

## UBC Graduate and Postdoctoral Studies

# Resolving a hold on your record

## Important information about holds on your academic record

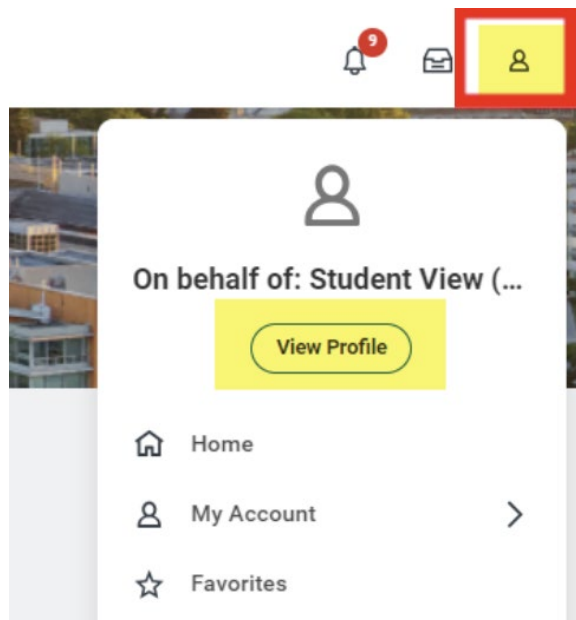
- A hold on your record may block you from registering in courses or receiving a transcript or diploma.
- You may encounter holds for various reasons. For example, you may have to pay overdue tuition and fees or you may need to see an advisor before registering in courses.
- Check and resolve your holds before your registration appointment to avoid any issues registering in courses.

## How to resolve a hold on your record

### First, go to your profile in Workday

1. Log into your Workday account at [myworkday.ubc.ca](https://myworkday.ubc.ca).
2. On the Workday home screen, click your user icon in the top right corner.
3. Click the "View Profile" button in the pop up menu.

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### Next, go to your action items and holds

1. Once you're in your profile, click the "Action Items and Holds" tab in the left menu.
2. View your current hold under the "Active Holds" tab in the top menu. You will see a description of the hold and what you need to do to resolve it.

### Resolve your hold

Complete the action items listed in your Active Hold under "Resolution Instructions".

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The screenshot shows the 'Student View (STUVIEW787)' page. On the left is a green sidebar with navigation options: Summary, Personal, Academics, Student Financials, Action Items and Holds (highlighted), Committees, History, Contact, and Portfolio. The main content area is titled 'Active Holds' and 'Resolved Holds'. A search bar is at the top right. A table lists holds, with one entry highlighted: 'Advising Required for Course Registration' with a 'Full Registration' type. Below the table, details for this hold are shown: 'Student Hold Assignment: Full Registration Hold for Student View', 'Student: Student View (STUVIEW787)', 'Created On: 2024-02-10', 'Hold Reason: Advising Required for Course Registration', 'Description: Your program or Faculty would like to speak with you regarding your course selection and academic requirements prior to your registration', 'Resolution Instructions: Please contact an academic advisor in your program or Faculty.', and 'Hold Type: Full Registration'. A radio button labeled 'Applies to All' is selected.

## Confirm that your hold has been removed

If you're able to complete the actions, your hold should be resolved automatically. Check that this is the case by going to the "Resolved Holds" tab in the top menu of the "Action Items and Holds" page.

## Or, check the Academics App

1. Return to the homepage at [myworkday.ubc.ca](https://myworkday.ubc.ca).
2. Click the "Academics" tab in the "Your Top Apps" menu on the right side of the page.
3. Check the "My Holds" section in the middle of the page. This section will be empty if there are no active holds on your record.

The screenshot shows the 'Academics' app interface. At the top is a green header with a back arrow and the word 'Academics'. Below is a 'Your Registration Appointment' section with a calendar icon and text: 'Your registration appointment has been issued for 2024 Winter. Please go to the Academics Dashboard>Registration & Courses to view'. A 'View More' link is present. Below this is a navigation bar with 'Academics', 'Registration & Courses', 'Graduation', 'Support', and 'Elections'. The main content area is split into two panels. The left panel, 'Academic Progress', shows a circular progress indicator at 11.1% and text: 'B.Sc., Major in Cognitive Systems, Option in Cognition and Brain (Vancouver)', '3 Satisfied of 27 Requirements'. The right panel, 'My Holds', contains a table with columns: 'Hold Details', 'Hold Reason', 'Description', 'Resolution Instructions', and 'Hold Types'. The table is empty, displaying 'No items available.'.

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### If you need additional support

Contact your [Enrolment Services Advisor](#) if you need help with understanding a hold on your academic record. Learn how to find your Enrolment Services Advisor's contact information in Workday.