

## Creating a Service from a Message

**Market:** House, Senate

**Description:** These instructions show users how to create service requests from messages from three different areas in IQ.

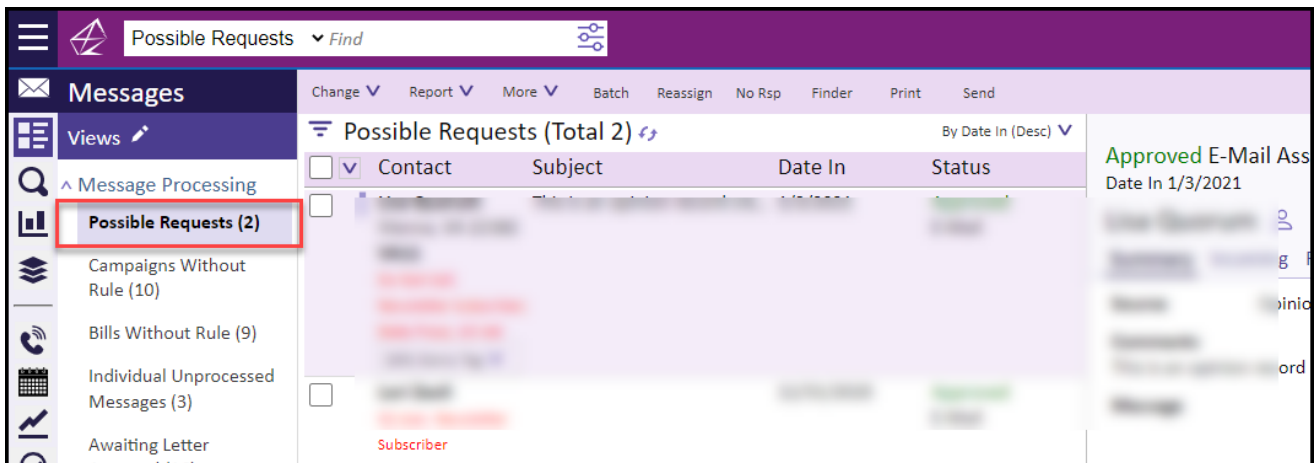
[Creating a Service from the Possible Requests view in the Messages Application](#)

[Creating a Service from the Casework Related Messages view in the Services application](#)

[Creating a Service from the My Open Service Messages in the My Inbox application](#)

### Creating a Service from the Possible Requests view in the Messages Application

1. From within the **Messages** application, expand the **Message Processing** view and select “Possible Requests”.



2. Select the **Add to Service** icon above the Message.



3. Complete the fields in the “Add Message to Service” window, as necessary. In this example, the options to “Close This Message” and “Add to New Casework” have been selected.

