

## Adding and Releasing Holds

Banner login page: <https://polaris-admin.bowdoin.edu>

Holds are placed on students who haven't completed required procedures. A Hold will prevent a student from submitting an Enrollment Form, graduating or receiving a diploma, registering for classes, or receiving an official transcript until he or she completes the required procedure.

Holds should be released by the office that placed them.

### Types of Holds in Banner

The table below shows the types of Holds that can be placed in Banner.

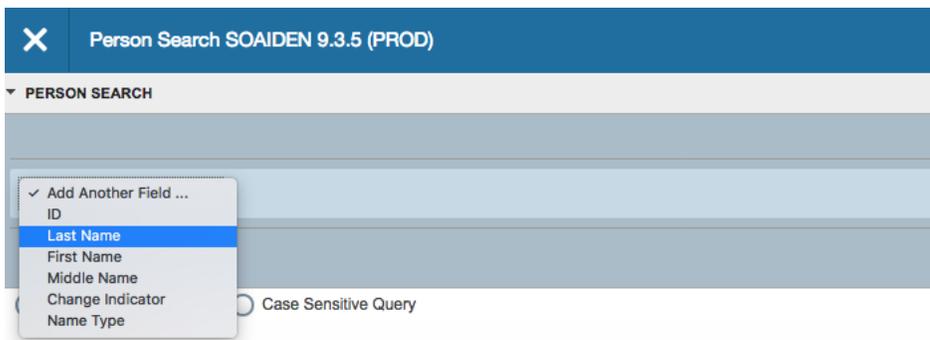
**Description** - can be seen in Polaris by both students and their advisors. They are intentionally vague/generic to protect students' privacy.

**Place By** - can be seen in Polaris by the student. It identifies the office that placed the Hold so the student knows who to contact to find out what is required to release the hold.

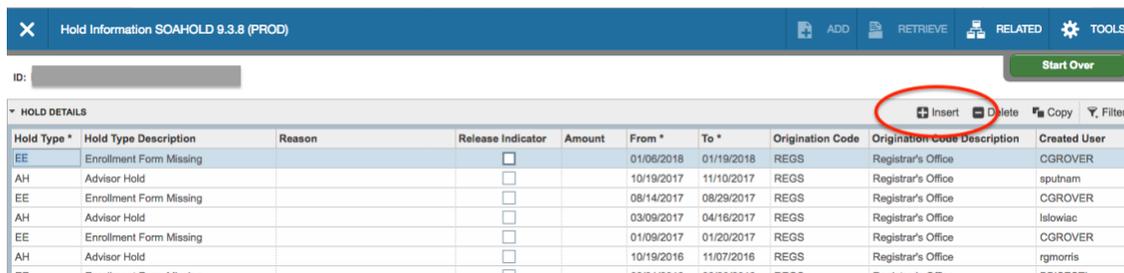
Code	Description	Placed By	Additional Info	Origination Code
EB	Enrollment Form Hold	Bursar		BURS
EF	Enrollment Form Hold	Student Aid		STAD
EH	Enrollment Form Hold	Health Office		HLTH
GB	Graduation/Diploma Hold	Bursar		BURS
GD	Graduation/Diploma Hold	Student Affairs		STAF
RA	Registration Hold	Registrar	Study Away	REGS
RB	Registration Hold	Bursar		BURS
RD	Registration Hold	Student Affairs		STAF
RM	Registration Hold	Registrar	Major Not Declared	REGS
RR	Registration Hold	Registrar	Enrollment Form Not Received	REGS
RS	Registration Hold	Registrar	Status	REGS
TD	Transcript Hold	Student Affairs		STAF
TL	Transcript Hold	Bursar	Loan	BURS
TR	Transcript Hold	Registrar	Fed Ex Owed	REGS
TT	Transcript Hold	Bursar	Tuition	BURS
TV	Transcript Validation Pending	Registrar	Validation Required	REGS

## To add a hold (SOAHOLD)

1. On the Banner home page, search for Hold Information (or SOAHOLD).
2. Enter the student's ID in the ID field. If you don't know the ID, press the ellipse (3 dots) in the ID field.
3. In the Option List, choose Person Search.
4. Drop down the menu to Add Another Field and select the search criteria you would like to use, then click Go.

