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.

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).

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

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.
<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>A01</td>
<td>Admissions Hold</td>
<td>Transcript</td>
<td>Kcity</td>
<td>0000</td>
<td>XX0000</td>
<td></td>
<td></td>
<td>11/10/2012</td>
<td></td>
</tr>
<tr>
<td>RG4</td>
<td>Documentation Required</td>
<td>Need to provide documentation</td>
<td>Kcity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11/09/2012</td>
<td></td>
</tr>
</tbody>
</table>