The Hold Information page allows you to view a student’s active holds that may be preventing access to services at the University.

**Open the Page**
Search by page name ‘SOAHOLD’ or description and select Hold Information.

![Welcome](image)

**Find the Student**
Enter the Student ID and click ‘Go’.

![Hold Information](image)

If you do not know the Student ID, click the ellipsis (…) to open the Person Search.

![Person Search](image)

- Please note: % is still the wildcard
- Enter search info and Click ‘Go’
- Double-click the ID number of the record you want to select and click ‘Go’
View Hold Information

Please note: ‘From’ and ‘To’ date fields determine if it is active, pending, or expired.

There are many different types of hold codes, some restrict access to registration, transcripts, online bill payment, while others are informational only. To review the restrictions associated with the code, click the ellipses (…), then Cancel to return to the student screen.

Update Hold

If you have modification access and need to update a student hold, follow these steps:

Remove

- Highlight the row to be removed, click ‘-Delete’, then SAVE

Add

- Go to the header, click ‘+Insert’
- Enter Hold Type or click the ellipsis (…) to search
- Update ‘To Date’ if you would like it to expire sooner
- Click SAVE