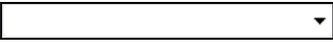
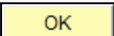


# WISER Job Aid – Removing Holds

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## Removing Holds

1.	<p>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: </p> <p>Begin by navigating to the <b>Manage Service Indicators</b> page from the main menu on the left.</p> <p>Click the <b>Campus Community</b> link.</p> 
2.	<p>Click the <b>Service Indicators (Student)</b> link.</p>
3.	<p>Click the <b>Manage Service Indicators</b> link.</p>
4.	<p>Enter the student's ID number in the <b>EmplID</b> field.</p>
5.	<p>Click the <b>Academic Career</b> list.</p> 
6.	<p>Click the <b>appropriate career in the list</b>.</p> 
7.	<p>Click the <b>Search</b> button.</p> 
8.	<p>Use the <b>Manage Service Indicators</b> page to view service indicators assigned to a student and to access the <b>Edit Service Indicators</b> page.</p>
9.	<p>Look for the service indicator code you wish to remove, such as ADV for the advising hold, and click the <b>Code</b> link. This will take you to the Edit Service Indicator page.</p>
10.	<p>To remove the service indicator, click the <b>Release</b> button.</p> 
11.	<p>Click the <b>OK</b> button.</p> 
12.	<p>The <b>Manage Service Indicators</b> page reopens with the service indicator removed.</p>