

HOLDS

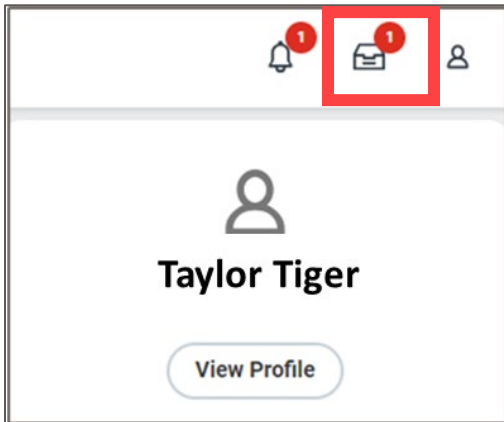
Summary

This guide will help you identify holds on your account as well as steps you can take to resolve them.

NOTE: A hold on your account may prevent you from registering for courses or receiving a transcript or diploma. There are various reasons you might encounter a hold, such as an overdue student account balance or needing to meet with an academic advisor before registering.

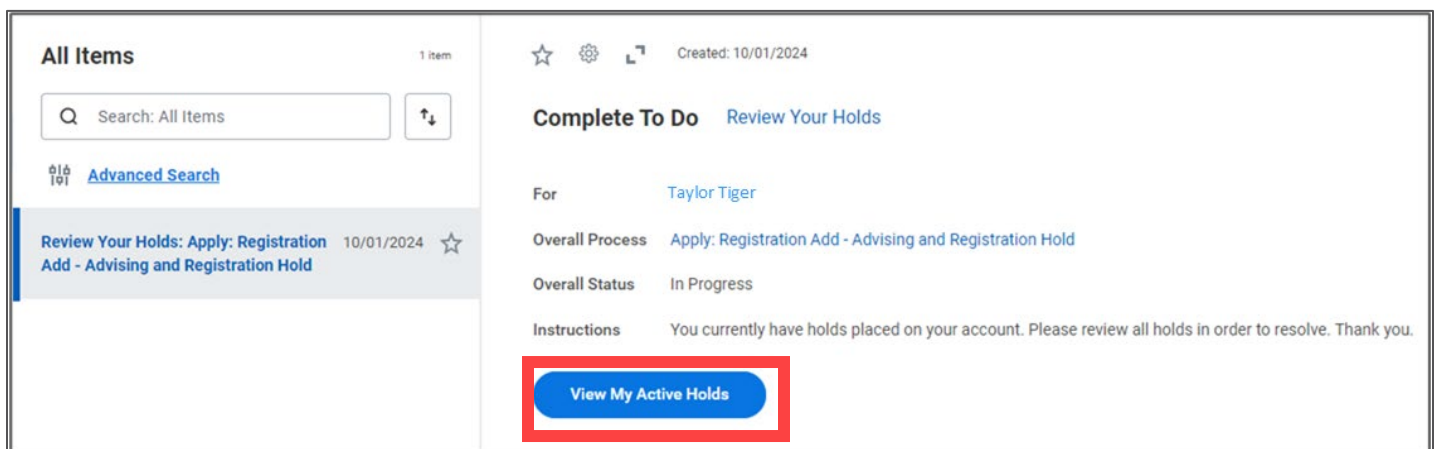
Resolve a Hold on Your Account

1. From the homepage, navigate to your **profile** by clicking the **My Tasks** (file tray) icon.



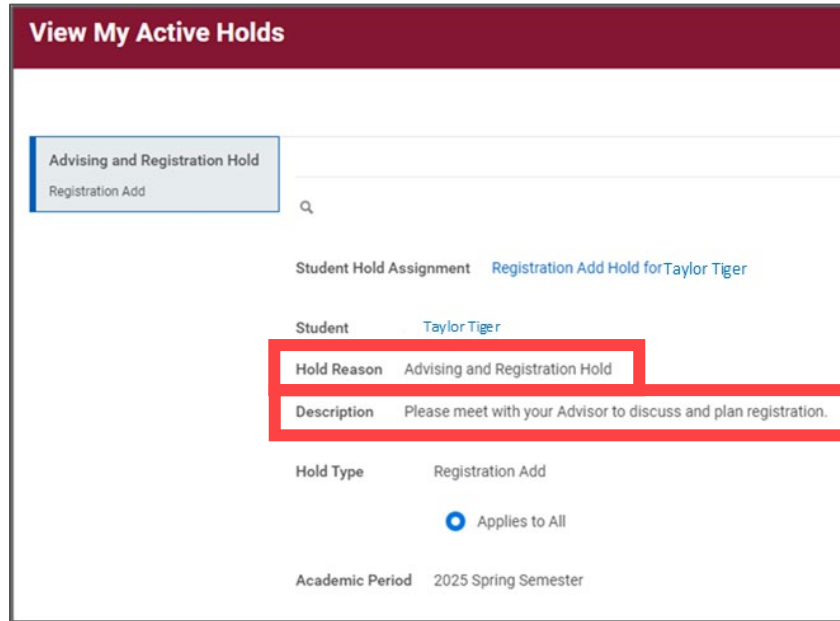
NOTE: If you have a hold on your student account, you will receive an inbox task.

