

## Edit Service Indicators

Service Indicators provide or limit an individual's access to college or school services.




Positive service indicators indicate special services to be provided. Negative service indicators are equivalent to holds.

Modify Service Indicators to update fields as needed. Service Indicators may be changed to take effect and expire on different dates.


When assigned to an advisee, the negative or positive service indicator icons display on every page in CUNYfirst that displays student data.

**Note: Only the office or department that placed the service indicator may edit that service indicator.**

Note: Parts of images may be obscured for security reasons.

Step	Action
1.	Enter <a href="https://cnyeptst.cunyfirst.cuny.edu">https://cnyeptst.cunyfirst.cuny.edu</a> in your browser's address bar: <ul style="list-style-type: none"> <li>Enter your Username and Password and click the  <b>Go</b> icon.</li> <li>From the <b>Enterprise Menu</b>, select the <b>HR/Campus Solutions</b> link.</li> </ul>
2.	Navigate to: <b><u>Self Service &gt; Advisor Center &gt; Advisee General Info.</u></b>
3.	<div style="border: 1px solid black; padding: 10px;"> <p><b>Personal Information</b></p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p><b>Find an Existing Value</b></p> <p>Maximum number of rows to return (up to 300): <input type="text" value="300"/></p> <p><b>ID:</b> <input type="text" value="begins with"/> <input type="text"/> </p> <p><b>Campus ID:</b> <input type="text" value="begins with"/> <input type="text"/></p> <p><b>National ID:</b> <input type="text" value="begins with"/> <input type="text"/></p> <p><b>Last Name:</b> <input type="text" value="begins with"/> <input type="text" value="Name"/></p> <p><b>First Name:</b> <input type="text" value="begins with"/> <input type="text"/></p> <p><input type="checkbox"/> <b>Case Sensitive</b></p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/> <a href="#">Basic Search</a>  <a href="#">Save Search Criteria</a></p> </div> <p>On the <b>Personal Information</b> page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name.</p>
4.	Click the <b>Search</b> button.

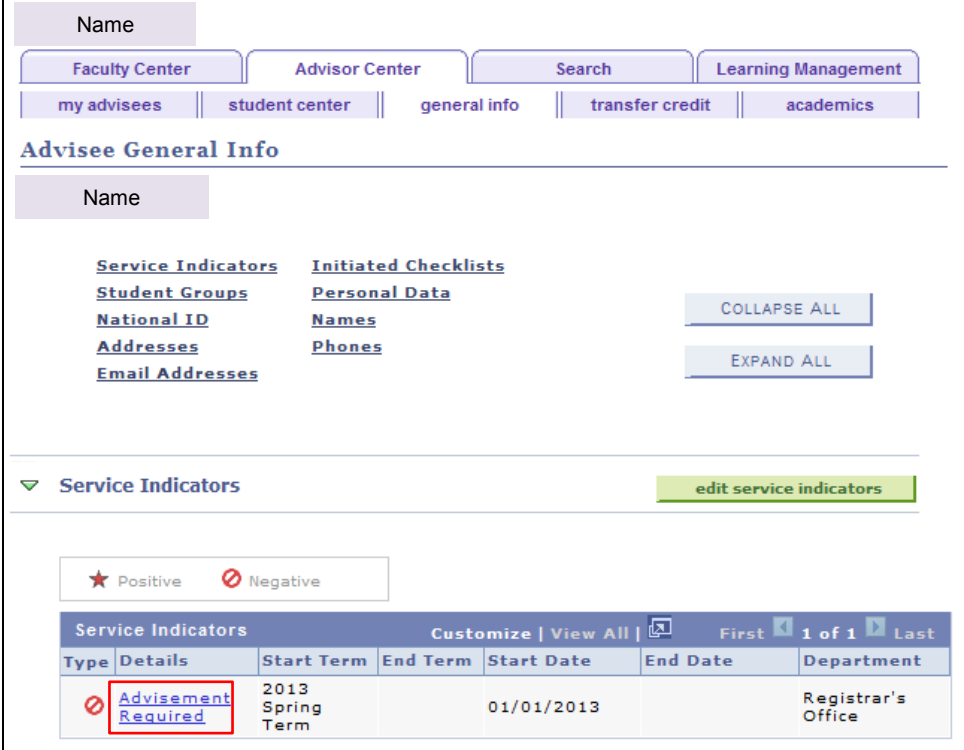
5.



