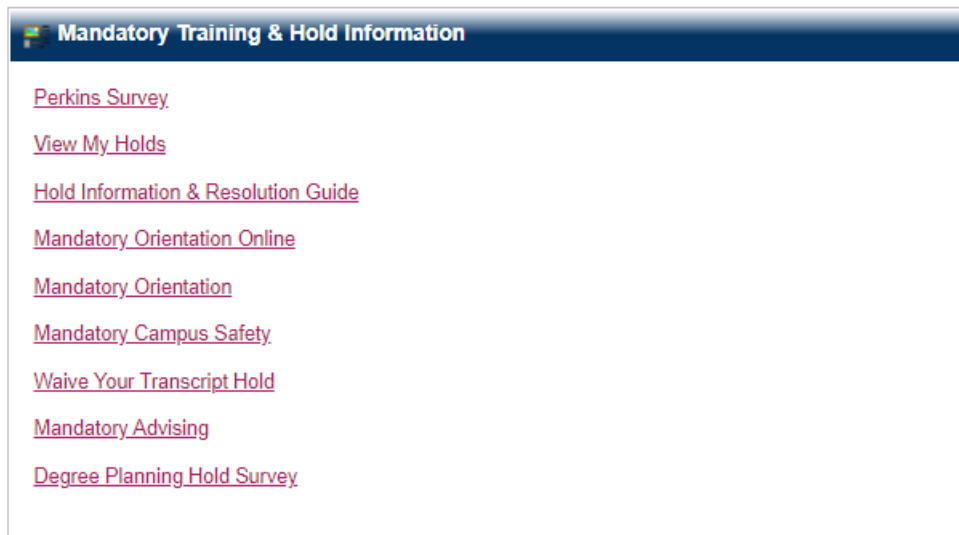


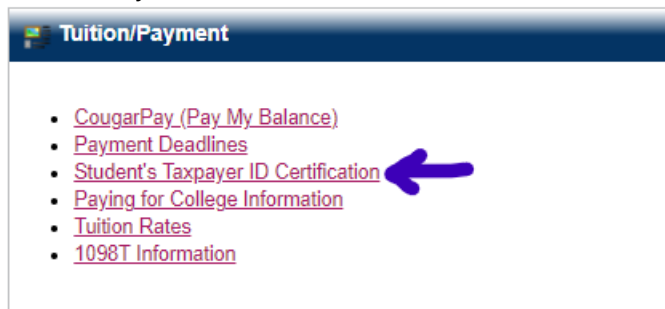
## Guide to Resolving Registration Holds

What is a Registration Hold? A hold is a step that needs to be completed in order to register for classes. To view any registration holds you may have on your account, log in to CougarWeb, select the Student Tab, and you will see the Mandatory Advising and Hold Information box.



### New to Collin/First-Time Dual Credit Students

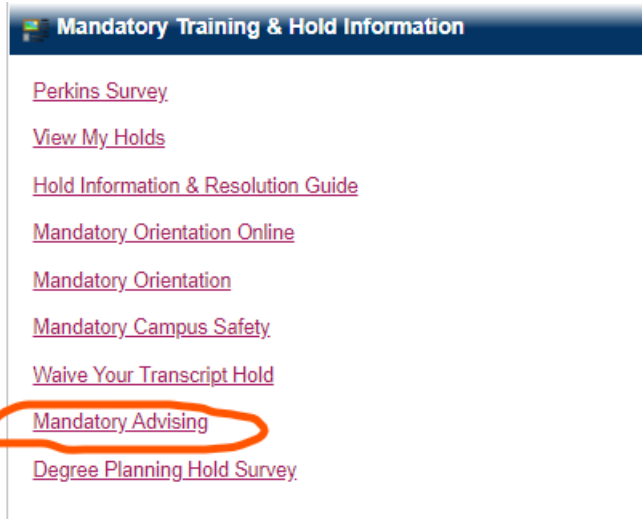
- **High School Permission Form** – This form must be submitted to your High School Counselor before students can register for classes.
- **TSI** – Students must take the TSI or provide other test scores that may qualify for a waiver or exemption.
- **Mandatory Videos** – Students must watch two webinars before registration. To access these videos, log in to CougarWeb. In the Mandatory Training and Hold Information box, click the links for each video. Successfully answer questions at the end of each section.
  - **Orientation**
  - **Campus Safety Training**
- **SSN/ITSN** – If the student's Social Security Number or Tax ID Number was not listed on the Collin College Application, or it was listed incorrectly, a student may see this hold.
  - To clear this hold, log in to CougarWeb and select the Student Tab. IN the Tuition/Payment box, click the link for Student's Taxpayer ID Certification.



- **PR/Visa** – If a student receives this hold, submit a copy of your Visa or Permanent Residency (PR) card to Admissions@collin.edu.

## Returning Dual Credit Students

- **High School Permission Form** – This form must be submitted to your high school counselor every semester.
- **Mandatory Advising** – If a student has fallen below a 2.0 GPA, this hold will prevent registration. To clear this hold, log in to CougarWeb. Click the Mandatory Advising link as shown.



**Mandatory Training & Hold Information**

- [Perkins Survey](#)
- [View My Holds](#)
- [Hold Information & Resolution Guide](#)
- [Mandatory Orientation Online](#)
- [Mandatory Orientation](#)
- [Mandatory Campus Safety](#)
- [Waive Your Transcript Hold](#)
- [Mandatory Advising](#)
- [Degree Planning Hold Survey](#)