



# Holds and Tasks: How to Manage Hold and Tasks

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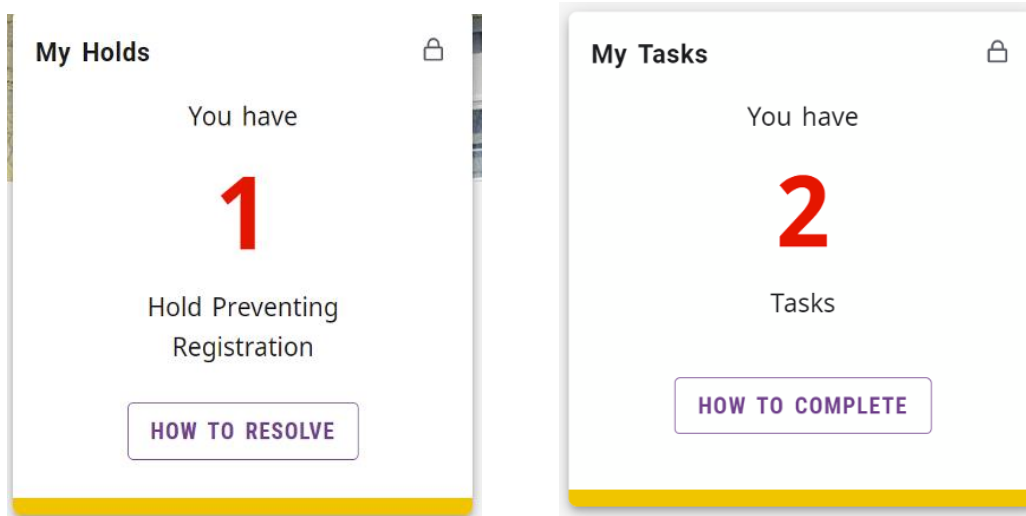
This guide explains how to view and manage your Holds and Tasks in RamPortal.

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## NAVIGATION

1. Login to [RamPortal](#) using your WCU Single Sign On (SSO).
2. Locate the **My Holds** and **My Tasks** card on your home page. Each card displays a counter showing the number of items you have.



## HOLDS

**Important: Holds must be cleared before you can register for classes.**

Steps to view and resolve holds:

1. Open the **My Holds** card by clicking on the **How To Resolve** button.
2. Review the explanation of the hold and follow the steps provided. If you need help, contact the office that issued the hold.



## 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?
<b>Bursar Hold for Unpaid Balance</b>	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. <a href="#">click here</a>

## TASKS

**Tasks must be cleared but do not block registering for classes.**

Steps to view and complete tasks:

1. Open the **My Tasks** card by clicking on the **How To Complete** button.
2. Review the explanation of the task and follow the steps provided. If you need help, contact the office that assigned the task.



## 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?
<b>Missing Athletic Equipment</b>	There is missing athletic equipment that needs to be returned	Please contact the Athletics Department at (need contact)
<b>Library</b>	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 <a href="mailto:libcirc@wcupa.edu">libcirc@wcupa.edu</a> or call 610-436-2946.

For support, please submit a ticket at <https://wcupaprod.service-now.com/aes>