2. After clicking on the file tray icon, click **View My Active Holds**.

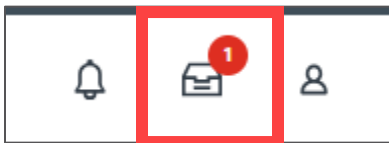


You will be taken to the **View My Active Holds** page.

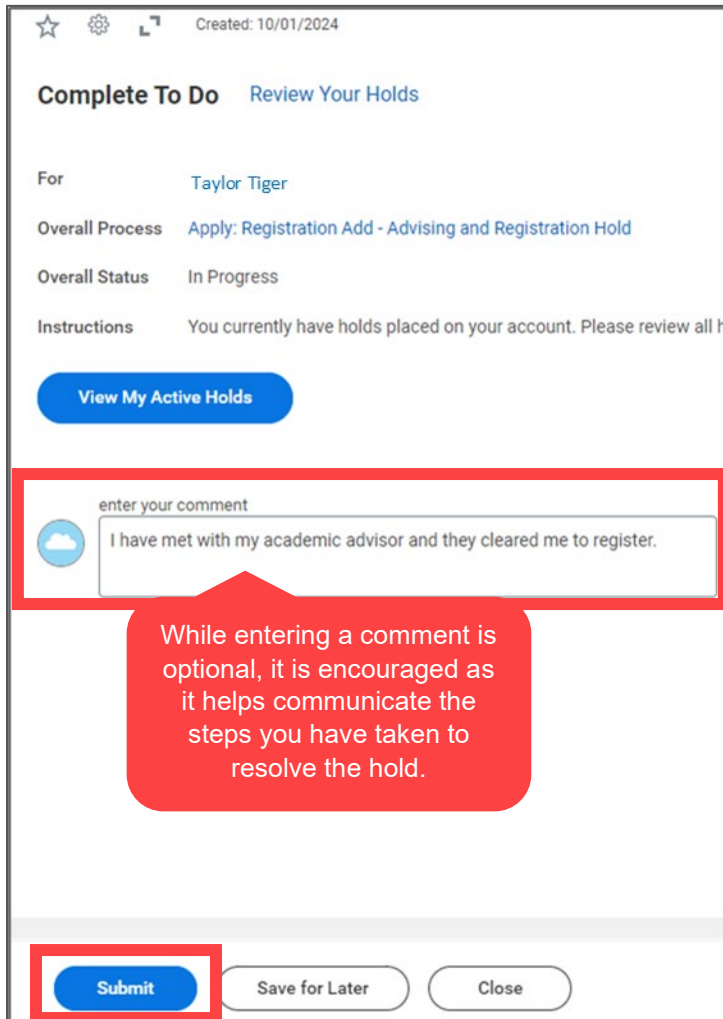
Here you can review the reason there is a hold placed on your account (**Hold Reason**) as well as what you need to do to resolve the hold. This can be found in the **Description** field.



- Once you have reviewed the hold and taken the necessary steps to resolve it, return to your tasks by clicking the **My Tasks** icon.

