How to ReOpen/Change Status of a Closed Service Record

Market: Federal/State/Local, House, Senate
Module: Services
Purpose: This guide provides instructions on how to re-open or change the status of a closed service record.
Key Benefits
Although IQ provides the option to repen a closed service record, is not a recommended best practice and should only be used in special circumstances. Changing the status does not re-open a service record but simply changes the type of closing status set for the record.

1. Navigate to **Services > All Recently Closed**.

Services ^

Find Services

My Open
My Open By Type
My Recent
My Recently Closed

All Open
All Open By Type
All Overdue
All Recent
All Recently Closed
All By Contact

2. Select the service record.

3. Click the **Pencil** icon next to **CLOSED**.

Detail ›

Status: CLOSED ✏ **Closed:** 2/18/2021 - 4:18pm ✏ Edit
Assigned: Profile Caseworker
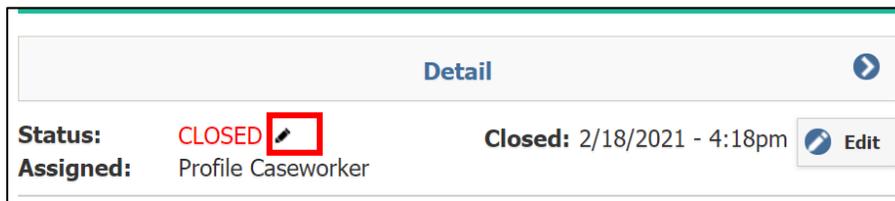
4. Select the appropriate option.

Reopen Service or Change Closed Status

| Reopen Service | Change Status | Cancel |

Option – Reopen a Service. This reopens the service record. Modify the record information and close the record when the process is complete.

Option – Change Status. This displays a window that lists the different types of closing statuses. Select the new closing status.