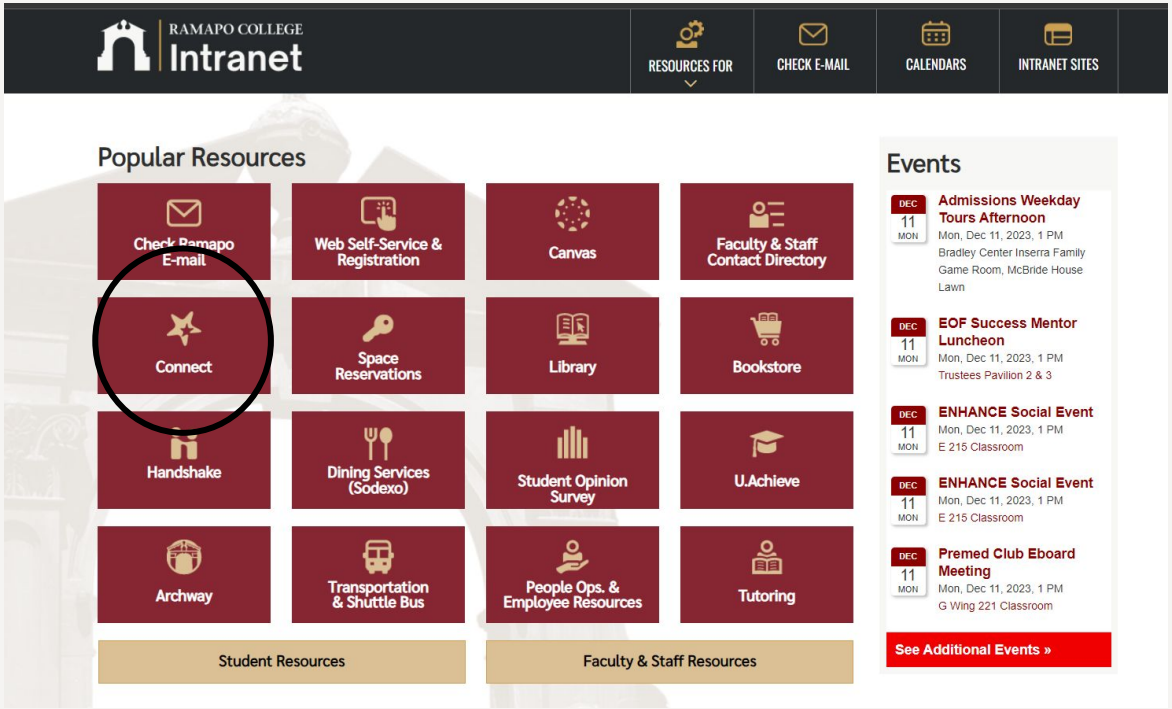
RAMAPO COLLEGE

How to lift an advisement hold using Connect

Center for Student Success

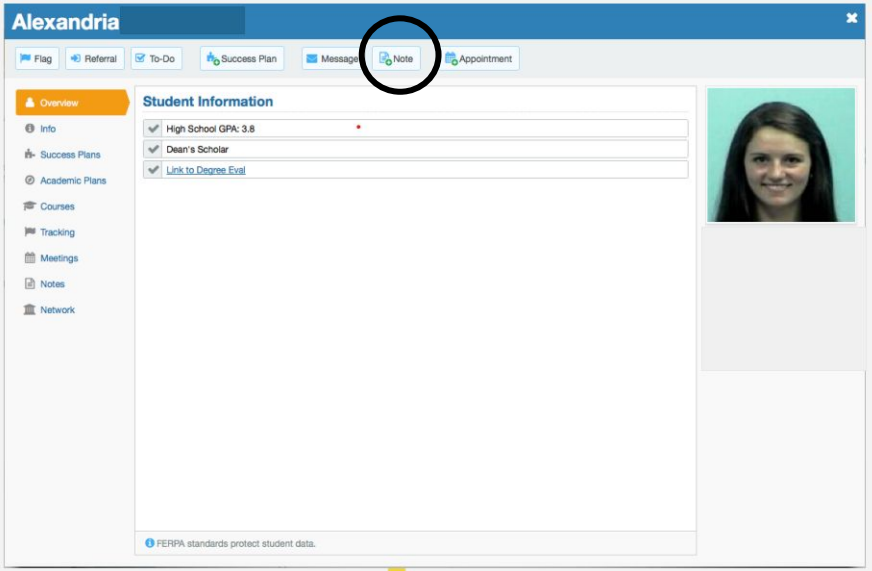
Hold Removal in Connect



Student Search

Removing Advisement Holds

1. After the search box finds your student, click on their name to open their Student Folder

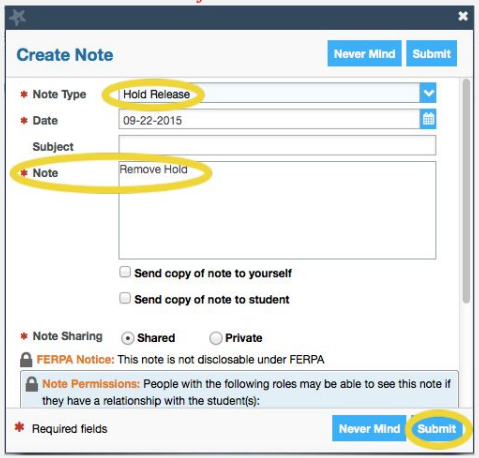


2. Select the **Note** button at the top of the student folder

Hold Release

Removing Advisement Holds

1. Select the **Hold Release** note type from the first drop down menu
2. Write "Remove Hold" in the required **Note** box
    1. **Please Note:** You cannot write long messages in this box. If you press enter or write too much text, the hold will not be removed. Please make sure to just write "remove hold"



3. Select the blue **Submit** button
4. The hold will be removed from Banner within 4 hours and will clear from Connect the next day.
    - ✓ Please note: Students will be able to register for classes once the hold is removed in Banner, it does not matter if the hold flag is still showing in Connect.

If you still have questions about lifting holds in Connect, you can email success@ramapo.edu for assistance. We are happy to help you!