

HOLDS

IMPORTANT **HOLD** INFORMATION

- ✓ SSW DOES NOT lift or remove holds.
 - ✓ Holds must be resolved with the office that placed the hold. You must contact that office directly.
 - ✓ Holds take up to 48 hours to clear from your account.
 - ✓ H1 is not a hold
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HOW TO CHECK FOR **HOLDS** ON YOUR STUDENT ACCOUNT

1. Login into [SURFS](#)
 2. Click on STUDENTS
 3. Click on STUDENT PROFILE
 4. View HOLDS in the upper left-hand corner
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POTENTIAL **HOLDS** ON YOUR STUDENT ACCOUNT

- ❖ **Student Health Hold** (**most common**) – If you have a Student Health Hold, please reach out to [Student Health](#) directly at shealth@som.umaryland.edu or 667-214-1883. Student health holds often have multiple steps in order to resolve all requirements. Holds can take longer to clear.
- ❖ **Student Account Balance Hold:** Student Financial Services - To resolve the hold on your account, please address the outstanding balance as soon as possible. If you are enrolled in a UMB installment plan, the hold will be lifted automatically once your final payment is processed. Please contact [Student Financial Services](#) directly.
 - Review your account regularly - ensure that all charges and payments are accurately posted, especially after any registration changes. Not paying the full amount for outstanding charges may result in late fees and registration holds.
 - To view your current balance, recent activity, and estimated financial aid, please log in to TouchNet via [SURFS](#). You can access TouchNet by logging into [SURFS](#), selecting "Student," and then clicking on the TouchNet link.
- ❖ **Title IX and Drug Prevention Hold:** These trainings can be found here: [Required Trainings - UMB Student Affairs](#). The hold release process is now automated. Depending on the time the training is completed (before or after the report is generated), the hold will be released within 48 hours.
- ❖ **Emergency Contact** – Student must enter their emergency contact information in [SURFS](#) for the hold to clear within 48 hours.