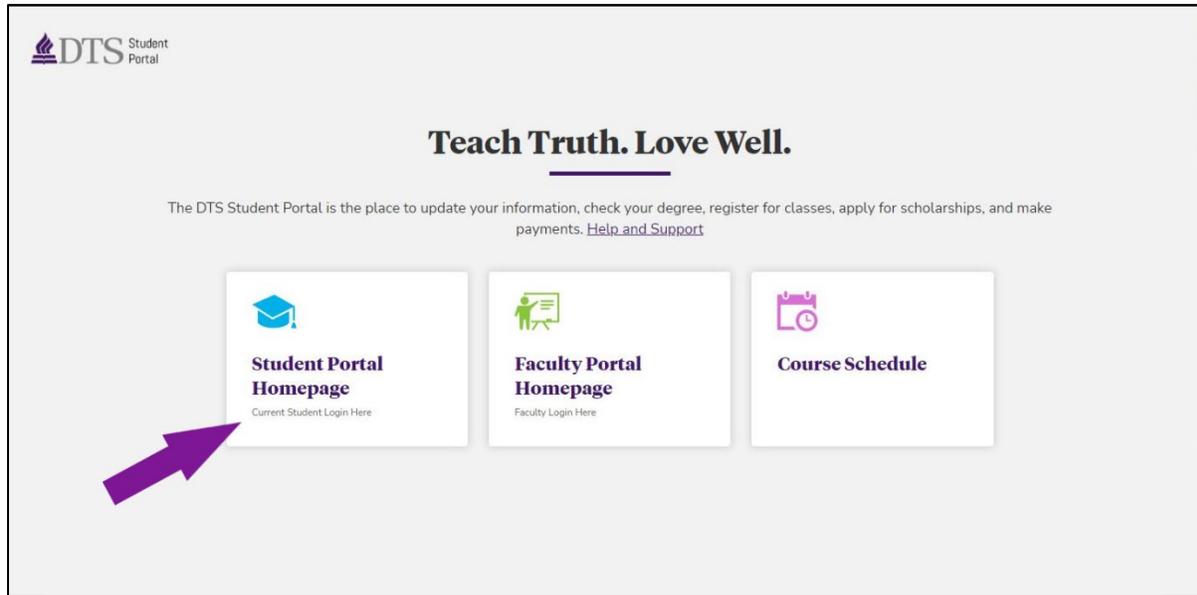


# How to Manage Your Registration Hold in the DTS Student Portal

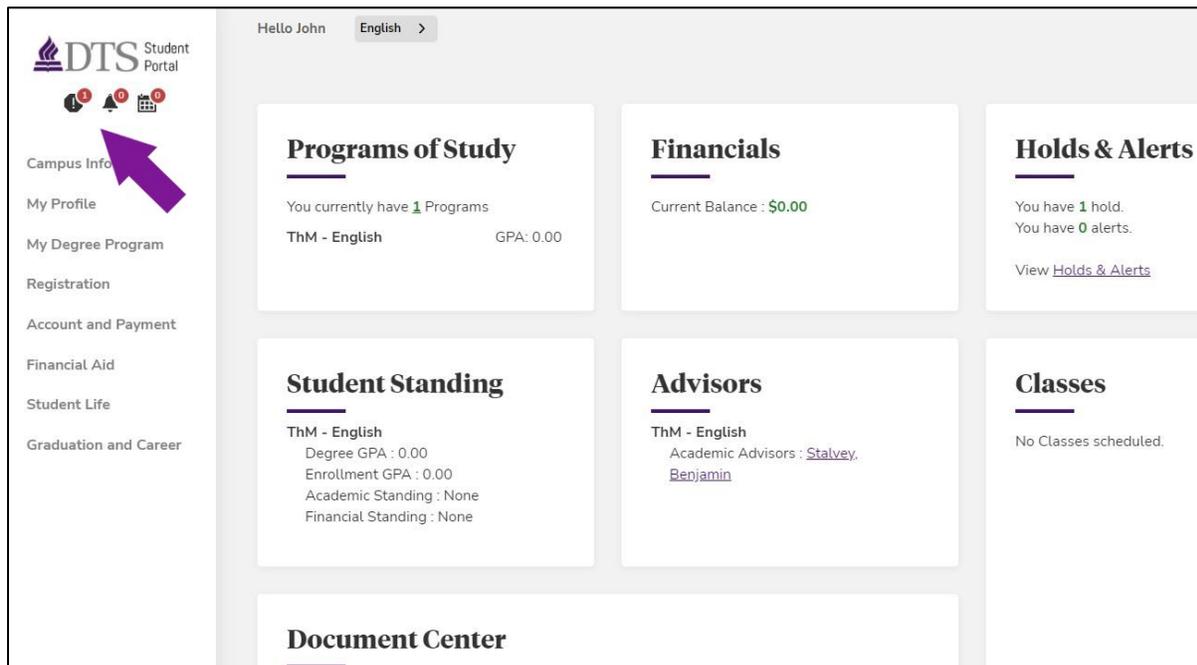
Link: <https://portal.dts.edu/>

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



