Pathway help: Delete Service Indicator (hold)

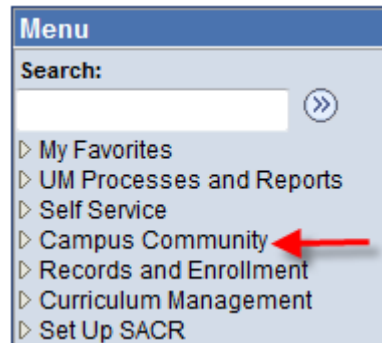**OFFICE OF REGISTRATION & RECORDS**

Path: Campus Community > Service Indicators (Student) Manage Service Indicators

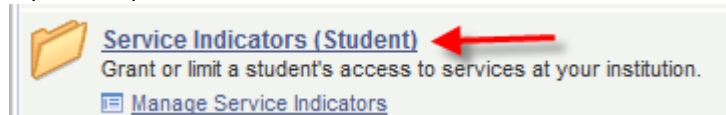There are four types of general advising holds:

The Advising Hold code is **R04** with multiple reason codes.
- Advising Required (AR)
- New Student Advising Hold (NEW)
- Probation Advising Hold (PR)
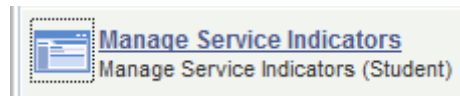- Department Advising Hold (DEPT)

1. Click the Campus Community link.

2. Click the Service Indicators (Student) link.

3. Click the Manage Service Indicators link.

4. Enter the desired information into the **Empl ID** field, or search by Last Name and First Name
5. Click the **Search** button.
6. You may have to select the student from the Search Results table.

7. Click the **Code** link for the service indicator you want to remove.

Manage Service Indicators

| Display: | Effect | All ▾ | | Institution | Univ of Missouri - Kansas City ▾ | | Refresh ↻ |

➕ Add Service Indicator

Service Indicator Summary Personalize | Find | View All | 🔲 | ⊞ First ◀ 1-3 of 3 ▶ Last

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
A01	Admissions Holds	Transcript	KCITY					11/10/2012	
R04	Academic Advising Hold	Advising Required	KCITY	4127	SP2013			11/12/2012	
R94	HB390 Documentation Required	Need to provide documentation	KCITY					11/09/2012	

➕ Add Service Indicator

8. Click the **Release** button to release the entire hold. If the hold spans multiple terms and you want to only remove it for one term you can update the **Start Term** and/or **End Term** to change the impact of the hold. The example hold below is effective for summer and fall. If you want to remove the summer hold only you would update the Start Term to Fall (use the magnifying glass to search for the correct term code).

Effective Period

| Start Term: | 4235 🔍 | SS2014 | End Term: | 4243 🔍 | FS2014 |
| Start Date: | 03/10/2014 📅 | | End Date: | 📅 | |

9. A warning message will appear verifying you want to remove the service indicator. Click OK

Are you sure you want to release this Service Indicator?

OK   Cancel

10. You will be taken back to the main page where the service indicator will no longer be listed on the student account or it will list the updated terms based on your updates.

Display: Effect [All ▼]   Institution [Univ of Missouri - Kansas City ▼]   Refresh ♻

[+] Add Service Indicator

Service Indicator Summary									Personalize | Find | View All | ☒ | ⊞ First ◄ 1-2 of 2 ► Last
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
A01	Admissions Holds	Transcript	KCITY	0000	XX0000			11/10/2012	
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[+] Add Service Indicator