**View & Manually Remove Holds**

**UR Student looks at students’ past due balances greater than or equal to $100 and automatically applies or removes past due balance Holds overnight. You can manually remove a past due balance Hold to give a student the opportunity to do something, for example, register. However, you should advise the student that the past due balance Hold will automatically be reapplied at midnight unless the past due amount has been paid.**

1. Type the **Student’s name** or **UR ID** in the search bar and press Enter.
2. Select **Student** from the Categories list.
3. Click **student’s name** hyperlink.
4. From the student’s Summary page, click **More**, if necessary.
5. Click **Action Items and Holds**.
   
   Notice the tabs: **Action Items**, **Active Holds**, **Resolved Holds**.
6. Click the **Active Holds** tab.
7. Select the **relevant hold** to be removed.
8. Hover over the magnifying glass to view the **Related Actions** icon.
9. Click the **Related Actions** icon.
10. Hover over **Holds** in the Actions column.
11. Select **Remove Hold**.

**Note:** In the case of removing Holds to allow the student to register, all Holds preventing registration should be removed in the same way.

12. Click the **Confirm** checkbox.
13. Click **Submit**.
14. Review the Details and Process, if desired.
15. Click **Done**.

**Note:** The Hold will disappear from the Active Holds tab and appear in the Resolved Holds tab on the Student Summary page. The resolved Hold displays information such as who resolved it and when.
Apply Holds

1. Type **Apply Hold** in the search bar
2. Select **Apply Student Hold** from drop-down
3. Type **Student’s name** or **UR ID** in Student field and press **Enter**
4. Click **OK**
5. Type **Bursar** in the Hold Reason field and press **Enter**
6. Select the relevant **Hold Reason** from the drop-down
   - **Note:** A description of the Hold Reason displays
7. Click the **More** icon in the Hold Type field
8. Select the first **Hold Type**
9. Click **Add**
10. Select the next **Hold Type**
11. Click **Add**
   - **Note:** Repeat above until all four hold types are selected (Diploma, Full Registration, Registration Add, Transcript)
12. Click **Submit**
13. Click **Done**