



Manual for the Academic Document Request System

DATA AS OF 4 JUN 2025

FOR STUDENTS AND ALUMNI

Choose the menu



Logging in



[CLICK](#)



Requesting Documents



[CLICK](#)



Checking Document Request Status



[CLICK](#)



Checking Document Delivery Status



[CLICK](#)



Manual for the Academic Document Request System

Create an account for new user

CMU
CHIANG MAI UNIVERSITY

Academic Document Request System
Registration Office Chiang Mai University

Login

Login with CMU Account

Login with CMU Account

Login with CMU Account

Forgot your password
Recovery Password/IT Account

Login with the ThaiID application

Log in with the ThaiID application.
For users who have not registered to use the ThaiID app, you can register by following the instruction on the website
<https://www.bora.dopa.go.th/app-thaiid/>

Login with personal account

Sign in
For users who already signed up.

Forgot Password
Require citizen ID/Passport ID and email submitted for the account sign-up to reset your password.

Create an account for new user

Create with CitizenID Card/Passport

Create an account for new users.
Only one account per person

Upload additional documents
Submit additional documents upon staff notification.

Duration of Operation for Official Academic Document by Registration Office

Document Type	Duration
Certificate of Student Status	1 Year
Transcript	1 Year
Academic Record	1 Year
Graduation Certificate	1 Year
Graduation Diploma	1 Year
Graduation Certificate (with Honors)	1 Year
Graduation Certificate (with Merit)	1 Year
Graduation Certificate (with Distinction)	1 Year
Graduation Certificate (with Highest Honors)	1 Year
Graduation Certificate (with Highest Honors with Merit)	1 Year
Graduation Certificate (with Highest Honors with Distinction)	1 Year
Graduation Certificate (with Highest Honors with Highest Honors)	1 Year

How to request academic documents online.

"Request Documents"

Create with CitizenID Card/Passport

Verify Passport ID before creating a new user account.

Passport ID

Check information

If your Citizen ID/Passport information exists in the system: You can create an account by filling in the required information.

The staff will verify and confirm account creation within business hours (08:30 - 16:30) and notify you via email.

Check information using another passport no.

Create a new user account.

Passport ID

Name Surname

email

email confirm

Telephone number

Password

Confirm password

Corresponding Address

Address
(house no., village name, dormitory name)

Street

Province

District

Sub-district

Post code

Attach File **เลือกไฟล์** ไม่ได้เลือกไฟล์ใด
Passport file with .jpg, .png size not more than 1 Mb

Attach File **เลือกไฟล์** ไม่ได้เลือกไฟล์ใด
A copy of name change (If any)

Create a new user account

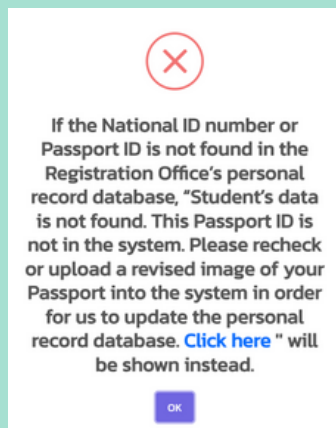
**Wait for email confirmation within the next working day 8.30 A.M. - 4.30 P.M.

Manual for the Academic Document Request System

Create an account for new user

If your Citizen ID/Passport information is not found in the system:

The system will prompt you to click a link to access the Online System for Student's Personal Record Change or Correction via **"Click here"**



