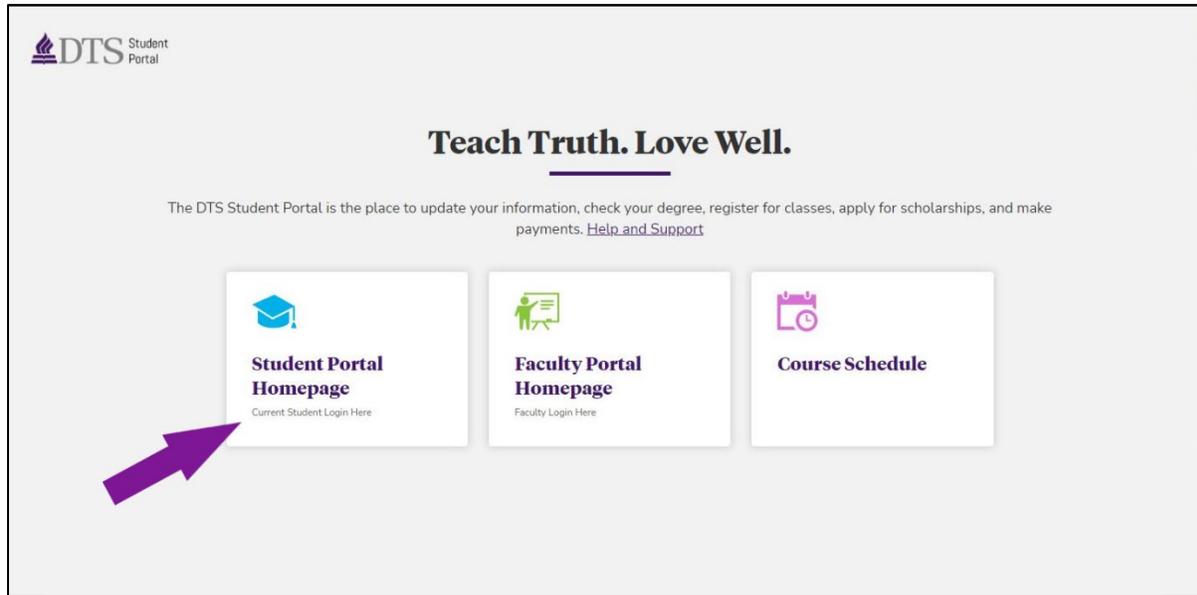


# How to Manage Your Registration Hold in the DTS Student Portal

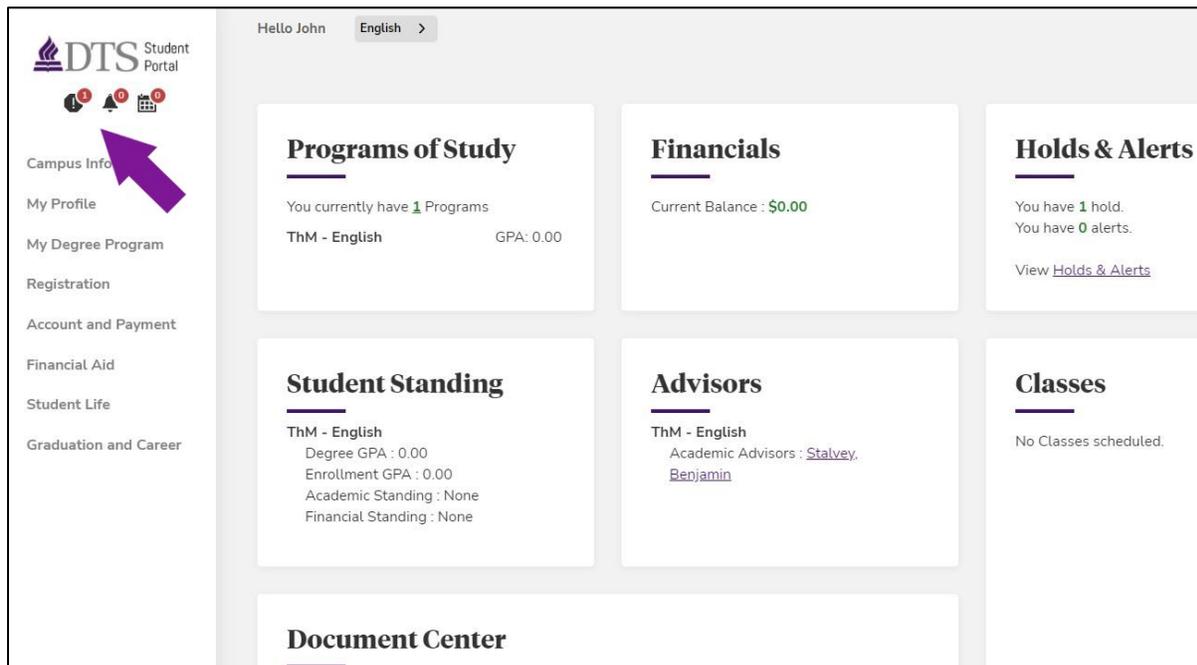
Link: <https://portal.dts.edu/>

When you navigate to the new DTS Student Portal, you'll see the following screen:



