The KSU Connect Hold Management Portal is used to add holds to one or more student account(s). The hold is automatically added to SOAHOLD, the *Hold Information* page, in Banner. Thus, the student’s record reflects the changes instantly. This process also provides the ability to email the student a notification that this hold has been added to their record. The following explains how to add holds and view the Hold Audit Report:

**Requesting Access**

Please fill out the *Add and/or Remove Holds Access Request* form located here: [http://uits.kennesaw.edu/banner/forms.php](http://uits.kennesaw.edu/banner/forms.php).

**Note:** If you do not have a KSU Connect account, please email service@kennesaw.edu for assistance.

**Accessing KSU Connect to Initiate the Add Holds Process**

The following explains how to access the *Holds Management Portal* to add holds to KSUIDs:

1. To access KSU Connect, navigate to [http://campus.kennesaw.edu/](http://campus.kennesaw.edu/).
2. Under *Online Resources*, click the **KSU Connect** link.

![Figure 1 - Click KSU Connect](image-url)
3. The KSU Connect login window will appear. Enter your NetID and NetID password (See Figure 2).
4. Click Login (See Figure 2).

![Login using your KSU NetID and Password.](Figure 2 - Enter Login Credentials)

**Using the Add Holds Process**

The following explains how to enter a hold for one or more KSU IDs:

1. Click the Banner Related tab (See Figure 3).
2. From the Banner Related tab, click the Hold Management Portal link (See Figure 3).

![Banner Related Applications and Reports](Figure 3 - Hold Management Portal)
3. The *Hold Management Portal* page will open. Under the *Hold Management* tab, click **Add Holds**.

![Hold Management Portal](image)

**Figure 4 - Click Add Holds**

4. The *Add Holds* page will open. In the *List the KSU IDs* section, enter the desired KSU ID(s) (See Figure 5). **Note:** KSU IDs can be pasted in bulk (use space as a separator).

5. When you have entered all necessary KSU ID numbers, click **Submit** (See Figure 5).

![Add Holds](image)

**Figure 5 - Enter KSU ID(s) & Submit**
6. A notification message will appear, indicating the number of accepted records and rejected records. You now have two options:

   a. **Add more records to the current popsel** (population selection): Returns you to the prior screen to enter additional KSU IDs for the transaction.

   **Note:** The *List the KSU IDs* field will be blank, but it has not removed the numbers entered previously from the transaction list.

   b. **Add Holds:** Moves to the next step in the *Add Hold* process.

![Figure 6 - Popsel Created Notification](image6.png)

**Note:** If there are rejected entries, you may view them by clicking the number to the right.

![Figure 7 - View Rejected Records](image7.png)
7. To proceed with the process, click **Add Holds**.

8. The **Add Holds Main** page will appear displaying the list of KSU IDs and names for the transaction for you to review.

9. In the **Choose type** drop-down menu, click the desired **type of hold**.

   **Note:** Please ensure you select the correct hold type, because you may not have permissions to remove every hold type in the list.

10. Enter the **reason** for the hold in the **Enter Reason** field.

    **Note:** There is a 30-character limit for this field.

11. Click **Submit**.

12. A notification message will appear indicating the successful addition of the hold(s). You will then be prompted to send an email. Click **Send Email**.
13. After selecting Send Email, enter the following information:
   a. **From** email address (See Figure 11).
   b. **Subject** for the email (See Figure 11).
   c. **Body** of the email (See Figure 11).
   **Note:** Must use a Kennesaw State University email address.

14. Click **Next** (See Figure 11).

![Figure 11 - Email Template](image)

15. You will see a **Preview of the email**. If no corrections are needed, select **Send Email**.

![Figure 12 - Send Email](image)

16. This will send an email to the students’ Kennesaw State University email address(es).
Hold Audit Report

The Hold Audit Report displays the history of holds on a student account. The following explains how to create the hold audit report for a specified KSU ID:

1. From the Hold Management Portal page, click the Hold Audit Report link.

   ![Hold Management Portal](image)
   
   Figure 13 - Click the Hold Audit Report Link

2. The Hold Management Report page will open. Enter the desired KSU ID (See Figure 14). **Note:** The Hold Type field is optional if you are searching for a specific hold type.

3. In the Output Format drop-down menu, select the type of report you would like to create (e.g., Excel) (See Figure 14).

4. Click Run Report (See Figure 14).
5. The RPT_HOLD_MGMNT.xls file is created for you to download and open (See Figure 15).

**Note:** Using HTML or ASCII opens the report in your browser window. You will need to click the **Application Menu** link to return to the *Hold Management* page.

6. Once you have downloaded the file, click **Application Menu** to return to the *Hold Management Portal* page (See Figure 15).

![Hold Management Report](image-url)