Acquiring a Service Record

Market: House, Senate

Description: These instructions teach users how to acquire an active service record to process the service request in IQ. The process of starting and finishing a service may involve several steps and/or the involvement of service agencies. By enabling a service record to be acquired by any or specific users within an office, IQ can help streamline the process.

1. Navigate to the **Services application**.

Services								
Aome	My Inbox	Contacts						
Messages	Q .)) Outreach	Services						
Library	Events	Boards						
LegiStats	Admin							

2. Select My Queued Services in the Views list.

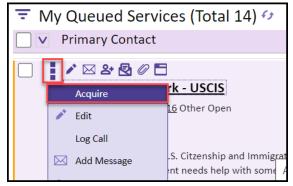




- 3. To acquire:
 - a) Click the Acquire button in the reading pane.

	OPEN Casework - DEPT OF VET AFFAIRS for Mr. Julia Quorum A Greated 3/2/2021 3:59:59 PM by Profile Caseworker Summary Activity Data Attachments Logs							
	Assigned To Queued: Bella Description Needs help wi Updated 3/2/2021 4:14:10 PM Service Codes SSAU.S. Social Security Adminis Department of Veterans' Affairs Primary Contact Mr. Julia Quorum 🔀 😢 stromisabella & @gmail.com H: (123) 455-7890 Newsletter Subscriber; Restaurant Owner; US Vet General Information Case I Case Closure Information Est	Alert 3/3/2021 2:00:00 PM tration; VA Other Contacts Annmarie Amaral X & Congressional Liaison Assistant Director U.S. Department of Veterans Affairs B: Phone: (202) 224 - 5351 F: Fax: (202) 224 - 5351 F: Fax: (202) 224 - 5351 F: Fax: (202) 223 - 9988 amarie@fakemail.com Frequent Writer Q-identified nformation tternal	Activity Discuss Add a note Add a note Profile Caseworker and a subject notel (Jonathan Kilgore ac 3/2/2021-04:14 PM Profile Caseworker) N7/2021-04:14 PM Process Case Begun 3/					
Acquire Edit Log Call Add Message ***								

b) Click the stacked dots \rightarrow **Acquire**.



c) Click the boxes next to each Service you'd like to acquire, then click Change \rightarrow Acquire.

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