**UNIVERSITY OF CALGARY**

The following will explain how to add, remove and view a service indicator. Service indicators provide or limit access to services for a student. A negative service indicator can be holds to prevent a student from receiving certain services (e.g. denied registration for classes). A positive service indicator can be used for 'no impact' alerts (e.g. Faculty Academic misconduct) as well as for administrative tracking (e.g. Letter of Permission alert). Depending on individual access and provisioning, you may be able to add and remove a service indicator.
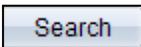
Positive Service Indicator: ★
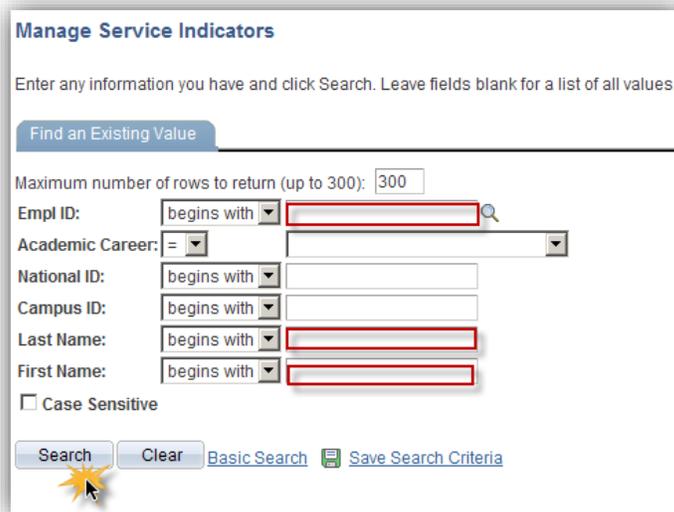
Negative Service Indicator: ⊘

Add Service Indicator:

1. Click the **Campus Community** link.

   ▷ Campus Community

2. Click the **Service Indicators (Student)** link.
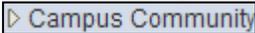
   Service Indicators (Student)

3. Click the **Manage Service Indicators** link.

   Manage Service Indicators

4. Search by:
   - Empl ID
   - Last Name and First Name
   Press Enter or Search.
   Click the **Search** button.

   Search

   Manage Service Indicators

   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

Empl ID:	begins with ▾	🔍
Academic Career:	= ▾	▾
National ID:	begins with ▾	
Campus ID:	begins with ▾	
Last Name:	begins with ▾	
First Name:	begins with ▾	

   ☐ Case Sensitive

   Search   Clear   Basic Search   💾 Save Search Criteria

5. Note: If a student has several service indicators, you can filter the type of service indicators displayed. Click on the drop down arrow to select the desired filter. It is recommended that you leave this set to "All" so you can see all of the indicators.

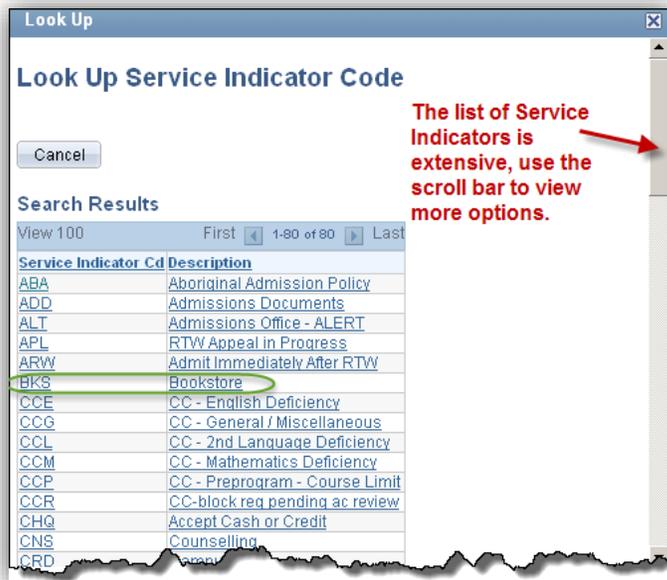
Click the **Add Service Indicator** link.

