

# Clearing your Holds in PAWS

- ▶ *There is a “Holds” section in PAWS, which you need to check and clear throughout your time at UWM.*
- ▶ *Follow the instructions below to understand how to review and clear holds on your PAWS account.*

# Types of Holds

## ▶ *Enrollment Holds*

- ▶ *These holds prevent you from enrolling in classes*
- ▶ *You must clear these Holds before you are eligible to enroll in classes*
- ▶ *Examples are:*
  - ▶ *Complete Credit Agreement Hold*
  - ▶ *EAP Placement Hold*

## ▶ *Other Holds*

- ▶ *There are other holds that do not prevent enrollment*
- ▶ *Examples:*
  - ▶ *Transcript/Diploma Hold*

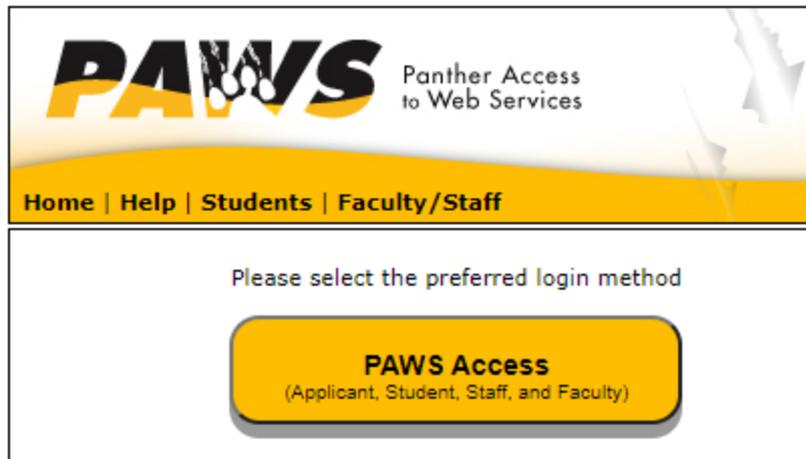
# Steps to Clearing your Holds in PAWS

- ▶ *Step 1: Log in to PAWS*
- ▶ *Step 2: Click on “Details” to view your Holds*
- ▶ *Step 3: Review your Holds*
- ▶ *Step 4: Review the instructions of each Hold*

See the following slides for screenshots and detailed instructions on each step.

# Step 1: Log in to PAWS

- ▶ Open [www.uwm.edu/paws](http://www.uwm.edu/paws)
- ▶ Click on the “PAWS Access” button
- ▶ Log in with your UWM ePanther ID and Password



# Step 2: Click on “Details” to view your Holds

- ▶ On your landing page, find the “Holds” section on the right side of the page
- ▶ Click on the “Details” link to view information about your Holds

The screenshot shows the 'Student Center' interface for 'Jane's Student Center'. The page features a navigation bar with 'Academics' and a search bar labeled 'SEARCH FOR CLASSES'. A central message states 'You are not enrolled in classes.' with an information icon. Below this is a link for 'enrollment shopping cart'. On the right side, there is a 'Holds' section with a dropdown arrow, listing 'Minimum Payment Required' and 'Must Complete Credit Agreement'. A 'details' link is visible at the bottom of this section. A red arrow points from the 'Holds' section towards the 'SEARCH FOR CLASSES' button, and a red box highlights the 'Holds' section and its 'details' link.

Screenshot from:  
[https://assets.comevoservice.com/media/uwm/media\\_documents/PAWS%20checklist.pdf](https://assets.comevoservice.com/media/uwm/media_documents/PAWS%20checklist.pdf)

# Step 3: Review your Holds

- ▶ *You will see an item list of your holds and which department has issued the hold*
- ▶ *Click on each hold item for more details about that hold*

Item List								
Hold Item	Amount		Institution	Start Term	End Term	Start Date	End Date	Department
Minimum Payment Required		USD	University Wisconsin-Milwaukee	Fall 2013		04/04/2013		Bursar's Office
Must Complete Credit Agreement		USD	University Wisconsin-Milwaukee	Begin Term - Srvc Indicatr Use		03/21/2013		Bursar's Office

# Step 4: Review the Instructions of each Hold

- ▶ *Read the “Instructions” section of each hold to find the steps you need to take to clear the hold*
- ▶ *Contact the Department listed with any additional questions about the hold.*

**Must Complete Credit Agreement**

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**Reason and Contact**

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**Description:** University Wisconsin-Milwaukee  
**Start Term:** Begin Term - Svc Indicatr Use  
**Start Date:** 03/21/2013  
**Reason:** Must complete Credit Agreement  
**Department:** Bursar's Office  
**Contact:**

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**Instructions**

Must access and complete online Credit Agreement from the link on your PAWS Student Center page FINANCES Section. Direct questions to the Bursar Office bursar@uwm.edu , Mitchell Hall 295 or 414/229-4914.

A red arrow points from the 'Reason' field to the 'Instructions' section, which is highlighted with a red border.