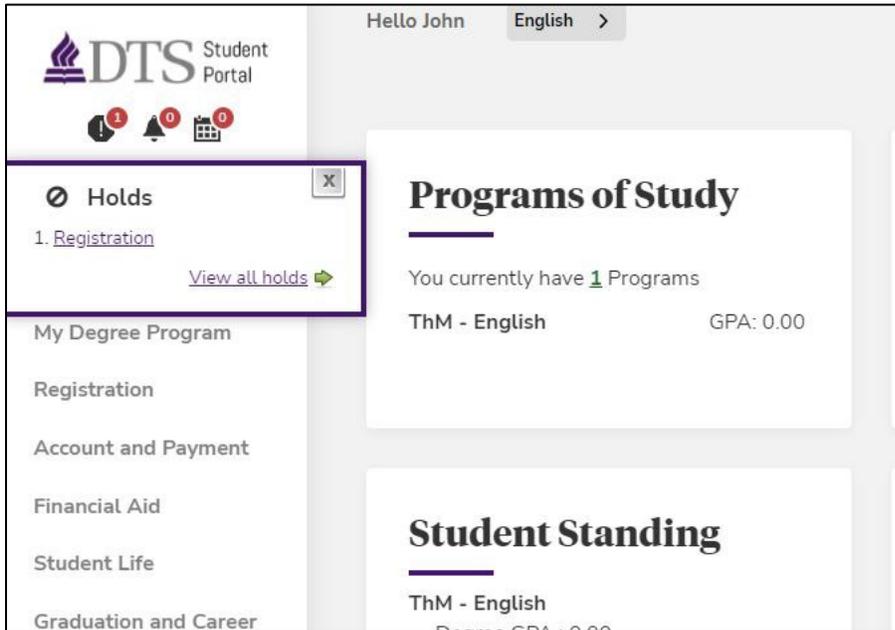
Click on the tile marked "Student Portal Homepage" on the far left. The system will then prompt you to enter your login credentials to enter the site. This will include your @dallasseminary.edu email address and DTS password.

