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.

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.
Contact Information Hold

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.

   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.
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

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.

   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 todays 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.
3. After the **Confirm Adress 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.

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