Removing Hold (Service Indicator) from individual student

There are several ways to remove a hold from a student's record. The below directions show how it can be done for I01, MCN, or any non-advising holds.

Advising hold info:

- I01 and MCN holds can only be removed through the Campus Community menu or using the student's details page in the Advisor Center.
- D01 advising holds can also be removed through the My Advisor list in the Advisor Center using the Remove Hold button next to the Advisee.

Remove using Campus Community (administrative way)

1. Go to Campus Community > Service Indicators (Student) > Manage Service Indicators.

TIP: Another way to get to that page is to pull up the student in Student Services Ctr (Student) and click on any positive ★ or negative ☹ icon at the top. That will take you to the Manage Service Indicators page.

2. Pull up the student. Some students will already have some service indicators (SI); some will not have any. The default of this page is to show all of them.
   a. If you go to this page by clicking the positive/negative icon in the Student Center, this page will default to showing only the types of SI's that you clicked on.

3. Click on the Code next to the service indicator you want to remove.
   a. You will only be able to remove holds you are authorized to remove, which the exception of D01 holds. All advisors can remove D01 holds but should only remove the D01 hold for their own advisee and if they are the first major advisor for that student.
4. On the next page, click on the Release button at the top. If you don't see a Release button, you are not able to remove that hold.

5. On the next page, click Ok if you are sure you want to remove the hold.

Are you sure you want to release this Service Indicator?

OK  Cancel

6. The hold you removed should now be gone on the Manage Service Indicators page. You can remove another hold if needed or move on to another student.
Remove using Student Details in Self Service - Advisor Center:

1. Navigate to Self Service > Advisor Center in WINGS.

2. From the My Advisee list in your Advisor Center, click on View Student Details next the student who will be updated.

3. Go to the General Info tab of your advisee's Student Center and find the Service Indicator section at the top. Click on Edit Service Indicators.
On the Manage Service Indicators page, click on the linked code.

Click the **Release** button at the top.

Click OK to the confirmation question.

You will be returned to the Manage Service Indicators page and the hold will be gone. Click Cancel to get back to the Advisor Center.