

Finding Holds on CUNYfirst

Check CUNYfirst for any holds (Advisement, Bursar, etc.) that prevent you from registering.

- Find your holds in CUNYfirst by clicking on the Tasks and Holds tile in your Student Center. Click on the Hold or Task for more information and instructions on resolving it.
- If you have an Academic Advisement (ADV) hold, you must see an advisor prior to registration – book an advising appointment through Navigate via the [Academic Advisement webpage](#).
- If you have a Bursar's (BUR) hold, click on your Financial Account tile to view your Account Balance. Specific questions regarding the hold may be directed to bursar@jjay.cuny.edu.
- If you have a Financial Aid hold – Visit the virtual front desk on Zoom, [Contact Financial Aid | John Jay College of Criminal Justice \(cuny.edu\)](#), or email financialaid@jjay.cuny.edu.
- If you need additional information or have outstanding items to submit for your financial Aid, [Jay Express](#) or email jayexpress@jjay.cuny.edu.