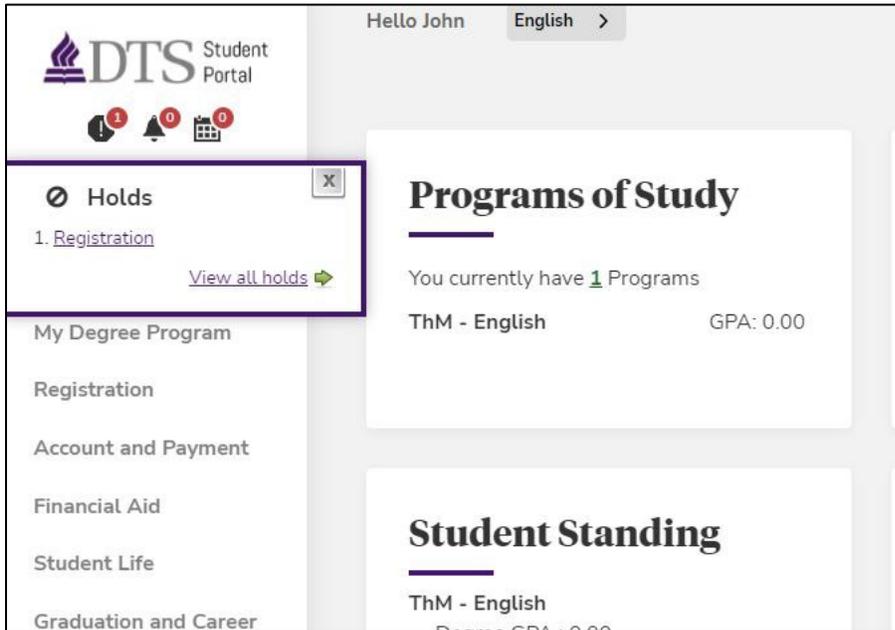
Click on the tile marked "Student Portal Homepage" on the far left. The system will then prompt you to enter your login credentials to enter the site. This will include your @dallasseminary.edu email address and DTS password.

Once you have successfully logged in, you will see the home page for the Student Portal:



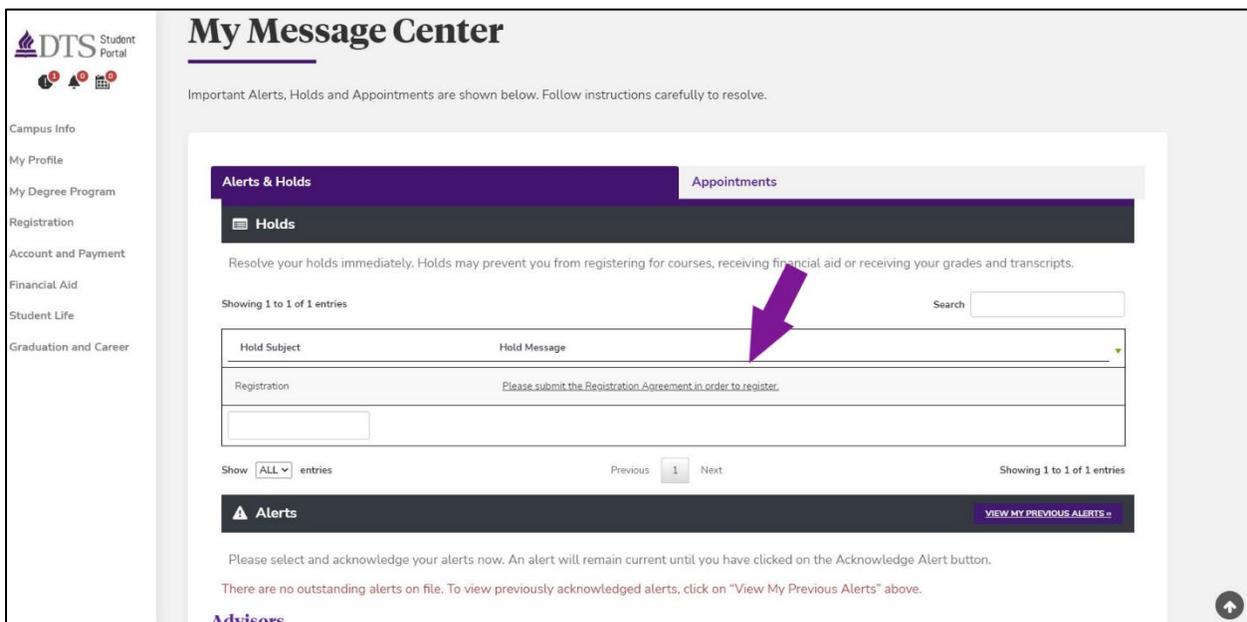
## How To: Manage Your Registration Hold

