Service Indicator – Advisor Hold

Purpose

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

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.

How to Remove a Service Indicator

1. Click on your Student Admin WorkCenter

2. Select the Campus Community/Self Service drop-down menu

3. Click on the Manage Service Indicators link

4. Locate the student record using the search page
   a. Enter the Student’s PID in the ID field
   b. Select the correct Academic Career by using the drop-down button
   c. Click the Search button
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5. Click on the link for the service indicator **XAA – Advisor Approval Required**.

![Manage Service Indicators](image)

6. Click on the **Release** button to unblock the XAA – Advisor Approval Required service indicator.

![Edit Service Indicator](image)

7. Click the **OK** button to confirm your selection.

![Confirmation](image)

The student should now be eligible to enroll.