

Holds Removal Process

<http://esther.rice.edu>

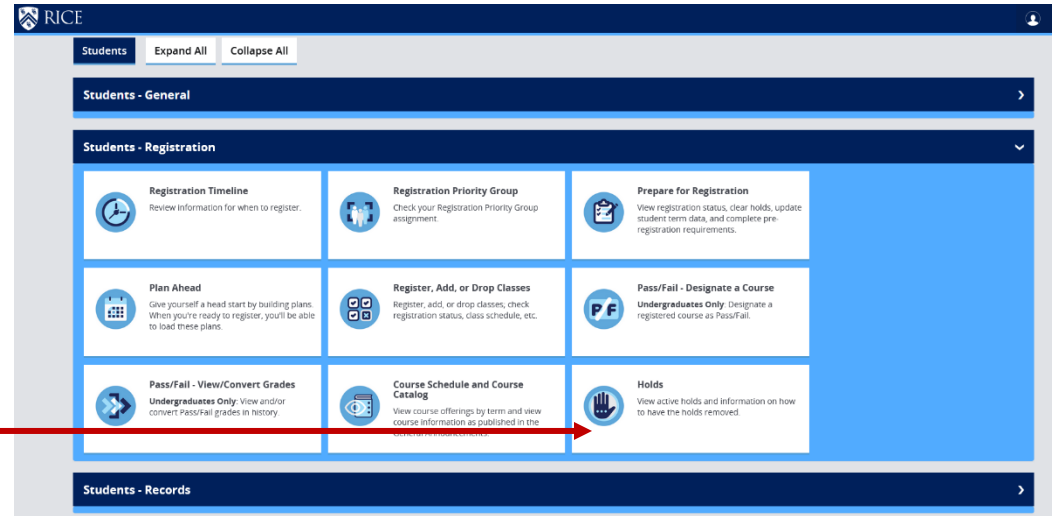
Questions? jgsbregistrar@rice.edu

Students must clear a series of holds on their ESTHER accounts before they are able to be registered/register for any courses:

- [Address Verification Hold](#)
- [Student Handbook Affirmation Hold](#)
- [Emergency Notification Hold](#)
- [Financial Responsibility Agreement Hold](#)

What Holds Do I Have?

From the main screen of ESTHER, click on **Students – Registration**, then select **Holds** (you may also see a red holds alert at the top of this screen, which you can also click on to see your active holds)



Active Holds

If you have a hold on your account, please contact the appropriate department as listed below for information on how to have the hold removed.

Holds which are removed by an office other than the governing office or department cannot be removed until a request is received from the appropriate governing office or department.

The system checks for active holds every five minutes. If you see this page and no hold listed, the system has not yet removed your notice.

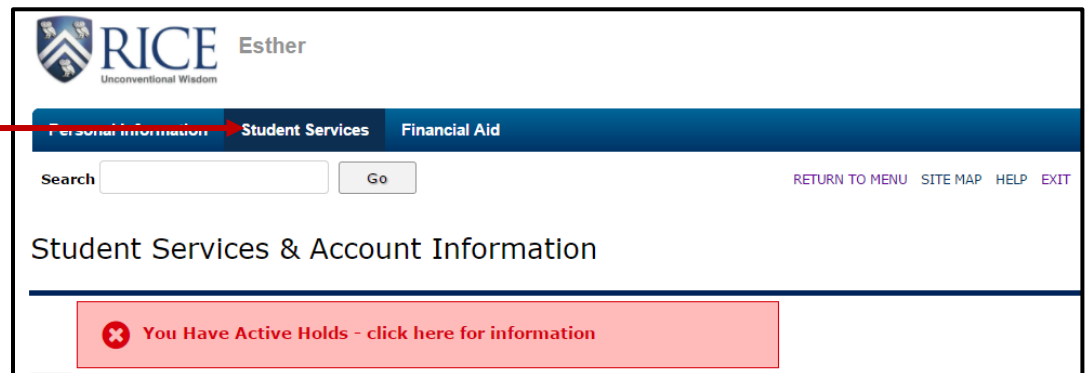
If you see a hold that you believe has been removed, please clear your browser cache and reload. You can also check hold status [at this page](#).

Address Verification		
<p>About: The student needs to verify their permanent, mailing, local and campus address information in ESTHER.</p>	<p>How to clear the hold: The student removes this hold by logging into Esther and clicking Student Services & Account Information > Address Verification. After you submit the required information, this hold is removed immediately.</p> <p>Follow this link to clear the hold.</p>	<p>Contact: Dean of Undergraduates Phone: 713-348-4996 Email: ugdean@rice.edu</p> <p>Office of Graduate & Postdoctoral Studies Phone: 713-348-4002 Email: graduate@rice.edu</p>

Each hold has information that tells you exactly what it is (“About”), how to remove it (“How to clear the hold”) and who to contact if you have questions (“Contact”).

There is also a handy link that takes you exactly to the process to remove the hold.

From any page on ESTHER, you can get back to the Active Holds link by clicking on the **Student Services** menu



Address Verification Hold

Descriptions of all of the types of addresses are included at the top of the page

You must have information entered for **Permanent**, **Mailing - Student**, **Local** and **Campus** address fields. Even if they are all exact matches, they must be entered into each of these fields.

Address Verification

Please review your addresses below and make any necessary updates.

The Permanent Address is the address of your permanent home residence. Upon graduation, this is the address to where your diploma will be mailed.

The Mailing Address is the address of your choice where you desire to have your mail delivered.

The Local Address is the address of your residence during the academic year. For on-campus residents it is your campus address, or for off-campus residents this is your off-campus address. **All students should enter their cell phone number in the phone field.**

The Campus Address is the address of your residential college (undergrads) or your home department (grad students). Campus addresses are not eligible for update by the student. If the information displayed is incorrect, please notify the Office of the Registrar at registrar@rice.edu.

