approve at least one Institute Transcript User. Once at least one Institute Transcript User is approved, the IB Transcript Method can be changed in the Institute Profile.

How do I change the IB Transcript Method from electronic to paper?
We encourage institutes to change the IB Transcript Method from paper to electronic for its various benefits. Once this change has been made, we encourage institutes to keep the IB Transcript Method set to electronic. However, should an institute need to revert the IB Transcript Method to paper, please let us know by contacting us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I change my institute details?
Institute Administrators can change or update institute details on the Institute Profile in My IB. If you would like to change a greyed-out field, please let us know by contacting us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I change the greyed-out field in our Institute Profile?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I add an institute to receive transcripts? The Institute I am looking for is not listed in the drop-down menu, how do I send them my/my student's transcripts?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

In my role at my university, college, education ministry, etc., I need to receive any IB transcripts sent by students. How do I do that?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I remove myself from the Institute Administrator role?
An Institute Administrator can only be removed by adding a new one. Once a new Institute Administrator is approved by your Regional Recognition and Development team, the role will be removed from your user profile.
Please have the person who will be taking over this role at your institute register for My IB and/or the Institute Administrator role. In the meantime, we can notify your Regional Development and Recognition team of the upcoming change.

How do I add a new Institute Administrator?
An institute can only have one Institute Administrator at a time. An Institute Administrator can only be removed by adding a new one. Once a new Institute Administrator is approved by your Regional Recognition and Development team, the role will be removed from the existing user. Please have the person who will be taking over this role at your institute register for My IB and/or the Institute Administrator role.

How do I add another Institute Transcript User? (from an Institute Administrator)
In order to register for any institute user roles, including Institute Transcript User, each user first needs to register for My IB. Once you have a My IB account, you can register for the Institute Transcript User role under IB Roles.

How do I add myself as an Institute Transcript User? (not from Institute Administrator)
In order to register for any institute user roles, including Institute Transcript User, each user first needs to register for My IB. Once you have a My IB account, you can register for the Institute Transcript User role under IB Roles.

How do I remove myself from an Institute Transcript User role? (from an Institute Administrator)
As the Institute Administrator, you can remove Institute Transcript User roles in My IB.

How do I remove myself from an Institute Transcript User role? (not from Institute Administrator)
Institute Administrator can remove Institute Transcript Users in My IB. Please contact your Institute Administrator.

We no longer need to receive transcripts from the IB. Transcripts should be redirected to another campus, institute, etc., how do I make this change?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I merge two or more institute accounts?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

How do I access transcripts at more than one institute?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

Why was I declined for the Institute Administrator role at my institute?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.

Why was I declined for the Institute Transcript User role at my institute?
Institute Transcript User roles are reviewed and approved or declined by Institute Administrators. Please contact your Institute Administrator for additional support.

How do I merge my two My IB accounts?
Please contact us at support@ibo.org and we can connect you to your Regional Development and Recognition team.