Banner Hold Access: Update/Delete Hold Codes in SOAHOLD

Registrars – Hold/VBS Rule Access

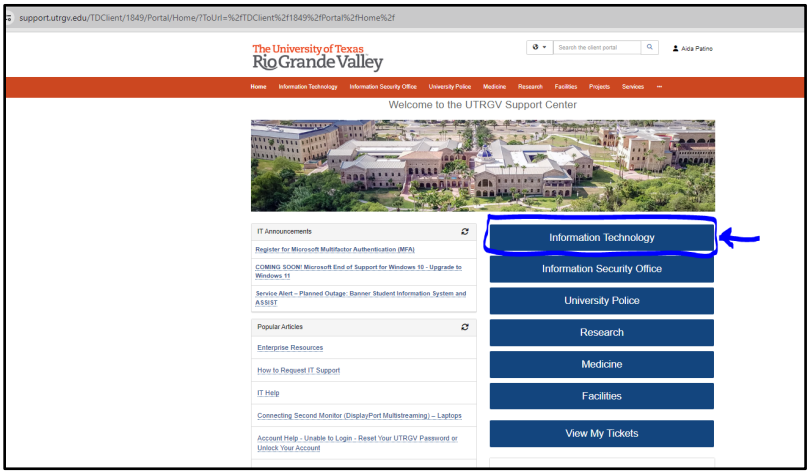
Intended/Type of Requestor: General users who need access to Banner Admin. *ABC123 identifier needed for access.*

Instructions:

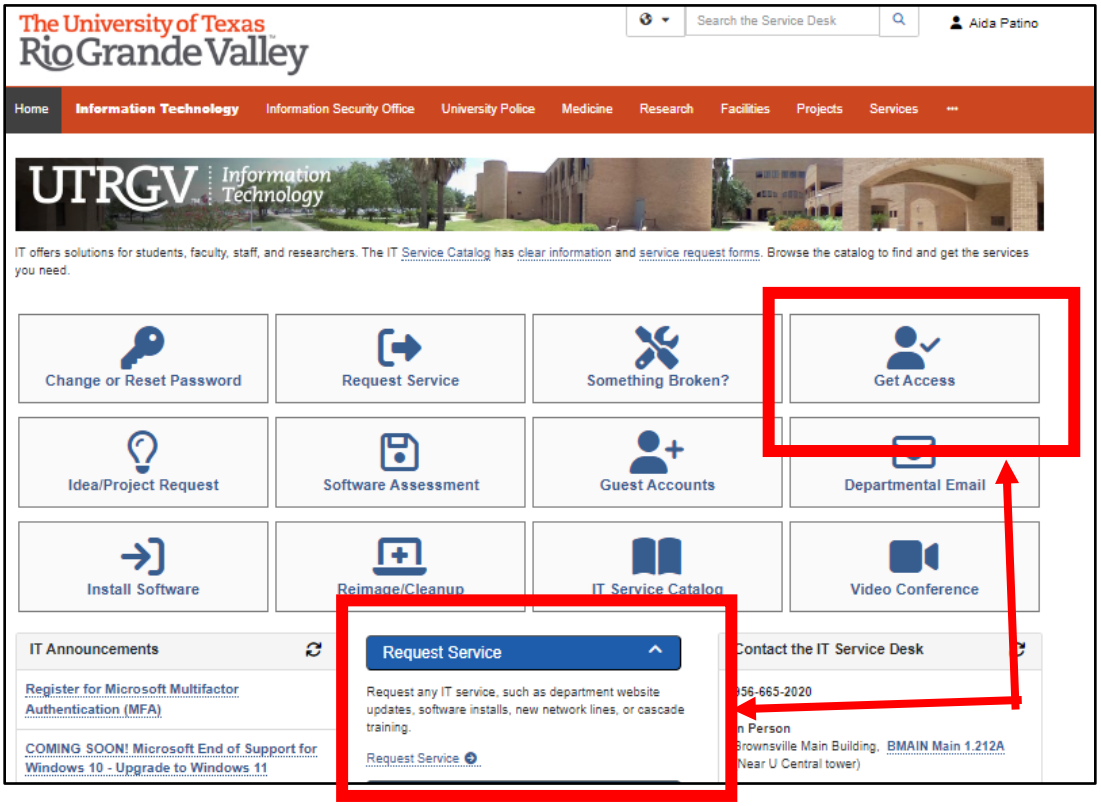
Step 1: Go to my.utrgv.edu, log in.

Step 2: Click on IT support center.

Step 3: Click on the information Technology Button.



Step 4: Click on either the get access icon or the blue hyperlink on the blue accordion button.



Step 5: Fill out form and click on submit.

*NOTE: do not submit a request on behalf of another user. The Requestor must submit their own ticket since Terms & Conditions are accepted at the time of submittal.

