

View Service Indicators

Service Indicator Codes are used to indicate whether SMU community members should be provided - full or limited - access to service on campus. They can be positive or negative and a person can have both types attached to their record.

Negative service indicators are mostly used as holds to prevent an individual from receiving certain services, whereas positive indicators are used to designate that special services should be provided.

SMU uses service indicators as a "flag" that there is something going on with a person's my.SMU account that may require further investigation.



Some of the service impact codes include:

AENR - Allow drops only, no adds
BILL - Do not send a bill
CENR - Block all enrollment activity
DIPL - Diploma hold

IENR - Initial enrollment block, add/drop OK
READ - No readmit
TRAN - Transcript hold

1. Click **Campus Community**.
 2. Click **Service Indicators**.
 3. Click **Person**.
 4. Click **Manage Service Indicators**.
 5. Enter desired **ID** number.
 6. Click **Search**.
 7. Click the desired Service Indicator code.
 8. The Service Indicator page displays.
 - The **Description** field indicates why the hold has been placed.
 - An Amount of past due funds and the Department assigning the Service Indicator will be displayed if applicable.
 - The **Placed By:** field generally displays the number a student can call for more information on their Service Indicator.
- Procedure complete.**

