Viewing Student Holds

This guide will cover how to review a student’s record to determine if they have any Holds on their account that require action from the student.

- A Hold can either be an addition or restriction from certain services to the student.
- A Positive Hold is used to provide a service informational/reporting purposes to the student.
- A Negative Hold can prevent students from registering for classes, receiving their transcripts, etc. For example, a student may see a registration hold on their account because they did not pay their library fines.

1) From the Catalyst Staff Homepage, select the Registrar tile.

2) You will immediately be directed to the Student Services Center page where you will be prompted to search for a student. Next, select Search.

ID vs. Campus ID: The ID field refers to the student’s Catalyst ID number. The Campus ID refers to the student’s UCID. When using the Campus ID field, it’s important that you place the letter M with the numerical values.
3) Once you locate your student, you will be directed to their Student Services Center.

Please note that you will not be able to complete any actions on their behalf. Rather, you will be able to view information that the student should be seeing when they access Catalyst.

![Image of Catalyst Student Services Center]

4) All negative service indicators that have been assigned to the student are in the Holds section located in the top right of the page.

Select the Details (Details) link to be directed to the list of holds, the department whom applied the hold, and when it was applied to the student’s account.

![Image of Holds List]

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5) To view details about the service indicator, select the associated link in the **Hold Item** column. You will be directed to a new page that will list the reason behind the hold and how the student can remove the hold from their account.

![Hold Item Details](image)

6) Depending on the service indicator, the Hold will be automatically removed once the item has been resolved or there will be further instructions on whom the student can contact to have it removed from their record.

Once removed, the student will be able to register for classes during their enrollment appointment date if this was the only item preventing registration or other services.