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.

![NavBar Image]

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

![Navigator Image]
3. Then select **Campus Community**.

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

5. Select **Manage Service Indicators**
6. 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.

7. 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).

8. 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.

![Manage Service Indicators](image)

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.

![Manage Service Indicators](image)

Clear the ID field first before searching for another student.

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