

Contact Information Hold

Accessing the Clear Contact Information Hold page

1. Log into [Athena](#).
2. Click "Student".
3. Click "Student Records".
4. Click "View Holds".
5. Click the link to display the **Clear Contact Information Hold** page shown below.
6. Complete all Contact Confirmation Steps with an incomplete indicator by clicking the appropriate link.

The screenshot shows the 'Clear Contact Information Hold' page. At the top, there are navigation tabs for 'Personal Information', 'Student', and 'Financial Aid'. The breadcrumb trail is 'Home > Student > Student Records > Clear Contact Information Hold'. Below this, the student's ID and name are displayed. The main instructions state: 'Complete both the Confirm Emergency Contact Information and Confirm Addresses and Phones steps below. The Contact Information Hold on your record will be automatically cleared once both steps have been confirmed and submitted. The steps will show a green checkmark for completed or a red X for incomplete steps.' A table titled 'Contact Confirmation Steps' shows two steps: '1 Confirm Emergency Contact Information' and '2 Confirm Addresses and Phones', both with red X marks in the 'Complete?' column. A red message below the table says: 'Both steps must be completed to clear your Contact Information Hold.' At the bottom, there are two buttons: 'Confirm Emergency Contact Information' and 'Confirm Addresses and Phones'.

Emergency Contact Information

On the **Confirm Emergency Contact Information** page, confirm that an existing contact is correct, update an existing contact, or add a missing contact.

The screenshot shows the 'Confirm Emergency Contact Information' page. The breadcrumb trail is 'Home > Student > Student Records > Clear Contact Information Hold > Confirm Emergency Contact Information'. The student's ID and name are displayed. The instructions state: 'Review the Emergency Contact Information below. If no changes are necessary, confirm the existing Emergency Contact information is correct by entering your initials in the box next to the "Yes, I confirm" label and clicking the "Submit" button. If update is necessary, click the "Update Emergency Contacts" link. The Contact Information Hold on your record will be automatically cleared once BOTH the Addresses and Phones AND Emergency Contact information steps have been confirmed and submitted.' A table titled 'Emergency Contacts' has columns for 'Order', 'Name', 'Address and Phone', and 'Relationship'. It contains one entry: '1 Ima Parent 12345 Athena Drive Athens, GA 30602 555 5555555'. Below the table, there is a link 'Update Emergency Contacts', a label 'Yes, I confirm:' followed by a text input field, and a 'Submit' button.

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Emergency Contacts

To confirm that an existing contact is accurate and up-to-date, enter your initials into the box next to “Yes, I confirm” and click the “Submit” button.

To update or add a missing contact:

1. Click the “Update Emergency Contacts” link to display the **Update Emergency Contacts** page.

Personal Information | Student | Financial Aid

Update Emergency Contacts

Home > Personal Information > Update Emergency Contacts

Find a page...

Add a contact by selecting "New Contact" under Name.
Update a contact by selecting that contact and making the necessary changes.

Steps to clear your registration hold after adding or updating your emergency contact information:
✓ Click the **Confirm Emergency Contact Information** link here or below.
✓ Enter your initials into the "Yes, I confirm" box, to indicate confirmation.

Emergency Contacts

Order	Name	Address and Phone	Relationship
1	Ima Parent	12345 Athena Drive Athens, GA 30602 555 5555555	New Contact
2	New Contact		

View Emergency Contacts | **Confirm Emergency Contact Information**

- a. Do the following to update an emergency contact:
 - i. Click the name of the contact.
 - ii. The **Update Emergency Contacts** page will be displayed. Make necessary updates to the displayed information.
 - iii. Click the “Submit Changes” button.
 - b. Do the following to add missing contact:
 - i. Click the “Update Emergency Contacts” link.
 - ii. Click “New Contact”.
 - iii. The **Update Emergency Contacts** page will be displayed. Fill in address and phone information.
 - iv. Click the “Submit Changes” button.
2. When all updates have been completed on the **Update Emergency Contacts** page, click the “Confirm Emergency Contact Information” link.
 3. After the **Confirm Emergency Contact Information** page is displayed again, enter your initials into the box next to “Yes, I confirm” and click the “Submit” button.

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Addresses and Phones Information

On the **Confirm Addresses and Phone Information** page, confirm that all required contact information is correct, update existing contact(s), or add missing address and phone information.

Required contact information is:

- Student Accounts address and phone
- Current/Local address and phone
- Permanent address and phone

Personal Information | Student | Financial Aid

Home > Student > Student Records > Clear Contact Information Hold > Confirm Address and Phone Information

Student ID: [REDACTED] Student Name: [REDACTED]

INSTRUCTIONS: Review the Address Information below. You must have complete Current/Local, Permanent, and Student Account addresses and Primary Phone numbers for each address.
If no changes are necessary, confirm the existing Contact information is correct by entering your initials in the box next to the "Yes, I confirm" label and clicking the "Submit" button.
If update is necessary, click the "Update Addresses and Phones" link.
The Contact Information Hold on your record will be automatically cleared once BOTH the Addresses and Phones AND Emergency Contact information steps have been confirmed and submitted.

