



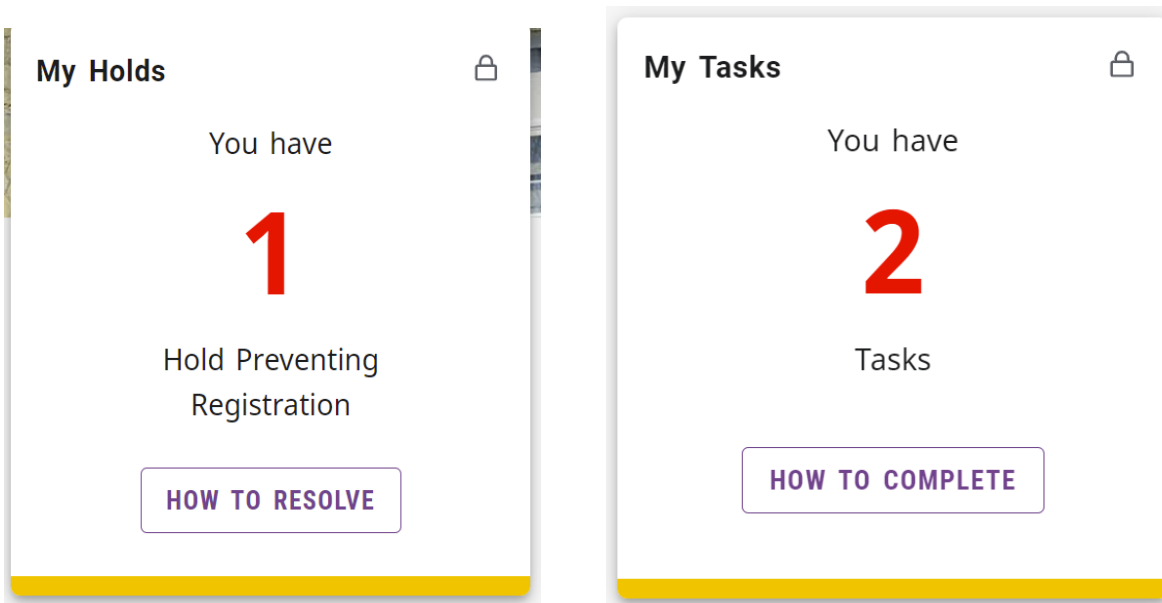
How to Manage Holds & Tasks in RamPortal

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This document instructs students on where to find and manage hold and task information in RamPortal.

Log into your [RamPortal](#) with your WCU ID and Password.

- From your RamPortal home page, you'll find a "My Holds" and "My Tasks" card, each with a counter that identifies the number of holds or tasks you have.
 - Holds must be cleared to register.
 - Tasks must be completed but will not prevent registration.



Holds

- If the counter on the My Holds card reads a number other than zero (0), you have a hold to resolve. Click the "How to Resolve" box.
- **PLEASE NOTE: IF YOU SEE AN ADVISOR HOLD, IT NO LONGER PREVENTS REGISTRATION. Advisor holds are temporarily used as "Advisor indicators" for the advisor to track who has met with them for an advising session.**

- A page will open with an explanation of the hold and instructions for how to resolve the hold. If you have questions about the hold, please contact the office from which the hold was received.



HOLDS

This page provides an overview of the holds on your account that need to be resolved before you can register for classes.

Type of Hold	Why is this hold on my account?	How do I resolve this hold?
Bursar Hold for Unpaid Balance	You have an unpaid balance on your account	To pay the unpaid balance in your myWCU, please review the instructions on how to pay your bill. click here

Tasks

- If the counter on the My Tasks card reads a number other than zero (0), you have a task to complete. Click the “How to Resolve” box.
- A page will open with an explanation of the task and instructions for how to complete the task. If you have questions, please contact the office from which the task was assigned.



MY TASKS LIST

This page provides an overview of the tasks on your account that need to be resolved as soon as possible. This tasks will not prevent you from registering for classes.

Type of Task	Why is this Task on my account?	How do I complete this Task?
Missing Athletic Equipment	There is missing athletic equipment that needs to be returned	Please contact the Athletics Department at (need contact)
Library	This hold has been applied for one of the following reasons: 1. There are items on your library account that are considered lost and need to be returned or replaced, or 2. There are unpaid fees on your library account for production services, such as poster printing or art printing.	To resolve this hold, return all outstanding items on your account to the library or contact the Libraries to get more information about this hold, pay unpaid fees, or discuss replacement options for lost items. To contact the Libraries, email libcirc@wcupa.edu or call 610-436-2946.

- If you have technical issues with either the My Holds or My Tasks card, please submit a ticket through the [Service Now portal](#).