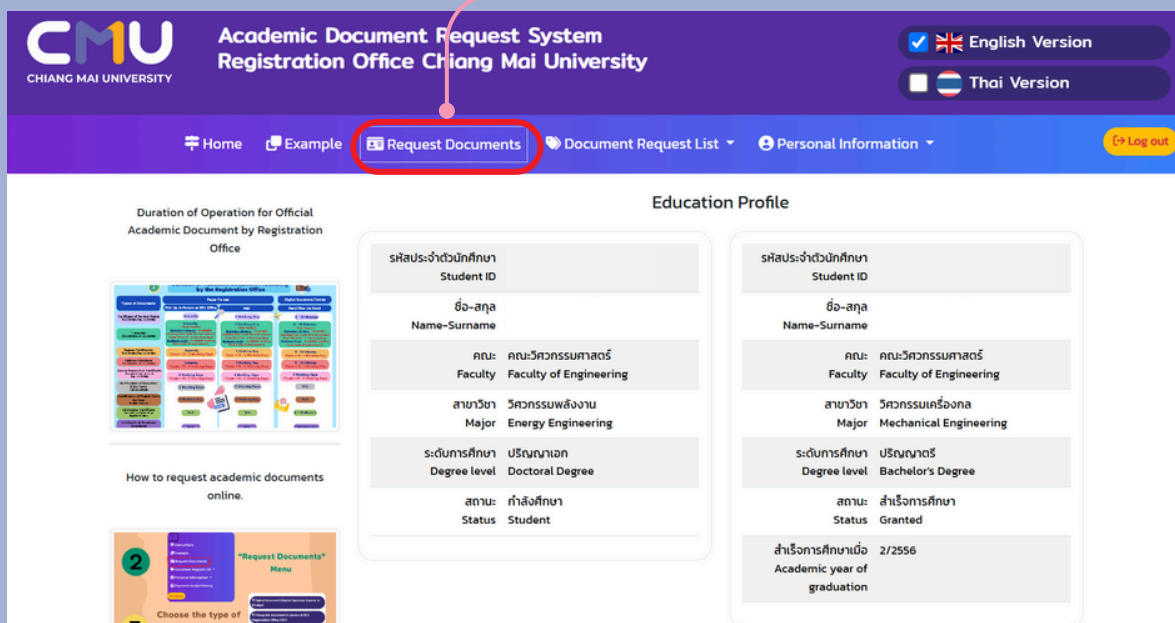
Proceed in the Online System for Student's Personal Record Change or Correction. The system will notify you via email. Once your record is complete, return to the academic document request system to create an account for new user.

If you receive an email requesting a correction to an attached document file, go to the **"Upload additional documents" menu. Upload the correct document file and wait for an email confirming the review.**

Manual for the Academic Document Request System

2. Requesting Documents

Once logged in, the home page will display your student information.
Select the **"Request Documents"** menu to proceed.



CMU Academic Document Request System
Registration Office Chiang Mai University

English Version
Thai Version

Home Example **Request Documents** Document Request List Personal Information Log out

Duration of Operation for Official Academic Document by Registration Office

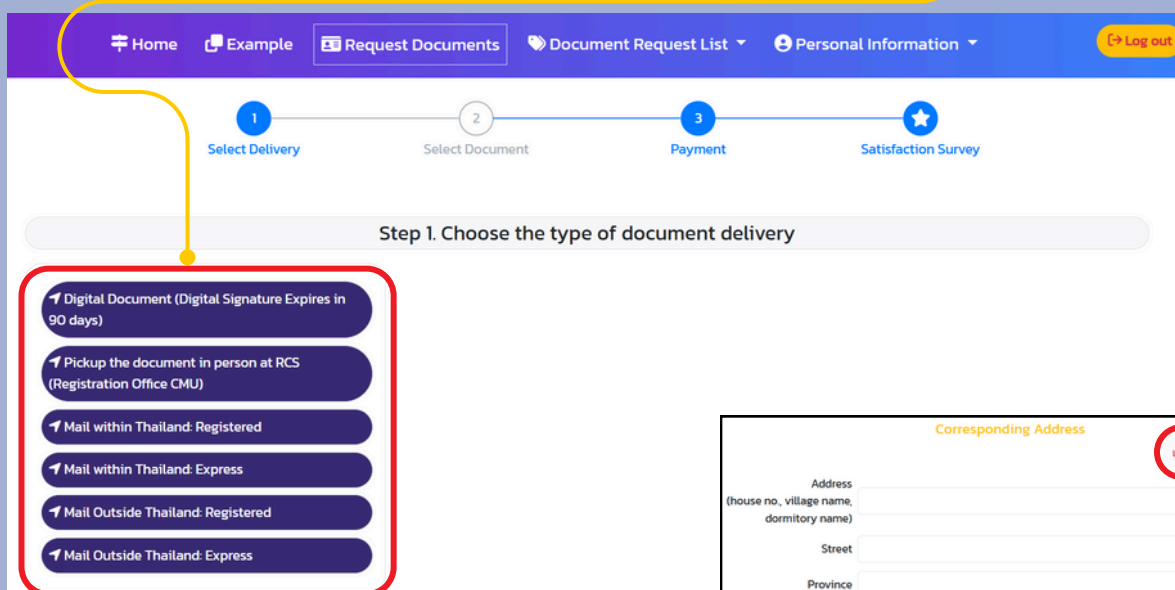
How to request academic documents online.

