

Step 1: Login to the RAIL system.

The screenshot shows a web browser window with the URL <https://www.shepherd.edu/rail>. The page has a dark blue header and a sidebar on the left with links for RAIL Home, Admissions, Financial Aid, and Registrar. The main content area features the RAIL logo and a description: "RAIL (Remote Access Information Line) provides web-based services for students, faculty, and staff." Below this, there are three bullet points for different user groups: STUDENTS (register for classes, check grades, request transcripts), FACULTY (view rosters, access records), and STAFF (manage passwords). A prominent orange "Login to RAIL" button is visible. Further down, there is a section titled "What do I Need for Login?" with two bullet points: "Your 9-digit Shepherd ID (SID)" and "Your SID is the nine digit number printed on the back of your Rambler card." A note in parentheses says "(If you don't know this number or don't have your Rambler card handy, you can look up your SID here.)" Below that, it states "Your login PIN (initially, this is your 6-digit birth date in the form MMDDYY)." and "For security purposes, upon your first login you will be required to create a new login PIN of your choice. Your new login PIN can be a minimum of 6 but not more than 15 alphanumeric characters, but CANNOT be your birth date." The Windows taskbar at the bottom shows the time as 10:25 AM on 11/20/2018.

Step 2: Go to the Student Menu.

The screenshot shows the RAIL Student Menu page. The URL is [https://www.shepherd.edu/prod/twbbkxibc\\_P\\_GentMenu/frames/bmenu\\_P\\_StuMainMenu](https://www.shepherd.edu/prod/twbbkxibc_P_GentMenu/frames/bmenu_P_StuMainMenu). The page features a navigation bar with tabs for Personal Information, Student, Financial Aid, Faculty Services, WebTutor Administration, Finance, and Student Account. Below the navigation bar is a search field and links for RETURN TO MENU, SITE MAP, HELP, and EXIT. The main content area is titled "Student Services" and lists three options: "Registration" (Check your registration status, class schedule and add or drop classes), "Student Records" (View your holds, grades and transcripts), and "Student Account" (View your account summaries, statement/payment history and tax information). At the bottom, it says "RELEASE: 8.8.2" and "© 2018 EBluecan Company L.P. and its affiliates." The Windows taskbar at the bottom shows the time as 10:26 AM on 11/20/2018.

Step 3: Click on Student Records.

The screenshot shows the RAIL (Remote Access Information Line) website for Shepherd University. The browser address bar displays the URL: [https://raail.shepherd.edu/prod/telkwbis.P\\_GenMenu?names&menu\\_P\\_AdminMenu](https://raail.shepherd.edu/prod/telkwbis.P_GenMenu?names&menu_P_AdminMenu). The website header includes the RAIL logo and navigation tabs for Personal Information, Student, Financial Aid, Faculty Services, WebTailor Administration, Finance, and Student Account. A search bar is present with a "Go" button. The main content area is titled "Student Records" and lists several links: View Holds, Midterm Grades, Final Grades (with a note about availability on Tuesday, December 18), Grade Detail, View/Print Unofficial Academic Transcript, Request Printed/Official Transcript (with a note about students admitted Fall 1993 or after), View Status of Transcript Requests (with a note about official transcripts requested July 23, 2004 forward), Degree Evaluation, Course Catalog, View Student Information, Class Schedule, Request Enrollment Verification, View Status of Enrollment Verification Requests, and View Test Scores. The footer includes the text "RELEASE: 8.8.2" and "© 2018 Elucian Company L.P. and its affiliates." The Windows taskbar at the bottom shows the time as 10:27 AM on 11/26/2018.

Step 4: Click on View Holds (first link). Call 304-876+number displayed to contact the office and resolve the hold.

The screenshot shows the "View Holds" page on the RAIL website. The browser address bar displays the URL: [https://raail.shepherd.edu/prod/telkwbis.P\\_ViewHold](https://raail.shepherd.edu/prod/telkwbis.P_ViewHold). The page title is "View Holds". A note states: "These are the holds on your record. If you have a registration hold you will not be allowed to register. A transcript hold will prevent you from viewing or requesting an official copy of your transcript." Below this is a table of administrative holds:

Hold Type	From Date	To Date	Amount	Reason	Originator	Processes Affected
Parking Fine: call x5374	Apr 04, 2012	Dec 30, 2099			Security Office	Registration Transcripts Accounts Receivable

The footer includes the text "RELEASE: 8.7.1" and "© 2018 Elucian Company L.P. and its affiliates." A large blue arrow points to the "Parking Fine" entry in the table. The Windows taskbar at the bottom shows the time as 10:30 AM on Nov 30, 2018.