I have an Enough is Enough (EIE) service indicator/hold on my account. What is that?

A hold was placed on your account because you failed to complete a mandatory sexual misconduct training called Haven that is required for first-semester undergrad and first-semester graduate students. Communication was sent to your myhunter email at that start of the semester.

Oh! I missed the email. How do I take the course?

Please log in to www.everfi.com with your myhunter email address and enter registration code: 5d4967d8. Choose the Haven course. Make sure to include your 8 digit Hunter student ID # in the field asking for “student ID” (also found on your actual ID). If you enter an incorrect or incomplete ID # then the hold will remain as completion is matched by student ID# NOT by name. The hold is connected to the completion of part 1 of the course only. The hold will automatically be released within 48 hours or within 24 hours during the registration period, both during regular business hours, after completing part 1 and reaching “in intercession”.

Can you release the hold sooner?

Sorry, we can’t. Holds are released every other day during business hours or every day during business hours throughout the registration period.

Will I get an email once the hold has been released?

No, the hold will automatically be released within 48 hours IF you completed part 1 in its entirety (reaching intercession) AND provide your correct 8 digit Hunter ID #.

I already did the training. I completed part 1 more than 48 hours ago. Why do I still have the hold on my account?

You may think you completed part 1 but have not. There are 10 sections in part 1 and completion of the course usually takes 45mins-1 hour. Please log back into www.everfi.com and complete the remaining sections of part 1 until you reach “in intercession” and can no longer move forward.

OR, if you completed part 1 you may have noted an incorrect or incomplete student ID#. Please log back into www.everfi.com to determine if this is the case. If your ID is the issue then please contact Colleen Barry—see instructions below.

I just completed part 1. Can you release the hold now?

Sorry, we can’t. All first-semester students should have completed part 1 at the start of the semester.

Can you temporary release the hold so I can register/withdraw and I will complete part 1 afterwards?

Sorry, we can’t. All first-semester students should have completed part 1 at the start of the semester.

I did part 1 and don’t have access to part 2 yet. Can you give me access now so the hold can be released?

The hold is only connected to the completion of part 1. Part 2 is a 10 minute assessment that you will take once available which is 30 days after the completion of part 1. See two boxes on left for why you may still have the hold on your account.

I did part 1 and don’t have access to part 2 yet. Can you give me access now so the hold can be released?

The hold is only connected to the completion of part 1. Part 2 is a 10 minute assessment that you will take once available which is 30 days after the completion of part 1. See two boxes on left for why you may still have the hold on your account.

If you’ve tried ALL these suggestions and the hold is still on your account then email Colleen Barry explaining your issue and attach screenshots indicating completion of part 1. Email colleen.barry@hunter.cuny.edu from your myhunter email with your full name as it appears in Hunter record and 8 digit student ID#.