SOLAR SA - MANAGING SERVICE INDICATORS - REFERENCE GUIDE

INTRODUCTION

Service Indicators are used to grant or limit a student’s access (example: Immunization requirement, financial obligation etc). Your ability to add or release a service indicator is dependent upon the access you’ve been granted in SOLAR. This guide walks you through the new navigation.

Managing Service Indicators

1. Go to: http://www.csun.edu
2. Select the + sign for the myNorthridge Portal.
3. LOG IN to the myNorthridge Portal with your username and password.
4. Select the Login button.

5. Select SOLAR SA.


7. Select Campus Community.
8. From the **Service Indicators (Student)** folder, select **Manage Service Indicators**.

9. The **Find an Existing Value** page displays. Enter the student ID # in the **Empl ID** field, or use the **Last** and **First** name fields to enter the student’s name. After completing the appropriate fields, select the **Search** button.

10. If more than one record displays, select the appropriate record from the list.
11. The **Manage Service Indicators** page displays. The view defaults to **All**, which displays all service indicators. To display only negative or positive indicators, use the **Effect** dropdown arrow field to filter the display.

![Manage Service Indicators Page](image)

12. Select the **Refresh** link to refresh the page and view results.

13. Select the **Return to Search** button to search for and select another student or to add or remove a service indicator, continue to the next section/s below.

**Adding a Service Indicator**

Some users have access to add service indicators. If this is the case, follow the steps below to add a service indicator:

1. After locating the student’s record, from the **Manage Service Indicators** page, select the **Add Service Indicator** link (see Figure above).
2. Select the **Magnifying Glass** look-up button to search for and select a service indicator code.
3. Once a service indicator code has been selected, the information for the code will automatically populate the **Service Ind Reason Code** and **Description** fields.

4. Complete the following fields as needed:
   a. Start Term (required field) (9999 is no longer valid, system will ignore indicator with this code)
   b. End Term  (*do not use, leave as is*)
   c. Start Date (*do not use, leave as is*)
   d. End Date (*do not use, leave as is*)
   e. Department (required)
   f. Reference
   g. Amount
   h. Contact ID
   i. Contact Person (this information will be visible to students)
   j. Comments

**Note:** **Placed Person ID** and **Placed By** automatically defaults to the user that is currently logged in.

5. Select the **OK** button to add the service indicator and save changes.
Releasing/Editing a Service Indicator

To release/edit service indicators follow the steps below:

1. From the student’s record, select the service indicator code that needs to be released or edited.

![Manage Service Indicators](image)

**To Release:**

2. The Edit Service Indicator page displays.

3. To release the service indicator, select the Release button.

![Edit Service Indicator](image)

4. A confirmation window displays. Select OK button to confirm.
To Edit or Make a Change:

5. To edit the service indicator, make the changes on the **Edit Service Indicator** page, then select the **OK** button to save your work.

Auditing Service Indicators

1. Go to: [http://www.csun.edu](http://www.csun.edu)
2. Select the + sign for the **myNorthridge Portal**.
3. Login to the **myNorthridge Portal** with your user ID and password.
4. Select the **Login** button.

Navigate to:

SOLAR SA > SOLAR Student Administration > Campus Community > Service Indicators (Student) > Audit Service Indicators

5. The **Audit Service Indicators** page displays. Enter the known information into the appropriate fields.
6. Select the **Search** button to begin the search.
- Use the navigation buttons along the top of the page to navigate through the records.
- Select a record link to view detailed information (if needed).
- Select the **Download** icon to download the information to Excel.

7. Use your browser’s back button to return to the search screen.

**NEED HELP?**

Contact the IT Help Center by phone (818-677-1400), online at [http://techsupport.csun.edu](http://techsupport.csun.edu), or in person in (Oviatt Library, Room 33).