How to Manage Holds and 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.
- 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.
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.

If you have technical issues with either the My Holds or My Tasks card, please submit a ticket through the Service Now portal.