Education Profile

รหัสประจำตัวนักศึกษา Student ID
ชื่อ-สกุล Name-Surname
คณะ คณะวิศวกรรมศาสตร์ Faculty Faculty of Engineering
สาขาวิชา วิศวกรรมพลังงาน Major Energy Engineering
ระดับการศึกษา ปริญญาเอก Degree level Doctoral Degree
สถานะ กำลังศึกษา Status Student

รหัสประจำตัวนักศึกษา Student ID
ชื่อ-สกุล Name-Surname
คณะ คณะวิศวกรรมศาสตร์ Faculty Faculty of Engineering
สาขาวิชา วิศวกรรมเครื่องกล Major Mechanical Engineering
ระดับการศึกษา ปริญญาตรี Degree level Bachelor's Degree
สถานะ สำเร็จการศึกษา Status Granted
สำเร็จการศึกษาเมื่อ Academic year of graduation 2/2556

Choose Document Delivery Method:



Home Example **Request Documents** Document Request List Personal Information Log out

1 Select Delivery 2 Select Document 3 Payment 4 Satisfaction Survey

Step 1. Choose the type of document delivery

↑ Digital Document (Digital Signature Expires in 90 days)
↑ Pickup the document in person at RCS (Registration Office CMU)
↑ Mail within Thailand: Registered
↑ Mail within Thailand: Express
↑ Mail Outside Thailand: Registered
↑ Mail Outside Thailand: Express

Corresponding Address

เลือกที่อยู่ที่มีอยู่ในระบบ

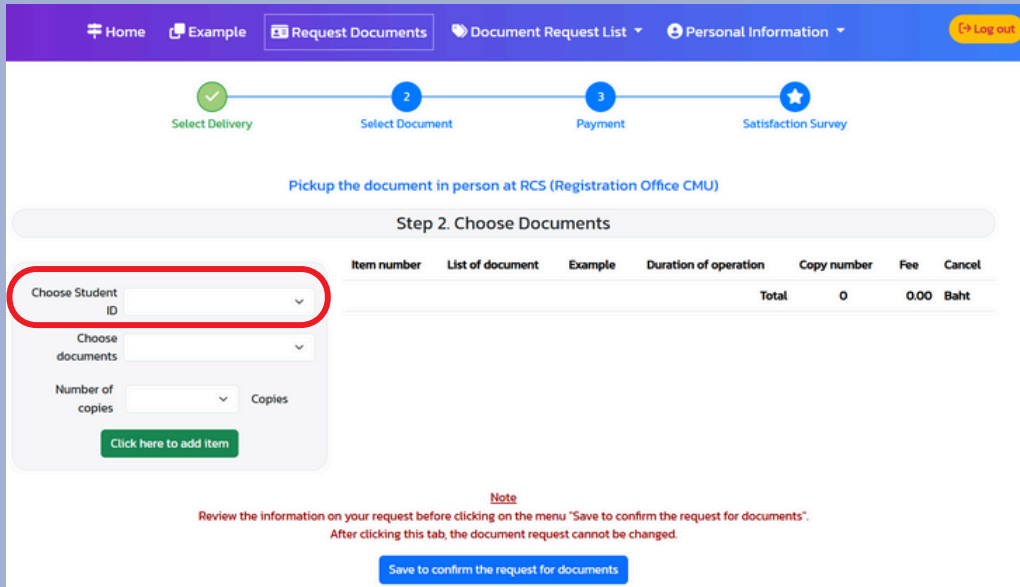
Address (house no., village name, dormitory name)
Street
Province
District
Sub-district
Post code
Tel.

Save

If choosing postal delivery, you will need to fill in the shipping address or select an existing address from the system and click **"Save"**.

