

Memorandum To: Directors of Education
Secretary-Treasurers of School Authorities
Principals of Elementary/Secondary Schools
Principals of Provincial and Demonstration Schools
Principals of Private Schools
Principal of the Independent Learning Centre
Managers of Field Services' Regional Offices

From: Sandra Bickford, Director
Student Success/Learning to 18 Strategic Policy Branch

Denys Giguère, Director
French-Language Education Policy and Programs Branch

Date: October 1, 2013

Subject: **Provider for the Bulk Printing, Manufacturing, Inventory and Distribution of Ontario Student Records and Ontario Student Transcripts**

As a result of a Request for Proposals process, the Lowe-Martin Group (LMG), with offices in Mississauga and Ottawa, is the approved provider for the bulk printing, manufacturing, inventory and distribution of the Ontario Student Records and Ontario Student Transcripts for the next three years.

The Lowe-Martin Group has been providing this service through its on-line store (OmniConnex) for the past five years and there will be no change in the process for ordering the Ontario Students Records and the Ontario Student Transcripts under the new agreement. The process is for accessing the OmniConnex on-line store is as follows:

- Schools who have not used the on-line system before must register to obtain a user logon and password to access OmniConnex (the secure ordering site) by logging into <http://apple.Imgroup.com/order/omniconnex/registrar.asp>. Please note that the approval process can take 7 to 10 days. Once the school is approved by the Ministry, Lowe-Martin will send the school a User logon ID and password (in separate e-mails), links to the store along with appropriate instructions. The on-line store is available in English or French and is normally accessible 24 hours a day, 7 days a week.

- Schools already registered with OmniConnex do not need to re-register unless the person who is identified as the user for the school has changed. In this case the school must re-register as described above.

If you have difficulty with the registration or ordering process through the on-line store, or have forgotten your password, assistance is available through Lowe-Martin's help desk. The help desk phone number is 1-800-203-7982 for North American callers and +1613-737-9889 for international callers. The help desk call center is only available during regular business hours.

Please direct any questions regarding the Ontario Student Records and Ontario Student Transcripts to Megan Fleming, Ministry of Education at (416) 327-1283.

Sandra Bickford

Denys Giguère