Hold Information - SOAHOLD

Information on **Holds** is available on the Hold Information page (SOAHOLD). The SOAHOLD page will display holds associated with all restricted functions that students cannot perform. Restricted functions include Registration, Enrollment Verification, Transcript, Graduation, Grade, and A/R.

### View Holds

1. Enter student’s ID in ID field.
2. Click < **Go** > to view hold information.
3. Click on the hold code row to review the Activity Date and Activity User in the bottom section navigation to see the date and user who last updated the hold information.
4. Click < **X** > to close the page or < **Start Over** > to enter another student’s ID.

The Hold Query page (SOQHOLD) will display only those holds appropriate for the function that called the page. For example, from the Registration page (SFAREGS), only holds with the registration restricted function will be display.
Release/End Date Holds

1. Enter student’s ID in ID field and click <Go>.
2. Click on the To field and enter the appropriate date in the MMDDYY format to end the hold. (Banner will automatically convert the date to the system date format DD-MMM-YYYY)
3. Click <Save>.

**TIPS:** Change the “To” date to yesterday’s date. The end date of the hold will become effective at midnight of the date entered.

**EG:** If today’s date is 080218 (August 2, 2018), enter 080118 (August 1, 2018) in the To field so student can register on August 2, 2018.

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**Georgia State policy:** Only authorized staff within the particular area/department indicated in the Originator code field may release/end date the holds placed by that department.

**Georgia State policy:** For audit purpose, only End Date holds. Do NOT DELETE holds.

If you are not sure whether you are authorized to release a hold, contact the area/department indicated in the Originator code field.

**EG:** A hold that is created by the Registrar’s staff may only be released by the Registrar’s staff.

Click on the hold code row to review the Activity Date and Activity User in the bottom section navigation to see the date and user who last updated the hold information.
Create Holds

1. ID Field: Enter student’s ID and click <Go>.

2. Click <Insert> to create a blank row and enter the appropriate Hold Type code.
   The Hold Type description will fill in automatically. If you need a list of valid codes, click on the <Search> function in the Hold Type field.

3. Release Indicator: NEVER click the checkbox to check the Released indicator.
   If checked, only the person who placed the hold can release it.

Note: Do NOT check the ‘Release Indicator’ box when creating, releasing/end dating or viewing a hold. If this box is checked only the Campus ID listed as the Created User can make changes to the hold.

4. Reason: Enter information to communicate to student how or who to contact to have the hold released. Note: Message can be a maximum of 30 characters.

5. From field: The From date will default to the current date and must be changed if that is not the intent. Clear the field and enter the appropriate date in the MMDDYY format. (Banner will automatically convert the date to the system date format DD-MMM-YYYY).

Note: This is the date when the hold becomes effective.

6. To field: The To date will default to 31-Dec-2099 and must be changed if that is not the intent.

Note: The To date is the end date of the hold. The hold will end at midnight of the date entered.

7. Origination Code: Enter the appropriate code for your department.

8. Click <Save>.