Manual for the Academic Document Request System

**Select the student ID for which you want to request documents.
If requesting for multiple student ID with the same delivery method,
you can do so in one request.**



Home Example Request Documents Document Request List Personal Information Log out

Select Delivery Select Document Payment Satisfaction Survey

Pickup the document in person at RCS (Registration Office CMU)

Step 2. Choose Documents

Choose Student ID

Choose documents

Number of copies

Click here to add item

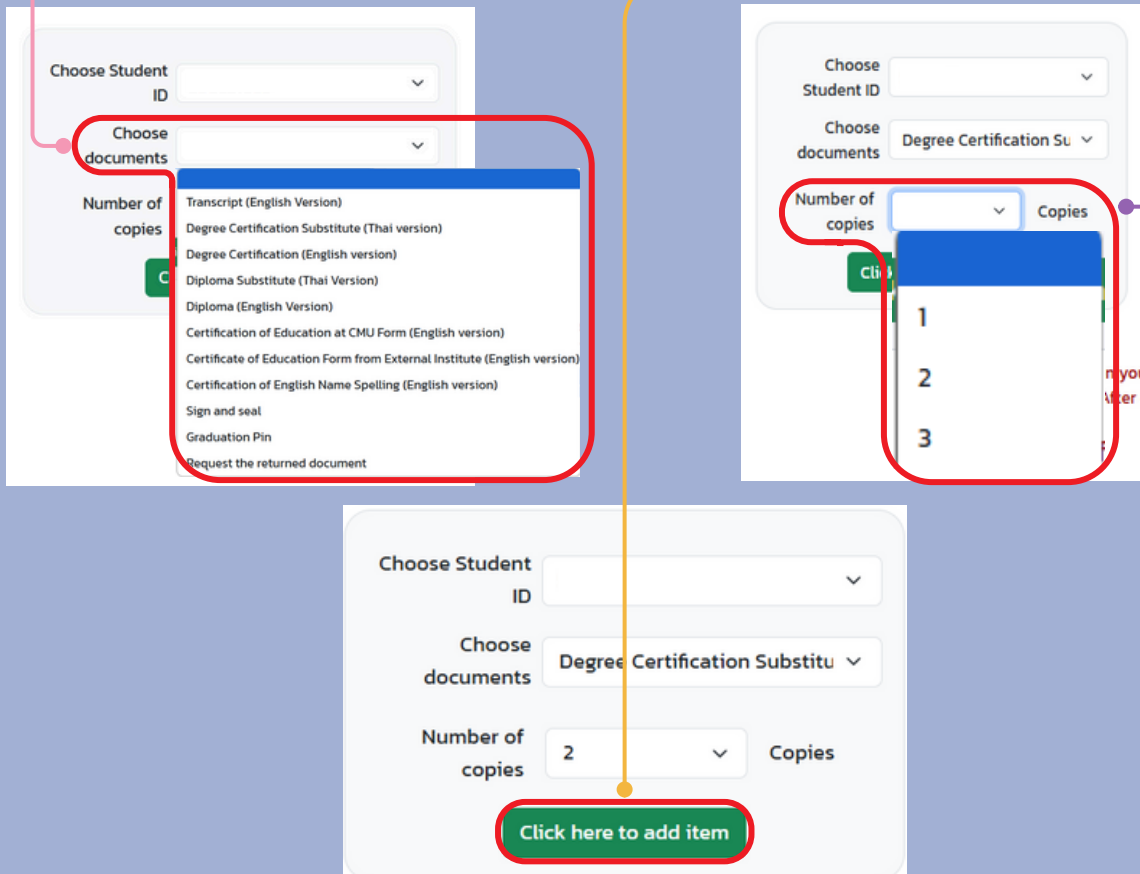
Item number	List of document	Example	Duration of operation	Copy number	Fee	Cancel
				0	0.00 Baht	

Note

Review the information on your request before clicking on the menu "Save to confirm the request for documents". After clicking this tab, the document request cannot be changed.

