

How to Release a Service Record

Market: Federal/State/Local, House, Senate

Module: Services

Purpose: This guide provides instructions on how to release an active service record so other users can acquire and process the service record in IQ.

Key Benefits

In IQ, the user who creates a new service record is automatically assigned the owner of the service. By releasing ownership, the owner is allowing the service to be acquired by another user so they can further process the service.

1. Navigate to **Services > Find Services > My Open**.
2. The results display all active services assigned to you. Select the service record.
3. Click **Release**.

Detail

Status: OPEN

Assigned: Profile Staff Assistant Release

Due:

4. IQ will indicate the record is available for user(s) to acquire so they can process the service.

Detail ➔

This Service has not been Acquired.

Edit

Status: OPEN

Queued: Profile Staff Assistant ➔ Acquire

Due: