

# How to address a HOLD on a student's account

If you are unable to register due to HOLDS, "*you may not add or drop classes due to holds on your records,*" proceed as follows in **red**:

Check BannerWeb under your registration, and click where there are holds. The page will show you both what the hold is, and how to resolve it (what office to call).

## **BANNER WEB**

**Welcome, JCU student, to the JCU Banner Self-Service System!** Last web access on Nov 11, 2015 at 10:56 am

### [First-Year Checklist](#)

Access registration for new student orientation, housing, and many other important links to prepare you for enrolling at JCU

### [Registration & Academic Services](#)

**Residence Life, Register for classes and orientation. Check your grades, view your academic records, holds, and run your degree audit. Apply for Undergraduate Graduation.**

### [Student Financial Services](#)

**View Account Statement and holds,** Access your cost, financial aid and all payment related detail from your student account.

### [Employee Services](#)

Leave Reporting for administrators, benefits, paystubs, W4 data, change or view direct deposit information.

### [Personal Information](#)

View address(es), phone number(s), name change information & social security number change information; View or update e-mail address(es) & emergency contact information; Change your PIN & security question;

### [Parent Access Menu](#)

Parent Access to Student Info

### [Parking Permit](#)

Obtain Parking Permit.

### [Order Official Transcript](#)

Please use either Internet Explorer or Firefox to place your transcript order **(Not compatible with Google Chrome).**



# Registration and Academic Services

## [Registration](#)

Check your registration status; Add or drop classes; Display your class schedule.

## [Student Records](#)

**[View your holds](#); [Display your grades and transcripts](#); [Review charges and payments](#).**

## [Residence Life](#)

Housing application and selection; Dining Plans.

## [New Student Orientation Registration](#)

New Student Activities & Services

## [Apply for Graduation](#)

Application for Graduation for Undergraduate Students only.

## [View Graduation Application Status](#)

View previously submitted Graduation Applications



# Student Records

## [Select Term](#)

## [View Holds](#)

## [Midterm Grades](#)

## [Final Grades](#)

## [Academic Transcript](#)

## [Degree Evaluation- \*\*Unaffected by holds.\*\*](#)

## [Dynamic Catalog](#)

## [View Student Undergraduate Rank](#)

## [Order Official Transcript](#)

## [Apply for Graduation](#)

For Undergraduate Students only



**Holds** (<http://sites.jcu.edu/aid/pages/student-record-holds-and-definitions/>) are typically placed on your student record to prevent certain functionality due to a failure to fulfill necessary requirements or obligations that you relate to your continued and successful enrollment at the institution (e.g., on-time payment of your student account). If you have an active hold listed below - a "To Date" in the future, it may affect the following processes for you at the University:

- **Registration:** The hold restricts your ability to change your current schedule and/or register for future semesters until the hold is resolved.
- **Grades:** Your online access to view your semester mid-term and final grades is restricted until the hold is resolved.
- **Transcripts:** The hold prevents your own online access to view your transcript and, further, the University will not release your official or unofficial transcript to any external agencies.
- **Graduation:** Official graduation from the university and conferral of your degree is not allowed until the hold is resolved.

To see additional detail regarding each of the holds used by the institution and what you must do to resolve them if you see such a hold is placed on your account currently go to

<http://sites.jcu.edu/aid/pages/student-record-holds-and-definitions/>

When all requirements or obligations are fulfilled ***No holds exist on your record*** will appear.