Save to confirm the request for documents

**Choose document and Number of copies.
Then click "Click here to add item".**



Choose Student ID

Choose documents

Number of copies

Click here to add item

Choose Student ID

Choose documents

Number of copies

Click here to add item

Choose Student ID

Choose documents

Number of copies

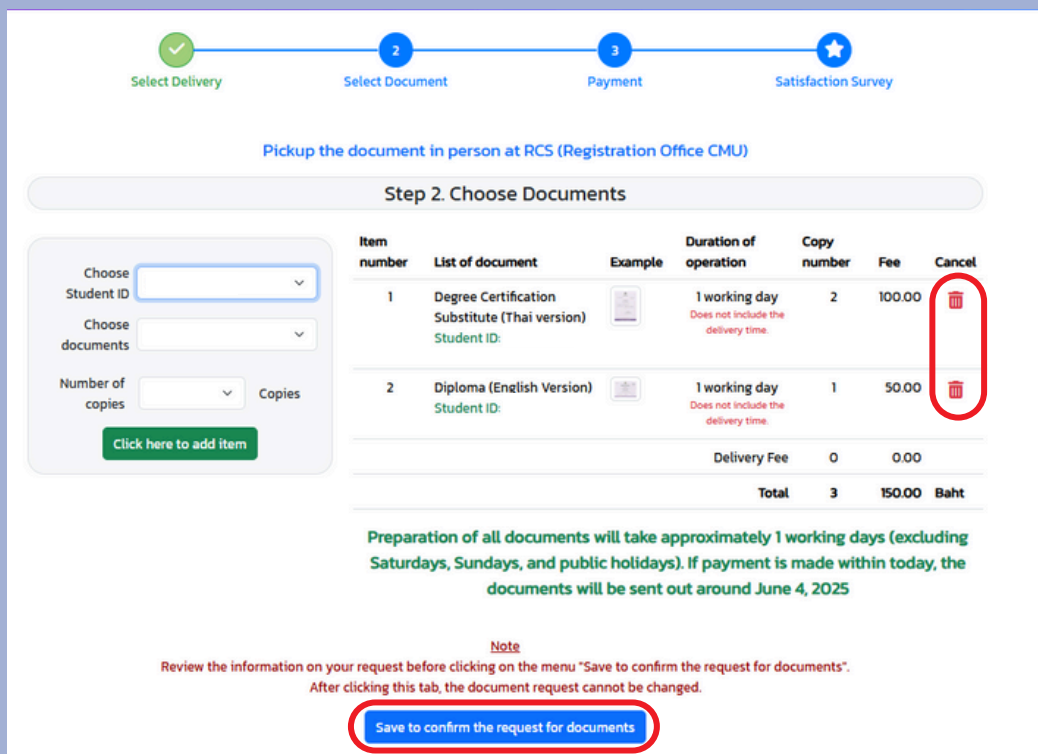
Click here to add item

Manual for the Academic Document Request System

Summary of Document Request: The system will summarize of all requested documents, including examples, processing time, quantity, and fees.

You can click the **"red trash can icon"** to cancel any document.

Or click **"Save to confirm the request document"**.



Progress: 1. Select Delivery (checked) → 2. Select Document (active) → 3. Payment → 4. Satisfaction Survey (star icon)

Pickup the document in person at RCS (Registration Office CMU)

Step 2. Choose Documents

Choose Student ID:

Choose documents:

Number of copies: Copies

[Click here to add item](#)

Item number	List of document	Example	Duration of operation	Copy number	Fee	Cancel
1	Degree Certification Substitute (Thai version) Student ID:		1 working day Does not include the delivery time.	2	100.00	
2	Diploma (English Version) Student ID:		1 working day Does not include the delivery time.	1	50.00	
					Delivery Fee	0 0.00
Total					3	150.00 Baht

Preparation of all documents will take approximately 1 working days (excluding Saturdays, Sundays, and public holidays). If payment is made within today, the documents will be sent out around June 4, 2025

Note
Review the information on your request before clicking on the menu "Save to confirm the request for documents". After clicking this tab, the document request cannot be changed.

[Save to confirm the request for documents](#)

Payment: Choose one of four payment channels:



Progress: 1. Select Delivery (checked) → 2. Select Document (checked) → 3. Payment (active) → 4. Satisfaction Survey (star icon)

[Click here if you want to cancel this transaction and begin a new one.](#)

Pickup the document in person at RCS (Registration Office CMU)

Step 3. Payment.

List of requested documents

Item number	List of document	Example	Duration of operation	Copy number	Fee	
1	Degree Certification Substitute (Thai version) Student ID:		1 working day Does not include the delivery time.	1	50.00	
2	Diploma Substitute (Thai Version) Student ID:		1 working day Does not include the delivery time.	1	50.00	
					Delivery Fee	0 0.00
Total					2	100.00 Baht

ช่องทางชำระค่าธรรมเนียม

สแกน QR เพื่อชำระค่าธรรมเนียม



Ref.115061 100.00

[ชำระค่าธรรมเนียมผ่านบัตรเครดิต](#)
[ชำระค่าธรรมเนียมผ่าน Alipay](#)
[ชำระค่าธรรมเนียมผ่าน WeChat Pay](#)

Preparation of all documents will take approximately 1 working days (excluding Saturdays, Sundays, and public holidays). If payment is made within today, the documents will be sent out around June 4, 2025



Manual for the Academic Document Request System

Satisfaction Survey: Evaluate your satisfaction with the online document request system and provide any comments or suggestions to help improve future services. Click "Save" when finished.