The Emergency Contact is the person(s) who should be contacted in the event that you, personally, are involved in an emergency situation. This may be distinct from the information entered for the Emergency Notification System, which is a broadcast system to be used when campus-wide notification is desired.

System Messages

You must confirm your addresses in order to release the address verification hold.

Address Verification

Permanent	
Street:	1112 Allen Center (Edit)
City:	Houston
State:	TX
Nation:	
Zip:	77005
Phone:	

Mailing - Student	
Street:	1231 (Edit)

At the bottom of the page, you must **Type Your Full Name**, change the radial dial to **Yes**, and click **Confirm Addresses**

Confirm Addresses

Type Your Full Name:

Confirm Addresses Are Correct: Yes No

Student Handbook Affirmation Hold

Click on each policy to understand what it is you are agreeing to—you will be held to the standards outlined in each:

Code of Student Conduct
Alcohol Policy
Honor System Handbook
Matriculation Pledge

Click to indicate that **I have read and accept**

Student Handbook Affirmation

My acknowledgment indicates that I have read and agree to be bound by Rice University's Code of Student Conduct, Honor System, and Alcohol Policy. I understand these links.

- Code Of Student Conduct
- Alcohol Policy
- Honor System Handbook
- Matriculation Pledge

Emergency Notification Hold

For your **Main Building Location**, select **McNair Hall – Jgsb – Central Garage**

Fill in how you want the University to contact YOU in case there is an emergency on campus (crime, flooding, etc.)

Click on **Confirm Information – Release Registration Hold**

Rice University Emergency Notification System

Use this form to enter your cell phone number and non-Rice email address so that in the event of an emergency the University can notify you as quickly as possible.

Emergency notifications will be sent as both voice messages and text messages to cell phones, voice messages to landlines, and as text through email. To help you identify these messages the Crisis Management Team (CMT) number, 713-348-8888, will be used to send the emergency notifications.

Because text messaging is a fast and efficient mode of mass communication, cell phones with this feature enabled are recommended for emergency notifications. Please make sure this option is enabled. (Text messaging plans vary between vendors and provider charges may apply.)

Additionally we ask that you provide one to two non-Rice email addresses to which an email notification can also be sent. The form allows for the input of phone numbers and email addresses for others. These may be used in situations where it is necessary to provide information to those individuals, i.e. parents, spouses, and others.

You may choose to opt out, in which case your information will not be provided to the Emergency Notification system.

If your cell phone provider is not listed in to drop down list, please send an email to: admsys@rice.edu with your provider name and it will be added to the list.

Please note that it takes 24 hours for the information submitted to be updated in the emergency notification system.

Thank you.

Current campus number: - **McNair Hall - Jgsb - Central Garage** Campus email:

Main Building Location: Secondary Building Location:

Non-Rice Phone Information Type	Area Code	Number	Cell Provider	Relationship	Delete
Cell	555	555-5555	AT&T	Self	<input type="checkbox"/>
(Please select type)	<input type="text"/>	<input type="text"/>	(Please select your provider)	Self	<input type="checkbox"/>
(Please select type)	<input type="text"/>	<input type="text"/>	(Please select your provider)	Self	<input type="checkbox"/>
(Please select type)	<input type="text"/>	<input type="text"/>	(Please select your provider)	Self	<input type="checkbox"/>
(Please select type)	<input type="text"/>	<input type="text"/>	(Please select your provider)	Self	<input type="checkbox"/>
(Please select type)	<input type="text"/>	<input type="text"/>	(Please select your provider)	Self	<input type="checkbox"/>

Non-Rice Email Information

Email Address:

Relationship:

Delete:

International Phone Information

**Be sure to enter the complete dialing sequence, including intl access, country code, city code and phone number.

Type	International Access Code and Phone Number	Relationship	Delete
(Please select type)	<input type="text"/>	Self	<input type="checkbox"/>
(Please select type)	<input type="text"/>	Self	<input type="checkbox"/>

Opt Out

Confirm Information - Release Registration Hold

Rice University Emergency Notification System Confirmation

Thank you for completing your emergency contact information via the Rice University Emergency Information System. Your information has been saved on a per user basis.

Below you may request that test message(s) be sent to the cell phone numbers and email addresses you entered. The test message feature you entered. These test messages are sent from the Esther system in 10 minute cycles. Actual emergency messages are sent from the vendor's system will be performed occasionally (annually or as needed). You will be notified of these tests in advance in order to be able to identify the vendor's system.

You have confirmed that your information is up to date and your Registration Hold has been released.

Campus Phone -

Main Building Location McNair Hall - Jgsb - Central Garage

Secondary Building Location

Phone Information						
Area Code	Number	Phone Type	Provider	Relationship	Request test message	
555	555-5555	Cell	AT&T	Self	<input type="checkbox"/>	Depending on your plan, you may be charged for text messages.

Request Test Messages

OPTIONAL: You may test as many (or as few) communication channels as you want by checking the check box to **Request Test Message** next to each channel, then clicking **Request Test Message** at the bottom of the page

Student Financial Responsibility Agreement Hold

Click on the policy to understand what it is you are agreeing to—you will be held to the terms outlined:

Student Financial Responsibility Agreement

Click to indicate that ***I have read and accept***

Student Financial Responsibility Agreement

I understand and agree that my registration and acceptance of these terms constitutes a promissory note agreement in which Rice University is providing me educational services, and I promise to pay for all assessed tuition, fees and other assessed charges by the published or assigned rates.

- Student Financial Responsibility Agreement