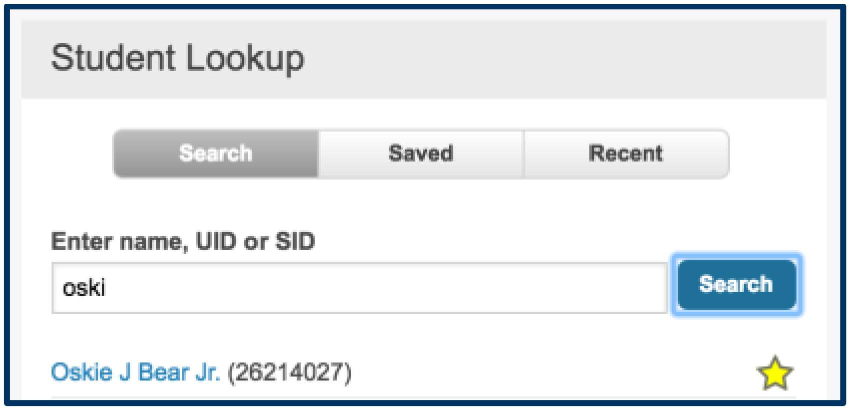
Placing and Releasing Holds

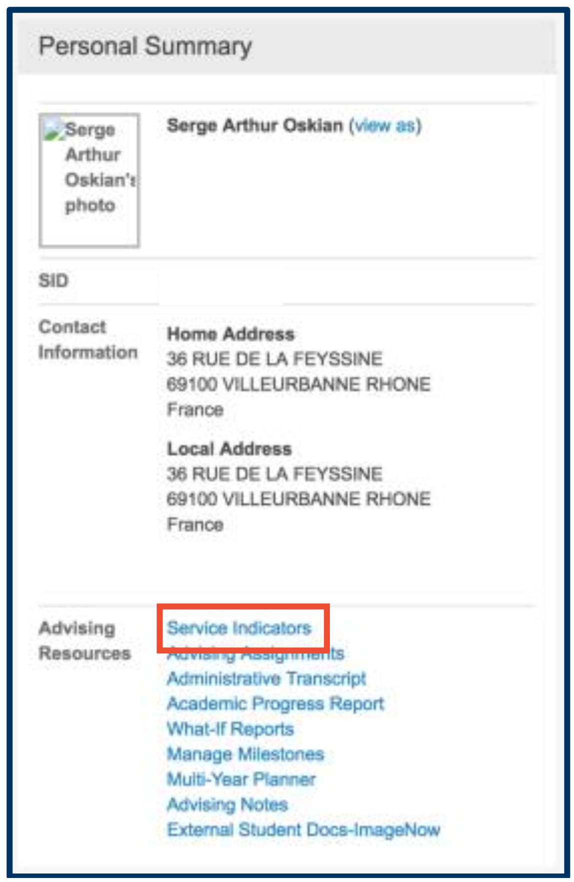
This guide will discuss how to add and remove Holds, also known as Negative Service Indicators.

1. Placing a service indicator

From **CalCentral My Dashboard**, use **Student Lookup** to search for the student and go to the **Student Overview Page**.

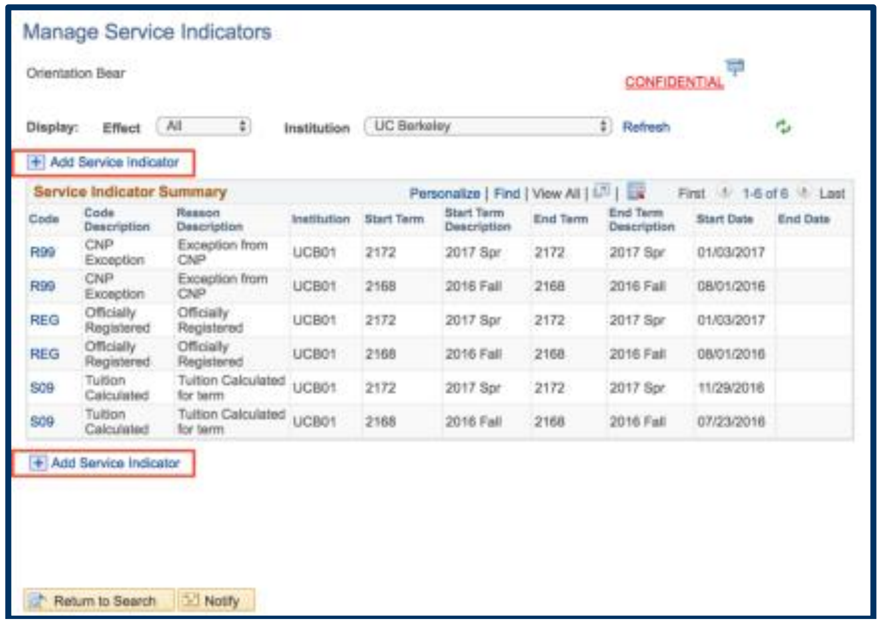


In the student's **Personal Summary** section, click the **Service Indicators** link under **Advising Resources**.



