**Release Service Indicators**

Service indicators will be automatically released on their expiry date. When it is appropriate, an advisor may manually release service indicators to end the provision or limits of an individual’s access to college or school services.

**Note:** *Only the office or department that placed the service indicator may remove that service indicator.*

Note: Parts of images may be obscured for security reasons.

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<th>Step</th>
<th>Action</th>
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| 1.   | Enter [https://home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu) in your browser’s address bar:  
*Enter your Username and Password and click the Go icon.  
*From the Enterprise Menu, select the HR/Campus Solutions link. |
| 2.   | Navigate to: [Self Service > Advisor Center > Advisee General Info](https://home.cunyfirst.cuny.edu). |
| 3.   | On the **Personal Information** page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name. Click the Search button. |
| 4.   | Click the Search button. |
| 5.   | In the **Search Results** list, click any link on the correct advisee’s row. |
6. On the Advisee General Info page, select the Details link of the service indicator to be released.

7. On the Edit Service Indicator page, click the Release button.

Note: The Release button will only appear if the user has security access to remove that specific service indicator.
8. **Are you sure you want to release this Service Indicator?**

   - **OK**
   - **Cancel**

   Click the **OK** button.

9. The **Advisee General Info** page displays. View the **Service Indicator Summary** section to verify that the released Service Indicator is no longer listed.

**End of Procedure.**