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



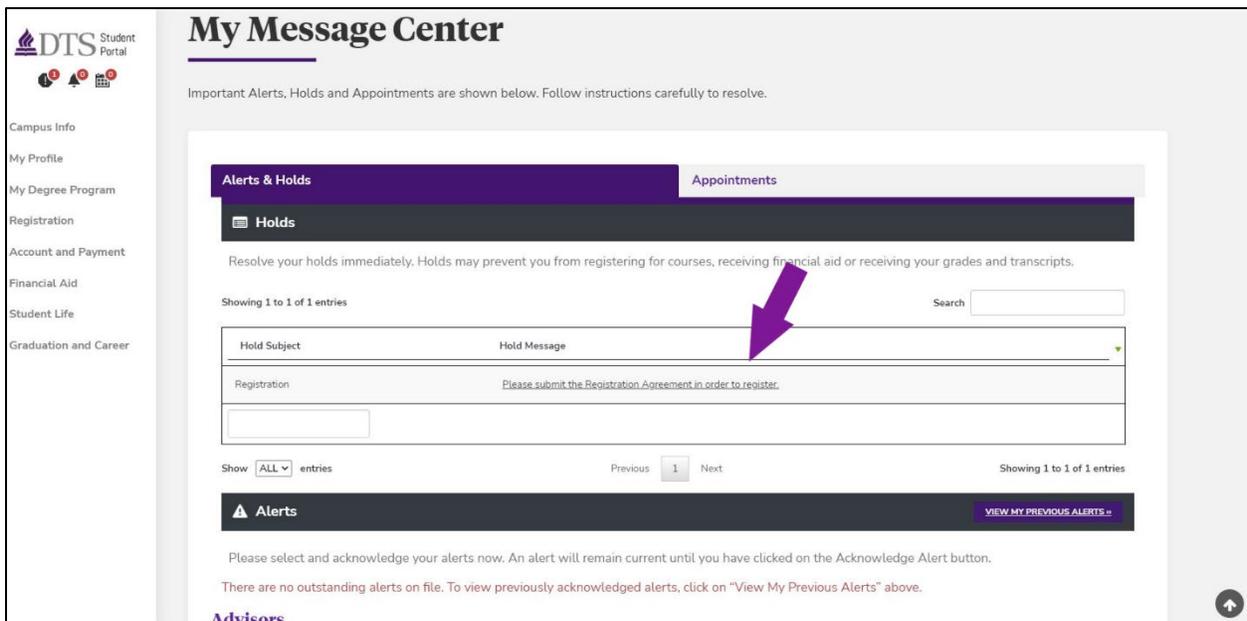
## How To: Manage Your Registration Hold

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 a dropdown menu that appears below it. The dropdown menu is titled 'Holds' and contains a link for '1. Registration' and a link for 'View all holds'. To the right of the notification, the 'Programs of Study' section is visible, showing 'ThM - English' with a GPA of 0.00. Below this, the 'Student Standing' section is partially visible, also showing '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 page title is 'My Message Center' and it includes a sub-header: 'Important Alerts, Holds and Appointments are shown below. Follow instructions carefully to resolve.' There are two tabs: 'Alerts & Holds' (selected) and 'Appointments'. Under the 'Alerts & Holds' tab, there is a 'Holds' section with a sub-header: 'Resolve your holds immediately. Holds may prevent you from registering for courses, receiving financial aid or receiving your grades and transcripts.' Below this, it says 'Showing 1 to 1 of 1 entries'. A search box is present. A table with two columns, 'Hold Subject' and 'Hold Message', contains one entry: 'Registration' with the message 'Please submit the Registration Agreement in order to register.' A purple arrow points to this entry. Below the table, there is a 'Show ALL entries' option and 'Previous 1 Next' navigation. At the bottom, there is an 'Alerts' section with a sub-header: '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.' A 'VIEW MY PREVIOUS ALERTS' link is visible.

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

## How To: Manage Your Registration Hold

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:

anthology John Doe(DTS)

### Registration Address Update and Agreement Statements

First Name \* John Last Name \* Doe(DTS) Student Number 1111 Program Version TMH - English X

Please make any necessary changes to the address below.

Where do you live? \*  
-Select-

Address 5656 Swiss Ave. City Dallas State Texas Postal Code 75204

Did you make any changes to your address? \*  
-Select-

Are you on a F1 or J1 visa? \*  
-Select-

Please confirm your intended graduation term \*  
-Select- 2023 Spring

Are you a Veteran? \*  
Not specified

Do you agree with the following statements?  
(Click the links below to read to each statement before answering)

[Essential Doctrinal Commitments \(for students\)](#)  
-Select-

[Community Covenant](#)  
-Select-

Submit

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:

anthology John Doe(DTS)

### Registration Address Update and Agreement Statements

First Name \* John Last Name \* Doe(DTS) Student Number 1111 Program Version TMH - English X

Please make any necessary changes to the address below.

