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.

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

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).