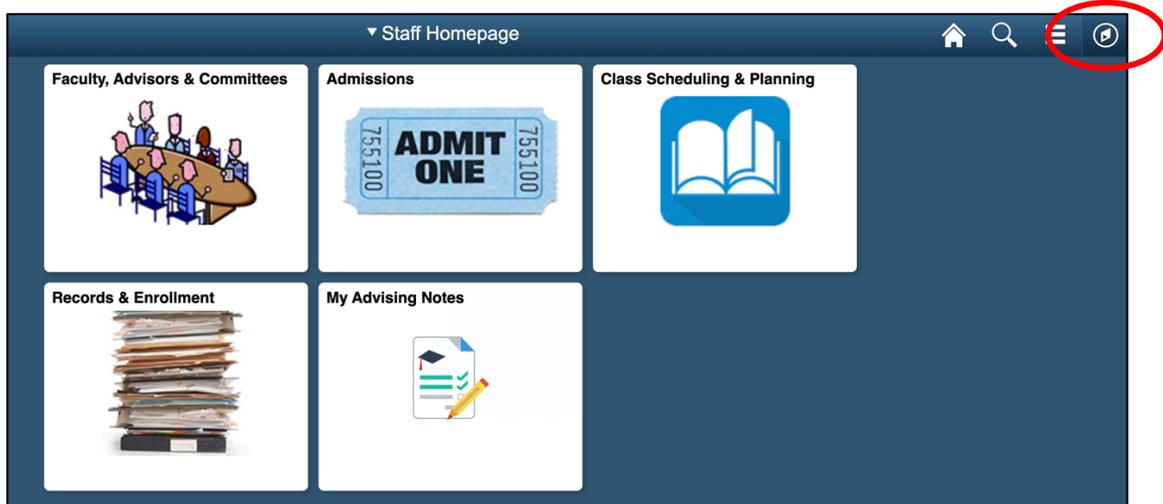


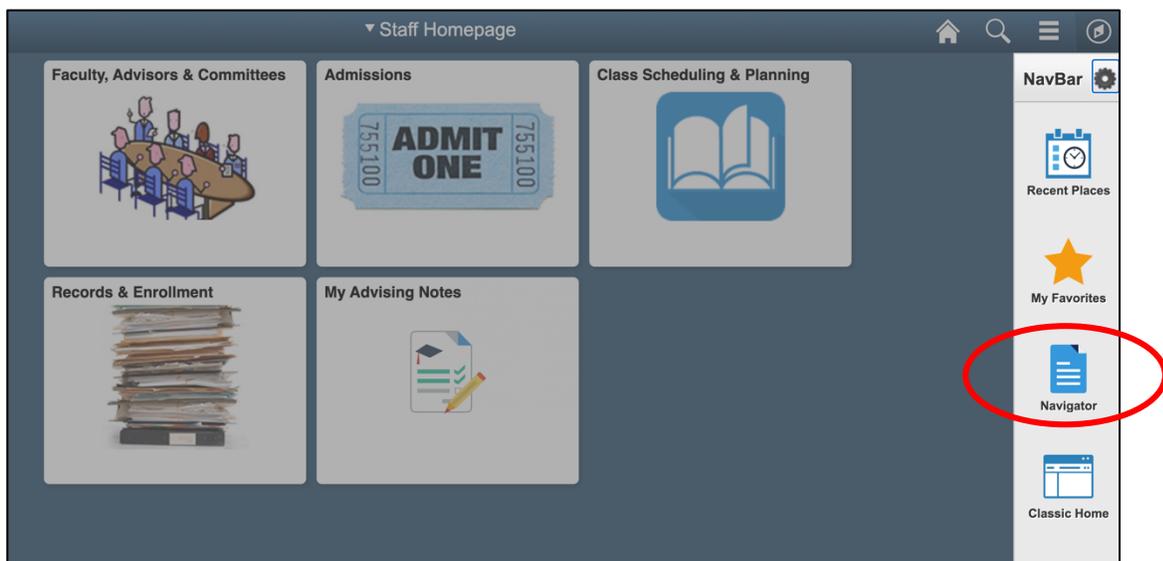
## Releasing the Department Hold Using Navigator

If the Release button does not appear when you search for your advisees in Faculty Center, here is an alternate pathway that should allow you to release the Department Hold.

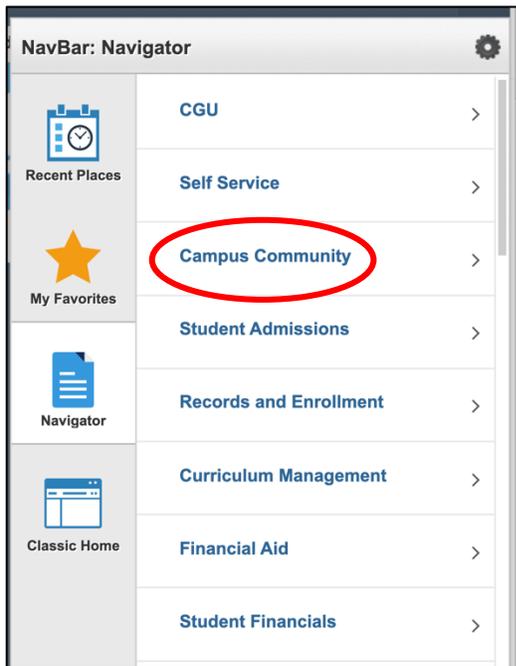
1. Once in PeopleSoft, click the **NavBar** (compass icon) in the top right corner of the screen.



