Removing Holds

1. In WISER a hold is called a Negative Service Indicator. If a student has a hold, the following symbol will appear at the top of each page in the student’s record: 🚫

   Begin by navigating to the **Manage Service Indicators** page from the main menu on the left.

   Click the **Campus Community** link.

2. Click the **Service Indicators (Student)** link.

3. Click the **Manage Service Indicators** link.

4. Enter the student’s ID number in the **EmplID** field.

5. Click the **Academic Career** list.

6. Click the **appropriate career in the list.**

7. Click the **Search** button.

8. Use the **Manage Service Indicators** page to view service indicators assigned to a student and to access the **Edit Service Indicators** page.

9. Look for the service indicator code you wish to remove, such as ADV for the advising hold, and click the **Code** link. This will take you to the Edit Service Indicator page.

10. To remove the service indicator, click the **Release** button.

11. Click the **OK** button.

12. The **Manage Service Indicators** page reopens with the service indicator removed.