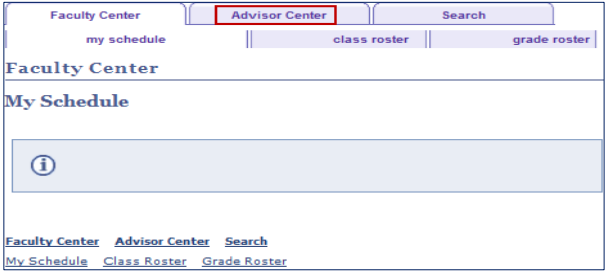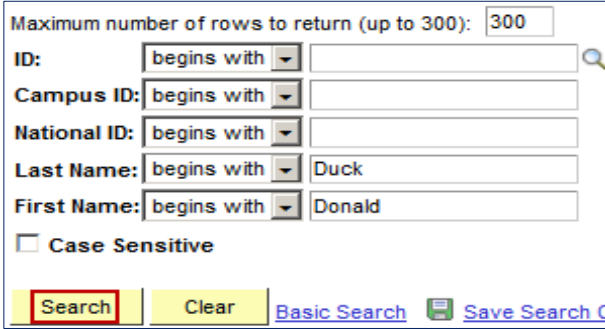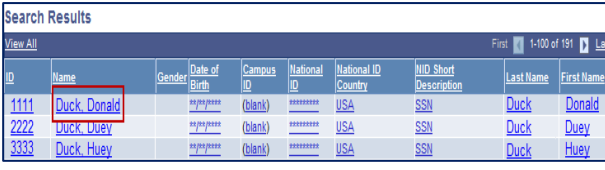## Viewing and Releasing Holds

Students can have holds placed for different reasons. The holds affect their services either positively or negatively. Typically, negative holds ⊘ impact services, such as enrolling in classes, being dropped, etc. With positive holds ★, the student's services are not affected, such as not being dropped for non-payment. From the Advisor Center tab, you can view holds for any student. However, faculty and staff advisors can release only advising holds.

To view the holds for a student, you will:

- Click the Advisor Center tab
- Search for the student
- Click the **General Info** link

1.	From the Faculty Center, click the **Advisor Center** tab.	
2.	When the **Advisor Center** page opens, click the VIEW DATA FOR OTHER STUDENTS button.	
3.	The search page opens. Enter in your criteria to search for the desired student, such as the student's CSUB ID or last and first name. Click the Search button to continue.	
4.	From the **Search Results**, click the student you desire. If you receive the message, "*No matching values were found*" then refine your search and repeat the previous step.	

5.	The **Advisee's Student Center** opens for your selected student. • Scroll to the bottom of the page and click the **General Info** link.	
6.	When the **Advisee General Info** screen appears, • Navigate to the **Service Indicators** section • Click on any hold to view additional detail, such as the *Advising Hold – No Enrl.*	
7.	When the Edit Service Indicator page opens, you can view the additional detail, such as a description, start term, etc.	
8.	To release the hold, click the **Release** button.	
9.	At the message, *"Are you sure you want to release this Service Indicator?",* click the **OK** button.	
10.	When satisfied, • Scroll to the bottom of the page • Click the **Return to Search** button to return to the search page.	