### Add Message to Service

Close This Message #5001156

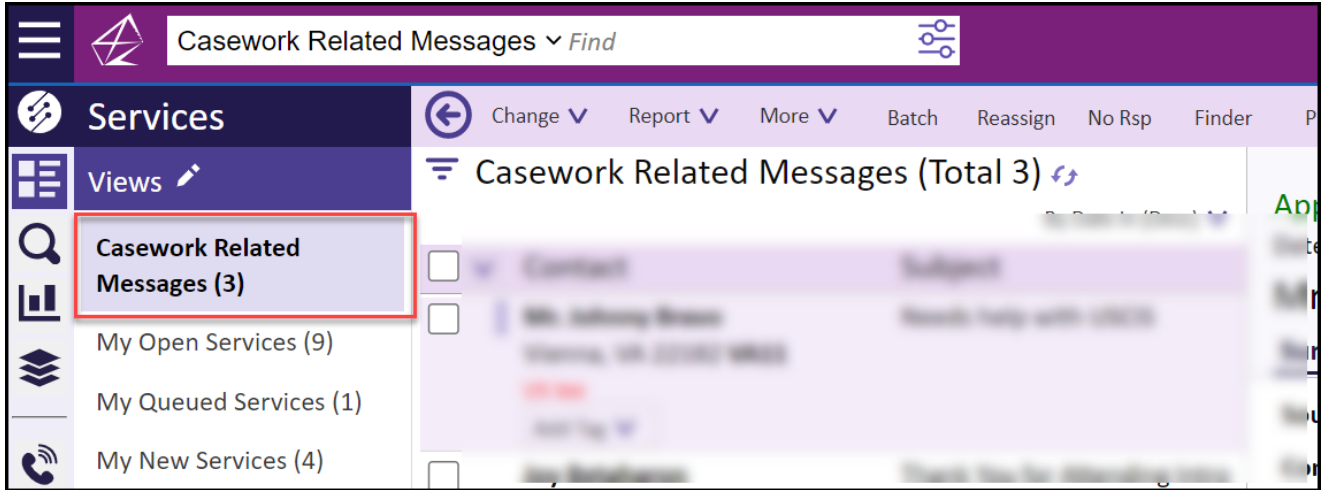
*Please select an option*

- Attach to Service Flag Request117(#800939) for Lisa Quorum
- Attach to Service Scheduling Requests(#801015) for Lisa Quorum
- Attach to Service Flag Request (Web - Pay.gov)(#801640) for Lisa Quorum
- Attach to Service Flag Request117(#801531) for Lisa Quorum
- Attach to Existing Service
- Add to New Casework
- Add to New Tour Request
- Add to New Flag Request (Web - Pay.gov)
- Add to New Casework117
- Add to New Commendations and Greetings
- Add to New Scheduling Requests
- Add to New TourTrackr Request

4. Click "Continue".

### ***Creating a Service from the Casework Related Messages view in the Services application***

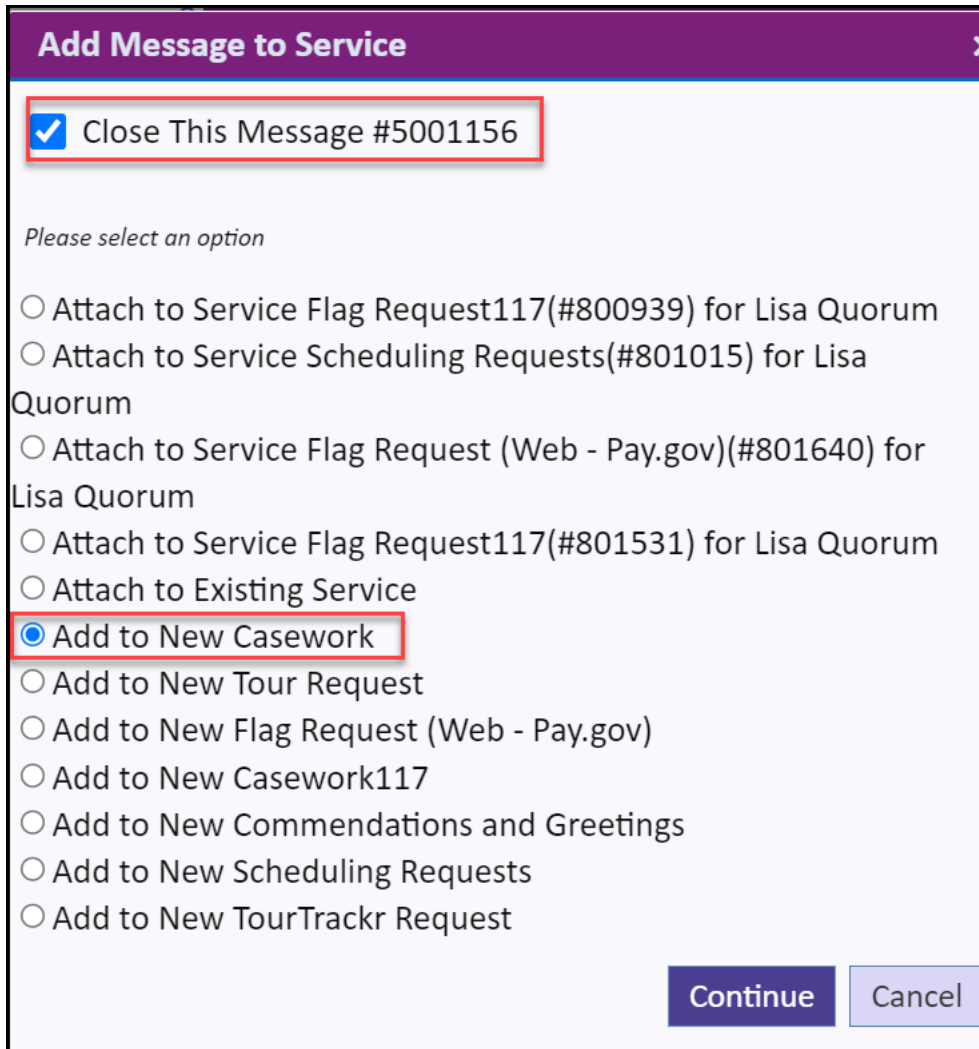
1. From within the **Services** application, select the "Casework Related Messages" view.



