

The University of New Orleans

Web-STAR (PeopleSoft Campus Solutions v 9.0):

Service Indicator Job Aid



THE UNIVERSITY *of*
NEW ORLEANS



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 Objectives at the end of this module, you will be able to.....

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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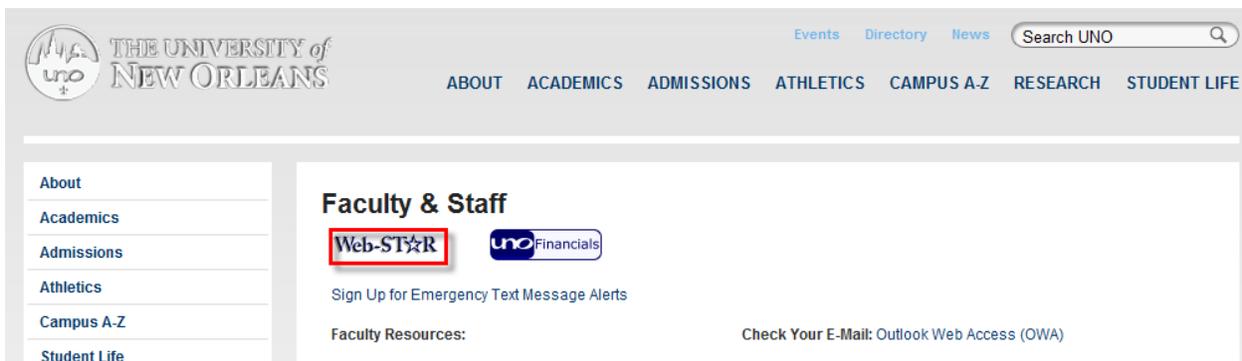
Service Indicator

Navigation to Web-STAR

Step 1.	Navigate to the UNO Home Page: http://www.uno.edu/
Step 2.	Select the Faculty & Staff link.



Step 3.	Select the Web-STAR logo.
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Service Indicator

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.

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<p>User ID: <input style="width: 100%;" type="text"/></p> <p>Password: <input style="width: 100%;" type="password"/></p> <p style="text-align: center;"><input type="button" value="Sign In"/></p> <p style="text-align: center; margin-top: 20px;">Set Trace Flags</p>	<p>Select a Language:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> English Dansk Français Italiano Nederlands Polski Suomi Čeština 한국어 ไทย 繁體中文 UK English </td> <td style="width: 50%; vertical-align: top;"> Español Deutsch Français du Canada Magyar Norsk Português Svenska 日本語 Русский 简体中文 العربية </td> </tr> </table>	English Dansk Français Italiano Nederlands Polski Suomi Čeština 한국어 ไทย 繁體中文 UK English	Español Deutsch Français du Canada Magyar Norsk Português Svenska 日本語 Русский 简体中文 العربية
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Service Indicator

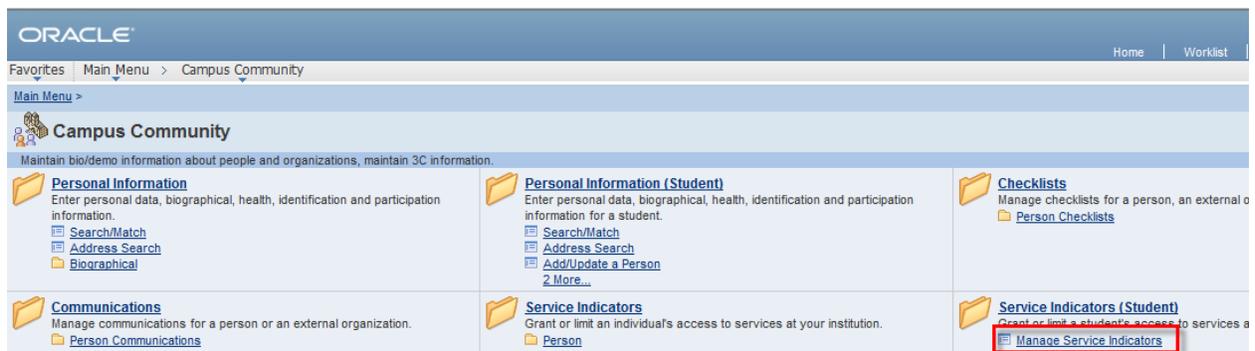
Service Indicators: Including Holds & Flags

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.
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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

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Favorites Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

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):

Empl ID:

Academic Career:

National ID:

Campus ID:

Last Name:

First Name:

Case Sensitive

[Basic Search](#)

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.