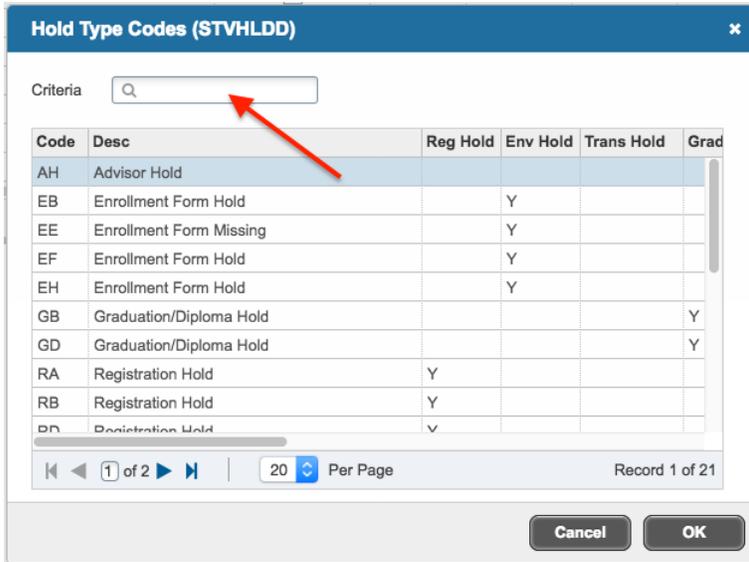


5. Add multiple fields to restrict the number of results that are returned.
6. Note: Use the % character as a wild card. For example, Ste%, will return all students with the first name Steve, Steven, or Stephen.
7. Highlight the student record, then click Select, and Go.
8. Click the Insert button in the Hold Details bar.



9. In the Hold Type column, enter the code of the Hold type if you know it.

If you do not know the code, click the ellipse in the field to display a list of codes. Use the search field at the top of the list to find the code you need, select it, then click OK.

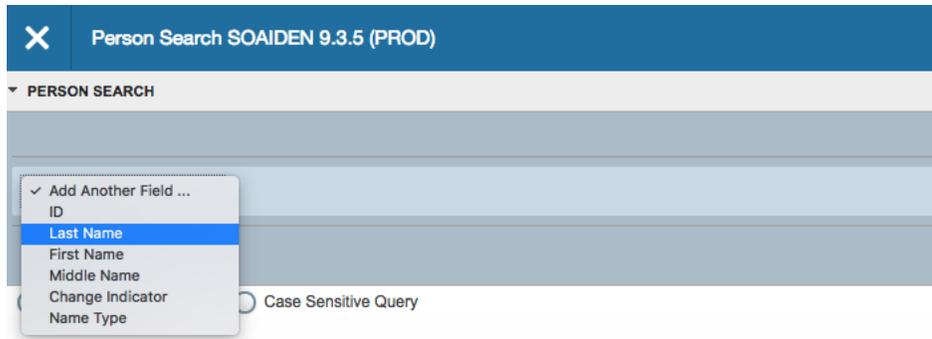


Code	Desc	Reg Hold	Env Hold	Trans Hold	Grad
AH	Advisor Hold				
EB	Enrollment Form Hold		Y		
EE	Enrollment Form Missing		Y		
EF	Enrollment Form Hold		Y		
EH	Enrollment Form Hold		Y		
GB	Graduation/Diploma Hold				Y
GD	Graduation/Diploma Hold				Y
RA	Registration Hold	Y			
RB	Registration Hold	Y			
RD	Registration Hold	Y			

10. In the Reason column, enter the reason for the Hold. Note that neither students nor advisors can see the reason. Click Select the Double-click somewhere in a student's record/row to add the student's ID and name to the key block of SOAHOLD.
11. Do not check the Release Indicator check box. When checked, only the person who placed the hold is able to release it. It's better to have the flexibility to allow more than one person in each office to release holds.
12. The From date column auto-fills with today's date. Change it if necessary. The To date column auto-fills with 12/31/2099 (the End of Time); please keep this as is.
13. In the Origination Code column, enter the code for your office or department if you know it. If you do not know the code, click the ellipse in the field to display a list of codes. Use the search field at the top of the list to find the code you need, select it, then click OK.
14. Click Save.

