SERVICE INDICATORS

- Use service indicators to provide or limit access to services at your institution for an individual. Service indicators can be holds to prevent an individual from receiving certain services, or positive indicators to designate special services to be provided.
- Service indicators consist of one or more impact values that identify the types of specific services that are restricted or provided.
- This document contains instructions on how to Add a Service Indicator and Release a Service Indicator.
- **NOTE:** The Start Term is the appropriate way to assign a hold. The Start Date is not required because the field automatically defaults to the start of the term.

NAVIGATION

After logging into myUFL, use the following navigation path:

myUFL > NavBar > Main Menu > Student Information System > Campus Community > Person > Manage Service Indicators

ADD OR RELEASE A SERVICE INDICATOR

1. Search for the student by UFID or first and last name that needs the requirement waiver. Click **Search**.

2. Click **Add Service Indicator**.
3. Enter the **Service Indicator Code**. If you are not sure of the code, click the magnifying glass icon to search for a service indicator code.
4. Enter the **Service Indicator Reason Code**. If you do not know the service indicator reason code, use the magnifying glass icon to search for the code.

   ![Add Service Indicator](image)

5. In the Effective Period area, enter the **Start Term**. Use the magnifying class to search for the Start Term if you do not know it. The Start Date field should **not** be used.

   ![Add Service Indicator](image)
6. Click **Ok**.
7. The new service indicator appears under Manage Service Indicators.
RELEASE A SERVICE INDICATOR

- Use the following instructions to release a service indicator.

NAVIGATION

After logging into myUFL, use the following navigation path:

myUFL > NavBar > Main Menu > Student Information System > Campus Community > Person > Manage Service Indicators

RELEASE A SERVICE INDICATOR

1. Search for the student by UFID or first and last name that needs the requirement waiver. Click Search.

2. Click the Service Indicator you would like to release.
3. Review the reasons for the service indicator. Click **Ok**.
4. Click Release.

5. Click Ok.
ADDITIONAL HELP

Further resources are available at http://hr.ufl.edu/learn-grow/just-in-time-training/myufl-toolkits/.

For help with technical issues, contact the UF Computing Help Desk at 352-392-HELP or helpdesk@ufl.edu.

For assistance with processes or policies related to Service Indicators, contact the Office of the University Registrar, 352-392-1374 or https://registrar.ufl.edu/