Assign a Service Indicator
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.

Service Indicators may take effect and expire on specific dates.

When assigned to a student, a service indicator icon displays on every page in CUNYfirst that displays student data.

Note: Parts of images may be obscured for security reasons.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</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 Log In button.  
• From the Enterprise Menu, select the HR/Campus Solutions link. |
| 2. | Navigate to: Campus Community > Service Indicators (Student) > Manage Service Indicators |
| 3. | 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] |
| 4. | Click the Search button. |
5. In the **Search Results** list, click any link on the correct student’s row.

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last, First Name</td>
<td>Last, First Name</td>
</tr>
<tr>
<td>Last, First Name</td>
<td>Last, First Name</td>
</tr>
<tr>
<td>Last, First Name</td>
<td>Last, First Name</td>
</tr>
<tr>
<td>Last, First Name</td>
<td>Last, First Name</td>
</tr>
<tr>
<td>Last, First Name</td>
<td>Last, First Name</td>
</tr>
<tr>
<td>Last, First Name</td>
<td>Last, First Name</td>
</tr>
</tbody>
</table>

6. **Manage Service Indicators**

**Display:**

<table>
<thead>
<tr>
<th>Effect</th>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td></td>
</tr>
</tbody>
</table>

**Service Indicator Summary**

No Service Indicators exist for selected criteria.

**Add Service Indicator**

On the **Manage Service Indicators** page, click the ▶ **Add Service Indicator** icon or **Add Service Indicator** link.
On the Add Service Indicator page, click the Institution Look Up icon; and then select the correct Academic Institution, Description, or Short Description link.

8. Click the Service Indicator Code Look Up icon; and then select the correct Service Indicator Cd or Description link.

9. Click the Service Ind Reason Code Look Up icon; and then select the correct Service Indicator Reason Code or Description link.

   Note: After the Service Indicator CD is selected, the Services Impacted section lists the affected services.

10. In the Effective Period section, enter the correct start term code or click the Start Term Look Up icon; and then select any link on the row for the correct Term.

11. As needed, enter the correct end term code or click the End Term Look Up icon; and then select any link on the row for the correct Term.
12. Enter the **Start Date**, or click the **Choose a date** icon. On the calendar, click:
   a. the left dropdown menu, and then click the correct month;
   b. the right dropdown menu, and then click the correct year; and lastly
   c. the correct day of the month.

   **Note:** *The current date is the default.*

13. As needed, enter the **End Date**, or click the **Choose a date** icon. On the calendar, click:
   a. the left dropdown menu, and then click the correct month;
   b. the right dropdown menu, 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, click the **Contact ID** Look Up icon.

   **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 text to track and resolve the service indicator.

19. Click the **OK** button.

20. **Manage Service Indicators**

   ![Manage Service Indicators](image)

   The **Manage Service Indicators** page displays the assigned service indicator.

End of Procedure.