


View, Add or Remove Service Indicators (a.k.a. Holds)

Learn how to add or remove service indicators for undergraduate students. Academic department staff cannot add or remove service indicators for graduate students.

Notes:

- Service indicators can be **positive**  or **negative**  (known to students as holds). Academic department staff do not place positive service indicators but may have the need to place negative service indicators.
- Each service indicator is abbreviated with a code.

View Service Indicators and Details

In the left *Menu*, go to **Campus Profiles > Student Services Center**.


On the *Student Center* page:

- Look at the right side of the page for the heading *Holds*.
- If a student has any holds listed, click the **details** link to view information about the hold.

Add or Remove a Service Indicator




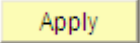
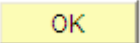
In the left *Menu*, go to **Service Indicators > Student > Manage Service Indicators**. The *Manage Service Indicators* search page opens.

On the *Manage Service Indicators* search page:

- In the *EMPLID field*, enter the **8-digit ID** of the student on whose record you wish to add a hold or search for the student using the **Last Name** and **First Name** fields.
- If you don't remember the ID, you can also click the **Magnifying Glass button** () to retrieve it. You will be prompted for the student's **First** and **Last Name**.
- Click . The *Manage Service Indicators* page for that student opens.
Note: If your search criteria match multiple students, a list of names will appear on the search page. Click any of the links to access the *Manage Service Indicators* page for the selected student.


Add a Service Indicator

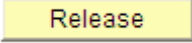
If your role allows you to place holds, use the *Manage Service Indicators* page to add a negative service indicator.

1. Click a **Plus sign** icon () or **Add Service Indicator** link. The *Add Service Indicator* page opens.
2. On the *Add Service Indicator* page, the following fields are required:
 - The *Institution* field defaults to a value of UMAMH for UMass Amherst.
 - In the *Service Indicator Code* field, enter the code for this hold (e.g., **EN1 = Prevents enrollment in all Terms**). Use the **Magnifying Glass button** () to get a list of all the *Service Indicator Codes* that you can access.
 - In the *Service Ind Reason Code* field, enter the reason code for this hold (e.g., **ADVAN = Academic Advising Needed**). Use the **Magnifying Glass button** () to get a list of all the reason codes that you have access to.
 - The *Department* field defaults to your department.
3. Entering any other information is optional:
 - In the *Effective Period* box, *Start Term* defaults to the value 0000 and *Start Date* defaults to today's date. Keep these defaults for the hold to take effect for all terms. If you do not want the hold to impact the current term, then you can change the value for *Start Term* to the next term. Keep in mind, if the current term is Fall, the next term is Winter. Similarly, if the current term is Spring, the next term is Summer. **Note:** *End Term* and *End Date* default to blank. Keep these defaults as use of these fields is not currently supported.
 - Comments do not display to the student. However, other administrative offices on campus can view them. If you choose to fill in the *Comments* box, please use discretion.
4. Click either **Apply**  or **OK**  to save the transaction. A *Saved* message will appear briefly in the upper right corner of the page. The hold will then appear on the student's *Holds* page.

Remove a Service Indicator

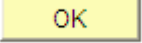
If your role allows you to remove holds, use the *Manage Service Indicators* page to remove a negative service indicator.

1. On the *Manage Service Indicators* page, a table displays any service indicators for a given student.
 - Check the blue navigation bar  to make sure all of a student's service indicators show.
 - Use the navigation bar to View All or advance through the list of holds if not all are showing.
2. In the *Code* column, click the link (e.g., **Code (EN1)**) in the row corresponding to the hold you want to remove. The link opens the *Edit Service Indicator* page for that hold.
3. Review the hold details and verify that it is the one you want to remove. Then click **Release**



in the upper right corner of the page.

Note: If you don't see the **Release** button, and the page title is *View Service Indicator* rather than *Edit Service Indicator*, then your SPIRE access does not allow you to remove the hold.

4. Click **OK**  to process and save the transaction and return to the *Manage Service Indicators* page. The row containing the removed hold is gone and the hold will no longer appear on the student's *Holds* page.