Lifting a Hold

Holds are a type of Negative Service Indicator. Not all Negative Service Indicators prevent a student from registering. The only HOLD (or Negative Service Indicator) you can remove/lift is for Academic Advising.

Step One - Log In

- Login in to PeopleSoft through www.csulb.edu/ CMS and click on CMS/ HRSA Production.
- Bookmark this page in your web browser for faster access. Remember that PeopleSoft (also known as CMS) uses a different password than your MyCSULB and BeachBoard accounts. You cannot lift holds through MyCSULB.

Step Two - Find the Path

- Click on the following: Self Service>Advisor Center
- You can bookmark this location in “My Favorites” so you don’t have to remember the path (see below).

Step Three - Lift the Hold

- Also known as releasing a Negative Service Indicator.
- Enter Student’s ID number and click on Search. You can also look up a student using the first and last name.
- The Advisor Center will come up displaying the Student Center tab. Click on the General Info tab at the top.
- Under “Service Indicators”, click the Edit Service Indicators button.
- Click Search to proceed (the student’s ID number is already in the EmplID box).
- Click the blue R01 hyperlink on the service indicator that lists Required Advising (fall semester) or Advising 2nd Semester Freshman (spring semester) in the Reason Description column.
- Click the Release button (in the upper right-hand corner of the screen).
- A message verifying the release of the service indicator will be displayed. Click OK to proceed.
- The Advising Hold is gone. Click Cancel to return to the General Info tab of the Advisor Center.
- That’s it! You cannot lift holds other than those related to advising.
- See attached pages for screen shots of this process.

FAQ

Q: The Negative Service Indicator (Ω) icon still appears on this student’s record. Why?
A: Click on the Edit Service Indicators button. Is the “Required Advising” gone? If so, then the student may have other holds or Negative Service Indicators. Only the indicators that say “Prevent all enrollment actions” will keep the student from being able to register. Other indicators may say “Informational only.” Refer the student to their MyCSULB account to view all their own holds, which also includes information about who the student will need to see regarding that hold.

Q: What if I accidentally delete something I wasn’t supposed to?
A: You won’t. The system only allows you access to advising holds. This means that you cannot edit other parts of a student's record.

Q: How do I bookmark something within PeopleSoft (also known as Adding to My Favorites)?
A: Login to PeopleSoft. In the upper left-hand side of the screen is your Menu, the first item of which is called “My Favorites.” Start by navigating to the screen you want to add to your favorites, such as the Advisor Center screen (Self Service>Advisor Center). Do not enter a student ID. While on the Advisee’s Student Center screen, click on My Favorites and then click on Add to Favorites. You can name this page anything you want, such as Student Record or something else that you will recognize. Click on OK and this page can now easily be found under My Favorites. From now on, just click on My Favorites to navigate to anything you have added there.