Placing and Releasing Holds

Holds—known in Campus Solutions as “service indicators”—will be replacing the Advisor Codes that were used in legacy systems. There are two types of service indicators, negative and positive. Negative ones will be used to prevent a student from making changes to enrollment. This guide will discuss how to add and remove Negative Service Indicators.

1. After logging in to CalCentral (calcentral.berkeley.edu) using your CalNet ID and passphrase, you arrive at your Cal Central My Dashboard page.

2. Here, click the Service Indicators link.

3. Next you arrive at the Manage Service Indicators page, where you will enter whatever information you have about the student, such as last and first name, or student ID (which here is displayed as Empl ID).

   NOTE: As you type the Empl ID, a list appears of students whose Empl IDs match what you are typing. With a single click, you can select the desired student from this list.

   Also, starting for Fall 2016, all new students will have IDs that begin with “30” and are 10 digits long.
4. Click the **Search** button.

5. Click either of the **Add Service Indicator** buttons ( ).
6. Next click the **Look Up icon** for **Service Indicator Code**.

7. Click **V00** to choose **Academic Advising codes**.
8. Click the **Look Up** icon for **Service Ind Reason Code**.

9. Select a code from the list that appears.

**NOTE:** The codes that appear will depend on your security roles and functions.
10. The **Service Ind Reason Code** field populates, as do other fields on the page.
11. The next step is to set an **Effective Period** (start and end date or term).

12. Here we have set a **Start Term** of Fall 2016
   - 2 = millenium 2000
   - 16 = year 16
   - 8 = Fall semester
     (2 = Spring, 5 = Summer)
   
   If necessary, set an **End Term** or **End Date**.
13. The **Description** field is viewable by the student.

14. **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**.

    *(Placed by values are not visible to the student.)*

15. You may add **Comments**, if you like. These will not be viewable by the student.
16. The next step is to click the **Apply** button.

The word **Saved** will appear briefly in the upper right-hand corner of the **Add Service Indicator** window.
17. When done applying a single service indicator, click the **OK** button.

18. This returns you to the **Manage Service Indicators** page, where you can see the service indicator you just applied.
19. To add another service indicator, click the **Add a Service Indicator** button.

![Add Service Indicator](image1.png)

20. Apply the desired **Service Indicator** and **Reason** codes, **Description**, **Effective Period**, etc., that you need, and then click the **Apply** button. Finally, click the **OK** button.

![Add Service Indicator](image2.png)
21. This returns you to the **Manage Service Indicators** page, in which you can view all the holds that have been placed.

22. To add indicators to another student, click **Return to Search**.
Releasing Service Indicators

23. From within the Manage Service Indicators page, select the Advisor Code for the indicator you wish to release.

![Manage Service Indicators](image)

24. Click the Release button.

![Edit Service Indicator](image)

25. Click the OK button to proceed with the Release.

![Confirmation](image)

26. This returns you to the Manage Service Indicators page, from which you can click the Return to My Dashboard link, to return to your CalCentral My Dashboard.
27. From within My Dashboard, you can carry out some other task or logout of CalCentral by clicking on your name in the upper right-hand corner of the page, and then clicking Logout.
(Logout capability is available from all three of your CalCentral pages.)

Support:
For questions or assistance, please contact Campus Shared Services IT.

- Call 510-664-9000 (press option 1, then option 2 to reach SIS support)
- Email: itcsshelp@berkeley.edu
- Submit a ticket: https://shared-services-help.berkeley.edu/new_ticket/it