

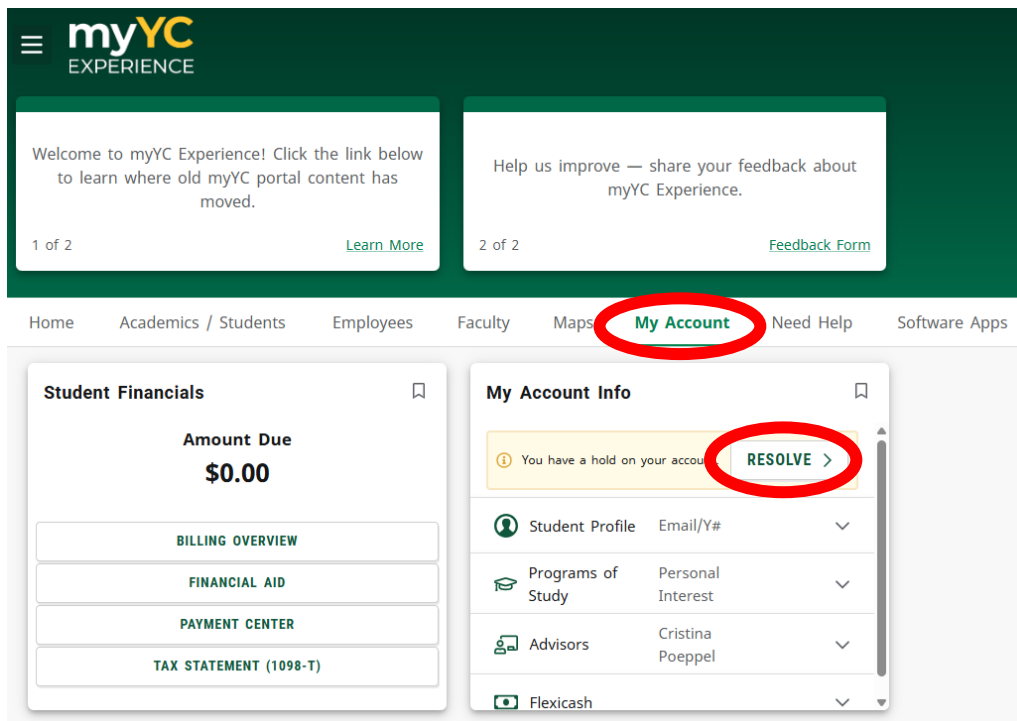
How to Resolve Account Holds

Log into myYC

1. Go to www.yc.edu and click on the green **MyYC** button in the top right to login.
2. Enter your username and password then click on the “LOGIN” button.

Account Notices in YC Portal

1. Click the My Account and My Account Info.
2. Click “Resolve.”



The screenshot shows the myYC Experience portal. At the top, there is a navigation bar with links for Home, Academics / Students, Employees, Faculty, Maps, **My Account** (circled in red), Need Help, and Software Apps. Below the navigation bar, there are two main sections: Student Financials and My Account Info. The Student Financials section shows an Amount Due of \$0.00 and links for Billing Overview, Financial Aid, Payment Center, and Tax Statement (1098-T). The My Account Info section shows a notification: "You have a hold on your account" with a **RESOLVE >** button circled in red. Below the notification are links for Student Profile, Programs of Study, Advisors, and Flexicash.

3. Read the notice.
4. Follow the steps to complete the resolution.

Account Holds

You have one or more holds on your account that may prevent you from registering for classes. Please see below to learn how to resolve them.

| Hold | Description | Resolution |
|-------------------|--|---|
| Bad address/phone | Student must update contact information in the student portal. | Go to your contacts page or call 928.717.7777 |

5. The hold could be something to resolve on your own. If the hold requires you to contact the registrar’s office, please email admission@yc.edu with the required information.