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](http://www.ecsu.edu).

2. Click **Inside ECSU**

   ![Inside ECSU banner]

3. Click **Banner**

   ![Banner section]

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

   ![INB Login section]

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

   ![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/](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**

   ![Login Screen]

   *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