Select Delivery Select Document Payment Satisfaction Survey

Click here if you want to cancel this transaction and begin a new one.

Pickup the document in person at RCS (Registration Office CMU)

Please rate your satisfaction for the request of your academic online documents.

Your valuable feedback will be used for the development and improvement of the further service system.

Excellent Good Average Poor Least

Comments or Suggestions (if any)

Dissatisfaction with service (if any)

SAVE

3. Checking Academic Document Request Status

You can check requests that have not yet been paid and those that have been paid in the **"Document Request List"** menu.

CMU Academic Document Request System
Registration Office Chiang Mai University

English Version
Thai Version

Home Example Request Documents Document Request List Personal Information Log out

Duration of Operation for Official Academic Document by Registration Office

Waiting lists for fee payment
Paid lists/Documents Status

Student ID
Name-Surname
Faculty
Major

Waiting lists for fee payment: These are requests that have confirmed but have not yet been paid. You can either pay the fees or cancel the request.

Waiting lists for fee payment

No.	Serial number	Documents	Total	Delivery Type / Address	Request Status
1	115 Request date 2025-06-03	1 Diploma Substitute (Thai Version) 1 50 Copies 2 Degree Certification Substitute (Thai version) 1 50 Copies 3 Delivery Fee 0	100.00	Pickup the document in person at RCS (Registration Office CMU)	Payment Cancel
Preparation of all documents will take approximately 1 working days (excluding Saturdays, Sundays, and public holidays). If payment is made within today, the documents will be sent out around June 4, 2025					



Manual for the Academic Document Request System

Paid lists/Documents Status: For fully processed requests, the system will show the document status, provide a tracking number (for Thai Post tracking), and allow you to print a receipt.

Academic Document Request System
 Registration Office Chiang Mai University

☒ English Version
☐ Thai Version

[Home](#)
[Example](#)
[Request Documents](#)
[Document Request List](#)
[Personal Information](#)
[Log out](#)

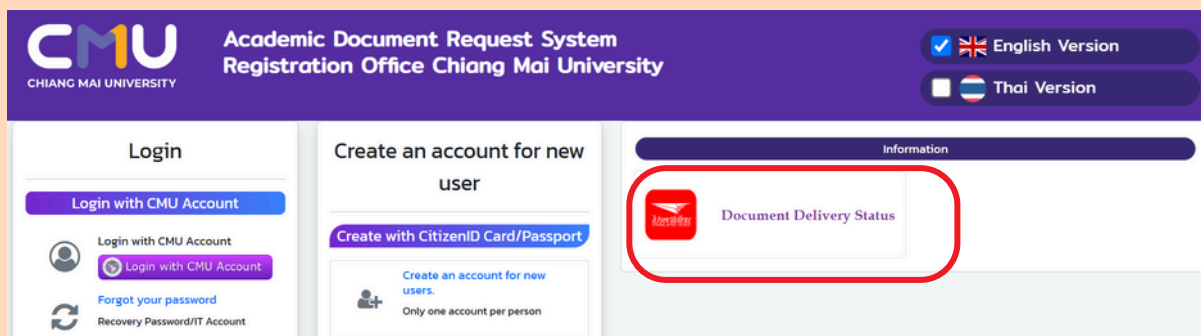
Paid lists/Documents Status

No.	Serial number	Documents	Total	Delivery Type / Address	Request Status
1	115 Request date 2025-06-03	1 Transcript (English Version) 2 Copies 100 2 Delivery Fee 100 Preparation of all documents will take approximately 1 working days (excluding Saturdays, Sundays, and public holidays). The documents will be sent out around June 4, 2025	200.00	Mail within Thailand: Express Delivery address ADDRESS	Payment received, documents being prepared.
2	115 Request date 2025-06-03	1 Digital Transcript (Thai version) 1 Copies 50 Send email @gmail.com 2 Digital Transcript (Thai version) 1 Copies 50 Send email @gmail.com 3 Delivery Fee 0 Digital documents are subject to an electronic notarization fee and electronic time stamp fees (e-Timestamping) to ensure the reliability of digital documents.	100.00	Digital Document (Digital Signature Expires in 90 days)	พิมพ์ใบเสร็จรับเงิน/Print Bill Documents delivery on Jun. 3, 2025 ส่งไฟล์ทางอีเมลเรียบร้อยแล้ว / The file has been sent to email.

