Service Indicator – Advisor Hold

Purpose
This document will explain the process of removing advisor hold service indicators in ConnectCarolina.

Audience
Department Advisors

Background
For departments/schools who would like to require their students to see an advisor prior to registration, we are able to provide that block in the activation process by setting an advising hold.

This hold would need to be removed manually for each student by the department or Academic Advising for the student to have access to register.

Navigation
Campus community >> Service Indicators (Student) >> Manage Service Indicators

How to Remove a Service Indicator
1. Locate the student record using the search page
   a. Enter the Student’s PID in the EMPL ID field
   b. Select the correct Academic Career by using the drop down button.
   c. Click the Search button

2. Click on the link for the service indicator XAA – Advisor Approval Required.
3. Click on the **Release** button to unblock the XAA – Advisor Approval Required service indicator.

4. Click the OK button to confirm your selection.

5. The student should now be eligible to enroll.