

# Reviewing and Overriding Holds

Registration staff members are only allowed to remove certain holds from a student's account. Follow your department guidelines on removing or overriding your departmental holds.



**Registration staff members are NEVER permitted to remove holds placed on a student's account by another department. Refer the student to the appropriate NMSU department to have the hold removed.**

## Reviewing Holds

You should review the holds placed on a student's account before you decide whether or not to make any changes to them.

### Instructions

1. To review the types of hold that have been placed on a student's account, click on the drop-down arrow  next to the **Hold** field in the **SFAREGS** form. The **SOQHOLD** form will appear and list all holds placed on the student account.

Hold Details

Hold Type:	<input type="text"/>	Reason:	<input type="text"/>	Release Indicator:	<input type="text"/>
Amount:	<input type="text"/>	From:	<input type="text"/>	To:	<input type="text"/>
		Origination Code:	<input type="text"/>		

2. Check the date in the To field when you review holds. If the date in this field is today's date, or a previous date, the hold has already been released.



**Send the student to the appropriate department to have any non-departmental holds removed.**

## Releasing Departmental Holds

You will use the **SOAHOLD** form to release your departmental holds, without overriding any other holds that are placed on the student's account.

### Instructions

1. To access the **SOAHOLD** form, click **Direct Access** in the **File** menu.
2. Enter **SOAHOLD** in the **Enter Valid Name** field.
3. Click on **Start**. The **SOAHOLD** form appears. The student's name and ID number should be displayed in the **ID** block.
4. Click the **Next Block** button . The cursor should move to the **Hold Details** block and highlight the first hold listed for the student's account.
5. Change the "To" date to the current date by typing **T** in the **To** field.
6. Click the **Save**  button.
7. Click the **Exit**  button.
8. If there are any remaining holds on the student's account, send the student to the appropriate NMSU department to them removed. Remind them to return and complete their registration process when their holds are removed.

## Overriding Non-Departmental Holds

In rare circumstances, you may be given permission by another office to override their hold(s) so that you can register the student for the courses they have chosen. If the student has holds from more than one office outside of your department, then you must obtain permission from all of the other offices to override their holds and register the student. Follow these steps if you are authorized to override all holds placed on a student's account.

### Instructions

1. Enter **OVR** into the **Hold Password** field located immediately to the right of the **Holds** field in the **SFAREGS** form. **All holds will be overridden.**
2. Click the **Next Block** button . The cursor should move to the **Enrollment Registration** block. The letters "**EL**" (Eligible to Register) should be displayed in the **Status** field.



*If there is any other eligibility code displayed, send the student to the Registrar's Office to have their status code updated to "EL".*

3. Click the **Next Block** button . The cursor should move to the **Course Information** block. You may begin entering courses into the student's schedule.