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

### Requesting Access

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

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

### Accessing KSU Connect to Initiate the Remove Holds Process

The following explains how to access the *Holds Management Portal* to remove holds to KSU IDs:

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

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

![Figure 2 - Enter Login Credentials](image)

**Using the Remove Holds Process**

The following explains how to remove a hold for one or more KSU IDs following login to KSU Connect:

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

![Figure 3 - Hold Management Portal](image)

4. The Remove 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).
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. **Remove Holds:** Moves to the next step in the *Add Hold* process.

![Popsel Successfully Created](image)

   **Figure 6 - Popsel Created Notification**

7. To proceed with the process, click **Remove Holds**.

![Add more records to the current popsel - Remove Holds](image)

   **Figure 7 - Click Remove Holds**

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

   **Note:** Only the hold types to which you have access permissions can be removed.

9. In the *Choose type* drop-down menu, click the desired **reason** (See Figure 8).

10. When completed, select **Submit** (See Figure 8).

![Remove Holds Main](image)

   **Figure 8 - Submit Hold Removal**
11. A notification message will appear indicating the successful removal of the hold(s). You have the following options:
   a. **Send Email**: Opens an email template form to create an email notification (See Figure 9).
   b. **Return to Process**: Returns to the Remove Holds page (See Figure 9).

![Figure 9 – Success Notification](image)

12. After selecting *Send Email*, enter the following information:
   a. **From** email address (See Figure 10).
   b. **Subject** for the email (See Figure 10).
   c. **Body** of the email (See Figure 10).

   **Note**: This must be a Kennesaw State University email address.

13. Click **Next** (See Figure 10).

![Figure 10 - Email Template](image)
14. You will see a *Preview of the email*. If no corrections are needed, click **Send Email**.

![Figure 11 - Send Notification Email](image)

15. This will send an email to the student(s) Kennesaw State University email address.

**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.

![Figure 12 - Click the Hold Audit Report Link](image)

2. The *Hold Management Report* page will open. Enter the desired **KSU ID** (See Figure 13).  
   **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 13).

4. Click Run Report (See Figure 13).

5. The RPT_HOLD_MGMNT.xls file is created for you to download and open (See Figure 14). **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 14).