The University of New Orleans
Web-STAR (PeopleSoft Campus Solutions v 9.0):
Service Indicator Job Aid
Service Indicator

Welcome to the Service Indicator job aid! This aid contains the information and tools needed to learn the common tasks to perform while working with service indicators.

Goal
To have the skills and knowledge to Inquire, add and delete service indicators

Participate
at the end of this module, you will be able to………

Objectives
1. Add Service Indicators
2. Delete Service Indicators

If you have any questions about this document please contact the Training group at 504-280-5645 or visit us at UCC-101Q.
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Navigation to Web-STAR

Step 1. Navigate to the UNO Home Page: [http://www.uno.edu/](http://www.uno.edu/)

Step 2. Select the Faculty & Staff link.

Step 3. Select the Web-STAR logo.
Step 4. Select the Faculty/Staff link.

Step 5. Enter your UNO username and password. Note: Your user name is the same password used to login to your email, computer or blackboard course.
Service Indicators: Including Holds & Flags

Service indicators are used as negative indicators that prevent individuals from receiving certain services or positive indicators that designate special services to be provided. Examples of service indicators are:

- Transcript Holds
- Registration Hold
- Past Due Balance
- Advising Holds
- Perkins MPN

Service Indicator Inquiry

**Step 1.** Navigate to Campus Community, Service Indicators (Student), Manage Service Indicators.

**Step 2.** Enter the Student ID in the Empl ID field or use the Last Name and First Name fields.

**Step 3.** Click the search button.
Service Indicator

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 2220991
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

Step 4. Select the desired Academic Career from the search results. If you enter an ID you will return to the Manage Service Indicators page. If you search by name and more than one record is met, a list of search results will display.
**Step 5.** Click on the link in the Code column to view the details of the service indicator.

**Step 6.** The Edit Service Indicator page displays the details of the indicator. Click the button to return to the Manage Service Indicator page.
Add a Service Indicator

Step 7. The Manage Service Indicators page is used to view service indicators assigned to individuals ID. To add a service indicator to the selected student, Select the "Add Service Indicator" link or the add service indicator icon. Note: You will only be allowed to add service indicators if you have been granted permission.

Step 8. The Institution should default to UNOLA. If it does not to select the Institution from the Lookup List by clicking the magnifying glass to the right of the field. Select UNOLA.

Step 9. Select a Service Indicator Code. To select a service indicator Code from the Lookup List, click the magnifying glass to the right of the fields. You will see the codes that you have security access to choose.

Step 10. Select a Service Indicator Reason Code. To select a service indicator Reason Code from the Lookup List, click the magnifying glass to the right of the field. Note: Only reason codes that are associated with the specific service indicator on the Service Indicator Codes page are available. The system will display the effect associated with the service indicator code you select, either Positive or Negative. The system will also populate the Department field based on the department entering the Service Ind.

Step 11. Select Start Term. To select the start term from the Lookup List, click the magnifying glass to the right of the field. Note: Selecting an End Term is optional.

Step 12. Select Start Date. This is the date the Service Indicator becomes active. To select the start date click on the calendar picker. Note: Start Term and Start Dates are minimum requirements. Note: Selecting an End Date is optional. In the Contact ID field, enter the ID and name of the person to contact with question about this service indicator.

Step 13. Enter additional comments in the comment section if necessary. Note: Anyone who has access to view service indicators will be able to see this information.
Step 14. Select the Apply button. **Note:** If you click ok, the service indicator is not saved and the page will return to the list of Service Indicators on the Manage Service Indicators page.
Delete a Service Indicator

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1.</td>
<td>Navigate to the service indicator page.</td>
</tr>
<tr>
<td>Step 2.</td>
<td>Enter the Student’s ID in the ID field or use the Last Name and First Name fields.</td>
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<tr>
<td>Step 3.</td>
<td>Click on the Search button.</td>
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Manage Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

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Step 4. If you enter and ID you will return to the Manage Service Indicators page. If you search by name and more than one record met your search criteria, the search results will display. If there is a list returned, click on any link for the appropriate service indicator in the Code column.
Step 5. Click the Release button. This button only appears if you have security to remove specific Service Indicators.

Step 6. Select the OK button to release and save.