2. Select the **Add to Service** icon above the Message



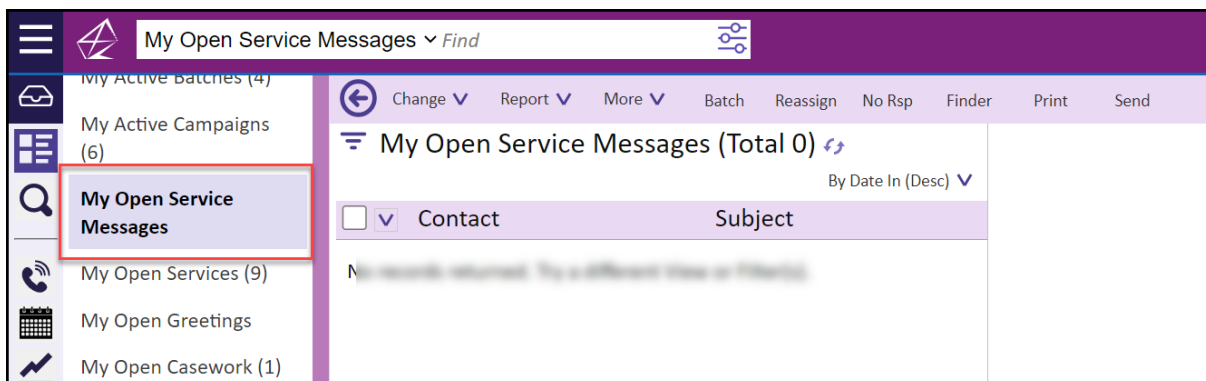
3. Select "Add Service".
4. Complete the fields in the "Add Message to Service" window, as necessary. In this example, the options to "Close This Message" and "Add to New Casework" have been selected.



5. Click “Continue”.

**Creating a Service from the My Open Service Messages in the My Inbox application**

1. From within the **My Inbox** application, navigate to the “My Open Service Messages” view.



2. Select the **Add to Service** icon above the Message.



3. Select "Add Service".
4. Complete the fields in the "Add Message to Service" window, as necessary. In this example, the options to "Close This Message" and "Add to New Casework" have been selected.

### Add Message to Service

Close This Message #5001156

*Please select an option*

Attach to Service Flag Request117(#800939) for Lisa Quorum

Attach to Service Scheduling Requests(#801015) for Lisa Quorum

Attach to Service Flag Request (Web - Pay.gov)(#801640) for Lisa Quorum

Attach to Service Flag Request117(#801531) for Lisa Quorum

Attach to Existing Service

Add to New Casework

Add to New Tour Request

Add to New Flag Request (Web - Pay.gov)

Add to New Casework117

Add to New Commendations and Greetings

Add to New Scheduling Requests

Add to New TourTrackr Request

5. Click "Continue".