MANUALLY RELEASING A SERVICE INDICATORS

This guide will cover:

- **Manually Releasing Service Indicators**

Service Indicator Definitions

⚠️ A Negative Service Indicator is a hold on the a student’s account that has some type of impact such as prevent registration, hold transcripts, etc. The Negative Service Indicator icon will appear on any student page when negative service indicators are assigned on the student account. By clicking on the icon you can see a summary of the student’s negative service indicators.

⭐ A Positive Service Indicator is used to provide a service or for informational/reporting purposes. There is generally no impact associated with a positive service indicator. The Positive Service Indicator icon will appear on any student page when positive service indicators are assigned on the student account. By clicking on the icon you can see a summary of the student’s positive service indicators.

**Step One**

Navigate to the following breadcrumb:

**Step Two**

Manage Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

**Search Criteria**

- **Emp ID:**
  - begins with

- **Academic Career:**
  - Begins with

- **National ID:**
  - begins with

- **Campus ID:**
  - begins with

- **Last Name:**
  - begins with

- **First Name:**
  - begins with

- **Case Sensitive**

Complete the following field in the Search Criteria:

- **ID**

If the ID is not available, use the Last Name, First Name, Campus ID (UCID) or National ID (SSN) fields to refine the search. Click on the Search button once the value(s) is(are) entered. If more than one row is returned in the search results section select the correct student. The Manage Service Indicators page will load.
Step Three

Manage Service Indicators

Tom Bearcat

20005009

Are you ready to continue?

Yes

No

Display: Effect All Institution

Add Service Indicator

Service Indicator Summary

<table>
<thead>
<tr>
<th>Code</th>
<th>Code Description</th>
<th>Reason Description</th>
<th>Institution</th>
<th>Start Term</th>
<th>Start Term Description</th>
<th>End Term</th>
<th>End Term Description</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>R02</td>
<td>Registrar Hold</td>
<td>Records Hold</td>
<td>UCINN</td>
<td>2181</td>
<td>2016 Spr</td>
<td></td>
<td></td>
<td>01/27/2016</td>
<td></td>
</tr>
</tbody>
</table>

Add Service Indicator

- Identify the Service Indicator code needing to be released and click on the link available in the Code column. The Edit Service Indicator page will load.
Step Four

Click on the Release button located at the top right hand side of the page. If you would like to add a comment in the Comments section prior to releasing make sure to click on the Apply after adding the comment to save it to the record.

The confirmation page will load. Click on OK to release the Service Indicator and be sent to the Manage Service Indicator page or Cancel to go back to the Edit Service Indicator Page.

Are you sure you want to release this Service Indicator?

OK       Cancel

You have now completed the steps of Releasing a Service Indicator on a Student's Record.