Addresses and Phones

Student Account Address	Phones
Current: Jan 02, 2016 - (No end date) 12345 Athena Drive Athens, Georgia 30602	Primary: 555-5555555

Current/Local Address	Phones
Current: Aug 05, 2015 - (No end date) 12345 Athena Drive Athens, Georgia 30602 United States	Primary: 555-5555555

Permanent Address	Phones
Current: Aug 23, 2013 - (No end date) 12345 Athena Drive Athens, Georgia 30602 United States	Primary: 555-5555555

[Update Addresses and Phones](#)

Yes, I confirm:

Address and Phones

To confirm that all required contact information is accurate and up-to-date, enter your initials into the box next to "Yes, I confirm" and click the "Submit" button.

Contact Information Hold

To update or add missing contact information:

1. Click the “Update Addresses and Phones” link to display the **View Address and Phones** page.

Personal Information | Student | Financial Aid

Find a page...

View Addresses and Phones

Home > Personal Information > Update Addresses and Phones

Update an existing address by selecting the address or phones link and making the necessary changes. After updating your address and phone information, you must

- ✓ Confirm Your Address and Phone Information (or use the link below)
- ✓ To clear your registration hold, you must go to this link and enter your initials to indicate confirmation.

Entering overlapping dates may change the effective dates on existing address records.

Addresses and Phones

Student Account Address	Phones
Current: Jan 02, 2016 to (No end date)	Primary: 555-5555555
12345 Athena Drive Athens, Georgia 30602	

Current/Local Address	Phones
Current: Aug 05, 2015 to (No end date)	Primary: 555-5555555
12345 Athena Drive Athens, Georgia 30602 United States	

Permanent Address	Phones
Current: Aug 23, 2013 to (No end date)	Primary: 555-5555555
12345 Athena Drive Athens, Georgia 30602 United States	

Type of Address to Insert:

[Confirm Address and Phone Information](#)

- a. Do the following to update an address:
 - i. Click “Current” next to the desired address.
 - ii. The **Update Addresses and Phones – Update/Insert** page will be displayed. Make necessary updates to the displayed information.
 - iii. Click the “Submit Changes” button.
 - b. Do the following to update a phone:
 - i. Click “Primary” next to the desired phone.
 - ii. The **Update Addresses and Phones – Update/Insert** page will be displayed. Make necessary updates to the displayed information
 - iii. Click the “Submit Changes” button.
 - c. Do the following to add missing contact information:
 - i. Click the “Update Addresses and Phones” link.
 - ii. Open the “Type of Address to Insert” drop down list.
 - iii. Select address type to insert.
 - iv. The **Update Addresses and Phones – Update/Insert** page will be displayed.
 1. Enter today's date into the “Valid From This Date” box
 2. Leave the “Until This Date” box blank
 3. Fill remaining address and phone information.
 - v. Click the “Submit Changes” button.
2. When all updates have been completed on the **Confirm Address and Phones Information** page, click the “Confirm Addresses and Phone Information” link.

Contact Information Hold

3. After the **Confirm Address and Phone Information** page is displayed, review your changes and if no other updates are needed, enter your initials into the box next to “Yes, I confirm” and click the “Submit” button.

Reviewing the Clear Contact Information Hold page

After you have confirmed your Emergency Contact and Address and Phones information, your **Clear Contact Information Hold** page will show that the required steps have been completed for the specified term.

The screenshot shows the 'Clear Contact Information Hold' page in Athena. At the top, there are navigation tabs for 'Personal Information', 'Student', and 'Financial Aid'. Below the navigation, a breadcrumb trail reads 'Home > Student > Student Records > Clear Contact Information Hold'. The page displays the student's ID and name, both redacted with blue boxes. A red message states: 'No Active Contact Information Holds Exist. You have already completed Contact Information Confirmation for Fall 2017. If Your transcript is not available due to holds is on your records, please contact the Registrar's Office at reghelp@uga.edu through your UGA email address.' Below this, a section titled 'Contact Confirmation Steps' contains a table with three columns: 'Step', 'Confirmation', and 'Complete?'. The table shows two steps, both marked as complete with green checkmarks. A green message below the table states: 'You have successfully completed the Contact Confirmation steps for Fall 2017'. At the bottom of the page, there are links for 'View Holds' and 'Add or Drop Classes', and a legend for 'Confirm Emergency Contact Information' and 'Confirm Addresses and Phones'.

Step	Confirmation	Complete?
1	Confirm Emergency Contact Information	✓
2	Confirm Addresses and Phones	✓

When you have completed your review, you may exit or continue working in Athena.