Adding a Service Indicator

This guide will cover:

- How to add a service indicator (hold) to a student

**Step One**

Navigate to the following breadcrumb:

OR

If you are already within the Advisor Center, click the General Info tab.

**Step Two**

Under the Service Indicator section click Edit Service Indicators and you will be directed to the Manage Service indicator page.
**Step Three**

On the search criteria page, **enter your student’s information in the search criteria field.**

![Image of search criteria field]

**NOTE:** They system may recognize you are viewing a student in the Advisor center and may fill out their Catalyst ID (Empl ID) automatically.

**Step Four**

Click **Search**

**Step Five**

To add a new service indicator, select the hyperlink **Add Service Indicator.**

![Image of manage service indicators]
Step Six
Click the magnifying glass for **Service Indicator Code** and choose the service indicator you want to assign to the student from the lookup window.

Step Seven
Click the magnifying glass for **Service Indicator Reason Code** and select the reason code. The code will populate the description of the service indicator that will be seen by the student. You will not be able to edit the description field.

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**Institution:** University of Cincinnati  
**Service Indicator Code:** Advising Registration Block  
**Service Ind Reason Code:** A&S Declared Advising Reg Blk  
**Description:** A&S Advising Office Block  
**Effect:** Negative

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Step Eight
Under the Effective Period section, select the duration you would like this service indicator to be on a student’s account. The start term or start date determines when the service indicator will take effect.
Step Nine

In the comment section you can provide additional information about the assigned service indicator. The comments will only appear to advisors and other users who can view service indicators. However, it will not appear to students.

Step Ten

At the bottom of the screen you will see a date and time stamp of when the service indicator was added and by whom.

Under the Services impacted section, it will list what services are impacted with the assigned indicator and that it started based on either a date or term.

Click Apply. This will save the page and keep you on the service indicator page that you have created.
Step Twelve

Click **OK**. This will revert you back to the Manage Service Indicator page where you will see the new service indicator you have added in the summary table.

![Manage Service Indicators](image)

Step Thirteen

Click **Cancel** to return to the Advisor Center. Notice that the Service Indicator you added is now viewable from the Advisee’s general info tab within the Advisor Center.

![Advisor Center](image)

You have now completed the steps for adding a service indicator.