How to Monitor Service Alerts

Market: Federal/State/Local, House, Senate	
Module: Services	
Purpose: This guide provides instructions on how to set alerts to help monitor the progress of a service in IQ.	

Key Benefits
Monitors are useful if you are responsible for managing the flow of work of other IQ users. You can use the **Monitor** option to stay current on the progress of a service that is assigned to others. You will receive alerts from your Monitored services in your Outlook Inbox (if IQ is integrated with Outlook) and in your IQ Alerts. Please check with your IQ Consultant on Outlook integration.

1. Open an active service record.

2. In the Activity section, click the monitor icon.

3. A new window appears.

Option- Adding a Monitor

    a.   Click **Add Monitor** tab**.**

    b.   Complete the information.
    c.   Click **Add**.

Option - Removing a Service Monitor

    a.   Click the **Remove Monitor** tab.

    b.   Click **Remove**.
    c.   Click **Close.**