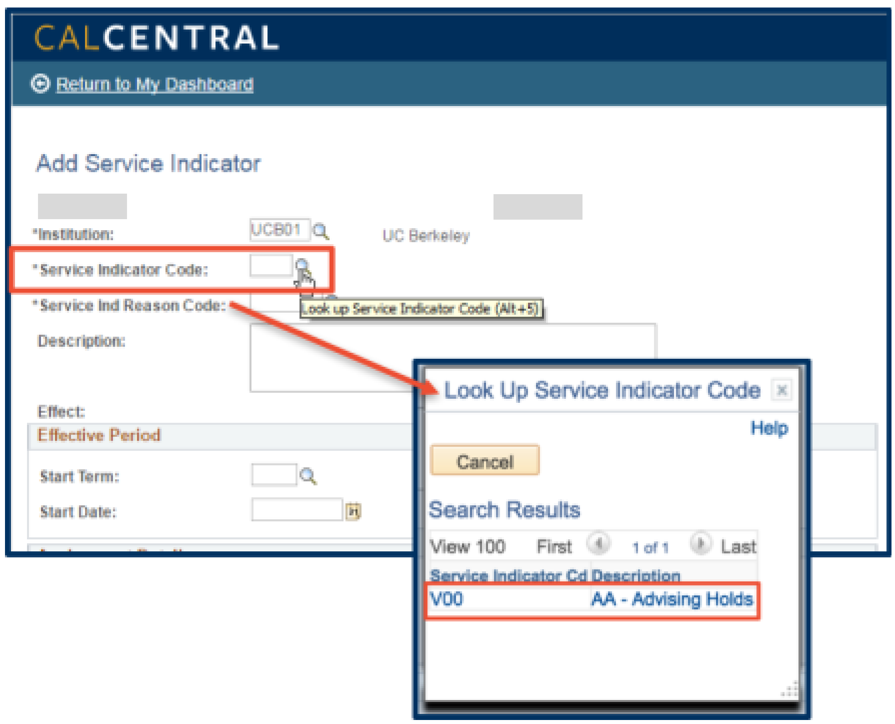
You will see a summary of the student's service indicators.

Click **Add Service Indicator** (+).



Next, click the **Look Up icon** next to **Service Indicator Code**.

Click **V00** to choose **Academic Advising** holds or input **V00** and hit enter.



Next, click the **Look Up** icon for **Service Ind Reason Code** and select the desired code.

> **NOTE:** The codes that appear will depend on your security roles and functions.

In this example, we are placing the **Excess Incompletes** hold because the student has too many incompleted classes.

The **Service Ind Reason Code** field will populate, as will other fields on the page.

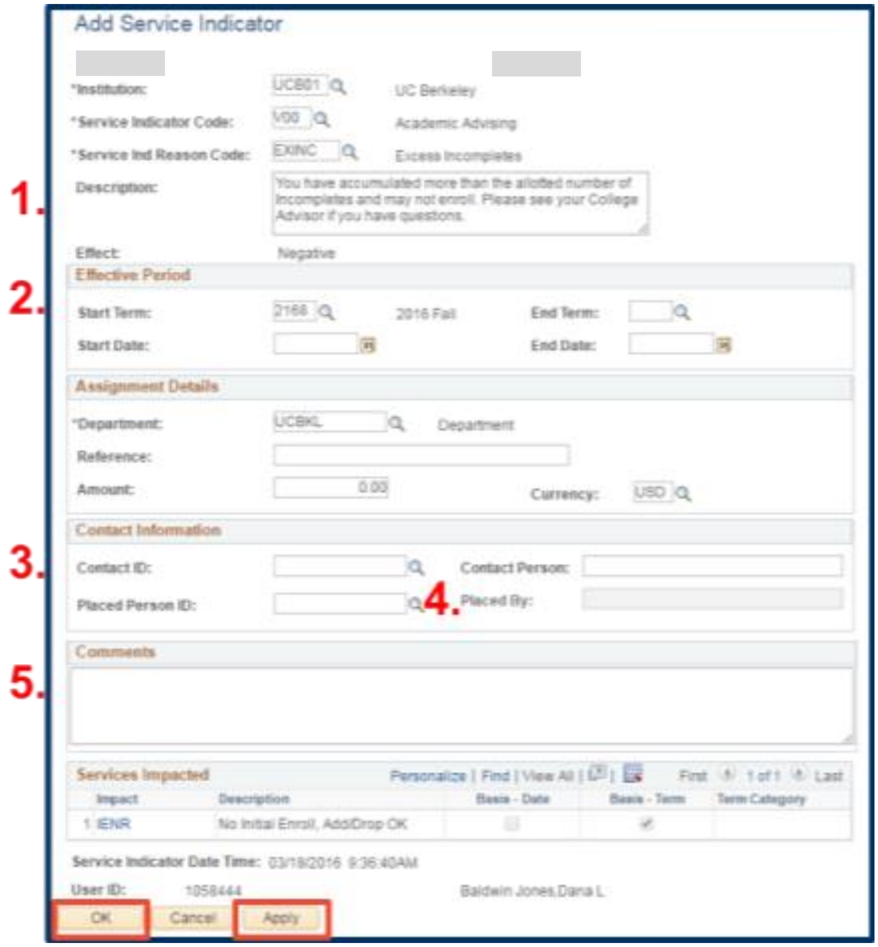
1. The **Description** field will be viewable by the student in CalCentral.

