

**SOLAR – MANAGING SERVICE INDICATORS – REFERENCE GUIDE**

**INTRODUCTION**

Service Indicators are used to grant or limit a student’s access (example: Immunization requirement, financial obligation). 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.

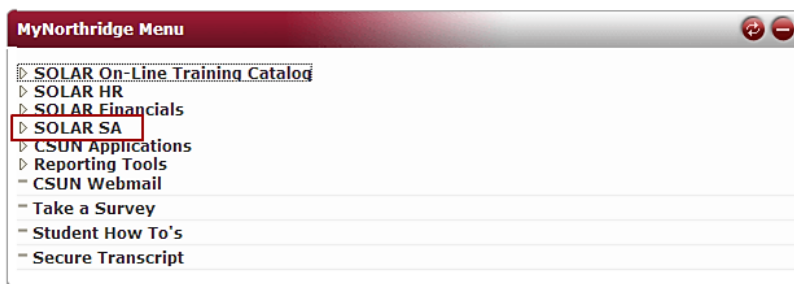
**Managing Service Indicators**

1. Go to: <http://www.csun.edu>
2. Select the **MYNORTHBRIDGE PORTAL** link.
3. Log in to the **myNorthridge Portal** with your username and password.
4. Select the **Login** button.

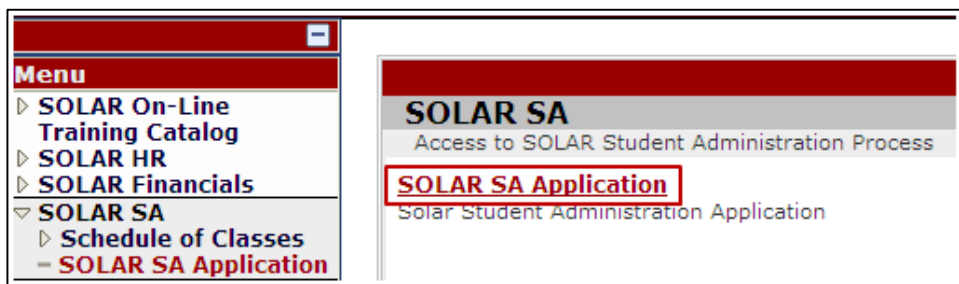
Figure 1 – myNorthridge Portal Login



5. Select **SOLAR SA**.



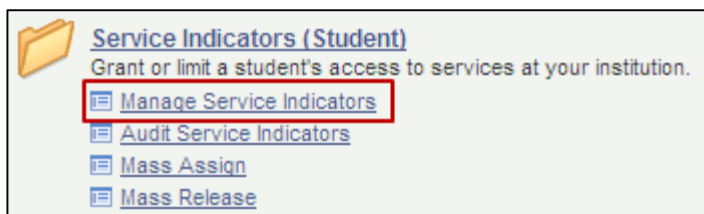
6. Select **SOLAR SA Application**.



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.

The screenshot shows the 'Manage Service Indicators' page. It has a title 'Manage Service Indicators' and a subtitle 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this is a section titled 'Find an Existing Value'. There is a text input field for 'Limit the number of results to (up to 300):' with the value '300'. Below that are several search criteria fields: 'Empl ID:' with a dropdown set to 'begins with' and a search input field; 'Academic Career:' with a dropdown set to '=' and another dropdown; 'National ID:', 'Campus ID:', 'Local Campus ID:', 'Last Name:', and 'First Name:' each with a dropdown set to 'begins with' and a search input field. There is a checkbox for 'Case Sensitive'. At the bottom, there are buttons for 'Search' (highlighted with a red box), 'Clear', 'Basic Search', and 'Save Search Criteria'.

10. If more than one record displays, select the appropriate record from the list.

- 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**

0090

Display: Effect **All** Institution CSU Northridge **Refresh**

[+ Add Service Indicator](#)

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
<a href="#">EMP</a>	Employee	Employee	NRCMP	0000	Begin Term			10/29/2003	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2113	SP2011			10/11/2010	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2095	SU2009			12/01/2008	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2103	SP2010			05/01/2009	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2107	FA2010			05/03/2010	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2087	FA2008			05/16/2008	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2093	SP2009			12/01/2008	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2097	FA2009			12/01/2008	
<a href="#">FWW</a>	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2083	SP2008			10/25/2007	
<a href="#">GM</a>	Rubeola/Rubella	Rubeola/Rubella	NRCMP	0000	Begin Term				

[+ Add Service Indicator](#)

[Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#)

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

- After locating the student's record, from the **Manage Service Indicators** page, select the **Add Service Indicator** link (see Figure above).
- Select the **Magnifying Glass** look-up button to search for and select a service indicator code.