Requestor: Person needing access. You may type in email address in this field.

Category: Banner

Resource: Registrars – Hold/VBS Rule Access

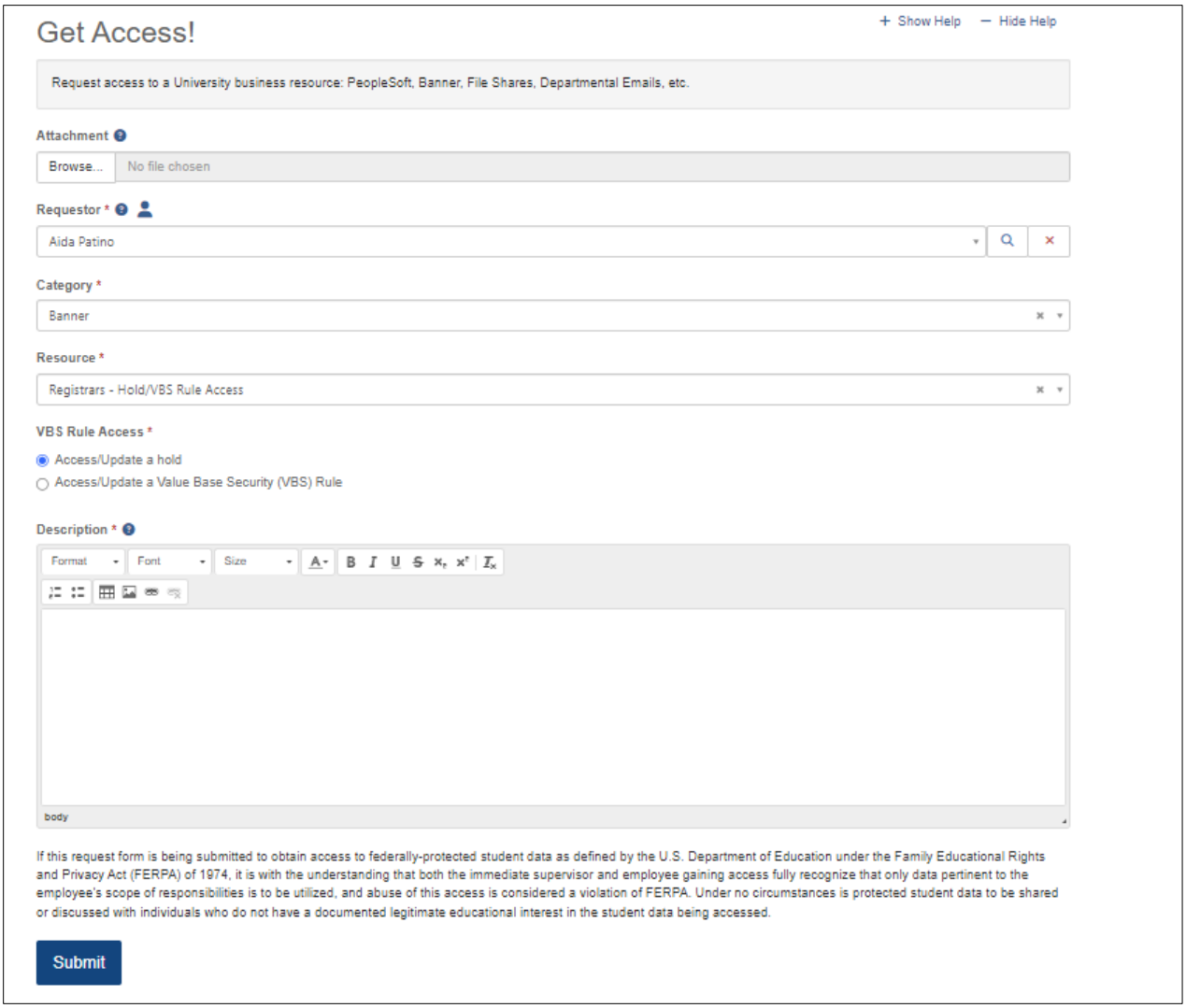
Application Role: Access/Update a hold

Description:

Make sure to add a justification in the description box and what access you will need to view. Like view run class schedules, review course information, etc….

Note: See example below.

Also, if you need assist access that is a different ticket.



Step 6: Click on “SUBMIT” button to submit.

Step 7: Wait for workflow approvals to be completed.

Step 8: If your ticket is approved, you will receive email that access has been approved! If your ticket is not approved, you will receive an email indicating your request was rejected. You will need to click on the link and see the comments added to the ticket to see why it was rejected. In some instances, the justification was insufficient.

Step 9: Log in and navigate in Banner Admin via SOAHOLD!

Note: Justification is needed in the body of each ticket request. Educational interest must be determined and is based on employee’s job description. Other restrictions may apply. Roles determined by Data owners and system admin.