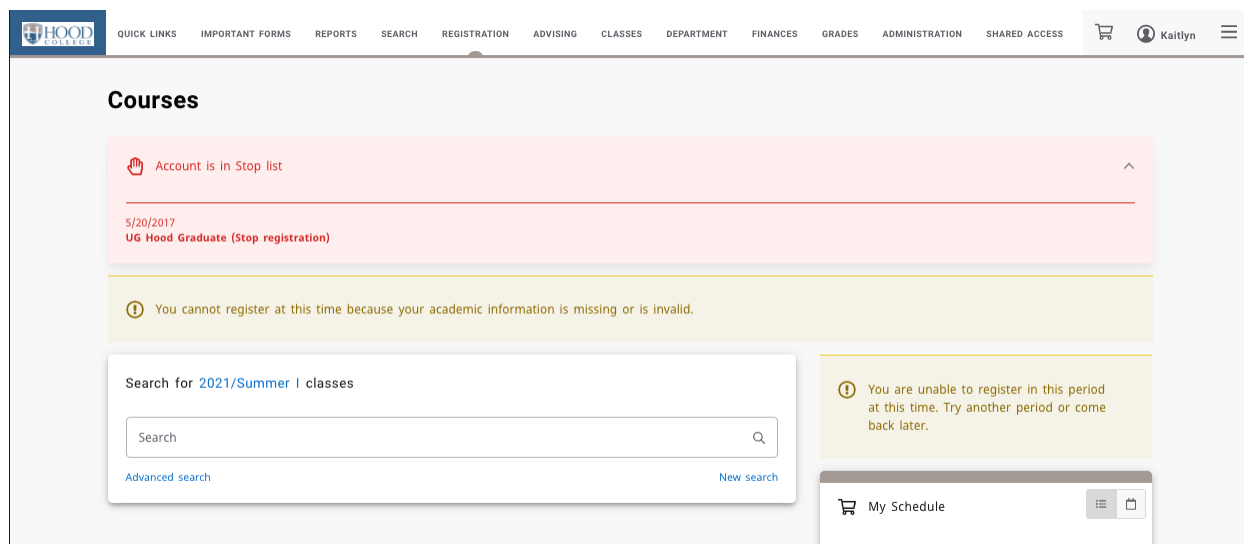


RESOLVING A HOLD (STOP) ON YOUR STUDENT ACCOUNT

1. **Check Self-Service to see if you have any holds or stops placed on your account.** Log in to [Self-Service](#) and hover over the REGISTRATION tab and click COURSES. If you have a hold, you will see a banner in red with a message “Account is on Stop list.” You will see the date that the hold was placed on your account as well as a description of the hold.



2. **Contact the office responsible for placing the hold** and make arrangements to fulfill your obligations and have your hold released **before** you attempt to register for courses. The stop code and corresponding office can be found in the chart below. Some, but not all stops will prevent registration processing, transcript viewing or ordering, receipt of diploma/certificate. Review the Notes column for each stop in the chart to see what it may prevent.

STOP CODE	NOTES	DEPARTMENT	PHONE	EMAIL
Acctg Hold Reg & Tran	Stops registration, transcript/grade viewing, transcript order processing, release of diploma/certificate	Accounting Office	(301) 696-3607	accounting@hood.edu
Assault Prevention	Stops transcript/grade viewing, transcript order processing, release of diploma/certificate	Graduate School	(301) 696-3600	gofurther@hood.edu
Disciplinary Hold		Residence Life	(301) 696-3577	residencelife@hood.edu
EAP 500		Registrar's Office	(301) 696-3616	hoodgrad@hood.edu
Grad Acad Warning		Registrar's Office	(301) 696-3616	hoodgrad@hood.edu
Grad F1 Visa	Stops registration	International Student Services	(301) 696-3811	pdso@hood.edu
Grad Fluency	Stops registration	Graduate School	(301) 696-3600	gofurther@hood.edu
Graduate International	Stops registration	Registrar's Office	(301) 696-3616	hoodgrad@hood.edu
Grad May Not Enroll	Stops registration	Registrar's Office	(301) 696-3616	hoodgrad@hood.edu

Graduate No Transcript	Stops registration	Registrar's Office	(301) 696-3616	hoodgrad@hood.edu
Grad Pet for Readmit	Stops registration	Registrar's Office	(301) 696-3616	hoodgrad@hood.edu
Library Obligation	Stops transcript/grade viewing, transcript order processing, release of diploma/certificate	Library	(301) 696-3909	No emails-please call to resolve
Req Online Course(s)	Stops transcript/grade viewing, transcript order processing, release of diploma/certificate	Residence Life	(301) 696-3577	residencelife@hood.edu
Res Life Gen Hold		Residence Life	(301) 696-3577	residencelife@hood.edu
Res Life Housing Contract Needed		Residence Life	(301) 696-3577	residencelife@hood.edu
UG F1 VISA		International Student Services	(301) 696-3811	pdso@hood.edu
UG Health Records Hold	Stops registration	Health & Counseling Services	(301) 696-8374	healthservices@hood.edu
UG 2 or More Inc		Registrar's Office	(301) 696-3616	registrar@hood.edu
UG Need HS Transcr	Stops registration	Registrar's Office	(301) 696-3616	registrar@hood.edu
UG Need Grad App	Stops registration	Registrar's Office	(301) 696-3616	registrar@hood.edu
UG Pet for Readmit	Stops registration	Registrar's Office	(301) 696-3616	registrar@hood.edu