**Issuing an Alert in SSC**

An Alert is comparable to a referral. When you issue an Alert in SSC, you are notifying another office that a student may need assistance. An email is also sent to the student and in most cases, to his or her advisor. Issuing an alert also opens a Case which must be closed by the receiving office. Once the Case is closed, you will receive notification.

To issue an Alert, simply click the *Issue an Alert* button from the right side menu and then select an Alert Reason. Current options are *Academic Coach Referral, Tutor Referral, Attendance Issue* and *Financial Aid Referral*:



Optional fields allow you to select a course or add a comment.

Once an Alert is issued and a Case is opened, you will see a notice in the upper right corner. This includes Alerts and Cases issued by other staff and faculty:



You can click on either to view the details. You can also see Alerts and Cases on the student’s *History* tab:

