

## Hold Types—Registration Times (not for first term students)

### Orientation Holds

- If you are not in their first term and still have this hold, it most likely means you were re-admitted at some point.
- You will need to contact the Office of International Student Services to get this removed.

### Health Screening Holds

- If you are not in their first term and still have this hold, it most likely means you were re-admitted at some point.
- You will need to contact the Office of International Student Services to get this removed.

### International Address Holds

- You will need to update your Immigration Local (stateside) address in Self-Service Banner with your Jonesboro address. We need a physical address, not a P.O. Box. You need to put the start date as that day's date. If you do not enter the start date correctly, the hold will not remove.
- The hold will automatically remove within 1 hour.
- If there are problems with the hold removing after 1 hour, you can contact [oips@astate.edu](mailto:oips@astate.edu)

### Bad Address Holds

- You need to update your Billing address in Self-Service Banner with the address that you want to receive mail to. This can be a P.O. Box. You need to put the start date as that day's date.
- Once done and saved, you have to actually call the Student Accounts Office (870-972-2285) to ask them to remove the hold. This hold does not remove on its own.

### Insurance Holds

- You must pay insurance for the next semester to get the hold removed. (exception: see last point)
- Once you pay, please bring a copy of your receipt into the International student Services office or email it to Kimberly at [kwinters@astate.edu](mailto:kwinters@astate.edu)
- We have to manually remove this hold.
- Re-admits get this hold re-added on their account even when they have already paid it. You can just email Kimberly at the above and we can remove it.

### **Missing Documents Holds**

- When a student has not submitted their official documents yet.
- You will need to submit your official documents in a sealed envelope to the International Student Services office to get this removed.

### **Advisor Holds**

- If you try to register and it says “you have not been cleared at this time”, this means that you have not seen your advisor or you saw them and they have not lifted your hold yet.
- If you have not met with them yet, please email your advisor and get a meeting scheduled. If you do not know who your advisor is, please email our office at [oips@astate.edu](mailto:oips@astate.edu)
- If you have met with your advisor but your hold is not removed, please also email your advisor to ask them to remove it.

### **Immunization Holds**

- This is not the same as health screening done in your first semester.
- You need to go to the Student Health Center and get your 2<sup>nd</sup> MMR shot
- Once you do so, the Student Health Center, will send your shot record to the Registrar’s office, who will remove the hold

### **Financial Holds**

- There are two types:
  - FH is the preferred one. It means that you still owe money but your money is accounted for (meaning you have a payment plan, have a financial guarantee that you are sponsored by your government, etc.). In this scenario, you can register but cannot order a transcript.
  - FM is the non-preferred one. It means that you still owe money and your money is not accounted for. In this scenario, you cannot register and cannot order a transcript. If you have a FM hold, you need to talk to Student Accounts about paying your balance (not about removing the hold).

**Other holds may appear on your account. These are just the most common. If you have others that you do not understand, please reach out to us at [oips@astate.edu](mailto:oips@astate.edu)**

