

## 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**.

Student Lookup

Search Saved Recent

Enter name, UID or SID

oski Search

Oskie J Bear Jr. (26214027) ★

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

Personal Summary

Serge Arthur Oskian's photo

Serge Arthur Oskian (view as)

SID

Contact Information

Home Address  
36 RUE DE LA FEYSSINE  
69100 VILLEURBANNE RHONE  
France

Local Address  
36 RUE DE LA FEYSSINE  
69100 VILLEURBANNE RHONE  
France

Advising Resources

Service Indicators

Advising Assignments

Administrative Transcript

Academic Progress Report

What-If Reports

Manage Milestones

Multi-Year Planner

Advising Notes

External Student Docs-ImageNow

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

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

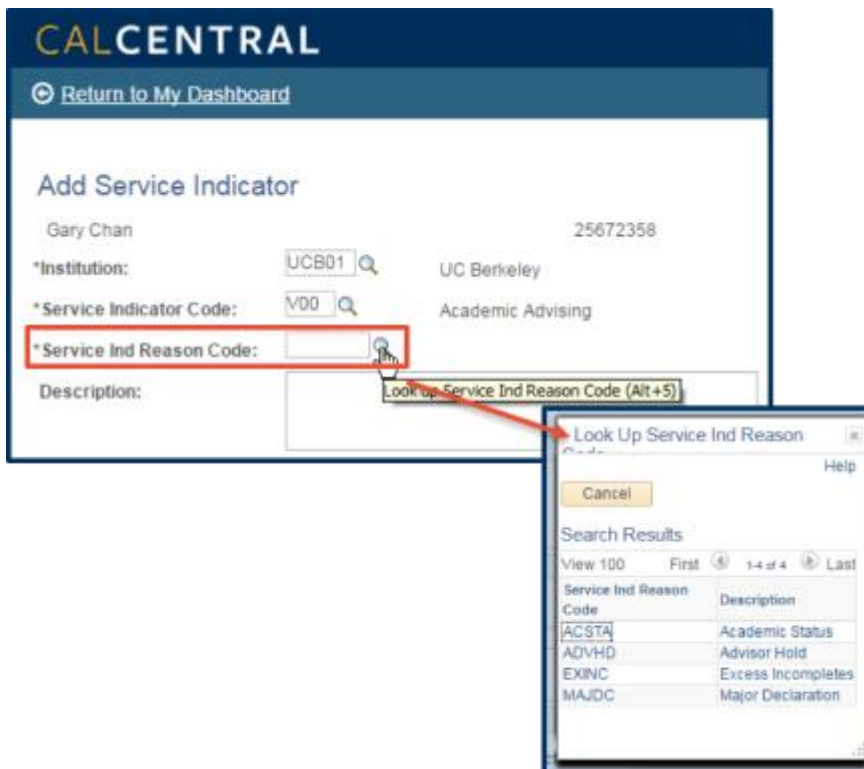
Next, click the **Look Up** icon next to **Service Indicator Code**.

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 incompleting 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**.

The screenshot shows the 'Add Service Indicator' form with the following fields and values:

- Institution:** UCB01 UC Berkeley
- Service Indicator Code:** V00 Academic Advising
- Service Ind Reason Code:** EXINC Excess Incompletes
- Description:** You have accumulated more than the allotted number of Incompletes and may not enroll. Please see your College Advisor if you have questions.
- Effect:** Negative
- Effective Period:**
  - Start Term: 2160 2016 Fall
  - End Term: [blank]
  - Start Date: [calendar icon]
  - End Date: [calendar icon]
- Assignment Details:**
  - Department: UCBKL Department
  - Reference: [blank]
  - Amount: 0.00
  - Currency: USD
- Contact Information:**
  - Contact ID: [blank]
  - Contact Person: [blank]
  - Placed Person ID: [blank]
  - Placed By: [blank]
- Comments:** [text area]
- Services Impacted:**

