

## How to Assign/Reassign a Service Record

**Market:** Federal/State/Local, House, Senate

**Module:** Services

**Purpose:** This guide provides instructions on how to reassign an existing service record to another user or group of users in IQ.


### Key Benefits

IQ provides the capability to reassign a service record to specific users to help streamline the process of completing 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 the **Pencil** icon.

**Detail**

**Status:** OPEN

**Assigned:** Profile Staff Assistant  **Release**

**Due:**

4. IQ opens a new window that allows you to select which user or group of users you can (re)assign the service.

**Reassign Service 800952**

**Assign To**

Select users and groups

**Subject (optional)**

Service Reassignment Alert...

**Note**

**Reassign & Alert** **Reassign w/o Alert** **Cancel**

5. **Option 1**  
Click **Reassign & Alert** to complete the reassignment process and send an IQ alert to the selected user(s).

#### Option 2

Click **Reassign w/o Alert** to complete the reassignment process without sending an IQ alert to the selected user(s).