

## Releasing the Advisor Hold on a student's account

This handout will assist you in logging into INB and releasing the Advisor Hold on a student's account using the SOAHOLD form. **Advisors should only be releasing Advisor Pre-registration hold.**

1. Go to the ECSU web site at **www.ecsu.edu**.

2. Click **Inside ECSU**



3. Click **Banner**


### INSIDE ECSU

#### ECSU at Work

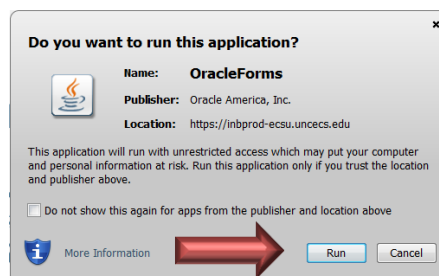
- 
- [Banner](#)
  - [Blackboard](#)
  - [Calendar](#)

4. Click **Internet Native Banner (INB) Login**

### BANNER ACCOUNTS

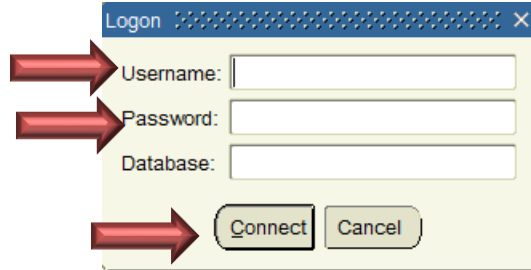
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- [Self Service Banner \(SSB\) Login](#)
  - [Internet Native Banner \(INB\) Login](#)

5. Click **Run** to run the Oracle Forms application



**\*Note:** If you are taken to a blank page after waiting a minute, you will need to submit a work order to <https://helpdesk.ecsu.edu/>

6. Log into your INB account.
  - Type your **User name** (*This is not your 97 number*)
  - Type your **password**.
  - Click **Connect**



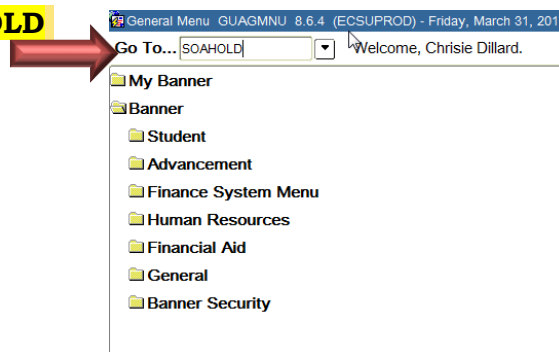
**\*Note:** If the “Password has Expired” message appears, type in your “current” password and then type the new password. (Password must have at least one letter, one special character \*, #, etc -, and one number totaling at least 8 to 13 characters.)

**To change your password** within Banner. In the **Go To:** field type **GUAPSWD**

**\*Note:** If you do not know your password, you will need to submit a helpdesk ticket to reset your banner password (*please see How to request INB Banner password*)

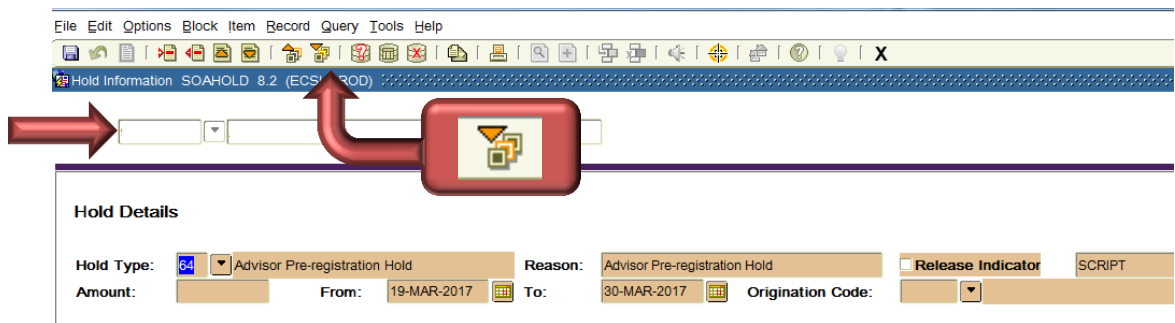
7. In Go To.. field, type **SOAHOLD**

8. Press **Enter**.



9. In the **ID:** field, enter student’s Banner ID

10. Click **Next Block**

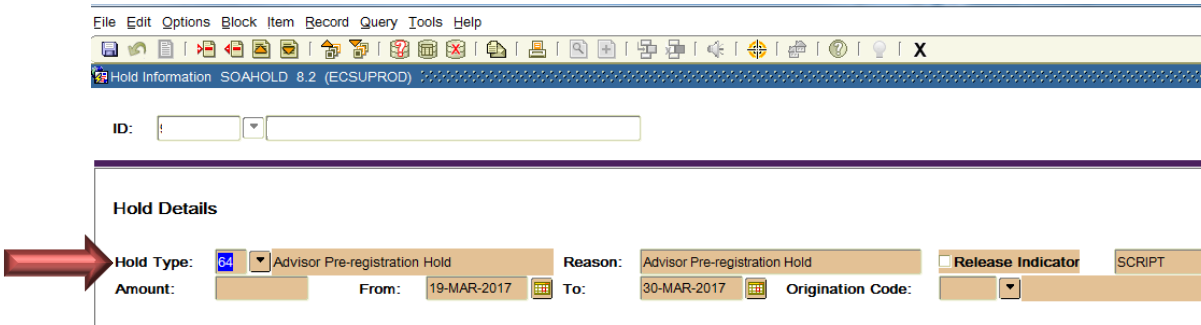


11. Locate **Hold Type 64** Advisor Pre-Registration Hold.

***Advisors should only be releasing Advisor Pre-registration hold.***

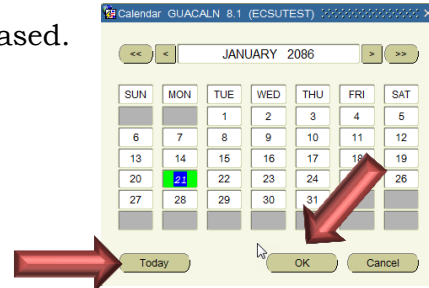
12. Place cursor in the **To** field.

13. Click on the **Calendar** icon.



14. Click **Today** or select date that the hold should be released.

15. Click **OK**



16. Click Save

17. Click the **X** within banner to exit

