Clear the Flag/ Close the Loop

Resolve a Single Tracking Item

Flags can be viewed and resolved/cleared from a number of places including:

- Students tab
- Recent Changes channel on your Starfish Home page
- The Student Folder Tracking tab

Flags can be cleared from any of these locations as follows:

1. When viewing the flag, hover over the icon to the left of the tracking item name.

2. Select the (Clear) for the selected tracking item.

3. In the form that opens, you may be given the option to select a reason for clearing the item, and you will be prompted to add a comment. A comment must be present to close the loop.
A reason may be selected by default for you, or you may be required to actively select a reason for each item you clear.

4. If you are clearing an item you did not raise, you can also provide a detailed Close the Loop comment for the flag raiser. Click Copy my comment to send the exact comment to the flag raiser or you can type your own detailed message to the flag raiser.

5. Click **Submit** clear the item.

Here is a link to a video on how to clear flags and close the loop.

https://player.vimeo.com/video/201739045