How to Release an Advisement Hold

Undergraduate Advisement Holds may be released in GoldLink or Internet Native Banner (INB). This tutorial describes both options.

How to End an Advisement Hold on GoldLink (under Advising Summary)

Go to: [http://www.etsu.edu](http://www.etsu.edu)
Choose GoldLink icon
Login to ETSU GoldLink Portal using username and password
Choose Advisor Tab (to add advisor tab, follow directions for Adding Advisor Tab “Fragment” – available online at: [http://www.etsu.edu/advisement/advisors/bannerhandouts.aspx](http://www.etsu.edu/advisement/advisors/bannerhandouts.aspx)
OR
Double click on GoldLink (under ETSU tab) to expand options (see next two screenshots)
These are the same options you have used in the past in GoldLink to get to the Advising Summary:

- Choose Student Information
- Choose ID Selection
- Select current term (or future term for newly admitted students)
- Select student with E# or by search
- Verify you selected correct student (check name)
- Choose Advising Summary (most advising information in one scrollable page)
- Scroll down to Administrative Holds option (see screenshot below)
- Click on Release button for Undergraduate Advisement Hold (this will release advisement hold and release option will disappear)

Student must take care of all other holds with identified offices/departments

**Administrative Holds**

Please check processes affected column. Some holds do not prevent registration.

<table>
<thead>
<tr>
<th>Hold</th>
<th>From</th>
<th>To</th>
<th>Amount</th>
<th>Reason</th>
<th>Originator</th>
<th>User</th>
<th>Processes Affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergrad Advisement Hold</td>
<td>28-SEP-12</td>
<td>31-DEC-99</td>
<td></td>
<td></td>
<td>WILLIATA</td>
<td></td>
<td>Registration</td>
</tr>
</tbody>
</table>
How to End an Advisement Hold on SOAHOLD (only available on-campus)

Access Internet Native Banner (by portal or http://banner:9090)

1. Portal: http://www.etsu.edu > Choose GoldLink icon > Login to ETSU GoldLink Portal using username and password

OR

2. Login at: http://banner:9090 > Choose Internet Native Banner option (under ETSU tab) > login with username and password

If this security box pops up (see below) – **always select NO**. If you select yes, INB will not function properly.
- Type in SOAHOLD in Go To Box
- Hit Enter
- Type in student ID (E#)
- Hit Enter
- Select Next Bock Icon (see green arrow) to see holds
• Select UA (Undergraduate Advisement Hold) by using mouse to click in that row

• Select “To” Date Box with Mouse (see red arrow)

• Type T and Hit Enter (for today’s date) Or type in date (dd-mon-yyyy)*

  *Note: Advisors do not have access to delete or add holds)

  To date must be ≥ today’s date and from date

• Choose SAVE icon (see green arrow)

• Roll back using roll back icon (see yellow arrow)

• Choose Next Block icon

• Verify that hold is ended – To date is changed

**Student Orientation Holds (SO):** new students are required to attend a new student orientation if they live within a 250 mile radius of campus. Please refer students to Student Affairs for exceptions or to end/remove their SO holds. Student Affairs: 423-439-4210 or orientation@etsu.edu

http://www.etsu.edu/students/nsfp/default.aspx

For additional information or questions. Please contact Teresa Williams (williata@etsu.edu or 439-6940) or Suzy Hooven (Hooven@etsu.edu or 439-8557) or the Registration Help Line 439-5584.