Add Service Indicator

6. Click the **Service Indicator Code** - **Look up** button.

7. A list of service indicators will appear. Depending on which service indicator is selected it may be positive or negative. For example, select BKS Bookstore to add a negative service indicator. You will only be able to see the service indicators that you have been given security access to in this list. Click the **BKS** link.

8.   The Service Ind Reason Code, Description (if applicable) and Effect auto populate based on the Service Indicator Code selected. You can also edit the Start Term/End Term and/or the Start/End Date fields if necessary.

Use caution when using a Start Term/End Term or Start Date/End Date since the service indicator will cease to take effect when the Term ends even if the service indicator has not been released.

Start Term and End Term:
Enter the term during which the service indicator should become valid for the ID and enter the term which it should cease to be valid for the ID. A Start Term value of 9999 means that term-based impacts will never take effect. If no End Term value is entered, term-based impacts will be in effect until the service indicator is released.

Start Date and End Date:
Enter the date on which the service indicator should become valid for the ID and enter the date on which it should cease to be valid for the ID. If no end Date value is entered, date-based impacts will be in effect until the service indicator is released.

Assignment Details indicates the Dept/Faculty requirements and/or Reference information. Note: These fields may also auto populate based on the selected service indicator. If a monetary amount is associated, enter the dollar amount in the Amount field. If required, Contact Information may be entered. The Placed Person ID and Placed By auto populate with your information. Comments are optional.

Edit Service Indicator

Student Name   Student ID   [Release]

The ability to "Release" a Service Indicator is access dependant

*Institution: UCALG — University of Calgary
*Service Indicator Code: BKS — Bookstore
*Service Ind Reason Code: UPAID — Unpaid Bookstore Fees
Description:

Effect: Negative

Effective Period

Start Term: 0000   Begin Time   End Term:
Start Date: 2015/08/18   End Date:

Assignment Details

*Department: 54410
Reference:
Amount: 0.000   Currency: CAD

Contact Information

Contact ID: Contact Person:
Placed Person ID: Placed By:
Placed Method: Manual
Placed Process: Release Process:

ID and Name of Individual who added the Service Indicator

Comments

Services Impacted — Personalize | Find | View All | First 1-2 of 2 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 AENR	Allow drop only; no add actvty	✓	✓	
2 TRAN	Do not issue transcript	✓		

Service Indicator Date Time: 2015/08/18 11:43:24AM
User ID: ID and Name of Individual who added the Service Indicator

[OK] [Cancel] [Apply]

9. The lower portion of the component/page will display the services impacted based on the service indicator. Click the **OK** button.

[OK]

Remove Service Indicator:

1. Navigate to Service Indicators (Student) > Manage Service Indicators and search by:
    - Empl ID
    - Last Name and First Name
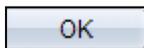   Press Enter or Search.
    Click the **Search** button.

    Search
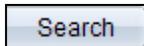
2. A list of Service Indicators will appear. Click on the service indicator Code you wish to remove. For example, click the **BKS** link.

    BKS

3. The Edit Service Indicator component/page will display. If you are authorized, click the **Release** button.

    Release

4. Click the **OK** button.

    OK
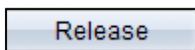
Viewing Service Indicator:

Depending on your access and provisioning you may only have view access to service indicators.

1. When a service indicator is assigned to a student, the corresponding negative or positive service indicator icon appears on most pages. One icon can represent one or more service indicators. Click the icon on any component/page to navigate to the appropriate details page on which you can determine how many service indicators exist and which restrictions they apply.

2. Click the desired service indicator icon to view. There may be either a positive service indicator or a negative service indicator icon.

    ⭐ Positive Service Indicator   🚫 Negative Service Indicator

3. The details of the service indicator will appear. Note that the Release Button will be grayed out and none of the fields can be edited or changed due to the view only access.

4. Click the **OK** button.

    OK
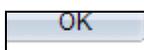
    For the corresponding online learning, consult the Student and Enrolment Services, Student Administration (PeopleSoft Campus Solutions) training website.
    End of Procedure