Search Results

View All First 1-3 of 3 Last

Empl ID	Academic Career	National ID	Country	NID	Short Description	National ID	Date of Birth	Gender	Name	Campus ID	Last Name	First Name
2220991	Non Credit	USA		SSN		*****2013	10/12	Male	Gator,Ali Test Student	(blank)	GATOR	ALI
2220991	Graduate	USA		SSN		*****2013	10/12	Male	Gator,Ali Test Student	(blank)	GATOR	ALI
2220991	Undergrad	USA		SSN		*****2013	10/12	Male	Gator,Ali Test Student	(blank)	GATOR	ALI

Service Indicator

Step 5. Click on the link in the Code column to view the details of the service indicator.

ORACLE

Favorites | Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

Manage Service Indicators

Ali Gator 2220991

Display: Effect **All** Institution University of New Orleans Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
ADV	Advising Required	Advising Required	UNOLA	0980	2010 Fall				
AGE	Past Due Balance	Aged from Credit History	UNOLA	0000	Begin Term			11/18/2010	
NOD	Do Not Drop	Registered and Paid	UNOLA	0830	2005 Fall			08/16/2005	

+ Add Service Indicator

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

ORACLE

Favorites | Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

Edit Service Indicator

Ali Gator 2220991 Release

*Institution: UNOLA University of New Orleans

*Service Indicator Code: ADV Advising Required

*Service Ind Reason Code: ADV Advising Required

Description: Please contact your academic advisor to discuss your class schedule.

Effect: Negative

Effective Period

Start Term: 0980 2010 Fall End Term: End Date: Main Content

Assignment Details

*Department: 8200600000 Enrollment Management

Reference: Amount: 0.000 Currency: USD

Contact Information

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

Service Indicator

Add a Service Indicator

Step 7.	The Manage Service Indicators page is used to view service indicators assigned to and 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.
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ORACLE

Favorites | Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

Manage Service Indicators

Ali Gator 2220991

Display: Effect All Institution University of New Orleans Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
ADV	Advising Required	Advising Required	UNOLA	0980	2010 Fall				
AGE	Past Due Balance	Aged from Credit History	UNOLA	0000	Begin Term			11/18/2010	
NOD	Do Not Drop	Registered and Paid	UNOLA	0830	2005 Fall			08/16/2005	

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 form 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.

Service Indicator

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 Mange Service Indicators page.

ORACLE

Favorites Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

*Institution: University of New Orleans

*Service Indicator Code: Advising Required

*Service Ind Reason Code: Advising Required

Description:

Effect: Negative

Effective Period

Start Term: 2011 Spr End Term:

Start Date: End Date:

Assignment Details

*Department: Enrollment Management

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Comments

Services Impacted

Impact	Description	Basis - Date	Basis - Term	Term Category
1 IENR	Initial Enroll	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 12/14/2010 2:32:38PM

User ID: Gafeney,LaToyia Dounyelle

Service Indicator

Delete a Service Indicator

Step 1.	Navigate to the service indicator page.
Step 2.	Enter the Student's ID in the ID field or use the Last Name and First Name fields.
Step 3.	Click on the Search button.



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):

Empl ID:

Academic Career:

National ID:

Campus ID:

Last Name:

First Name:

Case Sensitive

[Basic Search](#)

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.
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Service Indicator

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Favorites Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

Manage Service Indicators

Ali Gator 2220991

Display: Effect **All** Institution University of New Orleans Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
ADV	Advising Required	Advising Required	UNOLA	0980	2010 Fall			12/14/2010	
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NOD	Do Not Drop	Registered and Paid	UNOLA	0830	2005 Fall			08/16/2005	

+ Add Service Indicator

Step 5. Click the **Release** button. This button only appears if you have security to remove specific Service Indicators.

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Favorites Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

Edit Service Indicator

Ali Gator 2220991

Release

*Institution: UNOLA University of New Orleans

*Service Indicator Code: ADV Advising Required

*Service Ind Reason Code: ADV Advising Required

Description: Please contact your academic advisor to discuss your class schedule.

Effect: Negative

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

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Favorites Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

Are you sure you want to release this Service Indicator?

OK Cancel