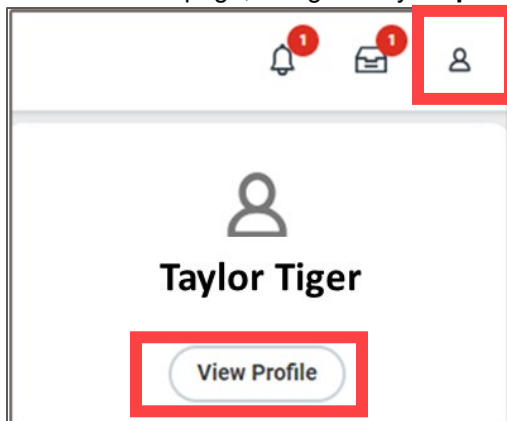


4. After completing the necessary steps required to resolve the hold, you can add a comment and click **Submit**.

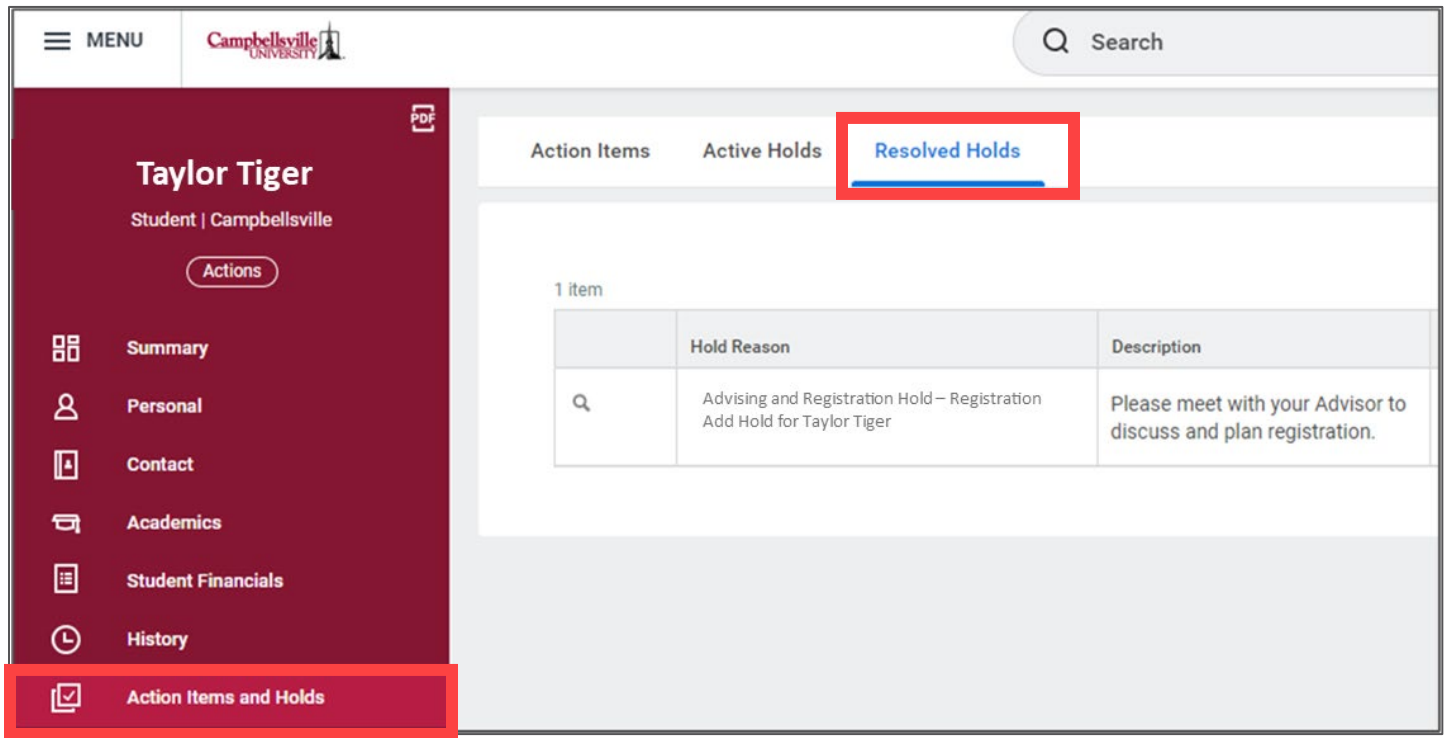


Confirm Resolved Hold


1. From the homepage, navigate to your **profile** by clicking the person icon and then clicking **View Profile**.



- From the sidebar menu, select the **Action Items and Holds** tab.
- Click **Resolved Holds** to confirm your hold has been resolved.



The screenshot displays the Workday Student User Guide interface. On the left, a sidebar menu for Taylor Tiger (Student | Campbellville) is visible, with the 'Action Items and Holds' option highlighted. The main content area shows three tabs: 'Action Items', 'Active Holds', and 'Resolved Holds', with 'Resolved Holds' selected. Below the tabs, a table lists one item:

	Hold Reason	Description
	Advising and Registration Hold – Registration Add Hold for Taylor Tiger	Please meet with your Advisor to discuss and plan registration.