4. Checking Document Delivery Status (Thai Post)

Go to the Academic Document Request System website.

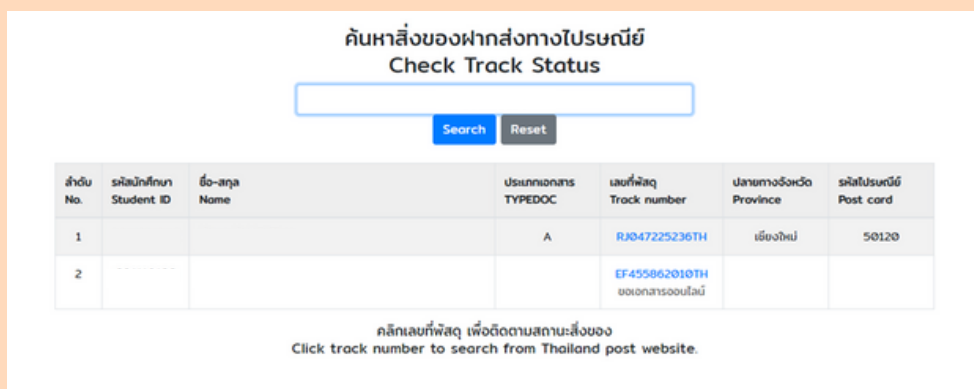
Choose **Document Delivery Status**



The screenshot shows the website interface with the following elements:

- Header:** CMU CHIANG MAI UNIVERSITY logo, Academic Document Request System Registration Office Chiang Mai University, and language selection buttons for English Version (checked) and Thai Version.
- Login Section:** Login with CMU Account, Login with CMU Account (with icon), Forgot your password, and Recovery Password/IT Account.
- Create an account for new user Section:** Create with CitizenID Card/Passport, Create an account for new users, and Only one account per person.
- Information Section:** A red box highlights the 'Document Delivery Status' option.

Enter your student ID and click **"Search"**. The system will display all tracking numbers for your past online requests. Select the desired tracking number.



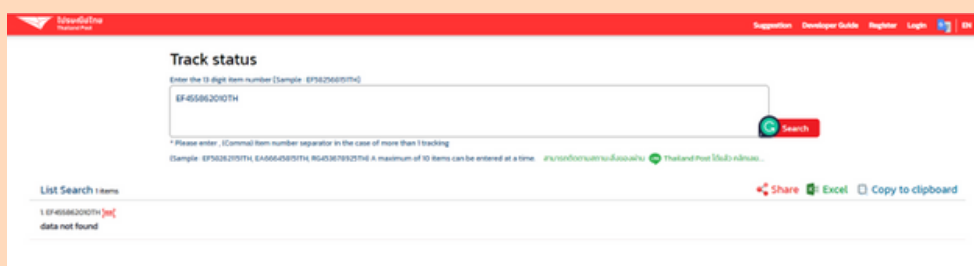
The screenshot shows the 'ค้นหาสิ่งของฝากส่งทางไปรษณีย์' (Check Track Status) form. It includes a search bar with 'Search' and 'Reset' buttons. Below the search bar is a table with the following data:

ลำดับ No.	รหัสบัตรประชาชน Student ID	ชื่อ-สกุล Name	ประเภทเอกสาร TYPEDOC	เลขที่พัสดุ Track number	ปลายทางจังหวัด Province	รหัสไปรษณีย์ Post card
1			A	RJ047225236TH	เชียงใหม่	50120
2				EF455862010TH ของเอกสารสอบใบนี้		

Click track number to search from Thailand post website.

The system will redirect you to the Thai Post website, which will show the delivery information for that document.

Note: Information will be displayed on the Thai Post website for no more than 3 months after the information is entered into the system.



The screenshot shows the Thai Post website's 'Track status' page. The tracking number 'EF455862010TH' is entered in the search bar. The search results show '1 EF455862010TH [x] data not found'.