2. The next step is to set an **Effective Period** (start and end date or term).

3. **Contact ID** by default is blank. You can add a **Contact ID**, but note that students will be able to see that ID and email address in their **Holds** section on their **My Academics** page in CalCentral.

4. Add your information to the **Placed by** section. It will not be visible to the student.

5. You may add **Comments**, if you like. These will not be viewable by the student.

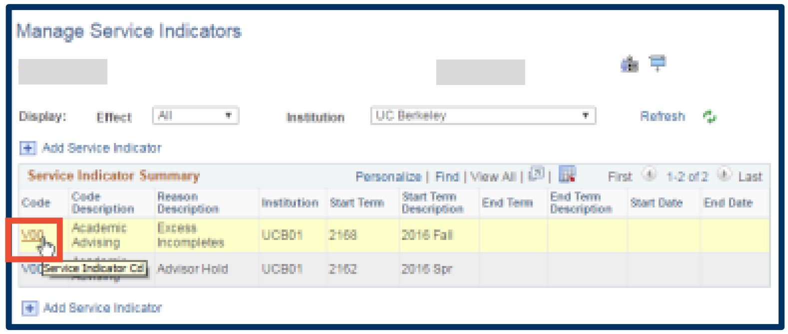


Click **Apply**.

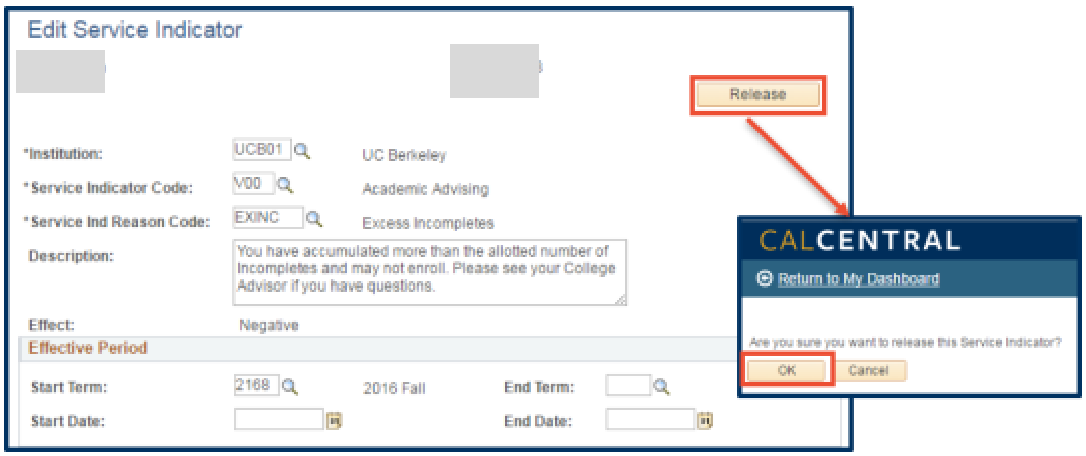
Click **OK**.

2. Releasing service indicators

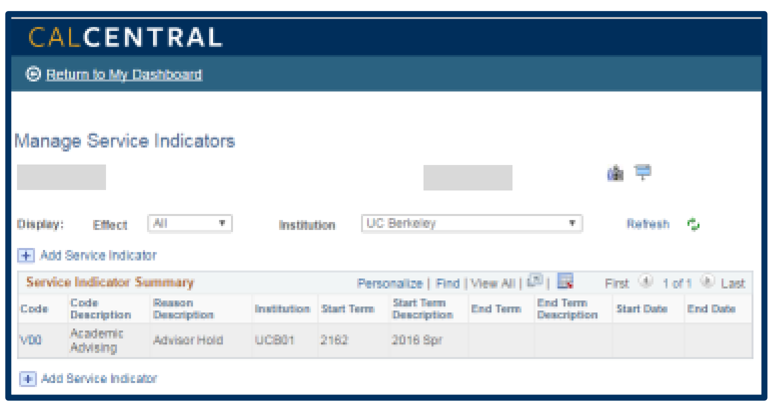
From within the **Manage Service Indicators** page, click on the **Advisor Code**.



Click **Release** and then Click **OK**.



This returns you to **Manage Service Indicators**.



Support:

For questions or assistance, please contact the SIS Project.

- Call **510-664-9000** (press **option 6** to reach SIS support)
- Email: sishelp@berkeley.edu
- Submit a ticket: **https://shared-services-help.berkeley.edu/new_ticket/it**