


Service Indicator List (FLF) Query

Purpose: Run a query that lists students with the 'FLF' service indicator in ctcLink.

Audience: Financial Aid staff.

In addition to using the Authorization Failure Report to identify students who have the 'FLF' service indicator assigned, colleges have the option to run a query. The query will list only students with the 'FLF' service indicator.

 You must have at least one of these local college managed security roles:

- ZD_DS_QUERY_VIEWER

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

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Navigation: Reporting Tools > Query > Schedule Queries

1. The Query search page displays. On the search page, enter an existing **Run Control ID** or select the Add a New Value tab to create a new value.
2. Select the **Search** or **Add** button. The Schedule Query page will display.
3. On the Schedule Query page, enter CTC_FA_SRVC_INDICATOR_LIST in the **Query Name** field.
4. Select the **Search** button. The Scheduled Query Search Page will display.
5. On the Scheduled Query Search page, select the query name link. An Edit Prompts pagelet will display.
6. Enter the pagelet information:
 - **Institution**
 - **Active Term**
 - **Srv Ind Cd = FLF**
7. Select the **OK** button. A new Schedule Query page will be displayed.
8. Select the **Run** button. The Process Scheduler Request page will display.
9. On the Process Scheduler Request page, select the **OK** button. The Schedule Query page will display.
10. On the Schedule Query page, note the assigned **Process Instance** number.
11. Select the **Process Monitor** link. The Process List tab will display.
12. On the Process List tab, select the **Refresh** button until the **Run Status** = 'Success' and the **Distribution Status** = 'Posted'.

13. Select the **Details** link.
14. On the Process Details page, select the **View Log/Trace** link, located in the **Actions** section. The Distribution Details page will display.
15. On the View/Log Trace page, select the **CTC_FA_SRVC_INDICATOR_LIST-xxxxxxx.csv** file link. A message should be generated asking what to do with the file, i.e., Open, Save, or Cancel. It opens into an Excel spreadsheet.
16. Use the report to update the listed students.
17. End of procedure.

Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is no audio included with this video. Select the play button to start the video.

Video Tutorial via Panopto

View the external link to [Service Indicator List \(FLF\) Query](#). This link will open in a new tab/window.