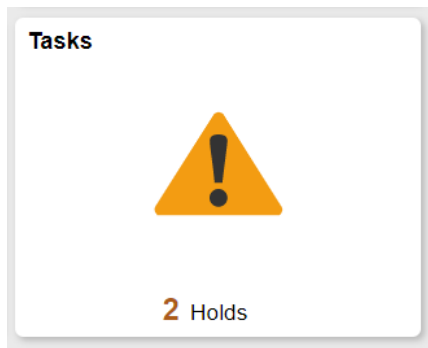


## Undergraduate Reference Guide for Reviewing Account Holds

STUDENTCENTER.CHAPMAN.EDU

Found under “Task” tile

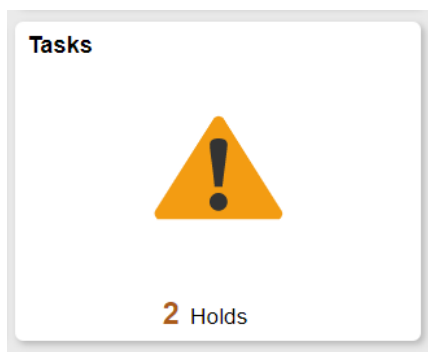


- **HOLDS** – Holds on student accounts are a method used by departments across campus to indicate the student must contact that department. Holds can be either described as being “positive” or “negative.” Positive holds do not prevent a student from registering and usually provide some type of reminder or department notification.
- Negative holds will prevent a student from registering for classes and having their diploma mailed to them.
- Some offices/departments that use holds are the Business Office, the Office of the Registrar, the Health Center, Academic Advising, and the Dean of Students office.

**We strongly recommend reviewing all Holds well in advance of registration.**

To review any holds, follow these steps:

- When you enter your Student Center, look at your “Tasks” tile. If it says you have any holds, click on the Tile. In this example, the student has two holds on their account:



- On the next screen, you will see all holds on your account. Click on the hold you would like to review. Here we will click on the “Official Transcript Required” hold:

Hold	Department
Academic Advising Hold	Registrar
Official Transcript Required	Registrar

- A pop-up window will display more information on the hold including the reason in more detail, which office to contact, and the office’s contact information:

**Hold Details**

**Official Transcript Required**

Reason: Official Transcript Required

Official transcript for transfer work required. Please submit to Office of the University Registrar. For questions call 714-997-6701 or email aps@chapman.edu

- At this point, if you are not sure of your next steps, contact the office listed in your hold details as soon as possible. Holds often require 24-48 business hours to be removed.