

A Flag was Raised for my Advisee, What Should I Do?

When a [flag is raised](#) in [NYU Connect](#), the student's advisor will receive an email in their Daily Activity digest. They will also be able to see it in the "Tracking" tab of NYU Connect.

This guide details what to do when a flag is raised for your advisee.

- Navigate to the flag via My Students>Tracking.
- Hover over the Flag icon, then click **Details**.
- Once you **review the flag details**, and if you will be the one to reach out to the student, assign the flag to yourself by *hovering over the Flag icon* again and clicking **Assign and then select Me**.
 - If someone else should be working with the student, you can assign the flag to them by selecting Other Provider and then searching for them in the dropdown.
 - Add a **Comment** to let others know why you assigned it to yourself/someone else.
- When you are ready to Clear the flag, *hover over the flag icon* and click **Clear**
 - Select the **reason** you are clearing the flag
 - Add a **comment**
 - Check **Send a message...to close the loop**
 - Add comments that will be emailed to the flag raiser. You can also choose to copy the internal comment if appropriate
 - Click **Submit**
- The Flag Raiser will get an email from you letting them know how/why the flag was resolved.

