

Advisement

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.

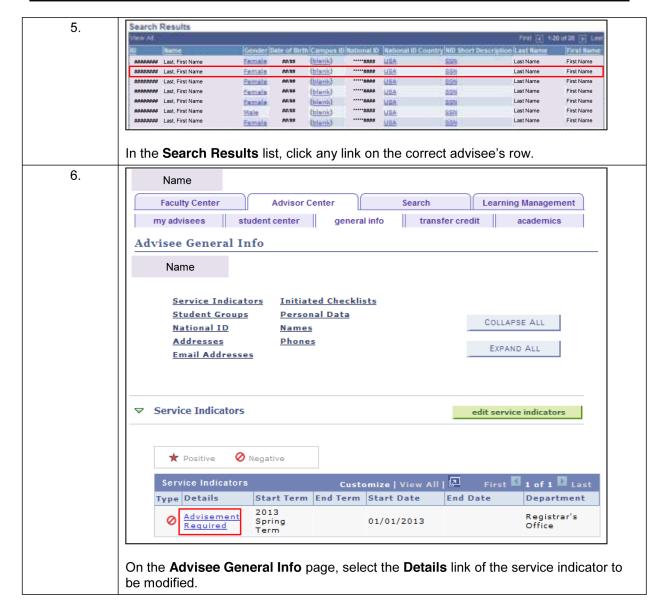
Note: Only the office or department that placed the service indicator may edit that service indicator.

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

Step	Action				
1.	 Enter https://cnyeptst.cunyfirst.cuny.edu in your browser's address bar: Enter your Username and Password and click the Go icon. From the Enterprise Menu, select the HR/Campus Solutions link. 				
2.	Navigate to: Self Service > Advisor Center > Advisee General Info.				
3.	Personal Information Enter any information you have and click Search. Leave fields blank for a list of all values.				
	Find an Existing Value Maximum number of rows to return (up to 300): 300				
	ID: begins with ▼				
	Campus ID: begins with ▼				
	National ID: begins with ▼				
	Last Name: begins with ▼ Name				
	First Name: begins with 🔻				
	Case Sensitive				
	Search Clear Basic Search Save Search Criteria				
	On the Personal Information page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name.				
4.	Click the Search button.				



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8.	To modify the Service Indicator Code field, click the Service Indicator Code Look Up icon; and then select the correct Service Indicator Cd or Description link.		
	Note: After the Service Indicator CD is selected, the Services Impacted section lists the affected services.		
9.	To modify the Service Ind Reason Code field, click the Service Ind Reason Code Look Up icon; and then select the correct Service Indicator Reason Code or Description link.		
10.	In the Effective Period section, enter the changed start term code or click the Start		
	Term Q Look Up icon; and then select any link on the row for the changed Term.		
11.	As needed, enter the changed end term code or click the End Term Q Look Up icon; and then select any link on the row for the changed Term.		
12.	To change the Start Date , click the Choose a date icon. On the calendar, click:		
	a. the left dropdown box icon, and then click the correct month;		
	 b. the right dropdown box icon, and then click the correct year; and c. the correct day of the month. d. 		
	Note: The current date is the default		
13.	As needed, to fill the End Date , click the Choose a date icon. On the calendar, click:		
	a. the left dropdown box icon, and then click the correct month;		
	b. the right dropdown box icon, and then click the correct year; and lastlyc. the correct day of the month.		
	Note: If no End Date value is entered, date-based impacts will be in effect until the service indicator is released.		
14.	In the Contact Information section to edit the Contact ID, click the Contact ID Q Look Up icon to change the.		
	Note: The Contact ID is recommended, although not required.		
15.	On the Look Up Contact ID page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name.		
16.	Click the Look Up button.		
17.	In the Search Results list, click any link on the correct row.		
18.	As needed, in the Comments section, enter or change text to track and resolve the service indicator.		
19.	Click the OK button.		



20. | Manage Service Indicators | Display: Effect All | Institution | Rohesh | Display: Effect All