The screenshot shows a table titled "Search Results" with columns: ID, Name, Gender, Date of Birth, Campus ID, National ID, National ID Country, NID Short Description, Last Name, and First Name. The second row is highlighted in red.

In the **Search Results** list, click any link on the correct advisee's row.

6.



The screenshot shows the "Advisee General Info" page. It includes navigation tabs for Faculty Center, Advisor Center, Search, and Learning Management. Under "Advisee General Info", there are links for Service Indicators, Student Groups, National ID, Addresses, Email Addresses, Initiated Checklists, Personal Data, Names, and Phones. A "Service Indicators" section is expanded, showing a table of indicators. One indicator, "Advisement Required", is highlighted with a red box.

On the **Advisee General Info** page, select the **Details** link of the service indicator to be modified.

7.

### Edit Service Indicator

Name:  ID:

\*Institution:  Queens College  
 \*Service Indicator Code:  Advisement Required  
 \*Service Ind Reason Code:  Advisement Required  
 Description:

Effect: Negative

**Effective Period**

Start Term:  2013 SP End Term:    
 Start Date:  End Date:

**Assignment Details**

\*Department:  Registrar's Office  
 Reference:   
 Amount:  Currency:

**Contact Information**

Contact ID:  Contact Person:   
 Placed Person ID:  Placed By:   
 Placed Method: Manual  
 Placed Process:  Release Process:

**Comments**












**Services Impacted** Customize | Find | View All | First 1 of 1 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 CENR	Stop all enrollment activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 01/18/2013 11:05:37AM  
 User ID:

On the **Edit Service Indicator** page to modify the Institution field, click the **Institution** Look Up icon; and then select the correct **Academic Institution**, **Description**, or **Short Description** link.

**Note:** Fields on the *Edit Service Indicator* page may be changed as needed by completing relevant steps from 7 to 21.

8.	<p>To modify the <b>Service Indicator Code</b> field, click the <b>Service Indicator Code</b>  Look Up icon; and then select the correct <b>Service Indicator Cd</b> or <b>Description</b> link.</p> <p><b>Note: After the Service Indicator CD is selected, the Services Impacted section lists the affected services.</b></p>
9.	<p>To modify the <b>Service Ind Reason Code</b> field, click the <b>Service Ind Reason Code</b>  Look Up icon; and then select the correct <b>Service Indicator Reason Code</b> or <b>Description</b> link.</p>
10.	<p>In the <b>Effective Period</b> section, enter the changed start term code or click the <b>Start Term</b>  Look Up icon; and then select any link on the row for the changed Term.</p>
11.	<p>As needed, enter the changed end term code or click the <b>End Term</b>  Look Up icon; and then select any link on the row for the changed Term.</p>
12.	<p>To change the <b>Start Date</b>, click the  <b>Choose a date</b> icon.        On the calendar, click:</p> <ol style="list-style-type: none"> <li>the left  dropdown box icon, and then click the correct month;</li> <li>the right  dropdown box icon, and then click the correct year; and</li> <li>the correct day of the month.</li> <li>d.</li> </ol> <p><b>Note: The current date is the default</b></p>
13.	<p>As needed, to fill the <b>End Date</b>, click the  <b>Choose a date</b> icon.        On the calendar, click:</p> <ol style="list-style-type: none"> <li>the left  dropdown box icon, and then click the correct month;</li> <li>the right  dropdown box icon, and then click the correct year; and lastly</li> <li>the correct day of the month.</li> </ol> <p><b>Note: If no End Date value is entered, date-based impacts will be in effect until the service indicator is released.</b></p>
14.	<p>In the <b>Contact Information</b> section to edit the Contact ID, click the <b>Contact ID</b>  Look Up icon to change the.</p> <p><b>Note: The Contact ID is recommended, although not required.</b></p>
15.	<p>On the <b>Look Up Contact ID</b> page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name.</p>
16.	<p>Click the <b>Look Up</b> button.</p>
17.	<p>In the <b>Search Results</b> list, click any link on the correct row.</p>
18.	<p>As needed, in the <b>Comments</b> section, enter or change text to track and resolve the service indicator.</p>
19.	<p>Click the <b>OK</b> button.</p>

20.

**Manage Service Indicators**

Name  ID

Display: Effect All  Institution  Refresh

[+ Add Service Indicator](#)

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
ADV	Advisement Required	Advisement Required	CNS01	1132	2013 SP			01/01/2013	

[+ Add Service Indicator](#)

The **Manage Service Indicators** page displays the modified service indicator.

**End of Procedure.**