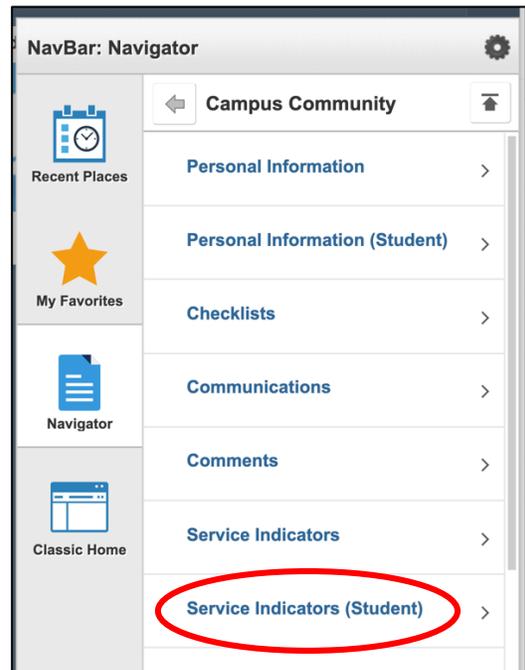
2. Select **Navigator** from the NavBar.



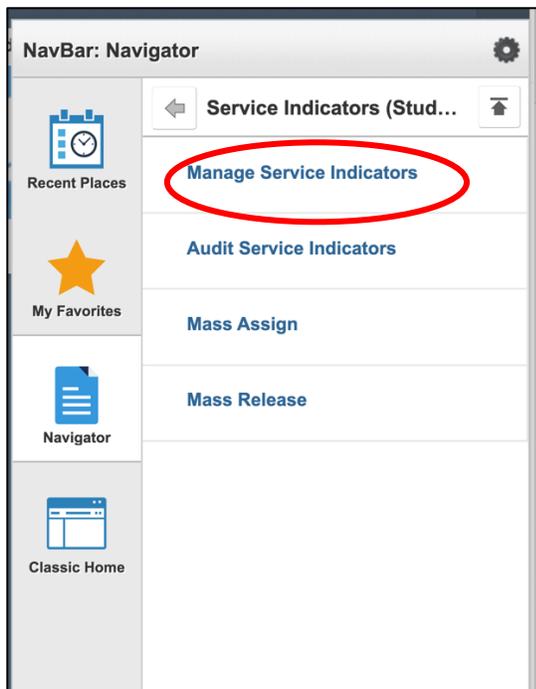
3. Then select **Campus Community**.



4. Then select **Service Indicators (Student)**.



5. Select **Manage Service Indicators**



- Use the search fields to enter the student's information. Most likely you will enter at least the student's last name and first letter or two of the first name. If you know the student's ID number, you need enter only that.

Click **Search** and, if necessary, select the correct student from among the search results. If there is only one result, you will be taken directly to that student's service indicators screen.

- The student's record should show a Department (DPT) hold. Click the hold to be taken to the next screen (name and ID redacted in example).

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
DPT	Department Hold	Advising Needed	CGRAD	1310	2021 Sprg			

- If you see the **Release** button, click it to release the hold. When asked to confirm, click **OK**.

9. Once the hold has been released, you will be taken back to the Manage Service Indicators screen. Select **Return to Search** if you want to release the hold for another student.

The screenshot shows the 'Manage Service Indicators' interface. At the top, there are fields for 'Display', 'Effect' (set to 'All'), and 'Institution' (set to 'Claremont Graduate University'). A 'Refresh' button is on the right. Below this is a section titled 'Service Indicator Summary' with the message 'No Service Indicators are assigned for this person.' At the bottom, there are two buttons: 'Return to Search' (circled in red) and 'Notify'.

10. When you return to the search menu, the ID of the last student will appear in the ID field. Be sure to clear the field before entering the next student's information, or the search will not return a result.

The screenshot shows the 'Search Criteria' section of the search interface. It includes several dropdown menus: 'ID' (set to 'begins with' and containing a redacted ID), 'Academic Career' (set to '= Graduate'), 'National ID' (set to 'begins with'), 'Campus ID' (set to 'begins with'), 'Last Name' (set to 'begins with'), and 'First Name' (set to 'begins with'). There is a 'Case Sensitive' checkbox which is unchecked. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. A red arrow points from the text 'Clear the ID field first before searching for another student.' to the ID field.

Clear the ID field first before searching for another student.

11. Repeat the process as needed to release holds for additional students.