

ISIR Suspense Management

Purpose: To run an ISIR Suspense report using ctcLink.

Audience: Financial Aid staff.

This QRG reviews the process to run the **CTC_FA_SUSPEND_ISIR_DETAIL** query in an ad hoc manner. In general, you will want to retrieve your Suspended ISIR query results from your nightly ISIR JobSet.

 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.

Navigation: Reporting Tools > Query > Schedule Queries

1. The **Schedule Query** run control selection page displays.
2. Enter a new or existing **Run Control ID** then select **Add** or **Search**.
3. The **Schedule Query** page displays.
4. The **Schedule Query** page displays.
5. In the **Query Name** field enter CTC_FA_SUSPEND_ISIR_DETAIL.
6. Select the **Search** button.
7. The **Scheduled Query Search Page** displays.
8. Select the blue link for the desired **query**.
7. The **Scheduled Query Search Page** displays.
8. Select the blue link for the desired **query**.
9. The **CTC_FA_SUSPEND_ISIR_DETAIL** edit prompts pagelet displays.
10. Enter **Institution** and **Aid Year**.
11. Select **OK**.
12. The **Schedule Query** page displays.
13. Select **Run**.
14. The **Process Scheduler Request** page displays.
15. Ensure that the **Select** check box is checked, and that the **Format** field contains XLS, then select **OK**.
16. The **Schedule Query** page displays.
17. Note the **Process Instance** number, then select **Process Monitor**.

18. The **Process Monitor** page displays. For the **Instance** number noted in the preceding step, ensure that the **Run Status** is 'Success' and that the **Distribution Status** is 'Posted'.
19. Select **Details**.
20. The **Process Detail** page displays.
21. Select **View Log/Trace link** located in the **Actions** section.
22. The **View Log/Trace** page displays.
23. From the **File List** select the Query name with the **.xlsx** extension to open with Excel.
24. The list opens in Excel.

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 link to [ISIR Suspense Management](#). This link will open in a new tab/window.