**Make sure to review the Holds section in PAWS often to address each hold as soon as possible.**

# Clearing your “Complete Credit Agreement” Hold

- ▶ *When you are initially admitted to UWM, you are required to accept the credit agreement on PAWS prior to enrolling.*
- ▶ *Follow the instructions below for more information about completing your credit agreement.*

# What is the “Complete Credit Agreement” Hold?

- ▶ *This hold requires you to sign the University of Wisconsin-Milwaukee Educational Services Credit Agreement.*
- ▶ *The agreement explains your financial responsibility to pay for the classes and services that you are charged.*
- ▶ *It also explains your payment options and associated charges.*
- ▶ *There is a lot of important information in the agreement; you should read each section.*
- ▶ *A copy of the agreement and additional information about the agreement can be found on UWM’s website: <https://uwm.edu/onestop/finances/university-credit-agreement/>*

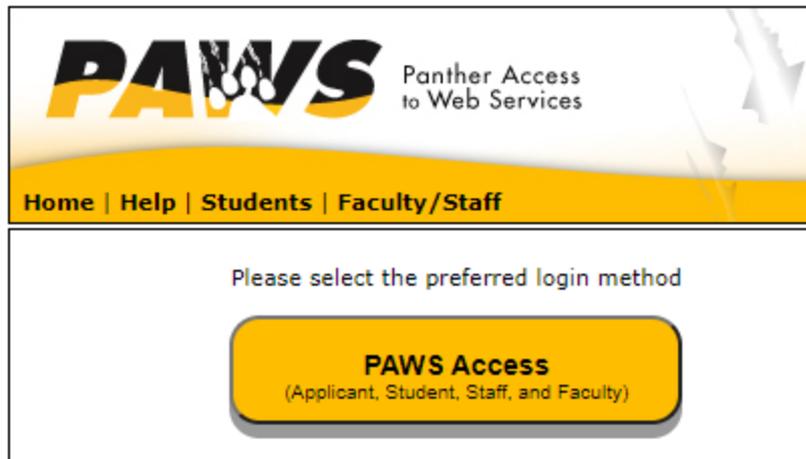
# Steps to Complete the Credit Agreement

- ▶ *Step 1: Log in to PAWS*
- ▶ *Step 2: Click on “Credit Agreement” under Finances*
- ▶ *Step 3: Submit the Electronic Signature Consent*
- ▶ *Step 4: Submit the Online Credit Agreement*
- ▶ *Step 5: Confirm your Credit Agreement Hold was released*

See the following slides for screenshots and detailed instructions on each step.

# Step 1: Log in to PAWS

- ▶ Open [www.uwm.edu/paws](http://www.uwm.edu/paws)
- ▶ Click on the “PAWS Access” button
- ▶ Log in with your UWM ePanther ID and Password



# Step 2: Click on “Credit Agreement” under Finances

- ▶ On your landing page, find the “Finances” section
- ▶ Click on the “Credit Agreement” link

**Finances**

**My Account**

- [Account Inquiry](#)
- [View Billing Statement](#)
- [Credit Agreement](#)**

**Financial Aid**

- [View Financial Aid](#)
- [Accept/Decline Awards](#)

other financial... >>

**Account Summary**

You owe **0.00**.

▪ Due Now	0.00	
▪ Future Due	0.00	
▪ Total Account Balance		0.00

Currency used is US Dollar.

[make a payment >](#)

# Step 3: Submit the Electronic Signature Consent

- ▶ *This consent is your way of agreeing to accepting the electronic signature the same way your hand signature would be accepted*
- ▶ *Read the statement*
- ▶ *Click on “I consent to Electronic Signature” and then “Submit”*

## Electronic Signature Consent

By clicking "I consent to Electronic Signature" below, I am hereby consenting to the creation, enforcement and use of my electronic signature to enter into the subsequent "University of Wisconsin-Milwaukee Educational Services Credit Agreement". I understand that by clicking "I consent to Electronic Signature", I will be granted access to electronically accept the "University of Wisconsin-Milwaukee Educational Services Credit Agreement".

If I do not wish to execute the "University of Wisconsin-Milwaukee Educational Services Credit Agreement" in electronic format, I understand I need to click "I do not consent to Electronic Signature". I understand I have the option of executing the "University of Wisconsin-Milwaukee Educational Services Credit Agreement" in non-electronic format, and if I wish to do so, will click "Printer-friendly Credit Agreement" for a hardcopy, and will need to sign and deliver the document to the Accounts Receivable Office, Mitchell Hall Room 295.

By clicking "I consent to Electronic Signature" below, I acknowledge that I am able to print and/or download a copy of this Agreement if I wish to retain a copy of it.

# Step 3: Submit the Electronic Signature Consent

- ▶ Check the “I consent to Electronic Signature” box
- ▶ Click “Submit”

I consent to Electronic Signature       I do not Consent to Electronic Signature     

[Printer-friendly Credit Agreement](#)

# Step 4: Submit the Online Credit Agreement

- ▶ *The Agreement will display*
- ▶ *Review the agreement*
- ▶ *Return to your PAWS page and complete the applicable fields*



Online Credit Agreement

You must view the Credit Agreement and agree to its terms by checking the "I Agree" checkbox.

Telephone  Country Code  (International Phone Numbers Only)

Marital Status

- ▶ *Click "I agree" and Submit*



I Agree [Click Here to View the Credit Agreement](#)

# Step 4: Complete the Online Credit Agreement

- ▶ *You will get a confirmation that your signed agreement processed*



# Step 5: Confirm your Credit Agreement Hold was released

- ▶ *Return to the Holds section of PAWS to verify that your hold has been released*
  - ▶ *You may need to refresh your screen for the hold to disappear*
- ▶ *Questions about the credit agreement should be directed to the Bursar's Office:*  
[bursar@uwm.edu](mailto:bursar@uwm.edu) or 414-229-4914