How to Acquire a Service Record

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| **Market:** Federal/State/Local, House, Senate |
| **Module:** Services |
| **Purpose:** This guide provides instruction on how to acquire an active service record in order to process the service request in IQ. |
| **Key Benefits** |
| IQ provides the capability of processing services requested by an office's constituents. The process of starting and finishing a service may involve several steps and/or the involvement of service agencies. By enabling a service record to be acquired by any or specific users within an office, IQ can help streamline the process. |

1. Navigate to **Services > Find Services> All Open**.

   Services ⌃

   Find Services

   My Open
   My Open By Type
   My Recent
   My Recently Closed
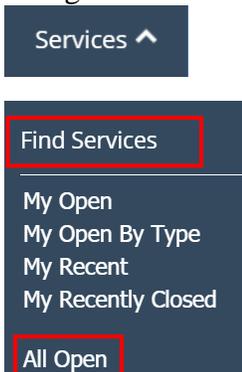
   All Open

2. The results will display all open service records for your office. Search for a service record that has not been acquired. This type of record is indicated with a description, "**This Service has not been Acquired.**"

   Detail ➤

   This Service has not been Acquired.   ✏ Edit

   Status: OPEN
   Queued: Profile Staff Assistant   ✏ Acquire
   Due:
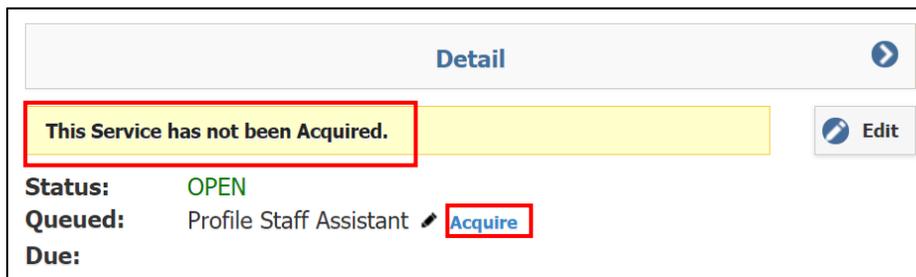
3. Click **Acquire**.

4. Review and complete the information for the service record.