## To release a Hold

1. On the Banner home page, search for Hold Information (or SOAHOLD).
2. Enter the student's ID in the ID field. If you don't know the ID, press the ellipse (3 dots) in the ID field.
3. In the Option List, choose Person Search.
4. Drop down the menu to Add Another Field and select the search criteria you would like to use, then click Go.



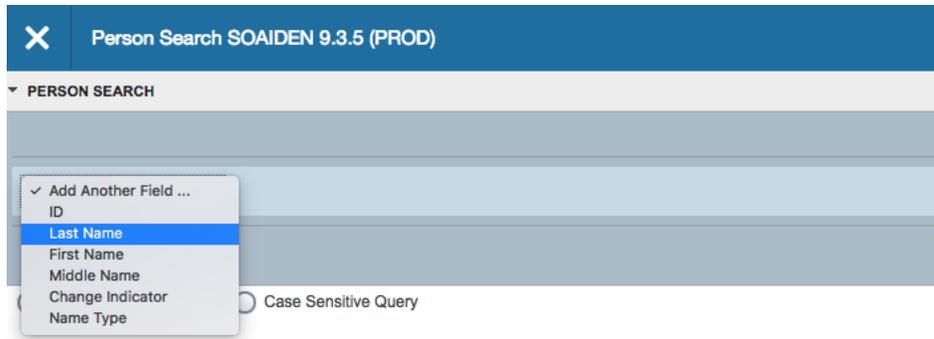
5. Add multiple fields to restrict the number of results that are returned.
6. Note: Use the % character as a wild card. For example, Ste%, will return all students with the first name Steve, Steven, or Stephen.
7. Highlight the student record, then click Select, and Go.
8. Select the Hold to be released. Only release a Hold that was originally placed by your office or department.
9. Edit the To date to release the hold. If you enter a date in the future, the hold will be in place up to, but not including, the date you enter.
10. Click Save.

**Important:** The Release Indicator checkbox has nothing to do with releasing a hold. This checkbox restricts the ability to release a hold to the person who placed it initially.

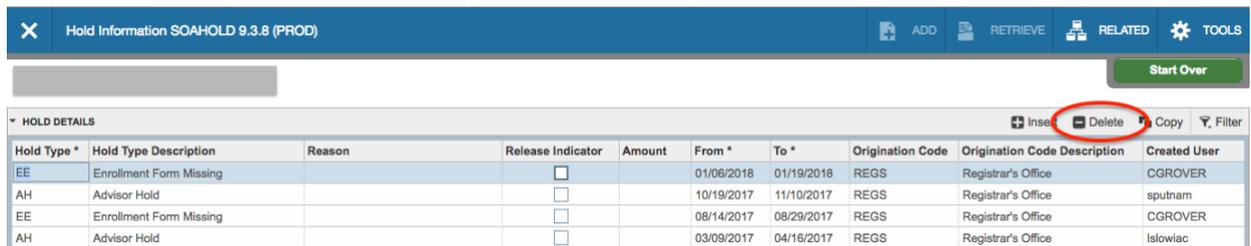
## To delete a Hold

Under normal circumstances, a Hold should be released (see above), not deleted. Delete a Hold only if it was added by mistake the record/history of it should be completely removed.

1. On the Banner home page, search for Hold Information (or SOAHOLD).
2. Enter the student's ID in the ID field. If you don't know the ID, press the ellipse (3 dots) in the ID field.
3. In the Option List, choose Person Search.
4. Drop down the menu to Add Another Field and select the search criteria you would like to use, then click Go.



5. Add multiple fields to restrict the number of results that are returned.
6. Note: Use the % character as a wild card. For example, Ste%, will return all students with the first name Steve, Steven, or Stephen.
7. Highlight the student record, then click Select, and Go.
8. Select the Hold to be deleted.
9. Click the Delete button in the Hold Details bar.



10. Click Save.