In the top left corner, you'll see an alert icon in the shape of a stop sign. This is your "Holds" icon and display the number of active holds (if applicable). If you click on it, a small box will appear with information about the hold(s).



The screenshot shows the DTS Student Portal interface. In the top left corner, there is a notification icon with a red circle containing the number '1'. A purple-bordered box highlights this icon and the text 'Holds' with a close button 'X'. Below this, a list of navigation links is visible: '1. Registration', 'View all holds', 'My Degree Program', 'Registration', 'Account and Payment', 'Financial Aid', 'Student Life', and 'Graduation and Career'. The main content area features a 'Programs of Study' section with the heading 'Programs of Study' and the text 'You currently have 1 Programs'. Below this, it lists 'ThM - English' with a GPA of 0.00. A 'Student Standing' section is also visible below, listing 'ThM - English' with a GPA of 0.00.

In this situation, the hold on this account is a "Registration" hold, which prevents students from registering or changing their schedule. All students will have this hold placed on their record each registration term. You can proceed to view more information about this hold or other holds by clicking "View all holds" or "Registration." When you click on either of those links, it will take you to the Messaging Center, shown here:



The screenshot shows the 'My Message Center' page. The header includes the DTS Student Portal logo and the text 'My Message Center'. Below the header, there is a message: 'Important Alerts, Holds and Appointments are shown below. Follow instructions carefully to resolve.' The main content area is divided into two tabs: 'Alerts & Holds' (selected) and 'Appointments'. Under the 'Alerts & Holds' tab, there is a section for 'Holds' with the text: 'Resolve your holds immediately. Holds may prevent you from registering for courses, receiving financial aid or receiving your grades and transcripts.' Below this, there is a table with one entry. A purple arrow points to the 'Hold Message' column of this entry. The table has columns for 'Hold Subject' and 'Hold Message'. The entry shows 'Registration' in the 'Hold Subject' column and 'Please submit the Registration Agreement in order to register.' in the 'Hold Message' column. Below the table, there is a search box and a 'Showing 1 to 1 of 1 entries' indicator. At the bottom of the page, there is an 'Alerts' section with a 'VIEW MY PREVIOUS ALERTS' button and a message: 'Please select and acknowledge your alerts now. An alert will remain current until you have clicked on the Acknowledge Alert button. There are no outstanding alerts on file. To view previously acknowledged alerts, click on "View My Previous Alerts" above.'

## How To: Manage Your Registration Hold

The Messaging Center contains information about your alerts and holds, as well as a way to contact your Academic Advisor. To proceed in resolving your Registration hold, you will need to select the hyperlinked text in the middle of the “Holds” section of the page. It reads, “Please submit the Registration Agreement in order to register”. You can select this text to navigate to the Registration Agreement form, which will pop up in another tab of your browser and look like this:

