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.

<table>
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<tr>
<th>Step</th>
<th>Action</th>
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</thead>
</table>
| 1.   | Enter [https://home.cunyfirst.cuny.edu](https://home.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  
First Name: begins with  
[Case Sensitive]  
[Search] [Clear]  
[Basic Search] [Save Search Criteria] |
| 4.   | Click the Search button. |
5. In the **Search Results** list, click any link on the correct advisee’s row.

6. On the **Advisee General Info** page, select the **Details** link of the service indicator to be modified.
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.*
<table>
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<tr>
<th>Step</th>
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<tbody>
<tr>
<td>8.</td>
<td>To modify the <strong>Service Indicator Code</strong> field, click the <strong>Service Indicator Code</strong> Look Up icon; and then select the correct <strong>Service Indicator Cd</strong> or <strong>Description</strong> link. <strong>Note:</strong> After the Service Indicator CD is selected, the Services Impacted section lists the affected services.</td>
</tr>
<tr>
<td>9.</td>
<td>To modify the <strong>Service Ind Reason Code</strong> field, click the <strong>Service Ind Reason Code</strong> Look Up icon; and then select the correct <strong>Service Indicator Reason Code</strong> or <strong>Description</strong> link.</td>
</tr>
<tr>
<td>10.</td>
<td>In the <strong>Effective Period</strong> section, enter the changed start term code or click the <strong>Start Term</strong> Look Up icon; and then select any link on the row for the changed Term.</td>
</tr>
<tr>
<td>11.</td>
<td>As needed, enter the changed end term code or click the <strong>End Term</strong> Look Up icon; and then select any link on the row for the changed Term.</td>
</tr>
</tbody>
</table>
| 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.  
  **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 Lastly  
  c. 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** 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. |
The **Manage Service Indicators** page displays the modified service indicator.

**End of Procedure.**