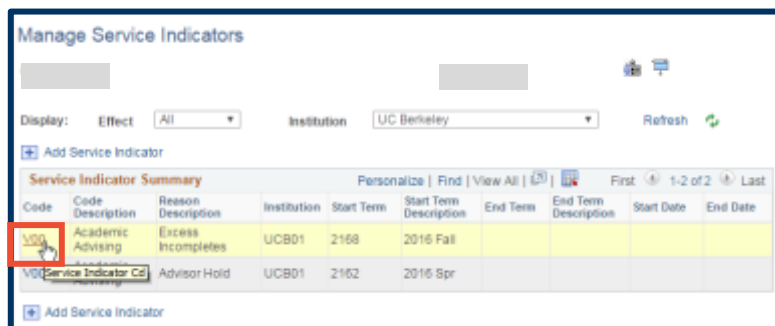
Impact	Description	Base - Date	Base - Term	Term Category
1	ENR No Initial Enroll, Add/Drop OK	[checkbox]	[checkbox]	
- Service Indicator Date Time:** 03/18/2016 9:36:40AM
- User ID:** 1058444 Baldwin Jones, Dana L.
- Buttons:** OK, Cancel, Apply

Red annotations on the image:

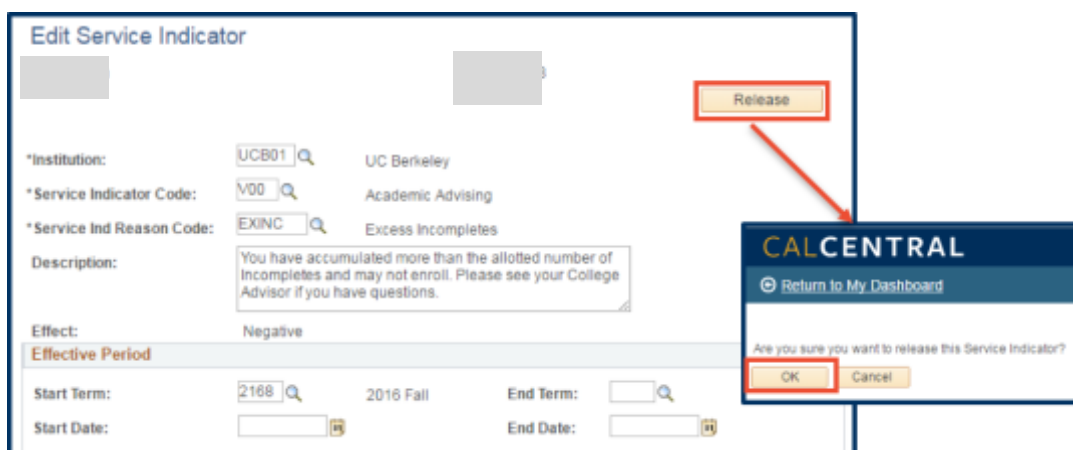
- 1.** Points to the Description field.
- 2.** Points to the Effective Period section.
- 3.** Points to the Contact Information section.
- 4.** Points to the Placed By field.
- 5.** Points to the Comments text area.

## 2. Releasing service indicators

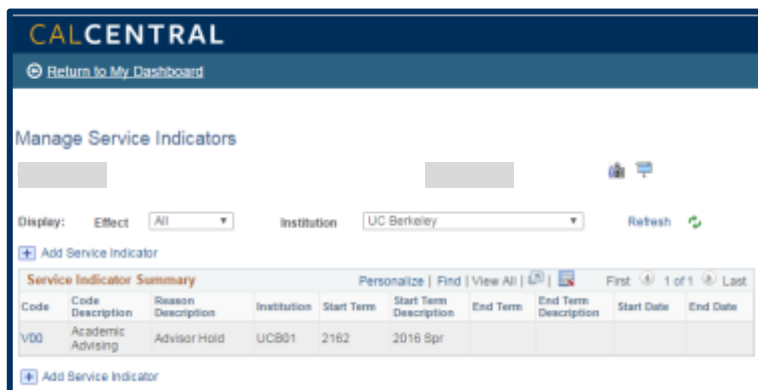
From within the **Manage Service Indicators** page, click on the **Advisor Code**.



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](mailto:sishelp@berkeley.edu)
- Submit a ticket: [https://shared-services-help.berkeley.edu/new\\_ticket/it](https://shared-services-help.berkeley.edu/new_ticket/it)