**Add Service Indicator**

Time Passed: 00902

\*Institution: NRCMF CSU Northridge

\*Service Indicator Code:

\*Service Ind Reason Code:

Description:

Effect:

**Effective Period**

Start Term:  End Term:

Start Date:  End Date:

**Assignment Details**

\*Department:

Reference:

Amount:  0.00 Currency: USD

**Contact Information**

Contact ID:  Contact Person:

Placed Person ID: 00902 Placed By:

**Comments**

**Services Impacted**

No Impacts are associated with the selected Service Indicator Code.

Service Indicator Date Time: 08/29/2011 2:54:56PM

User ID: E00

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**

0079

Display: Effect All Institution CSU Northridge Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	End Term	Start Date	End Date
EMP	Employee	Employee	NRCMP	0000	Begin Term	10/29/2003	
FWV	STUDENT WITH WAIVER	STUDENT WITH WAIVER	NRCMP	2087	FA2008	05/16/2008	
HB	Hepatitis B	Hepatitis B	NRCMP	0000	Begin Term		

+ Add Service Indicator

Return to Search Previous In List Next In List Notify

### To Release:

2. The **Edit Service Indicator** page displays.
3. To release the service indicator, select the **Release** button.

**Edit Service Indicator**

0079

Release

\*Institution: NRCMP CSU Northridge

\*Service Indicator Code: HB Hepatitis B

\*Service Ind Reason Code: HB Hepatitis B

Description: The Student Health Center has not received proof of your Hepatitis B inoculation. Submit proof to the Student Health Center to clear your registration.

Effect: Negative

Effective Period

Start Term: 0000 Begin Term End Term: End Date: Start Date: End Date:

4. A confirmation window displays. Select **OK** button to confirm.

Are you sure you want to release this Service Indicator?

OK Cancel

## 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>
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**

The screenshot shows the 'Audit Service Indicators' search interface. At the top, there is a title 'Audit Service Indicators' and a sub-header 'Service Indicator Audit Search'. Below this, there are two buttons: 'Search' (highlighted with a red box) and 'Reset'. The form contains various input fields for searching, including: ID, Last Name, National ID, Service Indicator Code, Reason, Institution (a dropdown menu currently showing 'NRCMP' and 'CSU Northridge'), Start Term, Start Date, Department, Assigned By, Placed Process, User ID, Service Indicator Date, Audit Date, Action (a dropdown menu), First Name, Campus ID, End Term, End Date, Release Process, Service Indicator Time, and Audit Time. Many of these fields have a magnifying glass icon, indicating a search function. Some date fields have a calendar icon.

5. The **Audit Service Indicators** page displays. Enter the known information into the appropriate fields.
6. Select the **Search** button to begin the search.

## Audit Service Indicators

Service Indicator Audit Search						
Search Results						
Assignment		ID Data	Date/Time	View All	First	Last
ID	Name	Service Indicator Code	Start Term	Start Date	Action	
1	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2083</a>	<a href="#">2007-10-25</a>	<a href="#">A</a>	
2	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2087</a>	<a href="#">2008-05-16</a>	<a href="#">A</a>	
3	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2093</a>	<a href="#">2008-12-01</a>	<a href="#">A</a>	
4	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2095</a>	<a href="#">2008-12-01</a>	<a href="#">A</a>	
5	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2097</a>	<a href="#">2008-12-01</a>	<a href="#">A</a>	
6	<a href="#">00902</a>	<a href="#">LV</a>	<a href="#">2097</a>	<a href="#">2009-10-12</a>	<a href="#">A</a>	
7	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2103</a>	<a href="#">2009-05-01</a>	<a href="#">A</a>	
8	<a href="#">00902</a>	<a href="#">LV</a>	<a href="#">2103</a>	<a href="#">2010-03-09</a>	<a href="#">A</a>	
9	<a href="#">00902</a>	<a href="#">LV</a>	<a href="#">2097</a>	<a href="#">2009-10-12</a>	<a href="#">D</a>	
10	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2107</a>	<a href="#">2010-05-03</a>	<a href="#">A</a>	
11	<a href="#">00902</a>	<a href="#">FWW</a>	<a href="#">2113</a>	<a href="#">2010-10-11</a>	<a href="#">A</a>	

- 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>) or in person in (Oviatt Library, First Floor, Learning Commons).