Where do you live? \*  
Off Campus

Address 5656 Swiss Ave. City Dallas State Texas Postal Code 75204

Did you make any changes to your address? \*  
No

Are you on a F1 or J1 visa? \*  
No

Please confirm your intended graduation term \*  
-Select- 2023 Spring

Are you a Veteran? \*  
Not a veteran

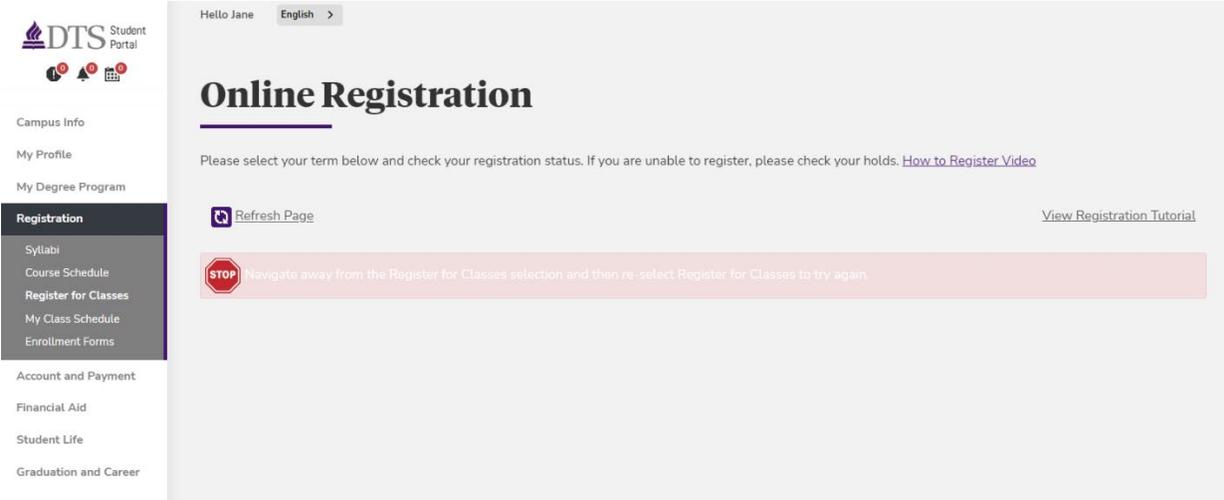
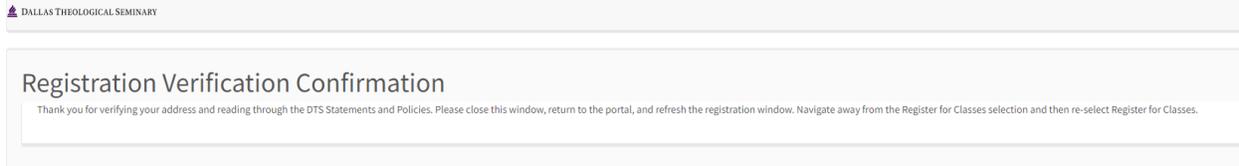
Do you agree with the following statements?  
(Click the links below to read to each statement before answering)

[Essential Doctrinal Commitments \(for students\)](#)  
Yes

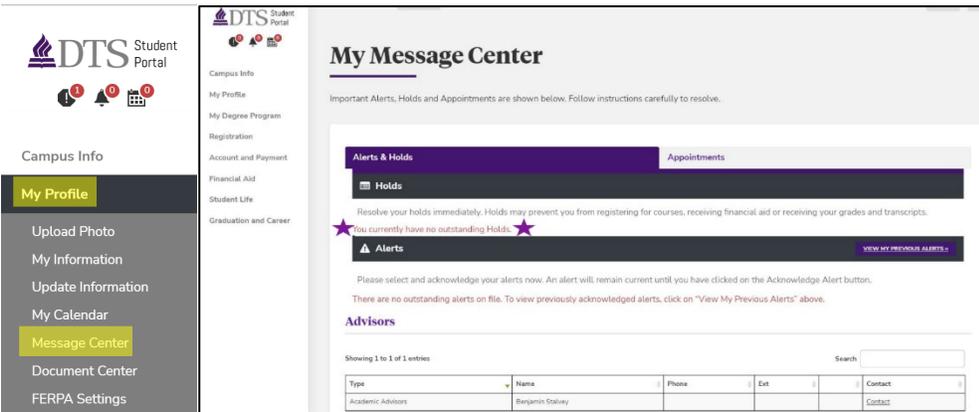
[Community Covenant](#)  
Yes

Submit

Once you have reviewed the information, select the “Submit” button in the bottom right corner. Once submitted, a confirmation screen will appear:



You will close that window with the agreement form. We recommend that you navigate to “My Message Center” to verify there are no additional holds or messages before you attempt to register for classes.



## 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!