## **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.

	<b>A</b> Q			
Faculty, Advisors & Committees	Admissions	Class Scheduling & Planning		NavBar
Records & Enrollment	My Advising Notes		$\langle$	My Favorites

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.

Menu 🖃	•	
Service Indicators (Student) Manage Service Indicators Audit Service Indicators Mass Assign Mass Release	Manage Service Indicators Enter any information you have and click Search. Leave fields blank for a list of all values.	
▶ Committees	Find an Existing Value	
Student Services Ctr (Student)	Search Criteria	
Student Admissions		
Records and Enrollment	ID begins with V	
Curriculum Management	Academic Career = V	
Financial Aid	National ID begins with V	
Student Financials	Campus ID begins with V	
Academic Advisement	Last Name begins with	Enter information and then click
▶ Set Up SACR	First Name begins with X	Search
Reporting Tools		Search
PeopleTools	Case Sensitive	
Admissions		
Class Scheduling and Grades		
Class Scheduling and Planning	Search Clear Basic Search 🧟 Save Search Criteria	
Enrollment and Records		]

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).

Manago	e Service Indi	icators							
Display	Effect All	v	Institution Cla	aremont Graduat	e University	~	Refres	n ¢	
Service	Indicator Summa	ary			Pe	ersonalize   Find	View All   🗾   📗	First 🕢	) 1 of 1 🕟 Last
Service Code	Code Description	a <b>ry</b> Reason Description	Institution	Start Term	Pe	ersonalize   Find End Term	View All   🔄   End Term Description	First G	1 of 1 🕟 Last

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

Edit Service Indicator				
		Release		
*Institution CGRA	AD 🔍	Claremont Graduate University		
*Service Indicator Code DPT	Q	Department Hold		
*Reason FAC	Q	Advising Needed		
Description The University requires students in various departments to receive academic advising before registration for classes is possible. Please contact your advisor to set up a meeting Effect Negative Service Indicator				

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 Indica	tors			
Display	Effect All	~	Institution Claremont Graduate University	~	Refresh 🗘
+ Add Serv	vice Indicator				
Service In	ndicator Summary				
No Service	Indicators are assigned	d for this persor	1.		
+ Add Serv	vice Indicator				
Return to S	Search E 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.

Manage Service Indicators	
Enter any information you have and click Search. Leave fields blank for a list of all values.	
Find an Existing Value	
Search Criteria	
ID begins with v Academic Career = v Graduate v National ID begins with v Campus ID begins with v Last Name begins with v First Name begins with v	Clear the ID field first before searching for another student.
Case Sensitive	
Search Clear Basic Search	

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