

## RESOLVING A HOLD ON YOUR STUDENT ACCOUNT

**Check Self-Service to see if you have any "holds" placed on your account**

1. Log-in to [Self-Service](#)
2. Select the **Register** tab
3. Select **Traditional Courses**
4. Look for red STOP sign and codes
5. 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 screenshot shows the Hood College Self-Service portal. At the top, there is a navigation bar with 'Cart', 'Help', and 'Log Out' links, a 'Catalog' dropdown menu, and a 'Search' button. Below this is the Hood College logo and a 'Welcome (abc01)' message. The main navigation tabs include 'Home', 'Register', 'Classes', 'Finances', 'Grades', 'Search', and 'My Profile'. The 'Register' tab is selected, and the 'Traditional Courses' section is active. On the left, there are 'Related Links' for 'Section Search' and 'View Schedule'. The main content area displays a red stop sign icon and the text: 'Account is on Stop List. 10/29/2009 - ResLife Housing Contract Needed ( Stop Registration ) 4/5/2010 - Acctg Hold Reg & Tran ( Stop Registration, Stop Grades )'. Below this, it states: 'Your account is currently on Stop List. You may not register until this situation has been resolved.' At the bottom, there is a footer: 'PowerCAMPUS® Self-Service 7.3 · © 2005 - 2010 SunGard. All rights reserved.'

STOP CODE	CONTACT DEPARTMENT	PHONE NUMBER	EMAIL
Acctg Hold Reg & Tran	Accounting Office	(301) 696-3607	<a href="mailto:accounting@hood.edu">accounting@hood.edu</a>
Disciplinary Hold	Residence Life	(301) 696-3577	<a href="mailto:residencelife@hood.edu">residencelife@hood.edu</a>
Res Life Gen Hold	Residence Life	(301) 696-3577	<a href="mailto:residencelife@hood.edu">residencelife@hood.edu</a>
Res Life Housing Contract Needed	Residence Life	(301) 696-3577	<a href="mailto:residencelife@hood.edu">residencelife@hood.edu</a>
Req Online Course(s)	Residence Life	(301) 696-3577	<a href="mailto:residencelife@hood.edu">residencelife@hood.edu</a>
UG F1 VISA	International Student Services	(301) 696-3811	<a href="mailto:pdso@hood.edu">pdso@hood.edu</a>
UG Immunization Hold	Health & Counseling Services	(301) 696-8374	<a href="mailto:healthservices@hood.edu">healthservices@hood.edu</a>
UG 2 or More Inc	Registrar's Office	(301) 696-3616	<a href="mailto:registrar@hood.edu">registrar@hood.edu</a>
UG Need HS Transcr	Registrar's Office	(301) 696-3616	<a href="mailto:registrar@hood.edu">registrar@hood.edu</a>
UG Need Grad App	Registrar's Office	(301) 696-3616	<a href="mailto:registrar@hood.edu">registrar@hood.edu</a>
UG See Dean of Students	Dean's Office	(301) 696-3573	<a href="mailto:deanofstudents@hood.edu">deanofstudents@hood.edu</a>
Library Obligation	Library	(301) 696-3909	No emails- please call to resolve