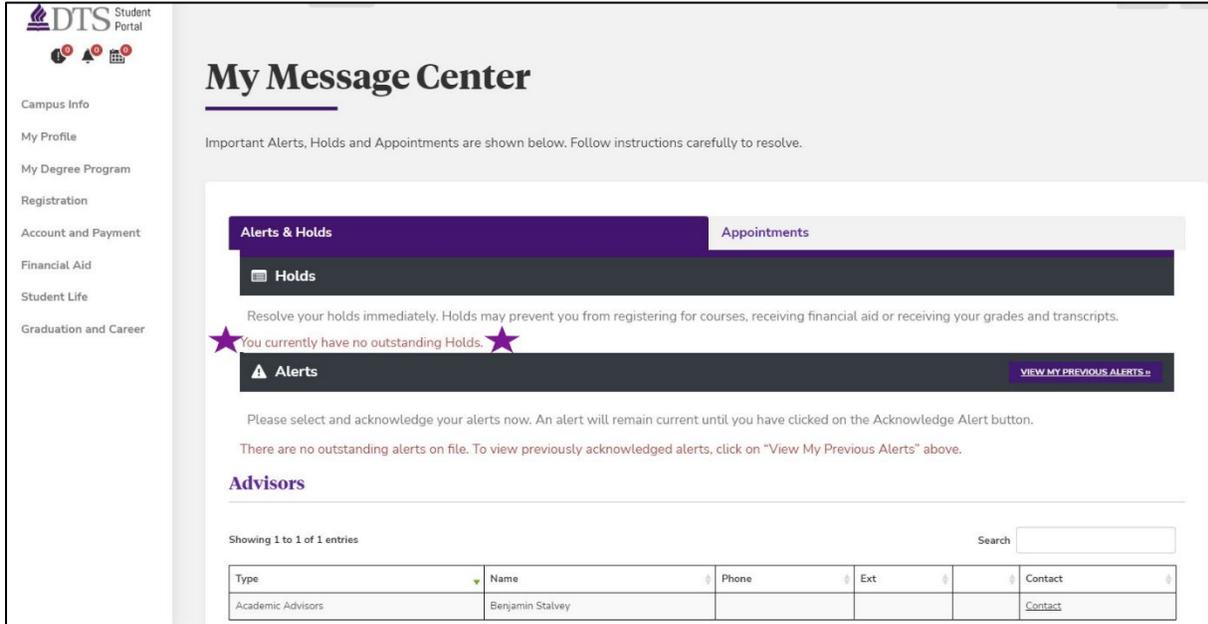
The screenshot shows the 'Registration Address Update and Agreement Statements' form. The user's name is John Doe/DTS, student number is 1111, and program version is TMH - English. The form includes fields for address (3656 Swiss Ave., Dallas, Texas, 75204), graduation term (2025 Spring), and veteran status (Not specified). A purple arrow points to the 'Essential Doctrinal Commitments (for students)' dropdown menu, which is currently set to '-Select-'. Below it is the 'Community Covenant' dropdown, also set to '-Select-'. A 'SUBMIT' button is at the bottom left.

You will need to fill in every field in this form in order to “Submit” the form. Most of the fields pertain to location information or demographic information like Veteran or student visa status. The bottom of the form contains hyperlinked text that will take you to the DTS Doctrinal Statement and DTS Community Covenant. You will need to read and affirm each of these statements every registration term. After completing the form, review it to ensure all information is accurate.

This form reflects the information for John Doe:

This screenshot shows the same form as above, but with the 'Essential Doctrinal Commitments (for students)' dropdown menu set to 'Yes' and the 'Community Covenant' dropdown menu set to 'Yes'. A purple arrow points to the 'SUBMIT' button at the bottom left.

Once you have reviewed the information, select the “Submit” button in the bottom right corner. Once submitted, it will take you back to the messaging center and show that your Registration hold has been removed:



The screenshot shows the 'My Message Center' page in the DTS Student Portal. The page is divided into several sections: 'Alerts & Holds', 'Appointments', 'Holds', 'Alerts', and 'Advisors'. The 'Holds' section indicates that there are no outstanding holds. The 'Alerts' section indicates that there are no outstanding alerts. The 'Advisors' section shows a table with one entry for Benjamin Stalvey, with a 'Contact' button in the bottom left corner.

**Alerts & Holds** | **Appointments**

**Holds**

Resolve your holds immediately. Holds may prevent you from registering for courses, receiving financial aid or receiving your grades and transcripts.

★ You currently have no outstanding Holds. ★

**Alerts** [VIEW MY PREVIOUS ALERTS »](#)

Please select and acknowledge your alerts now. An alert will remain current until you have clicked on the Acknowledge Alert button.

There are no outstanding alerts on file. To view previously acknowledged alerts, click on "View My Previous Alerts" above.

**Advisors**

Showing 1 to 1 of 1 entries Search

Type	Name	Phone	Ext	Contact
Academic Advisors	Benjamin Stalvey			<a href="#">Contact</a>

You'll also notice in the top right corner that the “Holds” alert icon now shows that you have zero alerts remaining.

### Troubleshooting Tips:

1. If your hold is still displaying, refresh your Student Portal page. It may take refreshing your account or your browser before the change will show in the system.
2. On this same page, under the “Advisors” heading, you can select the “Contact” button in the bottom left corner. Your advisor or another member of the Enrollment Services team will reach out to you to help you remove the hold from your account.

If you have any questions about managing your Registration holds, don't hesitate to reach out to Academic Advising (214-887-5080 or [advising@dts.edu](mailto:advising@dts.edu)) or the Registrar's Office (214-887-5350 or [registrar@dts.edu](mailto:registrar@dts.edu)), or email your [Academic Advisor directly](#). We are here to serve you!